



Meeting of Riverina Water County Council

The meeting will be held in the Urana Council Office, 30
William Street Urana at 11:30am on Wednesday, 28 April
2021

Meeting Agenda

Live Streaming of Council Meetings

Riverina Water advises that Council meetings are live streamed on Council's website www.riverinawater.nsw.gov.au. Visitors in the public gallery are advised that their voice and/or image may form part of the webcast. By remaining in the public gallery it is assumed your consent is given in the event your image or voice is broadcast.

Acknowledgement of Country

Livestreaming of Meeting

Apologies

Declaration of pecuniary and non-pecuniary interests

Confirmation of Minutes

Minutes of Board Meeting 24 February 2021

Record of Proceedings for Extraordinary Meeting 14 April 2021

Correspondence

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R1 List of Investments

Organisational Area Corporate Services

Author Kate Pellow, Finance Officer

Summary The report details the status of Council's investments for February and March 2021.

RECOMMENDATION that the report detailing Council's external investments for the months of February and March 2021 be received.

Report

In accordance with the provisions of Clause 19(3) of the Local Government (Financial Management) Regulation 1993, I report details of the Council's external investments as at 28 February 2021 and 31 March 2021 respectively, as follows:

- › **R1.1** **Investment Report - February 2021** [↓](#) 
- › **R1.2** **Investment Report - March 2021** [↓](#) 

Financial Implications

This report is financial by virtue of its subject matter and is critical to reporting to the board the status of investments placed by staff in accordance with the relevant investment policy. The report reflects favourably on the performance of Council's investments.

Risk Considerations

Financial	
Avoid	Council will endeavour to ensure that its financial sustainability is protected at all times and avoid proposals that may impact negatively.

Monthly Investment Report as at 28/02/2021

Investment	Inception Date	Term (Days)	Maturity Date	S&P Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
Term Deposits								
AMP	17/07/2020	367	19/07/21	A-2	1.00	9.124%	\$2,500,000.00	\$2,500,000.00
BOQ	6/05/2020	365	06/05/21	A-2	1.40	9.124%	\$2,500,000.00	\$2,500,000.00
Auswide Bank	8/07/2019	735	12/07/21	A-2	2.05	5.474%	\$1,500,000.00	\$1,500,000.00
National Australia Bank	7/07/2020	365	07/07/21	A-1+	0.95	7.299%	\$2,000,000.00	\$2,000,000.00
MyState Bank	28/10/2020	365	28/10/21	A-2	0.65	3.650%	\$1,000,000.00	\$1,000,000.00
Auswide Bank	15/08/2019	1096	15/08/22	BBB+	1.86	7.299%	\$2,000,000.00	\$2,000,000.00
AMP	30/03/2020	548	29/09/21	A-2	1.85	7.299%	\$2,000,000.00	\$2,000,000.00
AMP	14/09/2020	365	14/09/21	A-2	0.60	3.650%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	27/01/2021	370	01/02/22	A-1+	0.42	7.299%	\$2,000,000.00	\$2,000,000.00
Auswide Bank	17/06/2019	731	17/06/21	A-2	2.22	5.474%	\$1,500,000.00	\$1,500,000.00
Auswide Bank	27/02/2020	546	26/08/21	A-2	1.75	9.124%	\$2,500,000.00	\$2,500,000.00
BOQ	17/08/2020	730	17/08/22	BBB+	0.95	5.474%	\$1,500,000.00	\$1,500,000.00
BOQ	14/10/2020	729	13/10/22	BBB+	0.80	7.299%	\$2,000,000.00	\$2,000,000.00
						80.29%	\$24,000,000.00	\$24,000,000.00
Cash Deposit Account								
T Corp				A-1+	0.00	0.00%	\$0.30	\$0.30
National Australia Bank				A-1+	0.11	12.410%	\$3,400,310.27	\$3,400,310.27
						12.41%	\$3,400,310.57	\$3,400,310.57
TOTAL INVESTMENTS						92.70%	\$27,400,310.57	\$27,400,310.57
Cash at Bank								\$753,191.54
TOTAL FUNDS								\$28,153,502.11

CERTIFICATE

I hereby certify that the investments listed above have been made in accordance with Section 625 of the Local Government Act 1993, clause 212 of the Local Government (General) Regulation 2005 and Council's Investments Policy number POL 1.23.



E Tonacia

MANAGER CORPORATE SERVICES

Application of Investment Funds

Restricted Funds	Description	Value
Externally Restricted	LIRS Loan Funds	\$0.00
		\$0.00
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$2,653,331.76
	Plant Replacement	\$1,413,547.08
	Loan Funds	\$0.00
	Sales Fluctuation	\$3,000,000.00
	Water Treatment Plant	\$228,250.00
		\$7,295,128.84
Unrestricted Funds		\$20,858,373.27
TOTAL FUNDS		\$28,153,502.11

* Externally & Internally Restricted Reserve figures are subject to final adjustment and external audit at 30 June each year.

Report

The investment portfolio decreased by \$399,503.10 for the month. The decrease was due to income in February being lower than expenditure.

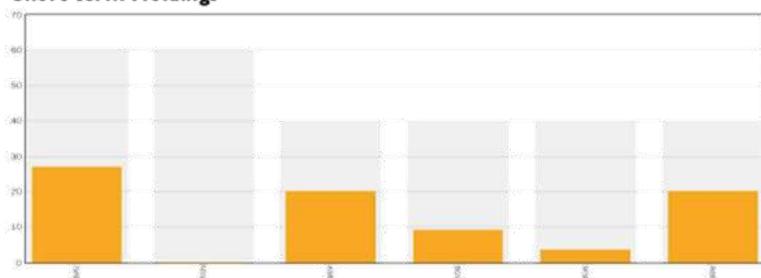
Portfolio Performance

For the month of December, the portfolio (excluding cash) provided a return of +0.12% (actual), outperforming the benchmark Ausbond Bank Bill Index return by +0.00% (actual). The outperformance continues to be anchored by a combination of those longer-dated deposits locked-in for a term of 12 months or longer.

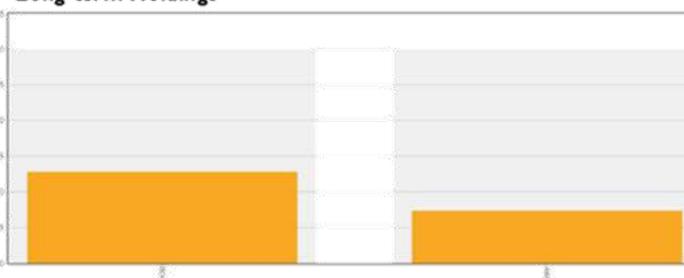
Counterparty Compliance

The below graphs compare investments with each financial institution to the limits included in Council's Investment Policy

Short-term Holdings



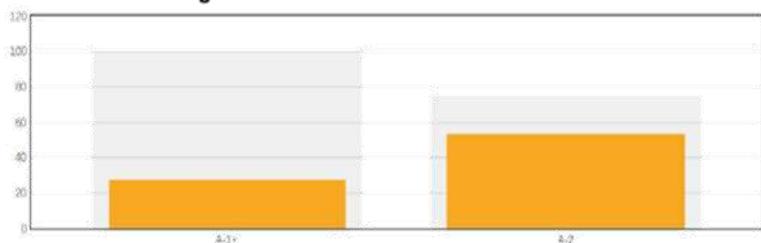
Long-term Holdings



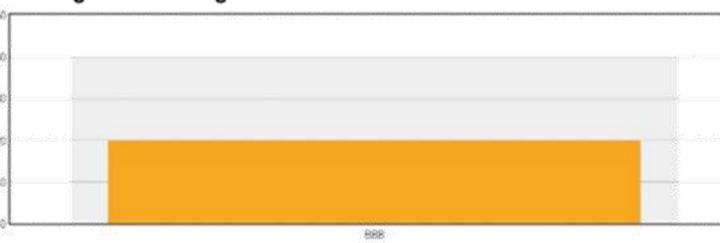
Credit Quality Compliance

The below graphs compare investments with each investment rating category to the limits included in Council's Investment Policy

Short-term Holdings

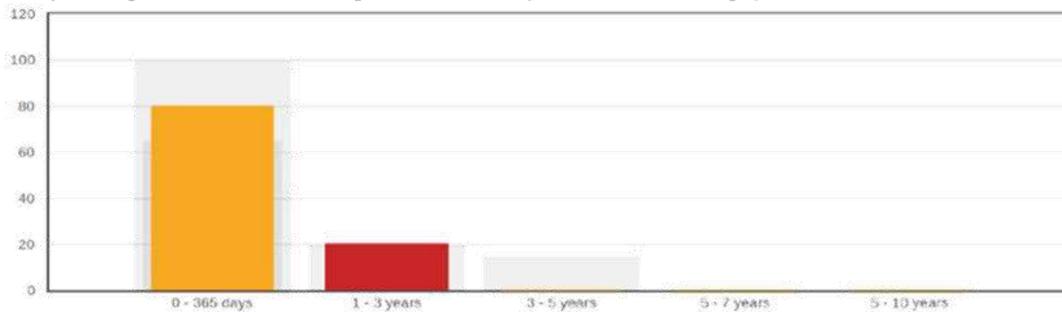


Long-term Holdings



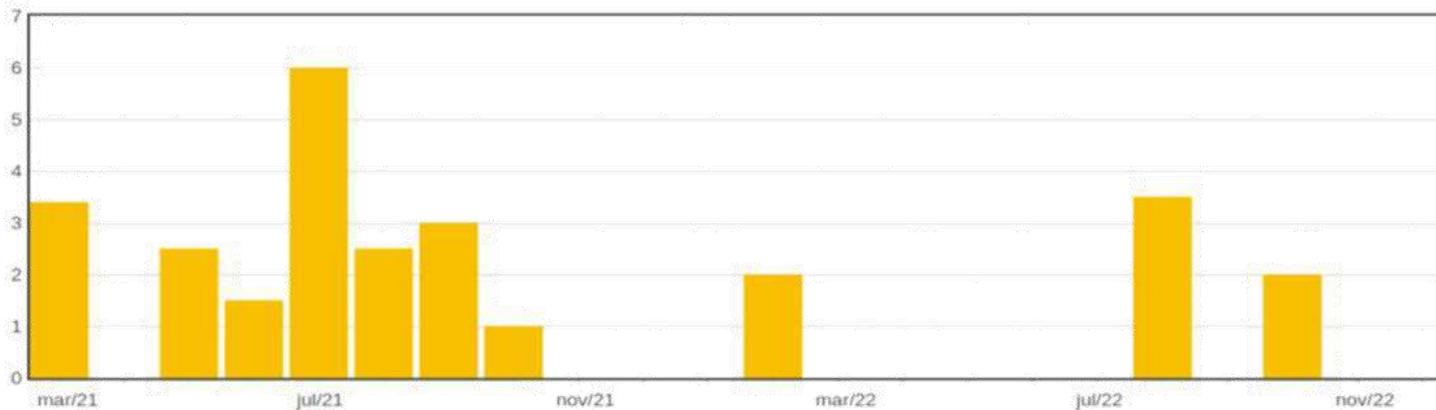
Term to Maturity

The percentage of investments maturing over the next ten years is detailed in the graph below



Maturity Cashflow

When investments will mature over time



Monthly Investment Report as at 31/03/2021

Investment	Inception Date	Term (Days)	Maturity Date	S&P Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
Term Deposits								
AMP	17/07/2020	367	19/07/21	A-2	1.00	9.124%	\$2,500,000.00	\$2,500,000.00
BOQ	6/05/2020	365	06/05/21	A-2	1.40	9.124%	\$2,500,000.00	\$2,500,000.00
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						80.29%	\$24,000,000.00	\$24,000,000.00
Cash Deposit Account								
T Corp				A-1+	0.00	0.00%	\$0.30	\$0.30
National Australia Bank				A-1+	0.16	12.411%	\$3,400,771.40	\$3,400,771.40
						12.41%	\$3,400,771.70	\$3,400,771.70
TOTAL INVESTMENTS						92.70%	\$27,400,771.70	\$27,400,771.70
Cash at Bank								\$1,626,198.53
TOTAL FUNDS								\$29,026,970.23

CERTIFICATE

I hereby certify that the investments listed above have been made in accordance with Section 625 of the Local Government Act 1993, clause 212 of the Local Government (General) Regulation 2005 and Council's Investments Policy number POL 1.23.



E Tonacia

MANAGER CORPORATE SERVICES

Application of Investment Funds

Restricted Funds	Description	Value
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	Plant Replacement	\$1,413,547.08
	Loan Funds	\$0.00
	Sales Fluctuation	\$3,000,000.00
	Water Treatment Plant	\$228,250.00
		\$7,295,128.84
Unrestricted Funds		\$21,731,841.39
TOTAL FUNDS		\$29,026,970.23

* Externally & Internally Restricted Reserve figures are subject to final adjustment and external audit at 30 June each year.

Report

The investment portfolio increased by \$873,468.12 for the month. The increase was due to income in March being higher than expenditure.

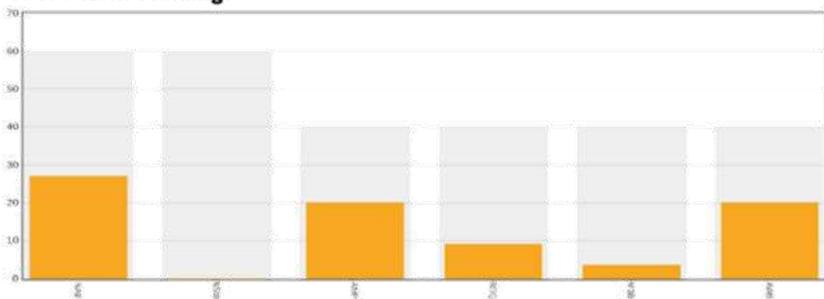
Portfolio Performance

For the month of March, the portfolio (excluding cash) provided a return of +0.11% (actual), outperforming the benchmark Ausbond Bank Bill Index return by +0.00% (actual). The outperformance continues to be anchored by a combination of those longer-dated deposits locked-in for a term of 12 months or longer.

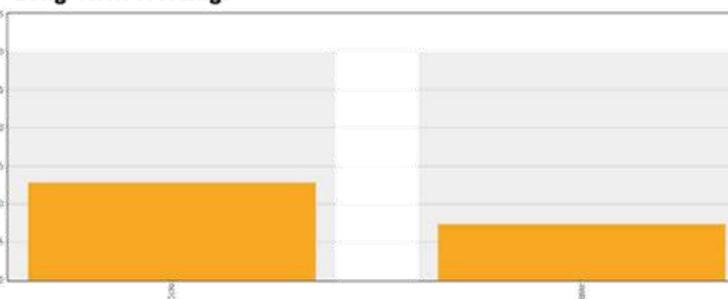
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Short-term Holdings



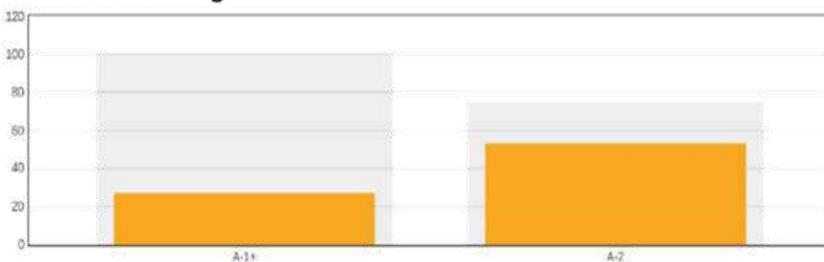
Long-term Holdings



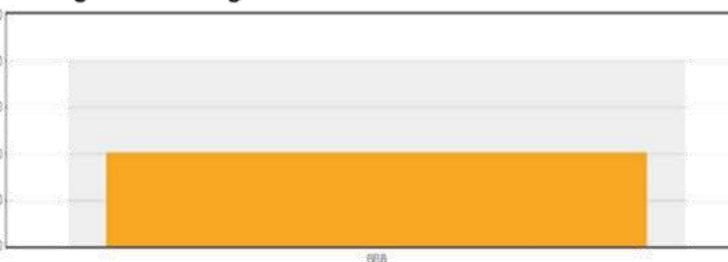
Credit Quality Compliance

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Short-term Holdings

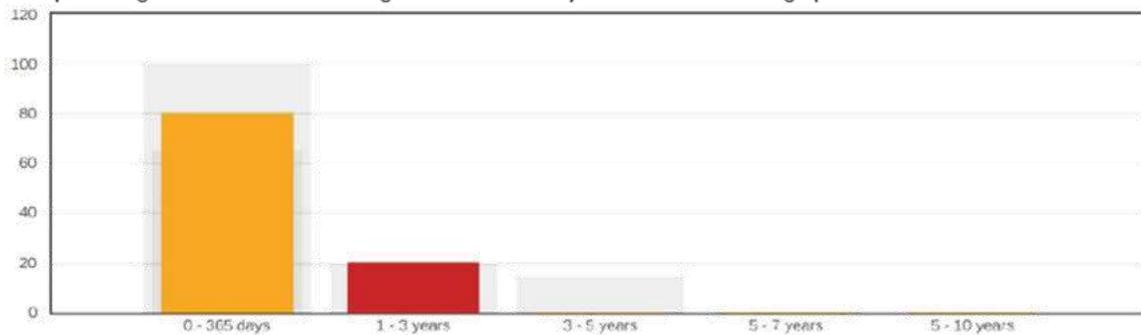


Long-term Holdings



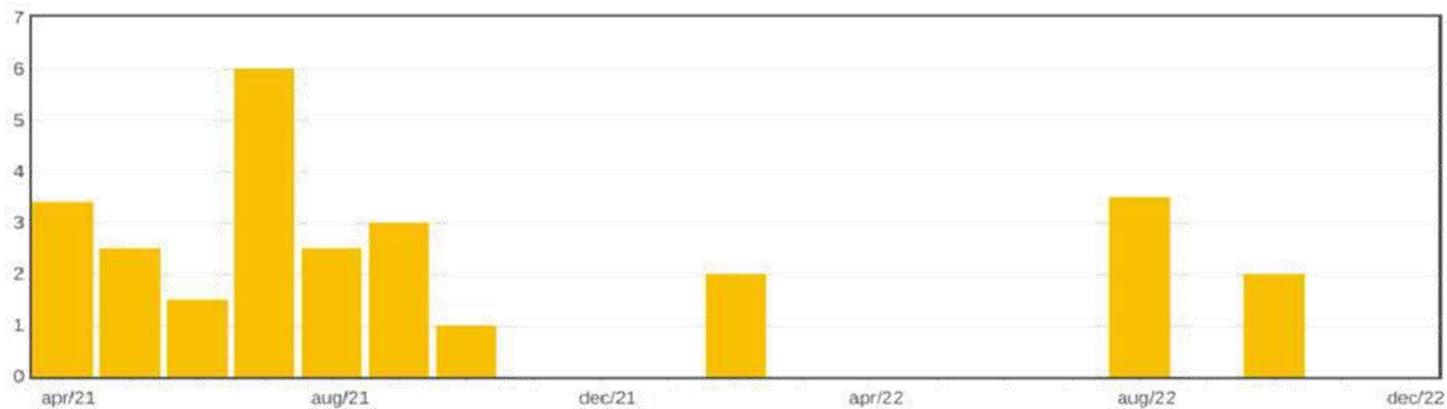
Term to Maturity

The percentage of investments maturing over the next ten years is detailed in the graph below



Maturity Cashflow

When investments will mature over time



R2 March 2021 Quarterly Budget Review

Organisational Area Corporate Services

Author Emily Tonacia, Manager Corporate Services

Summary The Quarterly Budget Review Statement is presented to Council in accordance with Clause 203(2) of the Local Government (General) Regulations 2005, for the purposes of periodically reviewing and revising estimates of income and expenditure.

RECOMMENDATION that the Quarterly Budget Review Statement for the period ended 31 March 2021 be received and the recommended changes be adopted.

Report

The Quarterly Review of Council's Budget for the period ended 31 March 2021 is submitted for examination by Council.

Operating Budget

The anticipated revised Operating Result for 2020/2021 is a surplus of \$3,990,023. The Operating Result was originally budgeted for a surplus of \$7,680,000. The proposed March quarterly review operation adjustments relate to:

Operational Income

- A decrease to water sales due to wetter than average weather (\$3,000,000) and lower average temperature.

Operational Expenditure

- An increase to IT Expenditure – Licences for the purchase of additional email security software. \$ 10,690
- An increase to Safety Long Service Leave for unbudgeted retirements. \$ 55,000
- An increase to Depreciation – Infrastructure to account for additional depreciation. At the time of budgeting, it was unknown the amount of depreciation that would be required for the finalisation and capitalisation of the Water Treatment Plant. \$1,000,000

Net Operating Increase/(Decrease) (\$4,065,690)

Capital Budget

Also included is a quarterly review for Capital Works projects. The proposed capital expenditure for 2020/2021 totals \$18,454,540. The original capital expenditure budget for 2020/2021 was \$21,268,277. Proposed March quarterly review adjustments relate to:

Budget Increases

The following projects have been increased by budget expenditure totalling \$845,068

• Willans Hill Low Level Reservoir Land Purchase	\$161,200
• Remote Telemetry Units and Radio Upgrades	\$ 65,000
• ERP Development and Implementation	\$457,200
• Ralvona Aeration Tower	\$ 10,659
• Tarcutta Clear Water Storage Tank Replacement	\$ 80,000
• Reservoir Magflows – Urban	\$ 6,009
• Demolition Red Hill No. 1 Steel (Abandoned) Reservoir	\$ 65,000

Budget Decreases

The following projects have been reduced by budget expenditure totalling \$3,567,805

• Carpark – Admin Building	(\$ 60,000)
• Computer Server Replacements	(\$2,500,000)
• Radio Telemetry SCADA Upgrade	(\$ 65,000)
• Radio Communication	(\$ 68,440)
• North Wagga Bore 1 Gantry Modifications	(\$ 25,938)
• Walbundrie Aeration Tank Replacement	(\$ 15,000)
• Tarcutta Manganese Filter Replacement	(\$ 40,000)
• Urana WTP Replacement	(\$ 300,000)
• Woomargama WTP	(\$ 24,539)
• Milbrulong Balance Tank – Elec Control Valves	(\$ 19,299)
• Reservoirs – Upgrade Ladders and Access	(\$ 15,000)
• Reservoir Magflows – Non-Urban	(\$ 29,589)
• Estella PH and Res	(\$ 200,000)
• Low & High Level Rising Mains from CWS	(\$ 50,000)
• The Rock Chaplin's Lane	(\$ 30,000)

- Renew Rail Crossings (\$ 25,000)
- Service Connections, New – Urban (\$ 100,000)

The Quarterly Budget Review Statement should be read in conjunction with the detailed Capital Expenditure Quarterly Review, which is included at the end of this report.

› **R2.1 March Quarterly Budget Review Statement** [↓](#) 

Financial Implications

The recommendation decreases Council's anticipated cash result for 2020/21 by \$2,345,000.

Risk Considerations

Financial	
Avoid	Council will endeavour to ensure that its financial sustainability is protected at all times and avoid proposals that may impact negatively.

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Riverina Water County Council

Quarterly Budget Review Statement
for the period 01/01/21 to 31/03/21

Report by Responsible Accounting Officer

The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulations 2005:

It is my opinion that the Quarterly Budget Review Statement for Riverina Water County Council for the quarter ended 31/03/21 indicates that Council's projected financial position at 30/6/21 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.



Signed: _____

Date: 22/04/2021

Ms Emily Tonacia
Responsible Accounting Officer

Riverina Water County Council

Quarterly Budget Review Statement
for the period 01/01/21 to 31/03/21

Income & Expenses Budget Review Statement

Budget review for the quarter ended 31 March 2021

(\$000's)	Original Budget 2020/21	Approved Changes			Revised Budget 2020/21	Variations for this Mar Qtr	Notes	Projected Year End Result	20/21	19/20	Notes
		Other than by QBRS	Dec QBRs	Sept QBRs					Actual YTD figures	Actual YTD figures	
Income											
Rates and Annual Charges	5,117	-	-	-	5,117	-		5,117	4,255	4,033	
User Charges and Fees	23,833	-	-	-	23,833	(3,000)	1	20,833	15,221	20,349	
Interest and Investment Revenues	300	-	-	-	300	-		300	326	125	
Other Revenues	345	-	-	-	345	-		345	614	2,210	
Grants & Contributions - Operating	225	-	-	-	225	-		225	13	10	
Grants & Contributions - Capital	3,190	-	-	495	3,685	-		3,685	2,368	2,187	
Total Income from Continuing Operations	33,010	-	-	495	33,505	(3,000)		30,505	22,797	28,914	
Expenses											
Employee Costs	9,371	-	66	-	9,437	55	2	9,492	7,222	6,323	
Borrowing Costs	387	-	-	-	387	-		387	225	318	
Materials & Contracts	4,029	-	(70)	94	4,053	-		4,053	2,479	2,295	
Depreciation	6,350	-	-	-	6,350	1,000	3	7,350	5,650	4,747	
Other Expenses	5,193	-	30	-	5,223	11	4	5,234	3,212	3,581	
Total Expenses from Continuing Operations	25,330	-	26	94	25,450	1,066		26,516	18,788	17,264	
Net Operating Result from Continuing Operations	7,680	-	(26)	401	8,055	(4,066)		3,989	4,009	11,650	
Net Operating Result from All Operations	7,680	-	(26)	401	8,055	(4,066)		3,989	4,009	11,650	
Net Operating Result before Capital Items	4,490	-	(26)	(94)	4,370	(4,066)		304	1,641	9,463	

Riverina Water County Council

Quarterly Budget Review Statement

for the period 01/01/21 to 31/03/21

Capital Budget Review Statement

Budget review for the quarter ended 31 March 2021

(\$000's)	Original Budget 2020/21	Approved Changes					Revised Budget 2020/21	Variations for this Mar Qtr	Notes	Projected Year End Result	20/21	19/20
		Carry Forwards	19/20 Revotes	Other than QBRS	Dec QBRS	Sept QBRS					Actual YTD figures	Actual YTD figures
Capital Expenditure												
Land & Buildings	2,045	124	55	1,500	(580)	234	3,378	101	3,479	1,656	1,209	
Plant & Equipment	4,400	261	51	500	(200)	8	5,020	(2,568)	2,452	818	1,817	
Intangibles	-	270	-	-	-	-	270	457	727	272	-	
Water Infrastructure	13,872	503	324	-	(3,467)	1,368	12,600	(712)	11,888	4,346	10,745	
Loan Repayments (Principal)	-	-	-	-	-	-	-	-	-	1,391	1,309	
Total Capital Expenditure	20,317	1,158	430	2,000	(4,247)	1,610	21,268	(2,722)	18,546	8,483	15,080	
Capital Funding												
Rates & Other Untied Funding	20,317	1,158	430	2,000	(4,247)	1,610	21,268	(2,722)	18,546	8,483	15,080	
New Loans	-	-	-	-	-	-	-	-	-	-	-	
Total Capital Funding	20,317	1,158	430	2,000	(4,247)	1,610	21,268	(2,722)	18,546	8,483	15,080	
Net Capital Funding - Surplus/(Deficit)	-	-	-	-	-	-	-	-	-	-	-	

Riverina Water County Council

Quarterly Budget Review Statement

for the period 01/01/21 to 31/03/21

Cash & Investments Budget Review Statement

Budget review for the quarter ended 31 March 2021

(\$000's)	Original Budget 2020/21	Approved Changes			Revised Budget 2020/21	Variations for this Mar Qtr	Notes	Projected Year End Result	Actual YTD figures
		Carry Forwards	Other than by QBRS	Dec QBRS					
Externally Restricted ⁽¹⁾									
Loan Funds - LIRS	-	-	-	-	-	-	-	-	
Total Externally Restricted	-	-	-	-	-	-	-	-	
(1) Funds that must be spent for a specific purpose									
Internally Restricted ⁽²⁾									
Employee Leave Entitlements *	2,653	-	-	-	2,653	-	2,653	2,653	
Plant Replacement	1,060	-	-	-	1,060	-	1,060	1,060	
Water Treatment Plant	228	-	-	-	228	-	228	228	
Sales Fluctuation	3,000	-	-	-	3,000	-	3,000	3,000	
Total Internally Restricted	6,941	-	-	-	6,941	-	6,941	6,941	
(2) Funds that Council has earmarked for a specific purpose									
Unrestricted (ie. available after the above Restrictions)	10,777	-	-	7,586	18,363	(2,345)	16,018	22,163	
Total Cash & Investments	17,718	-	-	7,586	25,304	(2,345)	22,959	29,104	

* ELE Reserve is currently funded at 50%

Cash & Investments Budget Review Statement

Comment on Cash & Investments Position

Due to Cash & Investment balances at the start of the financial year being higher than anticipated after the 2019/20 end of year financial result cash on hand is higher than originally budgeted.

Investments

Investments have been invested in accordance with Council's Investment Policy.

Cash

The Cash at Bank figure included in the Cash & Investment Statement totals \$1,626,199

This Cash at Bank amount has been reconciled to Council's physical Bank Statements.
The date of completion of this bank reconciliation is 31/03/21

Reconciliation Status

The YTD Cash & Investment figure reconciles to the actual balances held as follows:		\$ 000's
Cash at Bank (as per bank statements)		1,626
Investments on Hand		27,401
less: Unpresented Cheques	(Timing Difference)	(15)
add: Undeposited Funds	(Timing Difference)	92
Reconciled Cash at Bank & Investments		29,104
Balance as per Review Statement:		29,104
Difference:		-

Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes Details

- 1 Lower cash on hand than forecasted due to a reduction in anticipated water sales as a result of wetter weather and lower average temperatures



Key Performance Indicators Budget Review Statement - Industry KPI's (OLG)

Budget review for the quarter ended 31 March 2021

(\$000's)	Current Projection		Original Budget 20/21	Actuals Prior Periods	
	Amounts	Indicator		19/20	18/19
	20/21	20/21			

NSW Local Government Industry Key Performance Indicators (OLG):

1. Current Ratio (Liquidity)

Current Assets	29083	3.1 %	3.0 %	3.4 %	1.8 %
Current Liabilities	9255				

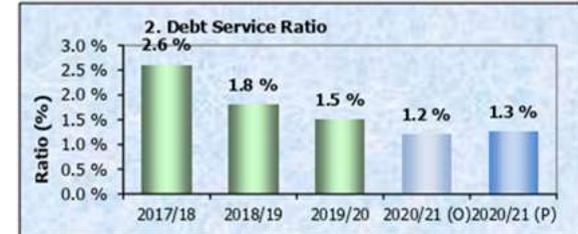
This measures Council's ability to pay existing liabilities in the next 12 months. (target >1.5)



2. Debt Service Ratio

Debt Service Cost	387	1.3 %	1.2 %	1.5 %	1.8 %
Income from Continuing Operations	30505				

This measures Council's ability to meet interest repayments and therefore service debt. (target 0% to 5%)



3. Rates & Annual Charges Coverage Ratio

Rates & Annual Charges	5117	16.77	15.50	15.39	15.54
Income from Continuing Operations	30505				

To assess the degree of Council's dependence upon revenue from rates and annual charges and to assess the security of Council's income. (target < 25%)



Key Performance Indicators Budget Review Statement - Industry KPI's (OLG)

Budget review for the quarter ended 31 March 2021

(\$000's)	Current Projection		Original Budget 20/21	Actuals Prior Periods	
	Amounts	Indicator		19/20	18/19
	20/21	20/21			

NSW Local Government Industry Key Performance Indicators (OLG):

4. Capital Replacement Ratio

Infrastructure, Property, Plant & Equipment	18546	2.52	3.20	3.61	4.50
Depreciation	7350				

Comparison of the rate of spending on IPP&E with consumption of assets. This is a long-term indicator, as capital expenditure can be deferred in the short term if insufficient funds are available from operations and and borrowing is not an option. (target > 1.5)



5. Underlying Result

Net Result	3989	13.1%	24.3%	24.4%	30.3%
Total Revenue	30505				

A positive result indicates a surplus and the larger the percentage the stronger the result. A negative result indicates a deficit. Operating deficits cannot be sustained in the long term. (target > 0%)



Consultancy & Legal Expenses Budget Review Statement

Consultancy & Legal Expenses Overview

Expense	YTD Expenditure (Actual Dollars)	Budgeted (Y/N)
Consultancies	88,722	Y
Legal Fees	7,043	Y

Definition of a consultant:

A consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision making by management. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.

Comments

Expenditure included in the above YTD figure but not budgeted includes:

Details

Riverina Water County Council

OPERATIONAL PLAN - MARCH 2021 REVIEW

OPERATING SUMMARY	YTD ACTUAL \$'000	CURRENT BUDGET \$'000	REMAINING \$'000	% AVAILABLE	2020/21 BUDGET \$'000	31/03/2021 REVIEW ADJUSTMENT	REVISED BUDGET \$'000	REVIEW ADJUSTMENT COMMENT
OPERATING INCOME								
Access Charges								
Urban	3,441	4,141	700	17%	4,141	0	4,141	
Non-Urban	814	976	162	17%	976		976	
	4,255	5,117	862	17%	5,117	0	5,117	
User Charges								
Consumption Charges								
Urban	11,672	18,793	7,121	38%	18,793	-3,000	15,793	
Non-Urban	2,797	4,010	1,213	30%	4,010	0	4,010	
	14,469	22,803	8,334	37%	22,803	-3,000	19,803	
Extra Charges								
Urban	16	80	64	80%	80	0	80	
Non-Urban	7	15	8	0%	15		15	
	23	95	72	76%	95	0	95	
Other Income	1,341	1,270	-71	-6%	1,270	0	1,270	
Interest	326	300	285	95%	300	0	300	
Operating Grants & Contributions	13	225	212	94%	225	0	225	
Capital Grants & Contributions	2,368	3,685	1,317	36%	3,685	0	3,685	
Private Works Income	2	10	8	0%	10	0	10	
TOTAL OPERATING INCOME	22,797	33,506	11,020	33%	33,506	-3,000	30,506	
OPERATING EXPENSES								
Management	7,354	10,465	3,111	30%	10,465	55	10,520	
Operations & Maintenance								
Buildings & Grounds								
Urban	484	663	179	27%	663	0	663	
Non-Urban	54	52	-2	-5%	52	0	52	
	538	715	176	25%	715	0	715	
Management - Operations								
Urban	757	950	193	20%	950	0	950	
Non-Urban	235	350	115	33%	350	0	350	
	991	1,300	309	24%	1,300	0	1,300	
Sources								
Urban	693	1,082	389	36%	1,082	0	1,082	
Non-Urban	228	335	107	32%	335	0	335	
	921	1,417	496	35%	1,417	0	1,417	
Pumping Stations								
Urban	126	933	807	87%	933	0	933	

OPERATING SUMMARY	YTD ACTUAL \$'000	CURRENT BUDGET \$'000	REMAINING \$'000	% AVAILABLE	2020/21 BUDGET \$'000	31/03/2021 REVIEW ADJUSTMENT	REVISED BUDGET \$'000	REVIEW ADJUSTMENT COMMENT
Non-Urban	150	278	128	46%	278	0	278	
	276	1,210	935	77%	1,210	0	1,210	
<i>Reservoirs</i>								
Urban	55	226	171	76%	226	0	226	
Non-Urban	144	129	-15	-12%	129	0	129	
	199	355	156	44%	355	0	355	
<i>Treatment Plant</i>								
Urban	1,389	1,643	254	15%	1,643	0	1,643	
Non-Urban	526	548	22	4%	548	0	548	
	1,916	2,191	275	13%	2,191	0	2,191	
<i>Mains & Services</i>								
Supervision	170	0	-170	0%	0	0	0	
Urban	809	1,201	392	33%	1,201	0	1,201	
Non-Urban	390	551	161	29%	551	0	551	
	1,370	1,752	382	22%	1,752	0	1,752	
<i>Other Operations</i>								
	-426	-306	121	-39%	-306	11	-295	
Depreciation	5,650	6,350	700	11%	6,350	1,000	7,350	
TOTAL OPERATING EXPENSES	18,788	25,450	6,662	26%	25,450	1,066	26,516	
OPERATING RESULT	4,008	8,056			8,056	-4,066	3,990	

**Riverina Water County Council
Balance Sheet**

	Projected 2020/21 \$
ASSETS	
Current Assets	
Cash & Cash Equivalents	22,959
Receivables	3,555
Inventories	2,569
Total Current Assets	29,083
Non-Current Assets	
Infrastructure, Property, Plant & Equipment	382,678
Intangible Assets	10,884
Total Non-Current Assets	393,562
TOTAL ASSETS	422,645
LIABILITIES	
Current Liabilities	
Payables	1,983
Borrowings	1,964
Provisions	5,307
Total Current Liabilities	9,254
Non-Current Liabilities	
Borrowings	3,434
Total Non-Current Liabilities	3,434
TOTAL LIABILITIES	12,688
Net Assets	409,957
EQUITY	
Retained Earnings	151,567
Revaluation Reserves	258,389
Other Reserves	-
Council Equity Interest	409,957
Minority Equity Interest	-
Total Equity	409,957

31 MARCH 2021 CAPEX QUARTERLY BUDGET REVIEW

Project #	Description	Current Budget \$	YTD Actual 2020/21 \$	Budget Remaining \$	31/03/2021 QBR \$	Revised Budget \$	Revised Remaining \$	Comment
MANAGEMENT								
LAND & BUILDINGS FOR ADMIN. DEPOTS AND WORKSHOPS								
	Administration Office	160,000	54,305	89,474	-60,000	100,000	29,474	Work deferred to 2021/22 - Admin Carpark
	Depot Buildings	1,094,567	206,426	855,597	0	1,094,567	855,597	
	Access, Parking and Landscaping	2,123,071	1,543,332	409,695	161,200	2,284,271	570,895	Complete purchase of land for Willans Hill reservoir site
	Depot Residence - Urban	0	0	0	0	0	0	
	SUB-TOTAL LAND & BUILDINGS FOR ADMIN, DEPOTS & WORKSHOPS	3,377,638	1,804,062	1,354,766	101,200	3,478,838	1,455,966	
PLANT & EQUIPMENT								
	IT Equipment	2,744,500	91,245	2,635,255	-2,500,000	244,500	135,255	Delay in entering contract and the introduction of an inception phase for an implementation strategy. Correctly allocate funding to ERP project - \$457,200
	Office Furniture & Equipment	16,600	7,171	2,177	0	16,600	2,177	
	Working Plant & Vehicle Purchases	1,549,847	521,224	704,197	0	1,549,847	704,197	
	Fixed Plant Tools & Equipment	35,000	14,391	9,859	0	35,000	9,859	
	Telemetry & Control Systems Upgrade	458,782	350,770	110,866	0	458,782	110,866	
	Radio Communications Upgrade/Replacements/Improvements	68,440	7,977	99,023	-68,440	0	-9,417	Ongoing project - carry funds to 2021/22 - Radio Communication
	Energy Efficiency & Cost Minimisation	415,740	123,591	167,284	0	415,740	167,284	
	SUB-TOTAL PLANT & EQUIPMENT	5,288,909	1,096,369	3,688,660	-2,568,440	2,720,469	1,120,220	
INTANGIBLES								
	Software	0	10,845	-35,508	457,200	457,200	421,692	Correctly allocate funding to project from Project 50
	Water Licences	270,000	272,268	-2,268	0	270,000	-2,268	
	SUB-TOTAL INTANGIBLES	270,000	283,113	-37,776	457,200	727,200	419,425	
	TOTAL MANAGEMENT	8,936,547	3,183,544	5,005,650	-2,010,040	6,926,507	2,995,610	
SOURCES								
	Bores-renew/refurbish/decommission	369,943	295,953	73,974	-25,938	344,005	48,036	Project completed under budget - North Wagga Bore 1
	TOTAL SOURCES	369,943	295,953	73,974	-25,938	344,005	48,036	
TREATMENT PLANTS								
	Aeration Tower Replacements	85,000	95,659	-10,659	10,659	95,659	-	Replacement of access ladders to match new aeration cover fall arrest points
	Aeration Tower Covers	489,627	374,604	86,259	0	489,627	86,259	
	Specific Treatment Plant improvements	30,000	9,436	20,564	0	30,000	20,564	
	Treatment Plant refurbishments	3,128,567	763,762	2,222,683	-299,539	2,829,028	1,923,144	Project completed under budget (Walbundrie Aeration Tank), variations to project (Tarcutta CWS Tank) and project scopes to be finalised and projects completed in 2021/22 (Urana WTP and Woomasana WTP)
	TOTAL TREATMENT PLANTS	3,733,194	1,243,462	2,318,846	-288,880	3,444,314	2,029,966	
PUMPING STATIONS								
	Pump Stations Renewal/Refurbish/Upgrade	130,000	8,891	121,109	0	130,000	121,109	

Pump & Motor Maintenance / Replacements	0	0	0	0	0	0	
TOTAL PUMPING STATIONS	130,000	8,891	121,109	0	130,000	121,109	
RESERVOIRS							
General Improvements	29,299	3,138	26,161	-19,299	10,000	6,862	Milbrulong Balance Tank completed under budget
New/Replacement Reservoirs	599,900	174,617	209,042	0	599,900	209,042	
Reservoirs - Refurbish	155,019	148,154	6,633	0	155,019	6,633	
Reservoirs - Upgrade Ladders and Access	25,000	2,103	17,297	-15,000	10,000	2,297	No further upgrades required this FY
Reservoir Hatches Magflows	64,375	40,795	23,580	-23,580	40,795	0	No further work required this FY
Asset demolition	110,000	16,912	78,588	65,000	175,000	143,588	Red Hill No 1 Res - quotes higher than originally forecasted
TOTAL RESERVOIRS	983,593	385,718	355,302	7,121	990,714	362,423	
MAINS, SERVICES & METERS							
MAINS							
System Improvements	1,640,000	975,861	652,863	-200,000	1,440,000	452,863	Estrella Pt to Res project completed under budget
Reticulation for Developers (including other extensions)	860,000	555,926	305,434	0	860,000	305,434	
Renew Reticulation Mains	1,805,000	1,234,339	440,629	0	1,805,000	440,629	
Renew Trunk Mains	1,495,000	550,169	927,880	-105,000	1,390,000	822,980	Projects completed under budget (The Rock Chaplins Lane), no longer required (Low & High Level Rising Mains from CWS) and rail crossing renewals deferred to 2021/22
SUB-TOTAL MAINS	5,800,000	3,316,295	2,326,806	-305,000	5,495,000	2,021,906	
SERVICES							
Service Connections, new including Meters	650,000	402,235	247,348	-100,000	550,000	147,348	Number of new connections lower than anticipated in Wagga
Renew Services	230,000	181,700	41,250	0	230,000	41,250	
SUB-TOTAL SERVICES	880,000	583,935	288,598	-100,000	780,000	188,598	
METERS							
Water meters replacement	200,000	139,384	-8,864	0	200,000	-8,864	
Remote metering	125,000	91,665	33,335	0	125,000	33,335	
Water Filling Stations Upgrade	85,000	3,509	81,492	0	85,000	81,492	
Water Filling Stations New	25,000	17,856	7,144	0	25,000	7,144	
SUB-TOTAL METERS	435,000	252,413	117,107	0	435,000	117,107	
TOTAL MAINS, SERVICES & METERS	7,115,000	4,152,643	2,732,611	-405,000	6,710,000	2,327,611	
TOTALS	21,268,277	9,270,212	10,607,492	-2,722,737	18,545,540	7,884,755	

R3 Draft Delivery Program 2021/22 - 2024/25 and Draft Operational Plan 2021/22

Organisational Area Corporate Services

Author Emily Tonacia, Manager Corporate Services

Summary The draft revised delivery program 2021/22 to 2024/25 and draft Operational Plan for the period 1 July 2020 to 30 June 2021 is submitted for Council's consideration. In accordance with Sections 404 and 405 of the Local Government Act 1993, the draft plans must be placed on public exhibition for a period of at least 28 days.

RECOMMENDATION that Council, in accordance with Sections 404 and 405 of the Local Government Act 1993, place the draft revised Delivery Program and draft Operational Plan on public exhibition for a period of 28 days

Report

The draft Revised Delivery Program 2021/22 to 2024/25 and draft Operational Plan for the period 1 July 2021 to 30 June 2022 is submitted for Council's consideration.

A workshop to assist in the development of the budget was held in February 2021. At this workshop Council looked at several options regarding pricing for 2021/22 and future years.

The consensus at the workshop was to increase consumption charges by 1.8%. The resulting total increase for the average residential customer is approximately an additional \$9 per year, or 18c per week. It was agreed that availability charges would not incur an increase, allowing customers greater opportunity to control their costs.

An increase of 1.8% has also been applied to Council's Sundry Fees and Charges, rounded to nearest 50c.

The proposed Operating Result for the 2021/22 is forecasted to be \$5,909,000. Water sales have been calculated utilising trends from previous years' consumption and predicted weather patterns, and have been budgeted at 14,176 megalitres.

The proposed pricing increase is vital in ensuring the continued delivery of Council's capital works program of over the next four years which has been proposed at \$85,971,795. Of this total amount, \$21.2m is attributable to the Solar Pilot Plant project. To assist in the funding of this significant project, a proposed loan of \$19,200,000, directly related to the Solar Pilot Plant project has been included for 2022/23.

The 1.8% increase in consumption charges will assist ensure the ongoing financial sustainability of Council.

The adoption by Council of the proposed Delivery Program and Operational Plan presents a prudent yet busy schedule of works and activity that the incoming Council can review and consider in early 2022, if considered necessary.

› **R3.1** **Draft Delivery Program 2021/22 - 2024/25 and Draft Operational Plan 2021/22** [↓](#)

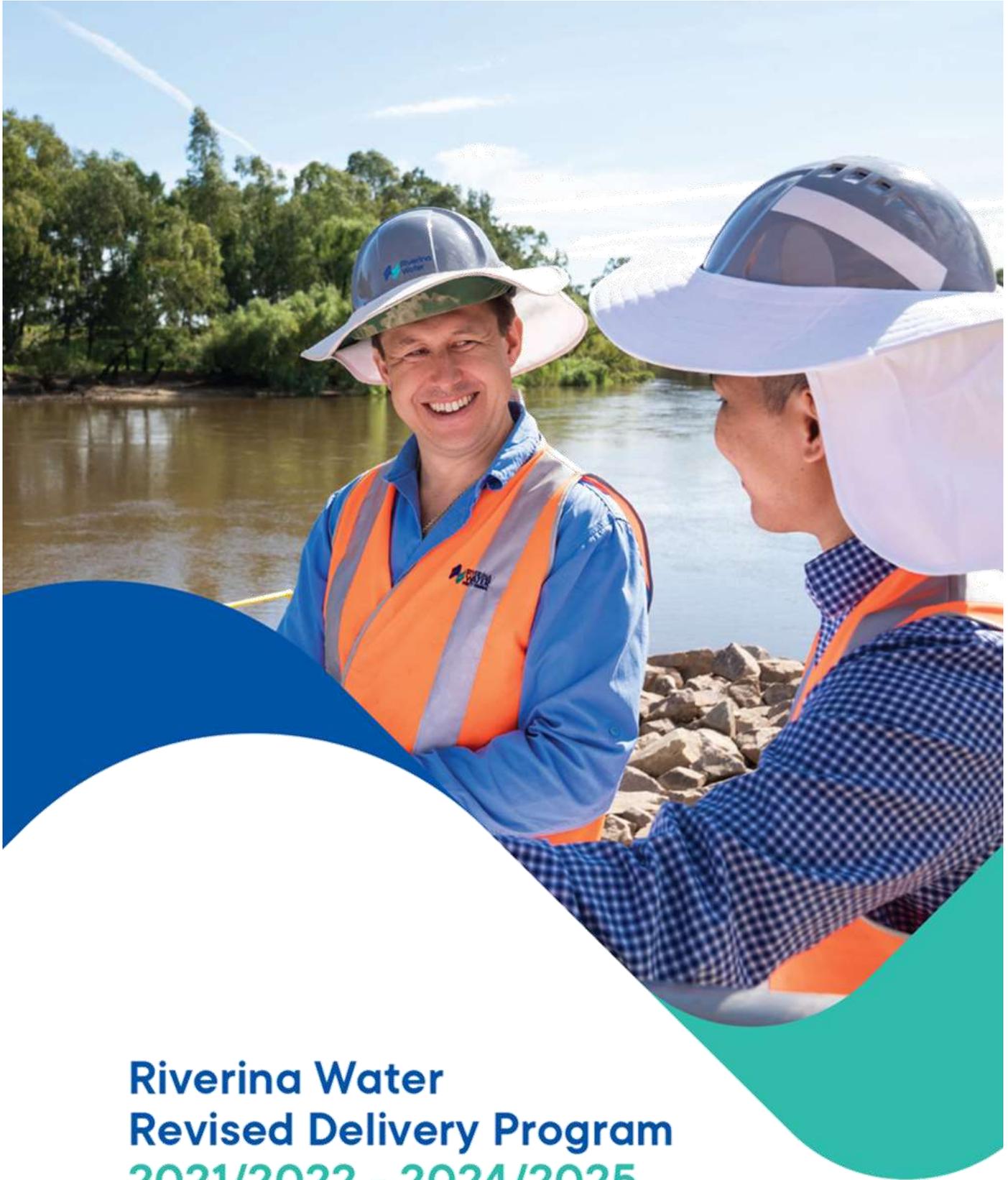


Financial Implications

The report, and the prior workshop, has outlined the financial implications of the likely impact of the decisions made by the Board during their consideration.

Risk Considerations

Financial	
Avoid	Council will endeavour to ensure that its financial sustainability is protected at all times and avoid proposals that may impact negatively.



Riverina Water
Revised Delivery Program
2021/2022 - 2024/2025
and Operational Plan
2021/2022



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1. Introduction

This Delivery Program and Operational Plan has been prepared in accordance with the requirements of the Local Government Act, 1993. It includes the proposed activities and financing of Riverina Water's activities for the year.

Riverina Water is responsible for the water supply functions within Lockhart, Wagga Wagga, part Greater Hume and part Federation local government areas.

Riverina Water is a Category 1 business as defined by the National Competition Policy.

In accepting this responsibility Riverina Water provides reticulated water to all urban and village areas within the County district. Water is also available to land within the rural area, where supply lines exist or can be laid at practical and economical recoverable cost.

Riverina Water provides a comprehensive service in the location, treatment, storage, movement and delivery of drinking quality water, and associated services.

This Revised Delivery Program is for the 4 years commencing July 2021 and the Operational Plan for the Year commencing July 2021.

2. Guiding documents and plans

The guiding documents which support this Delivery Program and Operational Plan are set out below.

- › Local Government Act 1993
- › Local Government (General) Regulation 2005
- › Best Practice Management Guidelines for Water Supply and Sewerage
- › Water Sharing Plans
- › Integrated Water Cycle Management Plan 2021
- › Strategic Business Plan and Resourcing Strategy for Water Supply 2012
- › Code of Conduct
- › Asset Management Plan 2012
- › Demand Management Plan 2012
- › Workforce Plan 2020
- › Development Servicing Plan 2013
- › RWCC Guidelines to Determine Water Services Connections 2013
- › RWCC Guidelines to Determine Access to Water Supply 2013

There are also numerous Acts and regulations aimed at various parts of Council's operations.

2.1 Integrated water cycle management plan and strategic business plan and resourcing strategy for water supply

The NSW Office of Water (NOW) Guidelines for Best-Practice Management of Water Supply and Sewerage recommend the development of integrated water cycle management (IWCM) plans. The IWCM Plan is a foundation strategic planning document used for NSW water local government water utilities. It explores the integration of water supply, sewerage and stormwater so that water is used optimally. The IWCM identifies the future water supply assets required within the next 30 year projections, supported by a 30 year financial plan.

Council intends to adopt its Integrated Water Cycle Management Plan (IWCM) in April 2021. The IWCM will come into effect on July 1, 2021. Following that, Council will commence work on updating the 2012 Strategic Business Plan and Resourcing Strategy, which will be

reviewed and endorsed by the new Board to be elected in October 2021.

NSW Public Works Advisory completed the IWCM Issues Paper and conducted Project Reference Group meetings with key stakeholders. Meetings were well represented by developers, regulators, key industrial customers and other local water utilities within council's water supply area.

The next phase sees the draft IWCM placed on public exhibition before adoption.

Other related business plans will later be updated to support the final IWCM Plan, such as:

- › Strategic Business Plan and Resourcing Strategy for Water Supply
- › Asset Management Plan
- › Demand Management Plan
- › Development Servicing Plan
- › Drinking Water Management Plan

Principal activities



3. Principal activity – services to be provided

Goals

- › To provide water supply to customers in accordance with acceptable levels of service.
- › To build on a reputation as a leading utility service provider.
- › To offer a comprehensive service in the abstraction, treatment, storage, movement and delivery of water and associated services.
- › To achieve a substantial reduction in water use through demand management measures with a focus on outdoor use and the irrigation of turf.
- › To include demand reduction as an alternative to augmentation where systems are stressed.

3.1 Services – objectives and targets

Reticulated water supply is to be available to all urban areas and villages within the County district, up to elevations that the reservoir systems can serve. It will also be available to land within the rural area, where supply lines exist or can be laid at a practical and economically recoverable cost.

The service connection and meter will be installed according to adopted procedures and will generally be located adjacent to or within the road reserve containing the water main. Urban domestic customers will normally be served with one meter per assessment.

Pressure and flow

Provide pressures between 12 and 120 metres head at the water meter when service has no flow

Provide water to each connection at an available flow rate not less than:

Diameter of service pipe (mm)				
20	25	32	40	50
Minimum flow rate (litres per minute)				
20	35	60	90	160

Trickle feed option is on an economic basis case by case.

The minimum flow rate available for rural properties may be less where elevations or operational factors limit the supply. In some situations, the flow may be restricted to 11 kl/day. In such situations or where part of the land being serviced has elevation higher than the head available, approval may be granted for a private balance tank and pressure system to be installed at the owner's cost.

Direct pumping from Council water mains is not permitted.

Consumption restrictions in droughts

Water restrictions may be applied to encourage wise water use, to reduce excessive demand, or to conserve limited resource in time of drought.

Restrictions may also be applied at the request of NSW Office of Water or to comply with an adopted Water Sharing Plan.

The strategy will include a Level 1 Restriction during daylight savings, pricing (stepped tariff), targets for reduced demand, changes to irrigation 3.1 culture, regulations, information and rebates.

Interruptions to supply

Planned

Domestic customers will receive 24 hours written notice and industrial customers will receive 7 days' written notice.

Unplanned

Not to occur more than 2 times per year if lasting up to 12 hours.

Not to occur more than 5 times per year if lasting up to 5 hours.

Water for fire-fighting

Provide fire flows in reticulation systems in accordance with NSW Water Directorate Fire Flow guidelines.

A positive residual head should be maintained while supplying fire flow plus 75% of the design peak instantaneous demand.

Internal systems designed for fire-fighting purposes must recognise that direct pumping from Council water mains is not permitted.

Potable water supply

Where it can be achieved, water quality should meet the 2011 Australian Drinking Water Guidelines, published jointly by the National Health and Medical Research Council (NHMRC) and the Natural Resource Management Ministerial Council. Some aesthetic or taste parameters may not be achieved at times in some village and rural areas.

Response time

Response time is defined as time to have staff on site to commence rectification of problem after notification by public or Riverina Water County Council staff. Council aims to meet the following response times depending on priority.

Priority 1 - defined as failure to maintain continuity or quality of supply to a large number of customers or to a critical use at a critical time.

1 hour (during working hours)

2 hours (after working hours)

Priority 2 - defined as failure to maintain continuity or quality of supply to a small number of customers or to a critical user at a non-critical time.

3 hours (during working hours)

4 hours (after working hours)

Priority 3 - defined as failure to maintain continuity or quality of supply to a single customer.

One working day.

Priority 4 - defined as a minor problem or complaint, which can be dealt with at a time convenient to the customer and the water authority.

Within 2 weeks.

Catastrophe

Any situation of this nature would prompt immediate action involving senior personnel and emergency services with the aim of containing and resolving the situation as quickly as possible.

Customer complaints and enquiries of general nature

Respond to 95% of written complaints or inquiries within 10 working days.

Respond to 95% of personal complaints or inquiries within 1 working day.

(Source: Riverina Water Strategic Business Plan and Resource Strategy for Water Supply, 2012)

Special customers

Certain customers may have special needs by virtue of specific health, commercial or industrial circumstances. Specific levels of service and associated charges should be negotiated with these customers.

Customer relations

The most significant contributions to good customer relations are quality of service, good communication and responsive action.

Our customers consist of water users (most of the population and businesses), landowners, land developers, plumbers and builders.

All staff need to be empowered to deal with customers in a friendly and helpful manner. Staff who regularly have customer contact will receive appropriate training for their role.

The Levels of Service (LOS) listed above are the primary driving force for RWCC's actions. These LOS will largely shape the objectives and requirements for operation, maintenance and provision of capital works within RWCC's water supply schemes. Achievement of target levels of service is the primary objective of the system.

Management of drinking water quality

As with many other NSW local water utilities, Riverina Water's management system for drinking water quality includes NSW Health Drinking Water Monitoring Program Supplies, NSW Code of Practice for Fluoridation of Public Water Supplies, and the NSW Best-Practice Management of Water Supply and Sewerage Framework and Best Practice Management of Water Supply and Sewerage Guidelines.

Further development of the ADWG (2011) provided a more structured risk-based approach to drinking water management and satisfies the requirement for a quality assurance program in the *Public Health Act 2010*.

The ADWG (2011) is structured into four general areas comprising of:

1. Commitment to drinking water quality management
 - › Commitment to management
2. System analysis and management
 - › Assessment of the water supply systems
 - › Preventative measures for drinking water
 - › Operational procedures and process control
 - › Verification
 - › Management of incidents and emergencies

3. Supporting requirements
 - › Training and awareness
 - › Community involvement
 - › Research and development
 - › Documentation and reporting
4. Review, evaluation and auditing
 - › Evaluating and audit
 - › Continual improvements

3.2 Services – means of achieving

Strategies / Actions	Measures
Monitor urban and rural per capita demands and determine if they significantly exceed the design peak demand levels of service.	Average kilolitres per quarter not exceeding design.
Manage demand effectively using a range of measures.	Treated water consumption and water targets in MI per day.
Regularly monitor urban and village growth, and augment supply as required in line with ten year plan, and current needs.	Customer needs met.
Maintain network analysis of Wagga urban water system.	Staff updating model outputs.
Maintain the water supply infrastructure in good working order.	Some but infrequent breakdowns.
Monitor the operation of the water supply system to ensure continuity of supply.	Continuity of supply maintained.
Reinforce throughout the organisation that we are customer orientated. Maintain a request and complaint handling system that ensures both attention to the request and advice of action taken or to be taken.	Timely responses.
Use customer newssheets to disseminate information to customers Utilise the local media when appropriate to increase awareness within the community. Meet with sectional or interest groups or invite them to meet with us to communicate and receive feedback on relevant issues.	Numerous media outlets used to advise customers on demand management and Senior staff attend various meetings as required.
Increase inspection and documentation of consumer pipework where there is potential for contamination from backflow.	Required protection devices in use and management systems maintained.

3.3 Services – manner of assessment

- › Carry out water sampling and testing to meet 2011 Australian Drinking Water Guidelines, monitor and act on test results.
- › Maintain a current register of testable backflow prevention devices required and installed, and monitor the testing frequency.
- › Record all information and calls concerning system failure, lack of supply, or water quality, and monitor response nature and time. Report monthly to General Manager, and to Councillors.

3.4 Key performance indicators

Service satisfaction rating revealed in annual customer survey:	> 4 (out of 5)
Water quality satisfaction rating revealed in annual customer survey:	> 4 (out of 5)

4. Principal activity – capital works

Capital Works that will allow Riverina Water to meet its mission and responsibility to customers and the community generally have been proposed for 2021/2022 and projected for the succeeding three years. These capital works are listed in the following two pages.

4.1 Capital works – objectives and targets

The objectives are to manage and carry out the capital works programme as effectively and efficiently as possible, so that each facility is brought into service at the appropriate time, within the financial year proposed.

4.2 Capital works – means of achieving

Each project that has been funded (from revenue, loans, reserves, subsidy or contributions) will be allocated to an appropriate staff member for coordination. Implementation is to be by means most appropriate to the need and circumstances. Items specifically identified for letting out to contract include:

- › Supply of pressure pipes, fittings and meters
- › Construction of reservoirs

- › Construction of water treatment plants
- › Painting of reservoirs
- › Supply of pumps and motors
- › Drilling of bores
- › Electrical distributions / control systems
- › Consultants' services

4.3 Capital works – manner of assessment

The capital works schedule will be reviewed at not less than quarterly intervals, and progress monitored and reported to the General Manager. The successful and timely commissioning of each item and the actual cost compared to estimate will be monitored.

Capital works plan

Details of the Capital Works plan for 2020/21, 2021/22, 2022/23, 2023/24 and 2024/25 are available in Appendix "E".

The Capital Works Program is in accordance with recently completed strategies and works over the next four years are prioritised using a Criticality Assessment. Overall estimated expenditure is in line with the adopted Strategic Business Plan and Resourcing Strategy and Financial Plan as summarised below.

Summary

	\$'000			
	2021/22	2022/23	2023/24	2024/25
Management	11,638	16,304	10,691	4,124
Sources	380	377	30	100
Treatment	4,195	2,245	1,410	340
Pump stations	140	0	1,240	886
Reservoirs	1,365	3,040	135	210
Mains and services	6,149	6,282	7,141	7,550

4.4 Key performance indicators

Projects completed from capital work program:	Target > 85%
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5. Principal activity – demand management

Riverina Water undertakes a number of demand management strategies to mitigate overall consumption and peak demand pressures on the system. Some strategies are permanent; others will be introduced as necessary, depending on demand and funding constraints.

5.1 Permanent conservation measures

The use of fixed hoses and sprinklers is prohibited between 10am and 5pm each day as a permanent conservation measure. This is aimed to reduce evaporative losses from sprinklers irrigating lawns and gardens. This will continue indefinitely with only a small cost in advertising and policing.

5.2 Pricing

The State Government's published Guidelines of Best-Practice Management of Water Supply and Sewerage promote specific water pricing structures which Riverina Water is obliged to follow.

In 2009/10, Riverina Water introduced a stepped pricing structure for water usage. A second (higher) price per kilolitre takes effect once water consumption exceeded 125 kl per quarter on individual parcels of land. In 2011/12 the step was reduced from 150 kl to 125 kl to send a stronger pricing signal to high water consumers. This higher tariff was cost neutral as the consumption reduced in tandem with the higher price. The reduction in per capita consumption will result in scope to redistribute the spare capacity to accommodate growth with existing infrastructure and under existing Water Access Licenses and Water Sharing Plans.

Pricing, apart from enforced restrictions, is the most effective of all demand management tools and must be used in conjunction with other measures which may require substantial funding, such as rebates.

2021/2022 water accounts will again include a bar graph showing the trend in the customers' water consumption over the previous 5 readings.

5.3 Media and community promotions of demand management

Riverina Water gives strong support to the efficient use of water, by involvement with relevant programmes and through publicity in advertising and editorial contributions when water is featured in the regional press. Riverina Water contributes to Water Week displays in both equipment and personnel. Council staff are available to give advice on household plumbing, water use and leak detection.

A range of helpful and supportive fact sheets is available and on display at 91 Hammond Avenue and other locations, including Council's website. Leaflets to inform and assist customers with demand management may continue to be distributed with accounts.

5.4 Measuring results

Measuring the results of demand management measures is an imperfect science as other factors, and specifically the prevailing weather, can mask the trends in consumption.

One tool for tracking demand management will be the continuation of published weekly water targets for the Wagga Wagga urban area.

Trends in annual consumption will be tracked to gauge long term demand management results.

5.5 Key performance indicators

Peak day demand (weekly average)	< 65 MI
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6. Principal activity – asset replacement

Asset replacement is funded within the Capital Works Programme, as detailed in this report. Asset replacement is in accordance with Council's Asset Management Plan 2012 and identified in the 2021 Integrated Water Cycle Management Plan.

6.1 Asset replacement – objectives and targets

- › To operate and maintain existing, and build new assets, at least life cycle cost, while meeting agreed levels of service.

- › To prioritise the replacement of assets and ensure existing assets are not augmented unnecessarily due to excessive and inappropriate customer usage.
- › To incorporate continuous improvement practices in all activities.
- › To minimize operational costs without adversely affecting performance. To minimize the impact and cost of breakdowns.
- › To ensure the system is capable of meeting needed levels of service, both current and future.
- › To provide required asset renewal and augmentation to a timetable that meets needs without over servicing.

6.2 Asset replacement – means of achieving

Strategies/Actions	Measures
Develop and maintain a rolling replacement plan for all assets with review every 4 years.	Program documented and executed.
Identify potential system capacity deficiencies and incorporate in Capital Works Programme.	Monitoring, pressure testing and failure analysis undertaken.
Maintain water network analysis programme to identify timetable of system improvements and extensions.	Network model calibrated and run.
Utilise Asset Register and associated technology and pipeline breakage history to determine the timing of mains replacement to minimise over all costs.	Pipe break definitions improved in reports.

6.3 Asset replacement – manner of assessing

- › Monitor reliability and performance of assets, using breakdown and failure recording referred to in Section 3.3.
- › Monitor progress and cost of annual asset replacement programme, compared to capital works plan and estimates.
- › Follow the Asset Management Plan 2012 and identified in the 2021 Integrated Water Cycle Management Plan.

6.4 Wagga water treatment plant

While the construction of 55ML/day WTP was completed in June 2018, there were a number of defects not rectified by the Contractor.

In March 2020 Riverina Water terminated the Contract due to Contractor's Default.

Riverina Water have commenced work to rectify known defects and anticipate that work will be completed by June 2022.

7. Principal activity – sale of assets

Assets which are not needed for current or future plans, and which can be disposed of for some return, should be sold. No major items in this category have been identified in the current plan.

7.1 Sale of assets – objectives

To realise a cash return or equivalent by disposal of unnecessary assets.

This will include:

- › disposal of plant and motor vehicles that are replaced.
- › disposal of scrap metal and other sundry items.

7.2 Sale of assets – means of achieving

- › monitor the plant and motor vehicle second hand market. Offer plant and vehicles for trade-in, sale by tender or public auction in order to provide the best financial return to Council.
- › scrap metal and other surplus sundry items may be made available for sale by written sealed offers and in accordance with Council's Asset Purchase and Disposal Policy 3.2.

7.3 Sale of assets – manner of assessing

- › sales of assets will be considered satisfactory where the most advantageous of all offers received is accepted.

8. Principal activity – business or commercial activities

Riverina Water is required to act as a successful business, under the provisions of the Local Government Act. Activities are conducted in accord with good business practice; however its actual commercial operations are currently limited to:

- (a) Water sampling and billing services for Gumly Gumly Private Irrigation District. This work is fully charged to the District, with the annual agreement currently under review following a recommendation by a recent internal audit.
- (b) Occasional installation or maintenance work on pipelines, water supply systems or chlorinators operated by other authorities or owners. This work is fully charged to the relevant owner.

9. Principal activity – human resources and work health and safety

Riverina Water recognises the value of staff, and the key role they play in serving customers and the community.

Riverina Water is continuing a structured safety management system so that we can achieve a consistently high standard of safety performance. In addition, it will serve to ensure Riverina Water meets the obligations of its internal WHS Policy and the relevant NSW WHS legislation.

9.1 Human resources – goals and objectives 2021/2022

- › To maintain an efficient, effective, safe and non-discriminatory working environment, which enables employees a high degree of job satisfaction.
- › To ensure workforce planning and employee development meets current and future organisational requirements.
- › To enhance workforce accessibility, capability and capacity through improved technology, communication and participation.

9.2 Human resources – means of achieving

Strategies/Actions	Measures
<ul style="list-style-type: none"> › Develop workforce capacity and capability through workplace learning and development 	<ul style="list-style-type: none"> › Workforce is skilled and equipped to undertake agreed roles – develop and improve workforce planning capability. › Training plan and budget is agreed and programed throughout the year. › Improved reporting and development of training plans.
<ul style="list-style-type: none"> › Review and align job roles and skill requirements to workforce needs 	<ul style="list-style-type: none"> › Agreement, recognition and understanding of employee contribution and participation organisation objectives – position descriptions.
<ul style="list-style-type: none"> › Improve workforce accessibility, culture and communication for employee engagement and workforce development 	<ul style="list-style-type: none"> › Contribute to the provision of a healthy and active workforce – Health and Wellbeing programs, return to work support, leadership development. › Implement methods and technologies that enhance skill development, flexibility and participation. › Continue to encourage management to review and implement any recommendations from Employee Climate Survey. › Utilise available technologies that improve and simplify communication and accessibility to information – Learning Management System, flexible learning and delivery, Online support and other technology.
<ul style="list-style-type: none"> › Develop management and employee engagement 	<ul style="list-style-type: none"> › Enhance leadership develop opportunities and practices. › Employee participation in working parties and committees. › Engagement and actions adhere to the RWCC Enterprise agreement and agreed policy and procedures.
<ul style="list-style-type: none"> › Workforce health and wellbeing 	<ul style="list-style-type: none"> › HR resources are simple, proactive and supportive of work, health and safety and workplace needs. › Contribute to a healthy and active workforce, Health and wellbeing programs, recovery at work initiatives, employee assistance program, fit to work practises.

9.3 Human resources – manner of assessing

Success of human resources activities is indicated by:

- › Training budget is aligned and implemented according to workforce and operational requirements both current and future – access to appropriate and organisationally aligned training opportunities.
- › Improvement in accessibility of skills development opportunities – online learning, flexible learning and recognition.
- › Human resource analytics are within acceptable measures - employee turnover, industrial disputes, absenteeism, training completion.
- › Employee engagement project outcomes and recommendations are embedded in planning and development.
- › Workplace and employee incidents are managed at source rather than escalated.
- › Human resources and payroll processing is manageable with allocated resources.
- › Policy and procedure enhancement.

9.4 Work health and safety goals and objectives 2021/2022

9.4.1 Objective/Goal

Riverina Water's WHS goal for 2021/2022 is to eliminate workplace risk through good safety management practices. Where elimination is not achievable/practical, all risks will be reduced to the lowest practicable level using the hierarchy of controls. Unsafe work practices are to be eliminated through a combination of safety management, updated Safe Work Method Statements and Safe Operating Procedures, and an improved safety culture.

Objectives	Means of achieving	Target/measure
Improve communication and consultation	<ul style="list-style-type: none"> › Kit Kat team meetings › Regular face to face discussion between managers and staff › Provide timely and appropriate feedback on all WHS issues › Health and Safety committee meetings to address issues raised and provide feedback 	<ul style="list-style-type: none"> › 12 x monthly meetings held by all teams. › Regular manager attendance at team meetings. › Workgroup meetings held quarterly. › HSC bi-monthly meeting minutes and communication with workgroups.
Elimination/reduction of workplace risks	<ul style="list-style-type: none"> › Develop and implement a Risk Management Action Plan › Develop, monitor and review safe working practices and procedures including SWMS › Provide adequate resources (staff and equipment) › Regular workplace inspections and audits › Conduct audit and analysis of incidents and near misses 	<ul style="list-style-type: none"> › RMAP activities at least 90% completion. › Procedures updated per schedule. SWMS reviewed and updated to reflect current and safe work methods. › Procedure/policy reviews at monthly team meetings. › Appropriate resources are allocated for the tasks required. › Audit and inspection schedule up to date. › Annual report of analysis. Register of all incidents to provide information/graphs.
Raise the safety culture	<ul style="list-style-type: none"> › Training of staff › Promotion of WHS responsibilities › Monitor and address WHS performance of staff and human error component of incident reports › Regular editions of Safety Newsflash › Annual Safety Breakfast – theme relevant to current or priority WHS issue/s 	<ul style="list-style-type: none"> › All staff trained to specified WHS requirements and levels. › All staff aware of their WHS role. › Human errors identified and addressed in incident reports. Reduced percentage of reports involving human error component. › Minimum of one Newsflash per month. › Annual safety breakfast held and feedback from employees discussed at HSC meeting.

9.4.2 Key performance indicators

9.5 Key performance indicators

Kpi	Target
No. of days lost through injury	> 0 or < previous period
Cost of workplace injuries	> Reduction in Workers Comp. Insurance premium
Percentage of sick leave to ordinary hours worked	> < State or LG sector average
Total hours worked compared to time lost through workplace injury and illness	> IISI < previous period
No. of employees undertaking training and development	> All required training is current
Total planned overtime hours compared to ordinary hours	> 100% percent of training plan completed > < same quarter previous year
No. of incidents requiring notification to the NSW SafeWork	> 0 or < previous period

10. Principal activity – equal employment opportunity

10.1 Equal employment opportunity – objectives and targets

To comply with standard requirements for Equal Employment Opportunity, so as to ensure all people are fairly treated in employment practices.

10.2 Equal employment opportunity – means of achieving

Implement and carry out the Equal Employment Opportunity policy and operational plan adopted by Council. A copy of the policy statement on the succeeding page summarises the principle provisions. Copies of the full Equal Employment Opportunity policy and Operational plan have been circulated throughout the office, works, depot and other workplace locations.

10.3 Equal employment opportunity – manner of assessing

Evaluation of the effectiveness will be carried out as detailed in the EEO Policy and Operational plan.

10.4 Key performance indicators

Number of complaints lodged:	Target = Nil
Percentage of women returning from maternity leave:	Target = 100%

Environmental protection and efficiency



11. Environmental protection and efficiency

Unlike a general purpose council, Riverina Water County Council is not required to address the general state of the environment, however it is responsible for environmental protection in relation to all its works and activities. The movement and treatment of water, and the disturbance of soil during construction work must have due regard for environmental issues.

Carbon emissions are significant in our operations due to pumping and treatment processes and also fleet and plant operation.

11.1 Environmental protection – objectives and targets

Riverina Water draws on the surface and groundwater resource in the Murrumbidgee and Murray Valleys, and is bound by state statutes and policies, administered by the NSW Department of Environment and Heritage, and that Department's NSW Office of Water. It is essential that any water we return to the environment is of an appropriate quality.

It is also important that any water we produce and manage is governed to reduce related environmental impacts such as dry-land salinity. Over-watering in parts of Wagga Wagga will recharge groundwater and increase salinity issues closer to the river. Joint efforts with constituent councils are required to address such environmental impacts.

Any disturbance of the soil during pipe laying, or other water supply work is to be protected by recognised soil and water conservation practices during the project, and returned to a state equal or better than pre-existing on completion of the work.

Riverina Water aims to minimise the amount of electricity used, and thus contribute to programmes which reduce greenhouse gas emissions. Electricity usage is primarily based on water demands and programmes such as water demand management also contribute to reduction of greenhouse gas emissions per capita.

Council's fleet is almost exclusively diesel powered and this is considered to be the more practical and cost effective means of achieving environmental aims, when compared to petrol or hybrid vehicles.

Land and buildings owned by Riverina Water are to be cared for in an environmentally sustainable way.

Riverina Water aims to reduce wastage and make customers aware that water is a finite resource that the provision of water supply is costly, and that inefficient and wasteful practices should be eliminated.

11.2 Environmental protection – means to achieve

11.2.1 Filtration plant effluent

Since the completion of Wagga's sludge and backwash treatment plant in 2005/06, Wagga's filtration plant discharges have been meeting its Environment Protection License (EPL) obligations for returned water into Murrumbidgee River.

Returned water from other filtration plants (Urana and Morundah) are treated and controlled via settling lagoon systems.

11.2.2 Soil and water management

Courses on practical soil and water management have been completed. Practices such as site containment, storm flow and sediment control, and re-vegetation are undertaken wherever needed on work sites.

A sludge tanker and a vacuum unit are on hand and used in conjunction with under-boring, to eliminate any flow of muddy waters from the work site.

Continue close liaison with constituent councils on issues such as dry-land salinity and assist with the introduction of appropriate measures.

11.2.3 Electricity use

Riverina Water will continue to work at reducing electricity consumption and carbon footprint, by installing more efficient equipment and investing in green energy including on-site solar generation. Riverina Water is a very large consumer of electricity and used 12.3GWh in 2019/20 generating approximately 10.9 kilo tonnes of carbon dioxide.

Continuing improvement programmes include: power factor correction, solar site generation and time of use management.

11.2.4 Native vegetation

An environmental project, to restore native vegetation and generally improve the river bank and Marshalls Creek, at Council's Hammond Avenue property, has been completed in recent years. Further improvements will be deferred until detailed plans are developed which are consistent with the new treatment plant, new inlet works, bank stabilization and flood mitigation works.

11.2.5 Fleet

The replacement and purchase of vehicles will continue to consider environmental criteria. The performance and environmental benefits of the current diesel fleet will continue to be monitored.

The use of Electric and/or Hybrid vehicle options will be considered where cost effective and fit for purpose.

11.3 Environmental protection – manner of assessing

Strategies/Actions	Measures
Water returned to the environment from the filtration plant will be monitored for Environmental License compliance.	EPA standards achieved.
All field work-sites will be protected and restored to eliminate degradation.	No soil loss or siltation. Vegetation restored.
Soiled water from urban field site works will be returned for proper disposal.	No soiled water entering town drainage systems.
Electrical efficiency will be considered in infrastructure design and benefit costs assessments for existing installations to implement energy efficiency programmes.	Electrical efficiency taken into account. Suggested measures: Tonnes (CO ₂)/ ML. Tonnes (CO ₂)/number of connections.
Marshalls Creek environmental project to restore native vegetation and protect creek bed.	Native vegetation restored. Stable creek bed.
Fleet replacements to consider environmental criteria.	

11.4 Key performance indicators

Strategies/Actions	Measures
Power used per megalitre of water produced	833 kWh/ML
Carbon emissions per megalitre of water produced	0.74 T/ML

Finance and revenue



12. Finance and revenue – estimates: income and expenditure

The Forecast Operating Result for 2020/2021 indicates an Operating Surplus of \$8,056,000.

The Budgeted Operating Result for 2021/2022 indicates an Operating Result of \$5,909,000.

12.1 Notes on estimates of income and expenditure

12.1.1 Financial Results and Projections

\$000	Forecast 2020/2021	Budget 2021/2022	Proposed 2022/2023	Proposed 2023/2024	Proposed 2024/2025
Operating result	8,056	5,909	7,835	5,424	6,578
Increase/(decrease) Net current assets	(8,633)	(9,004)	(4,135)	(3,791)	(257)
Net current assets	29,427	20,423	16,288	12,497	12,240

Cost recovery

Water sales in 2006/07 reached a record level of 16,286 megalitres as the drought continued. 2010/11 saw a low of 10,010 megalitres due to wet weather. Over the last ten years the range has been 10,010 megalitres to 16,286 megalitres per annum. With our current level of funds, accepting some risk of a low sales year is not unreasonable, and from the trend analysis undertaken, water sales for 2021/2022 have been budgeted at 14,176 megalitres, the average water usage for the past 5 years.

NSW Office of Water (NOW) Best Practice Management of Water Supply guidelines have previously recommend, to encourage water conservation, high water residential customers should be subject to a stepped price increase of at least 50% for incremental usage above a level up to 600 kl/annum per household. Riverina Water had decreased this tariff step to 500 kl/annum. This is calculated on a monthly or quarterly basis, depending on the nature of the consumer.

The 2021/22 residential tariff for urban and non-urban has been increased to \$1.49 per kilolitre for the first 125 kilolitres per quarter then \$2.24 per kilolitre.

Residential Access Charges have again been retained at \$40.00 per quarter.

Capital works programme 2021/2022

This budget continues with the capital works programme as forecast in our Strategic Business Plan and Resourcing Strategy 2012, network modelling and more refined investigation reports, and a risk based criticality assessment. Striking the best balance between maintaining adequate infrastructure and what can be achieved in any one year with the resources allowed has always been difficult, and emphasis is placed on key projects and improving resourcing techniques to achieve delivery.

The 2021/22 capital works programme will be financed as follows:

	\$'000
a) Capital contributions	3,558
b) Revenue allocations	5,909
c) Loan funding and reserves	14,400
Total	\$23,867

Restricted assets: cash and investment

Assets recognised in the statement of financial position, the general purpose financial report, shall identify by way of note, those assets the uses of which are restricted, wholly or partially, by regulations or other externally or internally imposed requirements where those restrictions are relevant to assessments of the performance, financial position or financing and investing of the Council.

Council's cash and investment internal restriction included in Council's operational plan are:

A provision of 50% of the Employee Leave Entitlement has been made.

Budgeted restricted cash and investment	\$'000
Asset replacement	1,580
Sales fluctuations	3,000
Employee leave entitlements	2,653
Unexpended loans	-
Unrestricted cash and investments	16,634
Estimate 30th June 2021	\$23,867

Assumptions used in preparation of estimates

Other matters taken into consideration in the preparation of the estimates were:

- › An increase in wages and salaries of 3%.
- › The trend in water sales over the previous 10 years has been analysed, and on this basis, sales have been budgeted on the average consumption of the past 5 years. The actual sales will be largely

dependent on seasonal weather conditions and continued success of Council's Demand Management Strategy.

- › The level of availability charges, water tariffs and miscellaneous charges outlined in Section 12 of this report for Urban and Non-Urban section of the fund has been utilised in the calculation of the estimated income for 2021/2022.
- › Tax equivalents, payment is included.

Dividend payments are not included in cost recovery.

12.2 Budget

Financial statements summarising the anticipated result for 2020/2021 and projected budgets for 2021/22, 2022/23, 2023/24 and 2024/25 are included as Appendix "F".

13. Finance and revenue – charges and fees

13.1 Connection costs

Connection fees have two basic components – a development servicing charge (a contribution towards infrastructure based on the potential increase in demand on the system), and a Service Connection Fee (the (averaged) cost of physically installing the connection and meter). Land developers are also required to meet the reticulation costs.

13.2 Development servicing charge

The Development Servicing Plan (DSP) was prepared in accordance with New South Wales Office of Water (NOW) guidelines and adopted by Council in June 2013.

In accordance with the DSP, the Developer charge for 2021/2022 is \$5,053 per equivalent tenement (ET)

Equivalent tenement figures for developments will be determined in accordance with "Section 64 Determinations of equivalent tenements guidelines" published by the NSW Water Directorate.

In applying these guidelines the following multipliers will be used to determine Local ET's:-

Development type	Local ET multiplier	DSP reference
Single residential	Recommended ET	Table 1
Multi residential	0.7 x Recommended ET	
Rural (Stock and domestic) up to 25mm service	Recommended ET (will typically be that for a large residential Lot > 2000m ²)	Table 1
Rural (Stock and domestic) greater than 25mm service	$\frac{(\text{meter size})^2}{25^2}$ x Recommended ET	Table 1
Commercial/Industrial	0.7 x Recommended ET OR Assessed peak day demand ÷ 38 kl	Tables 2 and 3

The methodology to calculate the number of E.T.'s for a development is to primarily use the NSW Water Directorate guidelines, as referred to in this Operational Plan. However, it is only when these guidelines do not address the type of development is the alternate method used, where we assess peak day demands and divide by 3.8kl.

The developer charge for any newly created parcel of land or development will be based on a minimum of one E.T.

13.3 Large service infrastructure contribution

Prior to the Development Servicing Plan, there were minimum infrastructure charges set for larger service. The infrastructure charges have now been replaced by the E.T. based Development Servicing Charge (DSC).

Notwithstanding this, minimum assumed E.T.'s have been set for larger service sizes. The minimum DSC for a 100mm service will be calculated on the basis of 4 E.T.

For other service sizes refer to table at the end of Section 13.8.1.

13.4 Service connection fee

The average cost of physically connecting allotments in Wagga Wagga is \$1,415. The costs for larger services and rural services are set out in Section 13.8.2.

13.5 Service connection fees - multiple units

Multiple units will incur a development charge as per Section 13.2 above. The cost of the physical service will be \$1,415 for the first unit and \$283 for each additional unit connected to the same service, and \$1,415 for each free standing unit, with separate services. Riverina Water will determine the service size in consultation with the developer.

13.6 Service connection fees - rural connections

The service connection fee for rural connections is based on average installation costs and is set out in Section 13.8.2. The service connection fee is in addition to the development servicing charge.

Where water reticulation mains or spur lines need upgrading or extending due to a new connection, an additional capital contribution is calculated on an individual basis.

13.7 Reticulation mains construction and costs

Land developers are required to meet the full cost of reticulation mains construction within the area being developed. Minimum reticulation main sizes will be 100mm diameter in residential areas and 150mm diameter in commercial/Industrial areas. Riverina Water will meet the additional cost of increased diameter pipes laid by Riverina Water to provide flow through the area to serve other land.

13.8 Recommended fees

The two connection cost components are documented in:-

- › Section 13.8.1 Development Servicing Charges, and
- › Section 13.8.2 Service Connection Fees.

13.8.1 Recommended development servicing charges

Urban (residential) development servicing charge

Note: This charge is in addition to the applicable service connection fee.

Urban - including township & village - single residential lots	Tax	Cost per lot (based on lot size)		
		<450m2	450 - 2000m2	>2000m2
Lots where developers have prepaid the fees appropriate at time of development.		Nil - (note only applies for a single residence on the lot)		
Lots (not prepaid) existing prior to 01/01/1994 and 2nd or subsequent services (only where availability fees are being paid)	N	1st Service - Nil - (note only applies for a single residence on the lot) 2nd and subsequent service based on \$5.053 per E.T.		
Lots (not prepaid) created since 01/01/1994	N	\$5,053	\$5,053	\$6,063
Urban - including township & village - multiple residential units	Price for multiple units			
Lots where developers have prepaid the fees		Nil - provided correct charges have been prepaid		
Lots (not prepaid) existing prior to 01/01/1994	N	Fee applicable for newly created lots less \$5,053		
Lots (not prepaid) created since 01/01/1994				
Multi-residential lots (medium density 1-2 storey)	Developer charge per dwelling			
Dual occupancy - 1 Bedroom				
Dual occupancy - 2 Bedrooms	N	\$5,053 if lot size > 450m2 per dwelling		
Dual occupancy - 3 or more Bedrooms				
Duplex - 1 Bedroom				
Duplex - 2 Bedrooms		Units priced, as below, if lot size <450m2 per dwelling		
Duplex - 3 or more Bedrooms				
Units - 1 Bedroom	N	\$2,021		
Units - 2 Bedrooms	N	\$3,032		
Units - 3 or more Bedrooms	N	\$4,043		
Multi-residential lots (high density >2 storey)	Developer charge per dwelling			
Multi storey apartments - 1 Bedroom	N	\$1,668		
Multi storey apartments - 2 Bedrooms	N	\$2,527		
Multi storey apartments - 3 or more Bedrooms	N	\$3,382		
NOTE: The minimum developer servicing charge per lot is \$5,053				
Urban - additional costs (to be read in conjunction with the DSP)				
Lots which require significant supply mains in advance of sequential development	N	An amount calculated to recoup the cost of the supply main		

Rural development servicing charges

Note: These charges are in addition to the applicable service connection fee.

The Development Servicing Charge for rural connections is based on E.T.'s determined from service size. The following charges relate to properties greater than 2000m². For smaller rural properties divide the listed charge by 12.

Rural location	Tax	Price per service connection				
		20mm	25mm	*32mm	*40mm	*50mm
		\$	\$	\$	\$	\$
Rural pipelines **	N	6,063	6,063	9,933	15,522	24,254

Additional costs

* The availability of a service connection greater than 25mm diameter is dependent on the capacity to supply within the reticulation network and must have Engineering Approval.

** If a tapping direct to Goldenfields Water County Council large diameter main is required, the customer must arrange this with GWCC. They will be a GWCC customer.

Note: Due to limitations of existing reticulation a capital contribution towards upgrading may also be required for some rural connections, calculated on an individual basis.

Commercial or industrial development servicing charges

Note: These charges are in addition to the applicable service connection fee.

Development Servicing Charges for Industrial or Commercial developments are based on a charge of \$5,053 per E.T. (Equivalent Tenement).

For **Industrial Development**, E.T.'s will be calculated by one of the following 2 methods – whichever gives the Higher E.T.

Method 1: Use the Water Directorate Guidelines, and multiply the recommended E.T. value by a factor of 0.7.

Method 2: Where the Water Directorate Guidelines are silent about the particular type of development, calculate the E.T. by dividing the assessed peak day demand by 38 kilolitres. (e.g. a peak day demand of 19 kilolitres = 5 E.T.)

Note: At the time of subdivision, if no development type is specified, the Developer Servicing Charge will be based on 1 E.T. per Lot. The charges will then be re-assessed when the owner makes application for connection to the water supply.

For **Commercial Development**, E.T.'s will be calculated according to the Water Directorate Guidelines, in particular Table 2, and by multiplying the recommended E.T. Value by a factor of 0.7.

Note:

- (1) At the time of requesting a service connection, the applicable E.T.'s will be recalculated and credit will be given for any previously paid E.T.'s.
- (2) Notwithstanding all of the above, there will be a minimum Development Servicing Charge of \$5,053 per Lot, and the following minimum development servicing charges will apply to each service connection, based on service connection size.

Service size	Tax	<80mm	80mm	100mm (minimum 4 E.T.)	150mm	200mm
Minimum charge	N	\$5,053	\$12,936	\$20,212	\$45,475	\$80,845

13.8.2 Recommended service connection fees

Urban service connection

Note: This fee is in addition to the Developer Servicing Charge.

The following urban connection fees include the costs of providing a tapping from a water main, service pipe to property boundary and the corresponding size water meter, and in the case of 20mm and 25mm services a household tap adjacent to the meter.

Urban - including township & village - single residential/commercial/ industrial developments	Tax	Price per service connection for single unit					
		20mm	25mm	*32mm	*40mm	*50mm	
Lots where developers have prepaid the fees appropriate at time of development	N	NIL	\$560	\$1,117	\$1,862	\$2,484	
All other lots including 2nd or subsequent services	N	\$1,415	\$1,975	\$2,532	\$3,277	\$3,899	
* The availability of a service connection greater than 25mm is dependent on capacity to supply with the reticulation network and must have Engineering Approval.							
Urban - including township & village - multiple residential units	Tax	Price for multiple units					
		1 unit	2 units	3 units	4 units	5 units	Extra units
Lots where developers have prepaid the fees		No additional Service Connection Charge provided correct fees as per the following line have been paid					
All other lots including 2nd or subsequent services	N	\$1,415	\$1,698	\$1,981	\$2,264	\$2,547	\$283
These prices apply to multi-unit residential developments provided for by water connection(s) at any one time, and include the cost of bulk and individual meters. In the case of individual metering of strata units, the owner is responsible for internal plumbing required.							
Urban - additional costs							
a) Where Baylis Street pavers need to be disturbed	N	As per WWCC charges					
b) Where the service requires a rail crossing and approval from the Railway Authorities	N	The fees and charges that rail authority imposes					
c) Where the service connection generates other similar extraordinary costs	N	A fee assessed on a similar basis					
Road underboring	N	\$132.00 per metre					

Rural service connection

The following rural service connection fees include the tapping, provision of service pipe for a distance not greater than 40 metres, and the water meter. The service connection and meter will generally be located adjacent to or within the road reserve containing the water main.

All plumbing work, including installations on private property must be carried out by a licensed plumber engaged by the customer. This includes the component of a service line beyond the 40 metres included in the fee.

Rural location	Tax	Price per service connection				
		20mm	25mm	*32mm	*40mm	*50mm
		\$	\$	\$	\$	\$
Rural pipelines **	N	1,614	2,176	2,721	3,484	4,136

Walbundrie to Rand Pipeline Urangeline/Bidgeemia Rural Scheme and other rural schemes

Refer to Engineering staff regarding availability and costing for these schemes

Some rural spur lines incur additional costs.
Refer to Engineering or Customer Services Officer.

Additional costs

Where the service requires a rail crossing and approval from the Railway Authorities

N

The fees and charges that rail authority imposes

Where the service connection generates other similar extraordinary costs

N

A fee assessed on a similar basis

Road underboring

N

\$132.00 per metre

* The availability of a service connection greater than 25mm diameter is dependent on the capacity to supply within the reticulation network and must have Engineering Approval.

** If a tapping direct to Goldenfields Water County Council large diameter main is required, the customer must arrange this with GWCC. They will be a GWCC customer.

Note: Due to limitations of existing reticulation a capital contribution towards upgrading may also be required for some rural connections, calculated on an individual basis.

Large service connections

This is the actual cost of installing the service connection and will be determined on a case by case basis.

13.9 Availability and usage charges

The availability and usage charges as used in preparing the estimates are detailed in the following schedules.

13.9.1 Availability charges for 2021/22

for the Wagga Wagga Urban Area are the same level as the rural towns and villages.

Availability charge per property, residential, strata unit or customer

Domestic	GST	Per Quarter
Built upon or connected property	N	\$40
Each additional dwelling erected on each parcel of property	N	\$40
Vacant land not connected (within 225 metres or adjacent to a main) - urban only	N	\$17.50
Commercial/Industrial		
Built upon or connected property	N	\$45
Non-metered connected premises	N	\$90
Each additional strata unit	N	\$45
Other		
Government departments, including police stations, court houses, schools, staff housing, public offices, etc	N	\$45
Churches and similar "non-rateable" property	N	Usage charge only
Additional fee for separate fire service connected	N	\$45

* Customers serviced through Goldenfields Water County Council will be charged at the relevant rate.

Note: A rural property comprises of all adjacent or adjoining land held under the one ownership.

13.9.2 Usage charges for 2020/21 are as follows:

Water Tariffs \$ per kilolitre	GST	2020/2021	2021/2022
General tariff			
All users (except as detailed below)	N		
First 125 kls per quarter		1.46	1.49
Balance per kilolitre per quarter		2.19	2.24
Strata title units and flats			
First 125 kls per quarter per unit	N	1.46	1.49
Balance per kilolitre per quarter		2.19	2.24
(For Strata complexes and Flats where units are not individually metered the total metered consumption will be evenly apportioned between units).			
Industrial tariffs for processing and manufacturing industries as well as livestock marketing centres with consistent year round usage connected since 01/07/2009			
First 41 kls per month	N	1.46	1.49
Balance above 42 kls per month		2.19	2.24
Balance above 3,000 kls per month		2.19	2.24
Applicable to large scale processing and manufacturing industries as well as livestock marketing centres with consistent year round usage and specifically approved by Council.			
First 3,000 kls per month	N	1.46	1.49
Balance above 3,000 kls per month		1.46	1.49
Commercial tariff			
All users (except as detailed below)	N		
First 125 kls per quarter/41 kls per month		1.46	1.49
Balance per kilolitre per quarter		2.19	2.24
Community facilities			
Hospitals, Schools / TAFE / University	N	1.46	1.49
Parks and gardens, Council swimming pools			
Non-potable water			
First 125 kls per quarter	N	0.73	0.74
Balance per kilolitre per quarter		1.09	1.11
Metered supply to standpipe agents or constituent Councils	N	2.05	2.09

Supply from fixed standpipe and water filling stations (Minimum charge \$10.00 when via an Agent)	N	3.24	3.30
Bulk supply Application of this tariff will be at the discretion of the Council	N	1.46	1.49
Primary producers tariff Applicable to all rural services along Council's trunk mains	N	1.46	1.49
Rebates			
Eligible Pensioner		\$30.00 per quarter	
Kidney Dialysis Machine Users		20 kls per quarter	

* Customers serviced through Goldenfields Water County Council will be charged at the relevant rate.

Note: Water used for fire-fighting purposes will not be charged. If applicable, it is the responsibility of the customer to notify Council, in order for the necessary billing adjustments to be made.

Note: With regard to Industrial Tariffs, referred on the previous page, Consistent use is deemed to be when individual monthly consumption is between .75 and 1.25 times the average monthly consumption based on the previous 12 month rolling average.

13.10 Other charges

13.10.1 Sundry fees and charges

Sundry fees and charges	Tax	2020/2021	2021/2022
Search/enquiry certificate fee - s603 (as for property transfer)	N	\$85	State Gov Fee
Fee for providing information in writing, including Special meter reading	N	\$78	\$79
Formal GIPA access application	N	\$30.50	\$31
Formal GIPA processing fee	N	\$65 per hour	\$66 per hour
Reconnection fee - requires new service fee	N	Appropriate connection fee	Appropriate connection fee
Reconnection fee - new service not required	N	\$173.50 + cost of meter if required	\$177 + cost of meter if required
Remove flow restricting device	N	\$173.50	\$177
Meter repairs - s636 LG Act	Y	\$112 per hour	\$114 per hour
Meter test deposit	N	\$76	\$77
Test fees for backflow prevention devices			
RPZ devices	N	\$116.50	\$119
Other devices	N	\$92.50	\$94
Leak detection (Minimum 1 hour)	Y	\$112 per hour	\$114 per hour
Water main locating involving potting or excavation	N	\$112 per hour	\$114 per hour
Dishonoured payments fee	N	Relevant bank fee incurred	Relevant bank fee incurred
Interest on overdue accounts	N	750%	Max % allowable
Written quotation fee	Y	\$85	\$87
Service call	Y	\$112 per hour	\$114 per hour
Plumbing permit including standard inspections	N	\$112	\$114
Additional plumbing inspection due to non-compliance	N	\$183	\$186
Non-compliance with water restrictions	N	\$258	\$263
Water filling station access	N	\$295	\$295

Replacement water filling station key	Y	\$60	\$60
Pressure and flow analysis application fee	N	\$180	\$183
Clearing of shrubs and small bushes	Y	\$112 per hour	\$114 per hour
Repair to damaged water main	N	Actual costs plus 20%	Actual costs plus 20%
Private works	Y	Actual costs plus 20% unless a fixed quotation	Actual costs plus 20% unless a fixed quotation
Print/copy A4 single sided black & white	Y	\$0.45	\$0.50
Print/copy A4 single sided colour	Y	\$2.50	\$2.55
Print/copy A3 single sided black & white	Y	\$0.95	\$1
Print/copy A3 single sided colour	Y	\$3.25	\$3.30
Copy of water notice	Y	\$11	\$11.20
Copy of financial data on properties	Y	\$10	\$10.20
Copy of 603 certificate administration	Y	\$11	\$11.20
Fee for reallocation of electronic payment	Y	\$10	\$10.20

13.10.2 Key performance indicators

Level of water accounts overdue compared to water sales for previous 12 months: Target < 5%

Level of sundry debtor accounts overdue compared to debtors raised for previous 12 months: Target < 5%

14. Finance and revenue – pricing policy

Riverina Water supports a pricing system, which is equitable and reflects the actual cost of the service provision over the long term. Cross-subsidisation between classes of customers is to be minimised, however some standardisation of pricing is necessary to avoid unreasonable charges for remote areas. The township and rural pricing of water was equalized in 2012/2013.

Service connection fees include a much wider differential, so that the non-urban areas meet additional costs related to the longer lengths of service lines required.

The pricing systems should be transparent, and understandable, and an excessive number of different tariffs is to be avoided.

The abandonment of rating and water allowances and the introduction of access (availability) and usage charges in 1994 was undertaken after a thorough examination of numerous pricing combinations.

To introduce a stepped (inclining block) tariff for all categories of consumers except certain community based facilities such as hospitals, education facilities, parks and gardens, primary producers and council swimming pools. All existing commercial and industrial users progressed to the full stepped tariff in 2013/2014, unless specifically exempted by Council.

The stepped tariff will also act as one of the incentives to conserve water.

This will be again reviewed in the future when other demand strategies have been developed according to Integrated Water Cycle Management Plan.

Strategies/Actions	Measures
Stepped tariff, subject to some concession for large year round users.	Stepped pricing applied.
New capital works are to continue to require capital contributions from developers. Specific works will be at full cost to the developer while headworks will be partly developer and partly water sales funded, as per the Development Servicing Plan.	Funding balance achieved.

15. Finance and revenue – charges for work on private land

Riverina Water County Council does not seek nor carry out significant amounts of work on private land, however occasionally it is of mutual benefit to do so.

When work for other parties or an individual is carried out, the charges are based on:

Preparation of a fixed quotation, or

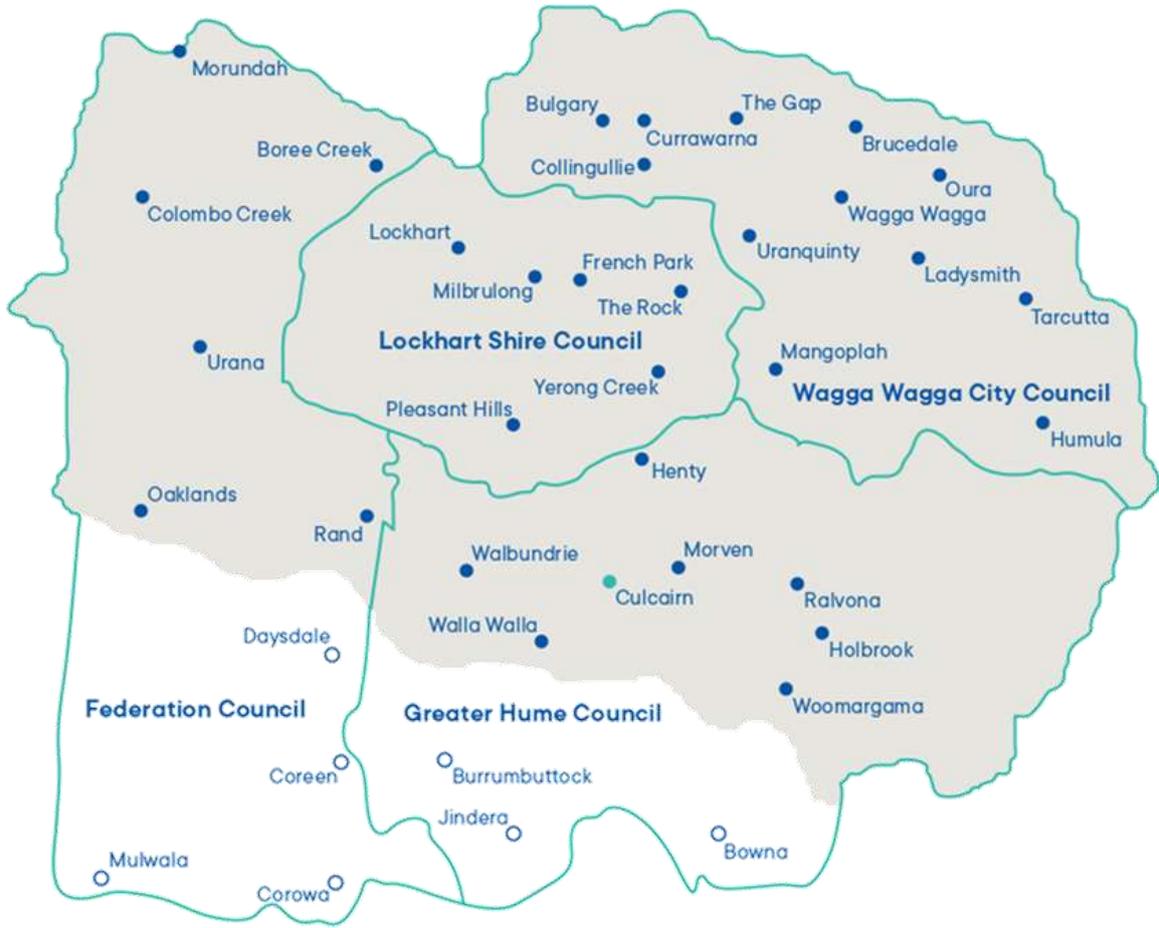
Actual costs including overheads + 20%

In both cases, charges include:

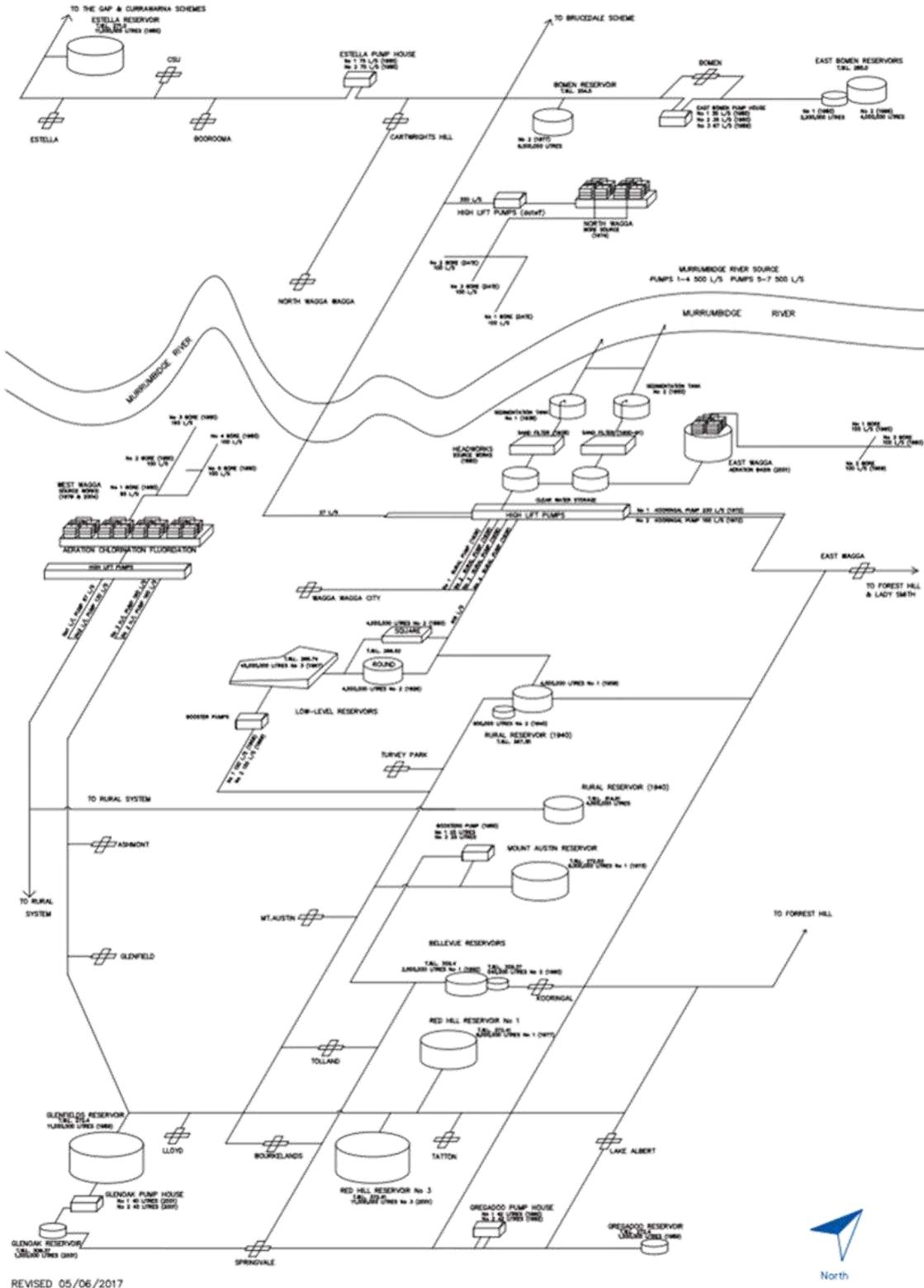
- › labour costs
- › labour overheads
- › engineering overheads
- › materials used
- › stores overheads
- › purchases and hired equipment
- › RWCC equipment hire

Appendices

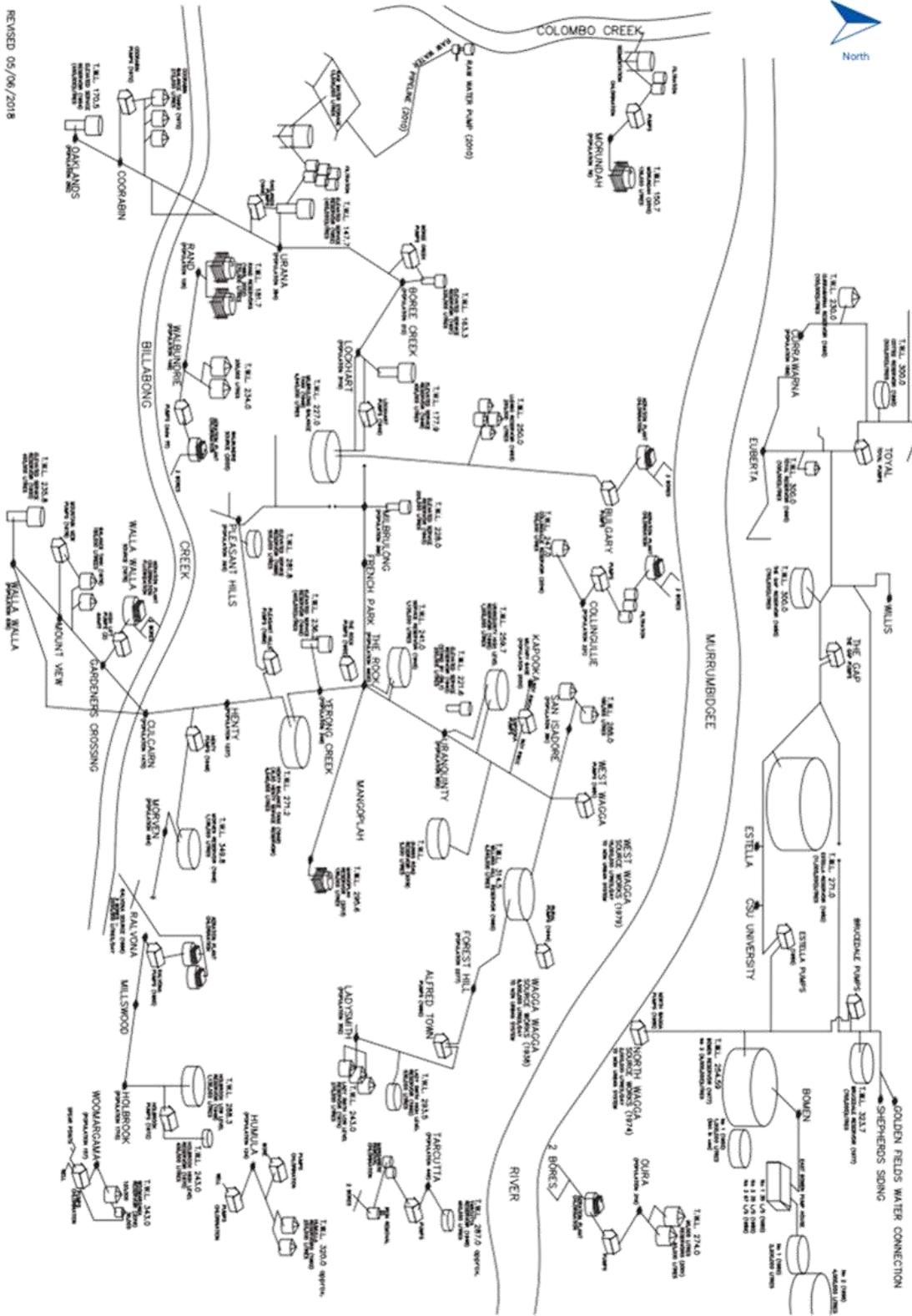
Appendix A - Area of supply



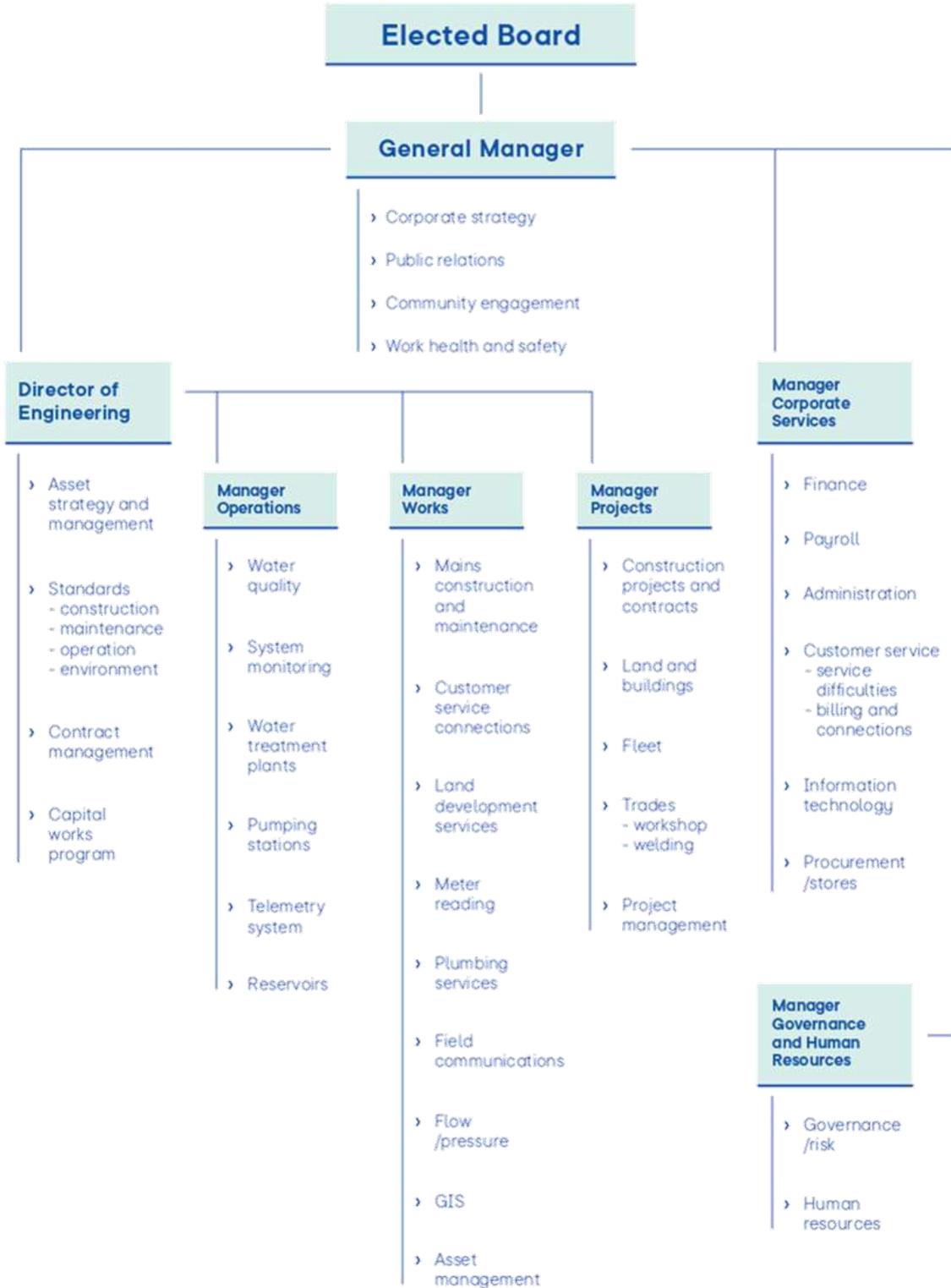
Appendix B - Wagga Wagga distribution scheme



Appendix C - Non-urban distribution scheme



Appendix D - Organisational structure



Appendix E - Capital works plan

Description	Current year		Projected years		
	2020/21 \$	2021/22 \$	2022/23 \$	2023/24 \$	2024/25 \$
Management					
Land and buildings for admin, depots and workshops					
Administration office	160,000	200,000	-	-	-
Depot buildings	1,094,567	2,336,479	1,149,446	1,122,072	150,000
Access, parking and landscaping	2,123,071	1,070,000	-	1,240,000	2,250,000
Environmental works	-	-	-	-	-
Repurposing old assets	-	-	-	300,000	-
Asset demolition	-	100,000	200,000	400,000	460,000
Sub-total land and buildings for admin depots and workshops	3,377,638	3,706,479	1,349,446	3,062,072	2,860,000
Plant and equipment					
IT equipment	2,744,500	200,928	244,000	244,000	244,000
Office furniture and equipment	16,600	15,000	-	-	-
Working plant and vehicle purchases	1,549,847	960,000	1,335,000	985,000	995,000
Fixed plant tools and equipment	35,000	-	-	-	-
Telemetry and control systems upgrade	458,782	350,000	25,000	50,000	25,000
Radio communications upgrade/ replacements/improvements	68,440	-	-	-	-
Energy efficiency and cost minimisation	415,740	3,200,000	13,000,000	5,000,000	-
Sub-total plant and equipment	5,288,909	4,725,928	14,604,000	6,279,000	1,264,000
Intangibles					
ERP development and implementation	-	3,205,932	350,000	350,000	-
Water licences	270,000	-	-	1,000,000	-
Sub-total intangibles	270,000	3,205,932	350,000	1,350,000	-
Total management	8,936,547	11,638,339	16,303,446	10,691,072	4,124,000

Sources					
Bores - renew/refurbish/decommission	369,943	310,000	355,000	-	75,000
Sourceworks metering	-	40,000	12,000	-	-
Switchboards improvements/replacements	-	30,000	10,000	30,000	25,000
Total sources	369,943	380,000	377,000	30,000	100,000

Treatment plants					
Aeration tower replacements	85,000	-	-	-	-
Aeration tower covers	489,627	-	100,000	-	-
Specific treatment plant improvements	30,000	55,000	225,000	15,000	-
Treatment plant refurbishments	3,128,567	4,125,374	1,910,000	1,375,000	325,000
Laboratory facilities upgrade	-	15,000	10,000	20,000	15,000
Total treatment plants	3,733,194	4,195,374	2,245,000	1,410,000	340,000

Pumping stations					
Pump stations renewal/refurbish/upgrade	130,000	140,000	-	1,240,000	885,700
Total pumping stations	130,000	140,000	-	1,240,000	885,700

Reservoirs					
General improvements	29,299	75,000	130,000	20,000	120,000
New/replacement reservoirs	599,900	1,175,000	2,800,000	-	-
Reservoirs - refurbish	155,019	-	-	-	-
Reservoirs - upgrade ladders and access	25,000	90,000	90,000	90,000	90,000
Reservoir magflows	64,375	25,000	20,000	25,000	-
Asset demolition	110,000	-	-	-	-
Total reservoirs	983,593	1,365,000	3,040,000	135,000	210,000

Mains, services and meters					
Mains					
System improvements	2,500,000	2,018,600	2,027,286	1,786,059	1,494,919
Reticulation for developers (including other extensions)	-	-	-	-	-
Renew reticulation mains	1,805,000	1,200,000	1,000,000	1,000,000	1,025,000
Renew trunk mains	1,495,000	1,775,000	1,600,000	2,075,000	2,750,000
Sub-total mains	5,800,000	4,993,600	4,627,286	4,861,059	5,269,919
Services					
Service connections, new including meters	550,000	550,000	550,000	550,000	550,000
Renew services	330,000	330,000	330,000	330,000	330,000
Sub-total services	880,000	880,000	880,000	880,000	880,000
Meters					
Water meters replacement	200,000	200,000	200,000	350,000	350,000
Remote monitoring	125,000	50,000	550,000	1,025,000	1,025,000
Water filling stations upgrade	85,000	-	-	-	-
Water filling stations new	25,000	25,000	25,000	25,000	25,000
Sub-total meters	435,000	275,000	775,000	1,400,000	1,400,000
Total mains, services and meters	7,115,000	6,148,600	6,282,286	7,141,059	7,549,919
Totals	21,268,277	23,867,313	28,247,732	20,647,131	13,209,619

Appendix F - Budgeted financial statements - 2020/21, 2021/22, 2022/23, 2023/24 and 2024/25

Income statement	Current year		Projected years		
	2020/21 \$'000	2021/22 \$'000	2022/23 \$'000	2023/24 \$'000	2024/25 \$'000
Income from continuing operations					
Revenue:					
Rates and annual charges	5,117	5,172	5,172	5,172	5,172
User charges and fees	23,833	24,030	24,270	24,512	24,756
Interest and investment revenue	300	250	250	250	250
Other revenues	345	466	452	457	462
Grants and contributions provided for operating purposes	225	225	225	225	225
Grants and contributions provided for capital purposes	3,685	3,558	5,654	3,661	3,713
Total income from continuing operations	33,505	33,701	36,023	34,277	34,578
Expenses from continuing operations					
Employee benefits and on-costs	9,437	10,641	10,829	11,045	11,266
Borrowing costs	387	434	836	970	878
Materials and contracts	4,052	4,073	4,154	4,237	4,322
Depreciation and amortisation	6,350	7,550	7,686	7,824	7,965
Other expenses	5,223	5,094	4,684	4,776	3,570
Total expenses from continuing operations	25,449	27,792	28,189	28,852	28,001
Operating result from continuing operations	8,056	5,909	7,834	5,425	6,577
Net operating result for the year	8,056	5,909	7,834	5,425	6,577
Net operating result before grants and contributions provided for capital purposes	4,371	2,351	2,181	1,763	2,865

Appendix F - Budgeted financial statements - 2020/21, 2021/22, 2022/23, 2023/24 and 2024/25

Balance sheet	Current year		Projected years		
	2020/21 \$'000	2021/22 \$'000	2022/23 \$'000	2023/24 \$'000	2024/25 \$'000
Assets					
Current assets					
Cash and cash equivalents	22,929	13,843	9,528	5,808	5,466
Receivables	3,864	3,933	4,060	3,934	3,965
Inventories	2,634	2,647	2,700	2,754	2,809
Total current assets	29,427	20,423	16,288	12,496	12,240
Non-current assets					
Infrastructure, property, plant and equipment	386,400	402,391	422,623	435,112	440,021
Intangible assets	10,884	10,884	10,884	10,884	10,884
Total non-current assets	397,284	413,275	433,507	445,996	450,905
Total assets	426,711	433,698	449,795	458,492	463,145
Liabilities					
Current liabilities					
Bank overdraft	-	-	-	-	-
Payables	1,977	2,073	2,059	2,090	2,012
Borrowings	1,964	1,587	166	1,847	1,942
Provisions	5,307	5,307	5,307	5,307	5,307
Total current liabilities	9,248	8,967	7,532	9,244	9,261
Non-current liabilities					
Borrowings	3,440	4,799	14,495	16,058	14,116
Total non-current liabilities	3,440	4,799	14,495	16,058	14,116
Total liabilities	12,688	13,766	22,027	25,302	23,377
Net assets	414,023	419,932	427,768	433,190	439,768

Equity					
Retained earnings	155,634	161,543	169,378	174,802	181,380
Revaluation reserves	258,389	258,389	258,390	258,388	258,388
Council equity interest	414,023	419,932	427,768	433,190	439,768
Total equity	414,023	419,932	427,768	433,190	439,768

Directory

Headquarters

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PO Box 456 Wagga Wagga 2650

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admin@rwcc.nsw.gov.au

Web

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Telephone

(02) 6922 0608 (all hours)

Office hours

8.30am to 4.30pm
Monday to Friday

Bank

National Australia Bank Ltd

External auditors

NSW Audit Office

Internal auditors

National Audits Group

Emergency

Wagga Wagga

(02) 6922 0608 (all hours)

The Rock

(02) 6922 0608 (all hours)

Lockhart

(02) 6922 0608 (all hours)

Uranquinty

(02) 6922 0608 (all hours)

Urana/Oaklands

(02) 6922 0608 (all hours)

Culcairn/Holbrook/Walla Walla

(02) 6922 0608 (all hours)

Customer information – payment facilities



Telephone

Australia Post
Telephone Billpay



Billpay

Please call **13 18 16** to pay your bill using your credit card, or register to pay using your savings or cheque account from your bank, building society or credit union. Please have your water account ready as you will be required to key in payment details. **Your Billpay code and reference number is located beside the Australia Post symbol on the front of your account.** This service is available 7 days a week, 24 hours per day **(For the cost of a local call).**



Credit cards

Ring the **13 18 16** number as listed above.



To pay by the internet

www.postbillpay.com.au

(Access to this option is also available via Council's Internet site listed above).



Bpay

Phone your participating Bank, Credit Union or Building Society to make this payment from your cheque, savings or credit card account. **Your Biller Code and Reference Number is located beside the BPAY symbol located on the front of your account.**



Mail

Send cheques to PO Box 456, Wagga Wagga with the "tear off payment slip". Keep the top portion of the account (with details of cheque etc.) for your record. No receipts will be issued unless the whole of the account is returned with the cheque.



In person

Bring your account with you to pay at Australia Post Shops or Post Offices anywhere throughout Australia, Riverina Water County Council office at 91 Hammond Avenue, Wagga Wagga.



R4 Opening of WTP

Organisational Area **General Manager**

Author Andrew Crakanthorp, General Manager

Summary This reports provides an update to the Board on the proposed Wagga Wagga Water Treatment Plant and Pat Brassil AM Room opening events on 30 June 2021.

RECOMMENDATION that Council:

- i. receive and note the report
- ii. Hold the June meeting of the Board on Wednesday 30 June 2021 commencing at 1pm.

Report

Riverina Water will hold an official opening of the new Water Treatment Plant at its Wagga Wagga site on 30 June 2021, followed by an event to mark the naming of the Pat Brassil AM Room.

The Water Treatment Plant is a once-in-a-generation infrastructure project that will ensure the supply of drinking water to 2040 and beyond.

The \$35M plant can treat 55 megalitres per day compared to the previous plant's capacity of 40ML.

Given the significance of this project to the entire southern Riverina region, a number of dignitaries will be invited.

The day will also officially mark the naming of the of Council meeting room as the Pat Brassil AM Room, as resolved at the 28 October 2020 meeting in recognition of his decades of service to the region and Riverina Water.

The Hon Melinda Pavey, Minister for Water has accepted the invitation of the Chairperson to open the Water Treatment Plant, with invitations extended to Member for Wagga Wagga Dr Joe McGirr, Federal Member for Riverina, the Hon. Michael McCormack, Member for Albury Justin Clancy, Mayors and Councillors from constituent councils, and former General Manager Graeme Haley, along with staff and other key representatives.

The Minister was unable to be in Wagga Wagga on the 23 June (the agreed date for the June 2021 Board Meeting) due to the fact that it is parliamentary sitting week. Minister Pavey is however, available the following week. This reports seeks Council's endorsement to move the meeting back one week.

Following the opening and tour of the plant, Mr Brassil's wife Anne and children will be invited to the naming of the Pat Brassil AM Room.

The draft run sheet for the day is as follows:

10:00am Official opening and tour of Water Treatment Plant

11:00am Official naming of Pat Brassil AM Room

11:30am Brunch in Pat Brassil AM Room

12:30pm Guest depart

1:00pm June Board meeting to commence

Further detail on the events will be provided to the Board closer to the date.

Financial Implications

There will be some minor costs associated with the opening of the WTP and the Pat Brassil AM Room, and these will be funded from the 2020/21 budget.

Risk Considerations

Financial	
Avoid	Council will endeavour to ensure that its financial sustainability is protected at all times and avoid proposals that may impact negatively.

R5 Draft NSW Water Strategy

Organisational Area General Manager

Author Andrew Crakanthorp, General Manager

Summary The NSW Government is developing a 20-year NSW Water Strategy to improve resilience of the state's water resources over the coming decades. The NSW Water Strategy is intended to address key challenges and opportunities for water management and service delivery across the state and set the strategic direction for the NSW water sector over the long-term. Council staff recently made a submission to the government on the strategy

RECOMMENDATION that Council endorse the actions of the General Manager, Director Engineering and Manager Operations in preparing and lodging a submission on the NSW Water Strategy.

Report

Council staff recently prepared a submission to the [Draft NSW Water Strategy](#) and lodged the submission prior to the closing date of 28 March 2021.

A copy of the submission is attached as well as a link to the Strategy itself. The feedback provided in Council's submission included:

- The strategy could be strengthened by improved reference to local government and Local Water Utilities, and the importance of the partnership to this strategy.
- There are risks associated with the Strategy due to the continued lack of Inter-agency/departmental coordination and commitment:
 - For example:
 - major PFAS risks to Wagga's groundwater supply are not being adequately coordinated by relevant agencies to provide clear and consistent strategies, contingencies and messaging to LWU's and their communities.
 - Duplication and the 'force fit' planning requirements for local government, for example the Office of Local Government's Integrated Planning and Reporting framework "competing with" the Department of Industry and Environment's Best Practice Framework.
- Potential risk of groundwater aquifers due to aquifer recharge, where management between EPA and DPIE is disjointed

- An inherent risk is that the State Water Strategy plan just sits on a shelf and becomes irrelevant soon after a change in DPIE's leadership or in state government.
- Flood mitigation: The State Water Strategy should include references of how floods are to be managed with available storages together with controlled releases. This issue is compounded by the operation of Snowy Hydro producing electricity.
- The state water strategy does not refer to other upstream water plans such as Queensland or ACT. Or is this bundled in MDA plans? How?

› **R5.1** **Riverina Water Submission re State Water Strategy** [↓](#) 

› **R5.2** **Overview of State Water Strategy** [↓](#) 

Financial Implications There were no financial implications associated with preparing the submission.

Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

Draft NSW Water Strategy

Submission form



Draft NSW Water Strategy submission form

The NSW Water Strategy will be the first 20-year water strategy for all of NSW. It will provide a blueprint to help us tackle the key challenges and opportunities for water management across the state.

For more information about the strategy or to download a copy of the strategy, please visit dpie.nsw.gov.au/nswwaterstrategy.

Your voice is important

We would like to hear your views on the draft strategy, including whether you think it identifies the right priorities, challenges, opportunities and actions.

Please provide your feedback in the submission form below and email your completed submission to nsw.waterstrategy@dpie.nsw.gov.au or post to NSW Water Strategy, Department of Planning, Industry and Environment, Locked Bag 5022, Parramatta NSW 2124 **by 28 March, 2021**.

The form will take approximately 15 minutes to complete and your response can remain anonymous if you wish (see question 1).

Questions marked with an asterisk (*) require an answer.

If you have any questions about making a submission, please email: nsw.waterstrategy@dpie.nsw.gov.au

Making your submission public

We collect information about you, which may include personal information, to assess submissions in response to the department's dealings and activities, and to perform other functions required to complete the project. This information must be supplied. If you choose not to provide the requested information we may not be able to assess your submission.

To promote transparency and open government, we intend to make all submissions publicly available on our website, or in reports. Your name or your organisation's name may appear in these reports with your feedback attributed, unless you have chosen to remain anonymous.

If you would like your submission and/or feedback to be kept confidential, please let us know when making your submission. You will be asked for your confidentiality preference at question 1.

If you request that your submission be kept confidential, it will not be published on our website or included in any relevant reports. However, it will still be subject to the *Government Information Public Access Act 2009*.

Your submission will be stored securely consistent with the department's Records Management Policy and you have the right to request access to, and correction of, your personal information held by the department.

Further details can be found in our privacy statement available on our website. industry.nsw.gov.au/privacy

Draft NSW Water Strategy

Submission form



1. Information on confidentiality and privacy*

I give permission for my submission to be made publicly available on the NSW Department of Planning, Industry and Environment website.

- Yes
 No

I would like my personal details to be kept confidential.

- Yes
 No

2. Your details

Name* Andrew Crakanthorp Contact phone number* 0409662307

Postcode* 2650 Email address* acrakanthorp@rwcc.nsw.gov.au

Do you identify as an Aboriginal person?

- Yes
 No

Are you an individual or representing an organisation?*

- Individual
 Organisation

3. Organisation or business details

Who do you represent?

- Government Please specify
 Peak representative organisation Please specify
 Local Water Utility
 Other (please specify)

Draft NSW Water Strategy

Submission form



4. Draft vision

The NSW Government has developed the draft NSW Water Strategy as part of a suite of long-term strategies to maintain the resilience of the state's water services and resources over the coming decades.

The proposed vision for the draft NSW Water Strategy is sustainable water resources for thriving people, places and ecosystems, both now and for future generations.

Which aspects of water management are most important to you and your local community?

Transparency regarding decisions involving town water supplies and its priority with regard to other water entitlements
 Having consistency between LWU's IWCM, regional and State water strategies
 Clarification of responsibilities in determining secure yield assessments based on who is the resource manager

PFAS - there is a knowledge gap regarding how the State government is strategically managing PFAS contamination groundwater resources in Wagga Wagga
 Management of town surface water supplies affecting water quality, for example MIB / Geosmin, turbidity, fireash

Restrict groundwater recharge to coastal areas to reduce risk to inland groundwater resources for potential contamination
 Cost shifting to users (bulk water charges)

Do you support the proposed vision for the draft NSW Water Strategy?

- Yes
 No

Please tell us more about your response:

Overall yes, however we make the following comments:
 We are concerned that the aim of analyzing scientific data will not be adequately resourced and lead to more cost shifting to regional / local communities
 Planning horizon of only 20 years is already out of step with LWU's IWCM 30-year planning horizon (that is, they are not synchronised)
 There is no reference to the proposed frequency to review the strategy
 How do the Murrumbidgee Regional Plan and the State Water Strategy integrate with the ACT plan (if one exists)?

Draft NSW Water Strategy

Submission form



5. Draft objectives

The draft NSW Water Strategy sets high level objectives and principles to guide water service delivery and resource management across NSW. We have identified six core objectives which underpin the draft strategy. These are based on the *Water Management Act 2000*. They are:

- protecting public health and safety
- liveable and vibrant towns and cities
- water sources, floodplains and ecosystems protected
- cultural values respected and protected
- orderly, fair and equitable sharing of water
- contribute to a strong economy.

Which objectives are most important to you?

Please rank the objectives from most important to least important (where 1 is most important and 6 is least important).

- 1 Protecting public health and safety
- 3 Liveable and vibrant towns and cities
- 5 Water sources, floodplains and ecosystems protected
- 6 Cultural values respected and protected
- 2 Orderly, fair and equitable sharing of water
- 4 Contribute to a strong economy

Do you have any comments on any of the proposed objectives?

Our only comment would be that there is a high level of interconnectivity between the objectives and that we found the ranking process challenging as a result.

Draft NSW Water Strategy

Submission form



6. Draft guiding principles

The draft strategy also proposes seven principles to guide the long-term strategic planning for water resource management in NSW. These principles work in tandem with the draft objectives to guide development and implementation of actions.

The guiding principles are:

- healthy environments sustain social and economic outcomes
- water is a limited (although recyclable) resource
- systems thinking to optimise outcomes
- data-enabled planning and decision-making
- transparency and accountability to engender community trust
- forward thinking to build preparedness and resilience
- giving effect to Aboriginal rights and access to water.

Which principles are most important to you?

Please rank the objectives from most important to least important (where 1 is most important and 7 is least important).

- 4 Healthy environments sustain social and economic outcomes
- 1 Water is a limited (although recyclable) resource
- 7 Systems thinking to optimise outcomes
- 5 Data-enabled planning and decision-making
- 3 Transparency and accountability to engender community trust
- 2 Forward thinking to build preparedness and resilience
- 6 Giving effect to Aboriginal rights and access to water

Do you have any comments on any of the guiding principles?

The IWCM process is efficient and effective. It should be seen as the key planning document for water management in NSW

Draft NSW Water Strategy

Submission form



7. Opportunities, challenges and actions for improved state-wide water management

The draft NSW Water Strategy outlines seven strategic priorities for action, focused on meeting the core objectives based on the *NSW Water Management Act 2000*. These strategic priorities are:

1. Build community confidence and capacity through engagement, transparency and accountability
2. Recognise Aboriginal rights and values, and increase access to and ownership of water for cultural and economic purposes
3. Improve river, floodplain and aquifer ecosystem health, and system connectivity
4. Increase resilience to changes in water availability (variability and climate change)
5. Support economic growth and resilient industries within a capped system
6. Support resilient, prosperous and liveable cities and towns
7. Enable a future focused, capable and innovative water sector.

Under each priority the draft strategy identifies several opportunities and challenges, and a total of 41 proposed actions to improve water management across the state.

Do you have any comments on the seven strategic priorities identified?

Priority 1 actions should also include improvement of inter-departmental coordination between regulating agencies (EPA, DPIE, Health, OLG) in the management and control of water / wastewater incidences, strategic planning etc., as well as intra-departmental coordination within each agency (particularly DPIE)

Priority 3 actions to include management of environmental and regulated water not to cause adverse effects to water quality, for example - extreme changes in river water levels and flow regimes

Priority 6 - " Work collaboratively with LWUs" ... should include other agencies / departments such as OLD, EPA, Health, Planning, other LWUs sharing water resources, as well as DPIE. More detail required here.

Priority 7 actions should also include timely and relevant changes to legislation and regulations to enable the piloting and introduction of new technologies

Do you have any comments on any of the proposed actions identified?

Please see our comments in the email attached to this fillable submission form

Are there any additional opportunities, risks and challenges that should be considered in the draft strategy?

Please see our comments in the email attached to this fillable submission form

Draft NSW Water Strategy

Submission form



What actions should be prioritised for immediate implementation and how should they be implemented?

More clarity on the review and implementation framework of this State Water Strategy, and development of a resource plan together with along term financial plan. Basically, follow similar processes that DPIE and OLG are requiring local governments and LWUs to follow using the IWCM framework

8. Other comments

Do you have any other comments on the draft NSW Water Strategy?

9. How did you hear about the opportunity to provide feedback on the draft NSW Water Strategy?

Please select all that apply from the list below:

- Newspaper
- Radio
- Department of Planning, Industry and Environment website
- Direct email
- Social media
- Have your say NSW website
- Word of mouth
- Other (please describe)

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NSW Department of Planning, Industry and Environment | PUB21/110 | 7

Figure 15. NSW Water Strategy: Towards 2050

Core objectives	Protecting public health and safety	Liveable and vibrant towns and cities	Water sources, floodplains and ecosystems protected	Cultural values respected and protected	Orderly fair and equitable sharing of water	Contribute to a strong economy
Priorities and actions	Priority 1					
	Build community confidence and capacity through engagement, transparency and accountability					
	1.1	1.2	1.3	1.4	1.5	1.6
Priority 2						
Recognise Aboriginal rights and values and increase access to and ownership of water for cultural and economic purposes						
Priority 3						
Improve river, floodplain and aquifer ecosystem health, and system connectivity						
Guiding principles	Healthy environments sustain social and economic outcomes	Water is a limited (although recyclable) resource	Systems thinking to optimise outcomes	Data-enabled planning and decision-making	Transparency and accountability to engender community trust	Forward thinking to build preparedness and resilience

Core objectives	Protecting public health and safety	Liveable and vibrant towns and cities	Water sources, floodplains and ecosystems protected	Cultural values respected and protected	Orderly fair and equitable sharing of water	Contribute to a strong economy
Priorities and actions (continued)	Priority 4					
	Increase resilience to changes in water availability (variability and climate change)					
	4.1	4.2	4.3	4.4		
	Priority 5					
Support economic growth and resilient industries within a capped system						
Priority 6						
Support resilient, prosperous and liveable cities and towns						
Priority 7						
Enable a future focused, capable and innovative water sector						
Guiding principles	Healthy environments sustain social and economic outcomes	Water is a limited (although recyclable) resource	Systems thinking to optimise outcomes	Data-enabled planning and decision-making	Transparency and accountability to engender community trust	Forward thinking to build preparedness and resilience

R6 Councillor attendance at meetings in person - temporary exemption and consultation on proposed changes

Organisational Area General Manager

Author Andrew Crakanthorp, General Manager

Summary The Office of Local Government (OLG) is consulting with councils on proposed amendments to the Code of Meeting Practice allowing councillors to attend meetings remotely. In the interim they have provided a temporary exemption to this requirement until 31 December 2021 but this does not apply to county councils. This report seeks Board endorsement of Riverina Water's response to the proposed amendments.

RECOMMENDATION that Council make a submission to the NSW Office of Local Government on proposed amendments to the Model Code of Meeting Practice in the terms outlined in the attached report and as discussed at this meeting.

Report

The Office of Local Government (OLG) is currently consulting with councils on proposed amendments to the Model Code of Meeting Practice for Local Councils in NSW (Model Meeting Code) allowing councillors, or in our case, Board members, to attend meetings remotely using audio-visual links. A discussion paper has been issued by the OLG and submissions are due on 3 May 2021.

Under the proposed amendments, a councillor will be permitted to attend a meeting of the council or a committee of the council by audio-visual link with the prior approval of the council or the committee, or approval granted by the council or committee at the meeting concerned, where they are prevented from attending the meeting in person because of ill health, disability, carer responsibilities or natural disaster. A councillor will also be permitted to attend by audio-visual link where they are prevented from attending the meeting because they are absent from the local area due to a prior work commitment.

Where attending a meeting by audio-visual link, councillors will be required to do so from a location within NSW or within 100km of the NSW border.

The proposed amendments were circulated to board members for feedback to the following three key questions:

- Do you support the proposed changes to the Model Meeting Code to allow councillors to attend meetings remotely by audio-visual link?

- Do you have any concerns about the proposed changes? What are your concerns?
- Do you have any suggestions for how the proposed new provisions could be improved?

As at the time of the writing of this report no feedback had been received from Board Members.

Accordingly, the feedback to be provided to the OLG by 3 May will be:

- That Council supports the proposed changes to the Model Meeting Code to allow councillors to attend meetings remotely by audio-visual link due to the increased flexibility it allows for Board Members to attend meetings and noting the travel distances for some Board Members.
- That Council has no concerns regarding the proposed changes
- At this stage, Council has no suggestions for how the new provisions could be improved.

In the interim, the Local Government (General) Regulation 2005 (the Regulation) has been amended to temporarily exempt councils from complying with the requirement under their codes of meeting practice for councillors to be personally present at meetings to participate in them.

However, county councils are **not** exempt by regulation and members of county councils will need to continue to attend meetings in person to participate in them (as of 26 March 2021) until amendments are made to the Model Meeting Code permitting attendance at meetings by audio-visual link.

- The Regulation amendment does not apply to joint organisations of councils or county councils. The regulation making power under which the Regulation has been amended only allows exemptions to be made for "areas" constituted under Part 1 of Chapter 9 of the Act. These provisions do not apply to joint organisations of councils or county councils.

Needless to say, this administrative "roadblock" is frustrating and has already impacted Council earlier this month when Council attempted to hold an extra-ordinary meeting

› **R6.1** **Remote-Attendance-by-Councillors-Consultation-Paper-08032021.pdf** [↓](#) 

Financial Implications

Nil

Risk Considerations

Corporate Governance And Compliance
--

Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.
-------	--

Remote Attendance by Councillors at Council Meetings

March
2021

Consultation Paper



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Overview

Temporary amendments were made to the *Local Government Act 1993* (the Act) in March 2020 in response to the COVID-19 pandemic allowing councillors to participate in meetings remotely by audio-visual link. The amendments allowing remote attendance are time limited and will automatically expire on 25 March 2021.

Most councils have successfully implemented remote attendance by councillors at meetings by audio-visual link during the pandemic. Some councils have called for the option of remote attendance to be made available to them on an ongoing basis to encourage greater diversity of representation.

The Government agrees that allowing remote attendance by councillors at meetings may serve to remove some of the impediments that currently prevent underrepresented groups from serving on their local councils.

The Government is therefore proposing to amend the *Model Code of Meeting Practice for Local Councils in NSW* (Model Meeting Code) to include non-mandatory provisions that allow councils to permit councillors to attend council and committee meetings remotely by audio-visual link in certain circumstances.

While councils will be required to resume meeting in person from 26 March 2021, as an interim measure, the *Local Government (General) Regulation 2005* will be amended to allow councils to permit individual (but not all) councillors to attend meetings remotely until 31 December 2021 pending the changes to the Model Meeting Code.

While the Government strongly supports the objective of encouraging greater diversity of representation on councils, this should be counterbalanced by the need to ensure communities are effectively represented by

their elected councillors. The Government believes that to be effective local elected representatives, councillors need to live or work in the area and should exercise their duties diligently. Councillors should not, for example, be permitted to move interstate or overseas and attend every third meeting remotely to collect their fees. Councillors should also not be permitted to attend meetings while at work where their attention may be focussed on matters other than council business.

To ensure this does not occur, the grounds on which councillors will be permitted to attend meetings by audio-visual link will be limited. Under the proposed new provisions, councils will only be able to give approval for individual councillors to attend a meeting remotely by audio-visual link where the councillor is prevented from attending the meeting because of ill health, disability, carer responsibilities, natural disaster or, on a limited number of occasions in each year, because they are absent from the local area due to a prior work commitment.

The Government recognises that remote attendance by councillors at meetings by audio-visual link may not be supported by all councils or may pose insurmountable logistical and technological challenges for some councils. For this reason, the proposed new provisions will not be mandatory, and councils can choose whether to include them in their adopted codes of meeting practice.

What is being proposed?

▀ The proposed amendments will allow councillors to attend meetings by audio-visual link with the approval of the council in certain circumstances.

"Audio-visual" link will be defined as "a facility that enables audio and visual communication between persons at different places".

Under the proposed amendments, a councillor will be permitted to attend a meeting of the council or a committee of the council by audio-visual link with the prior approval of the council or the committee, or approval granted by the council or committee at the meeting concerned, where they are prevented from attending the meeting in person because of ill health, disability, carer responsibilities or natural disaster.

A councillor will also be permitted to attend a meeting of the council or a committee of the council by audio-visual link with the prior approval of the council or committee, or approval granted by the council or committee at the meeting concerned, where they are prevented from attending the meeting because they are absent from the local area due to a prior work commitment. However, a councillor will not be permitted to attend an ordinary or extraordinary meeting of the council or a meeting of a committee of the council by audio-visual link on these grounds on any more than three occasions in each year (inclusive of all ordinary, extraordinary and committee meetings attended by the councillor by these means).

Where a councillor is proposing to seek the council's or a committee's approval to attend a meeting by audio-visual link at the meeting concerned, they must first give the general manager at least 5 working days' notice that they will be seeking the council's or committee's approval, to allow sufficient time for the necessary arrangements to be made for them to attend the meeting remotely, should the council or committee give its approval.

Where attending a meeting by audio-visual link, councillors will be required to do so from a location within NSW or within 100km of the NSW border.

▀ As with decisions to grant a leave of absence under the existing provisions of the Model Meeting Code, the decision to permit a councillor to attend a meeting by audio-visual link is one that will be at the council's or committee's discretion.

The council or committee will be required to act reasonably when considering whether to grant a councillor's request to attend a meeting by audio-visual link.

However, the council or committee will be permitted to refuse a councillor's request to attend a meeting by audio-visual link, where the councillor has failed to appropriately declare and manage conflicts of interest, observe confidentiality or comply with the council's code of meeting practice on one or more previous occasions when they have attended a meeting by audio-visual link.

✔ **When attending meetings by audio-visual link, meeting rules and standards will apply to councillors in the same way they would if the councillor was attending the meeting in person.**

The council's adopted code of meeting practice will apply to a councillor attending a meeting of the council or a committee of the council by audio-visual link in the same way it would if they attended the meeting in person.

Councillors will be required to give their full attention to the business and proceedings of the meeting when attending a meeting by audio-visual link.

Councillors will also be required to be appropriately dressed when attending meetings by audio-visual link and must ensure that no items are within sight of the meeting that are inconsistent with the maintenance of order at the meeting or that are likely to bring the council or the committee into disrepute.

Where a councillor has attended a meeting by audio-visual link, the minutes of the meeting must record the fact that the councillor attended the meeting by audio-visual link.

✔ **Councillors attending meetings by audio-visual link will be required to disclose and appropriately manage conflicts of interest.**

Councillors attending a meeting by audio-visual link will be required to declare and manage any conflicts of interest they may have in matters being considered at the meeting in accordance with the council's code of conduct.

Where the councillor has declared a pecuniary or significant non-pecuniary conflict of interest in a matter being discussed at the meeting, the

councillor's audio-visual link to the meeting must be terminated and the councillor must not be in sight or hearing of the meeting at any time during which the matter is being considered or discussed by the council or committee, or at any time during which the council or committee is voting on the matter.

✔ **Councillors attending meetings by audio-visual link will be required to protect the confidentiality of information considered while the meeting is closed to members of the public.**

Councillors attending a meeting by audio-visual link will be required to ensure that no other person is within sight or hearing of the meeting at any time that the meeting has been closed to the public under section 10A of the Act.

✔ **The proposed amendments will contain provisions that allow the chair to enforce compliance with meeting rules by councillors attending meetings by audio-visual link.**

Where a councillor is attending a meeting by audio-visual link, the chairperson or a person authorised by the chairperson will be permitted to mute the councillor's audio link to the meeting for the purposes of enforcing compliance with the council's code of meeting practice.

If a councillor attending a meeting by audio-visual link is expelled from a meeting for an act of disorder, the chairperson of the meeting or a person authorised by the chairperson will be permitted terminate the councillor's audio-visual link to the meeting.

Have your say

We now want to hear from you.



Key questions to consider

- ✔ Do you support the proposed changes to the Model Meeting Code to allow councillors to attend meetings remotely by audio-visual link?
- ✔ Do you have any concerns about the proposed changes? What are your concerns?
- ✔ Do you have any suggestions for how the proposed new provisions could be improved?

Submissions may be made in writing by **COB 3 May 2021** to the following addresses.

POST:

Locked Bag 3015
NOWRA NSW 2541



EMAIL:

olg@olg.nsw.gov.au

Further information

For more information, please contact Office of Local Government's Council Governance Team on **(02) 4428 4100** or via email at olg@olg.nsw.gov.au.

Submissions should be labelled 'Remote attendance at council and committee meetings' and marked to the attention of Office of Local Government's Council Governance Team.





R7 Lost Time Injury Statistics 2020/21 - July-March Period

Organisational Area General Manager

Author Joe Mansour, WHS officer

Summary This report presents information on Lost Time Injury statistics for the July/March period of the 2020/2021 financial year.

RECOMMENDATION that Council receive and note the statistics report for Lost Time Injuries for the July / March period of 2020/21 financial year.

Report

Date of Injury	Claim Status	Return to Work Date	Lost Time Injury (Days off work)	No of Days Lost (Premium impacting)
11/08/20	Open	27/08/2020	15	7
04/12/20	Open	08/12/2020	2	0
15/07/2018	Open	10/08/2021	16	0
Total			33	7

Other WHS Statistics for the financial year to date:

Lost Time Days (LTD's) - 33

No of Current/Open Workers Compensation Claims – 4

Total No of Workers Compensation Claims lodged this Financial Year - 3



Financial Implications

Council works in partnership with its insurer StateCover Mutual to minimise costs associated with each claim so as to minimise the annual premium paid for the workers compensation insurance.

Risk Considerations

Work Health and Safety	
Avoid	Council will avoid taking any risks that could result in accident, injury or illness to our staff, councillors, contractors, visitors or members of the public.

R8 Social media and media quarterly report - 1 January to 31 March 2021

Organisational Area General Manager

Author Josh Lang, Community Engagement Officer

Summary The report summarises Council's media coverage and performance on its social media platforms

RECOMMENDATION that Council receive and note the report.

Report

During this quarter, Riverina Water's total social media audience grew by 115 to 3855, with 92,252 impressions across all channels.

There was a significant increase in LinkedIn reach and engagement, highlighted by the IPWEA Award post (reach: 2951).

Media coverage centred on the draft IWCM Strategy, with a mix of television, radio and print stories helping make the community aware of this document.

Facebook	
Number of posts	44 (3.38 posts per week, previous period: 4)
Total page likes	2174 (Previous period: 2152)
New page likes	+22 (Previous period: +35)
Videos	6555 views (3 videos)
Private messages	5
Total reach for all posts (reach is number of people who saw each post at least once)	69,442 (Previous period: 137,500)
Average reach per post	1578 (previous period: 2644)
Total post engagements (post clicks, reactions, shares and comments)	2743 (previous period: 3942)
Average post engagements	62.3 (previous period: 75.8)
Top organic post: Trade assistant recruitment	Reach: 1139 Post clicks (any click excluding comments, likes and shares): 22

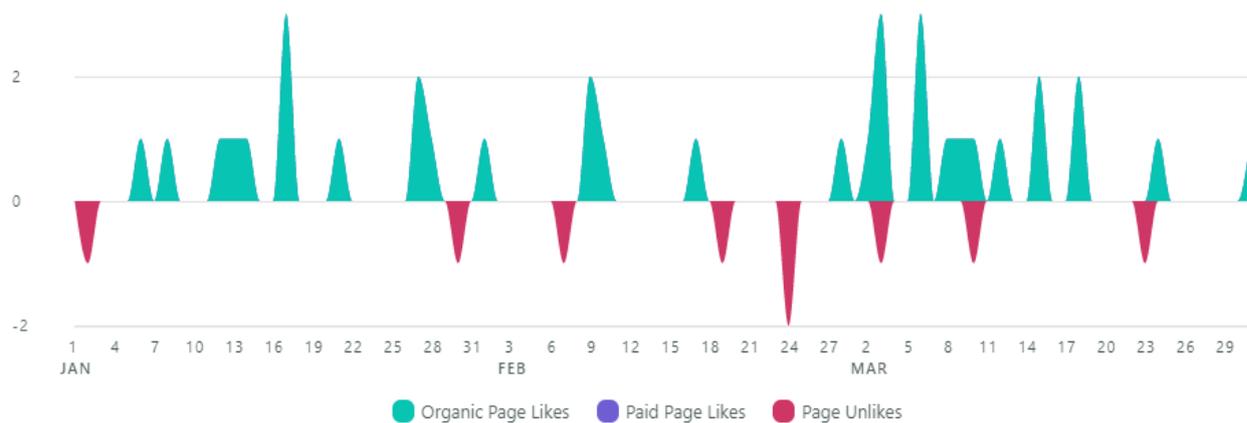
	Engagements (reactions, comments and shares): 33
Lowest organic post – draft media policy public exhibition reminder	Reach: 104 Post clicks (any click excluding comments, likes and shares): 0 Engagements (reactions, comments and shares): 2
Facebook - advertising	
Number of advertisements	6
Content	<ul style="list-style-type: none"> • Five IWCM Strategy advertisements (reach: 35,899) • Customer Satisfaction Survey (reach: 7762)
Total post reach (paid and organic combined)	43,661
Average reach per post	7276

Comparison page audiences

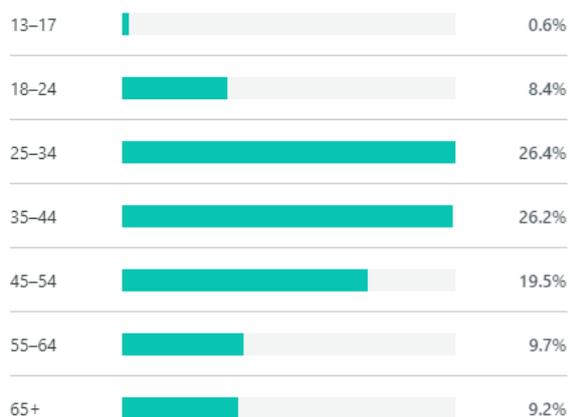
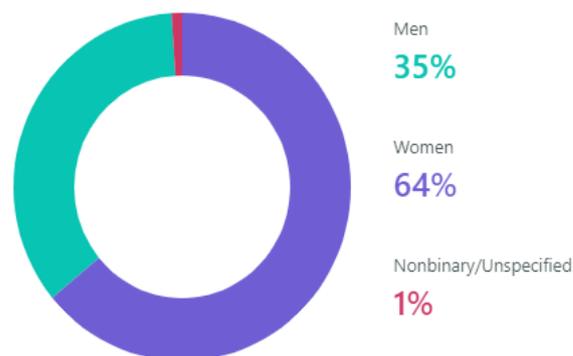
Water utility	Page established	Current audience	Last quarter figures	Growth this quarter	Growth last quarter
Sydney Water	August 2011	37.3k	36.9k	+400	-300
Water Corporation	Nov 2010	19.1k	18k.7	+400	+300
Seqwater	June 2011	16.3k	15.3k	+1000	+200
WaterAid Australia	Nov 2009	14k	13.9k	+100	+100
Melbourne Water	June 2009	11.9k	11.7k	+200	+300
SA Water	Oct 2010	11.8k	11.4k	+400	+500
City of Wagga Wagga	Dec 2015	11.7k	11.3k	+400	+300
Unity Water	Oct 2012	10.2k	10.1k	+100	+200
Visit Wagga Wagga	Dec 2011	9.3k	9k	+300	-600
TasWater	Oct 2017	7.9k	7.7k	+200	+300
Western Water	Oct 2012	6.4k	6.4k	Nil	Nil

South East Water Melbourne	August 2011	5k	4.9k	+100	+100
Hunter Water	Nov 2017	5k	4.8k	+200	+100
Lower Murray Water	May 2014	4.3k	4.2k	+100	+100
Gippsland Water	Feb 2014	3.8k	3.8k	Nil	+100
Riverina Local Land Services	April 2012	3.8k	3.7k	+100	Nil
Federation Council	May 2015	2.8k	2.6k	+200	+ 200
North East Water	August 2013	2.4k	2.6k	-200	+300
Fusion Wagga	August 2013	2.3k	2.3k	Nil	Nil
City West Water	Feb 2015	2.3k	2.2k	+100	Nil
Riverina Water	Sep 2018	2177	2152	+25	+35
Greater Hume Council	June 2012	2.1k	2k	+100	+100
Lockhart Shire Community	April 2014	1.8k	2k	-200	+200
Goldenfields Water	Jan 2018	1.8k	1.8k	Nil	+100
Visit Lockhart Shire	Sep 2011	1.7k	1.8k	-100	+100
Wannon Water	March 2017	1.3k	1.2k	+100	Nil
East Gippsland Water	August 2011	1.2	968	+200	N/A
Central Tablelands Water	June 2016	641	585	N/A	N/A
Rous County Council	21 May 2020	376	330	N/A	N/A

Facebook growth overview and audience snapshot



Audience Metrics	Totals	% Change
Fans	2,174	↗ 1.02%
Net Page Likes	26	↘ 23.53%
Organic Page Likes	35	↘ 20.45%
Paid Page Likes	0	→ 0.00%
Page Unlikes	9	↘ 10.00%

Audience by Age ¹Audience by Gender ¹

Women between the ages of **25–34** appear to be the leading force among your fans.

Audience Top Countries

Country	Count
Australia	2,151
Malaysia	4
Nepal	3
Philippines	2
United States	2

Audience Top Cities

City	Count
Wagga Wagga, NSW, Australia	1,209
Albury, NSW, Australia	81
Sydney, NSW, Australia	51
Wodonga, VIC, Australia	50
Leeton, NSW, Australia	48

Other social media channels

Instagram	
Number of posts	37 (Previous period: 31)
Total followers	952 (Previous period: 903)
New followers	+49 (Previous period: +71)
Impressions	8183 (Previous period: 14,692)
Total post likes (not including video views)	197 (Previous period: 207)
Total engagements	202 at a rate of 2.5 per cent per impression
Top post – Science and Engineering Challenge	Likes: 13 Impressions: 268

Twitter	
Number of tweets	36 (Previous period: 34)
Total followers	169 (Previous period: 159)
New followers	+10 (Previous period: +10)
Total Tweet impressions (impressions are the number of times users saw a Tweet)	7k(Previous period: 5k)
Average engagement rate (total number of clicks, retweets, replies, likes and follows divided by the total number of impressions)	1.6 per cent (Previous period: 1 per cent)
Average impressions per Tweet	199.5 (Previous period: 147.6)
Top tweet based on engagement rate – Australian water utilities sharing photos of facilities	Impressions: 263 Engagements: 38 Engagement rate: 14.4 per cent

LinkedIn	
Number of posts	16 (Previous period: 9)
Total followers	560 (Previous period: 535)
New followers	+30 (Previous period: +32)
Total post impressions (this is number of people who saw each post once)	7395 (Previous period: 3684)
Average impressions per post	462 (Previous period: 409)
Top post – IPWEA Award for Willans Hill project	Impressions: 2951 Reactions: 68 Engagement rate per impression: 7.6 per cent

Other digital platforms

Website	
Users	6.5k (Previous period: 6.5k)
Page views	29,919 (Previous period: 26,612)

Most viewed pages	<ul style="list-style-type: none"> • Homepage – 5486 • Careers – 2328 • Make a payment – 1683 • Your bill – 1243 • Contact us - 949
Session duration	00:02:23 (Previous period: 00.02.06)
Top devices	Desktop – 55.3 per cent Mobile –41.08 per cent Tablet –3.58 per cent

Google search

Where customers view our organisation on Google:

- Listing on search – 7.08k (previous 1.47k)
- Listing on maps – 28.3k (previous 7.79k)

Summary of media performance

Content and coverage	
Media releases	4
Media opportunities	N/A
Media coverage	6

Details of media coverage

This includes known media coverage from enquiries, media opportunities or releases only.

Date	Media outlet	Coverage/topic
12/1/2021	Daily Advertiser	Water wise advice in hot weather
18/1/2021	Narrandera Argus	Community Grants recipients
27/2/2021	Daily Advertiser	IWCM Strategy, front page
5/3/2021	ABC Riverina	IWCM Strategy
8/3/20201	9 Riverina	IWCM Strategy (PFAS)
11/3/2021	Triple M Riverina	IWCM Strategy

Financial Implications

Nil

Risk Considerations

Reputation	
Averse	Council is averse to taking risks that may adversely impact its reputation.

R9 2021-22 Community Grants Program

Organisational Area General Manager

Author Josh Lang, Community Engagement Officer

Summary This report details a proposed timeline for the 2021-22 grants program

RECOMMENDATION that Council:

- a) Endorse the timeline of the 2021-22 Community Grants Program
- b) Receive a further report on the guidelines for the 2021-22 Community Grants Program

Report

Riverina Water has undertaken a Community Grants Program for the past two financial years, totalling \$1M in funding for grassroots projects across its supply area.

At the 22 April 2020 meeting, the Board resolved to:

- a) *Endorse the continuation of the Community Grants Program for further one-year period during 2021/22 by way of allocating \$500,000 in the 2021/22 Operational Plan*
- b) *Review the grant guidelines annually as required:*
 - i. *based on Riverina Water's financial performance, and;*
 - ii. *to ensure it continues to meet the needs of the community and the goals of Council*
- c) *Review the Community Grants Program following the appointment of a new Board in October 2021*

With the timing of the elections and efforts made not to clash with other funding opportunities in the region, the following timeline for the next approved round of grants is proposed:

- November 1 2021: Applications open
- November 30 2021: Applications close
- December 1-15 2021: Application administration and eligibility checks by staff
- December 16: Report to Board meeting to establish grant assessment panels
- January 17-28 2022: Individual online assessment by panellists
- February 7-11 2022: Panel assessment session for each Local Government Area
- February 2022 Board meeting: Awarding of grants

Along with the annual update to the guidelines, there will be improvements to the assessment process to make it more efficient following the volume of applications in 2020-21.

Financial Implications

Council committed to a third year of the program with a budget of \$500,000 in 2021-22 Operational Plan at the April 2020 Board meeting (resolution 20/037). The operational costs of administering the program are funded by line items in the 2021/22 budget

Risk Considerations

Community Partnerships	
Accept	When considering options for community partnerships or external party relationships, Council may choose to accept risks to maximise potential benefits to Council and the community.

R10 2021 Customer Satisfaction Survey

Organisational Area General Manager

Author Josh Lang, Community Engagement Officer

Summary Riverina Water conducted its Customer Satisfaction Survey in March 2021, with all water quality and customer service indicators returning high satisfaction scores

RECOMMENDATION that Council:

- a) Receive and note the report
- b) The Board acknowledges the excellent work of staff as reflected in the outstanding results of the community satisfaction survey results and that the congratulations of the Board be conveyed to all staff

Report

Riverina Water engaged IRIS Research to undertake its 2021 Customer Satisfaction Survey.

Field research was conducted in March 2021, with a representative random sample of 500 residents from across the supply area. IRIS has described the results as having a very statistically robust confidence level of 95 per cent.

The survey was also offered online, with 24 responses. This report centres on the telephone survey as the online sample size is considered too small to draw conclusions from.

Overall, the key findings showed residents continued to be highly satisfied with both Riverina's Water's customer service and water quality.

These both returned very high (>4.5 out of 5) or high (>3.75) levels of satisfaction across the board. An executive summary infographic and graphs depicting the results in more detail area attached.

Water quality

Satisfaction with the quality of water remains high and is consistent year-on-year.

All attributes of water quality rated high levels of satisfaction, with supply reliability rating the top water quality attribute (4.67).

This was followed by clarity (4.15), smell (4.05) and pressure (3.98). Taste was the lowest rated attribute (3.87), which is still in the high satisfaction category (>3.75).

Customer service

Overall satisfaction was high, with an average rating of 4.46.

Eighty-four percent (83.95%) were overall satisfied with staff, with 71% rating their experience the highest score of '5 – very satisfied'.

Satisfaction with individual attributes of service is also high, with all eight attributes rating at least a high level of satisfaction. Six from seven areas rated very high levels of satisfaction (>4.5)

Other questions

This year, survey participants were asked about the Community Grants Program and took part in a pricing analysis.

About a quarter of participants (24.41%) are aware of Riverina Water's Community Grants program. This information will assist the new Board in reviewing the program in the future.

Previous surveys had asked residents about smart water meters. This year's survey put a hypothetical scenario to residents to understand acceptable costs for the technology.

Residents answered questions about an additional fee that would speed up the implementation of smart meters. A series of questions were asked which informed four factors: optimum price point, marginal cheapness, indifference price point and point of marginal expensiveness.

Just over half (54%) of participants answered the questions. The four factors resulted in an optimum price range of \$19 to \$35 per annum.

Financial Implications

Nil.

Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



SATISFACTION SURVEY

Riverina Water

**Summary Report
April 2021
IRIS RESEARCH**

RIVERINA WATER PERFORMANCE SNAPSHOT

CUSTOMER SERVICE



23%

of residents have contacted Riverina Water longer than 12 months ago

40%

have never contacted Riverina Water

18%

could not recall if they have contacted Riverina Water

18% of residents have contacted Riverina Water in the past 12 months



Residents who have contacted Riverina Water in the past 12 months

How did residents last make contact?



PHONE



RIVERINA WATER OFFICE



EMAIL

How do residents prefer to make contact?*



PHONE



EMAIL



RIVERINA WATER OFFICE

*asked amongst all residents

Why did they contact Riverina Water?



TO MAKE PAYMENT



ACCOUNT ENQUIRIES



BROKEN PIPE

71%



stated their request was responded to within the same day

How did residents rate Riverina Water Customer Service?

Overall Satisfaction



Customer Service Attributes

- 1 Handling your transaction accurately [4.63]
- 2 The ability to meet your needs on the first contact [4.61]
- 3 Friendly and caring service [4.61]
- 4 Knowledge & skill of staff [4.58]
- 5 Ease of doing business [4.57]
- 6 Contact was dealt with quickly [4.52]
- 7 Convenient hours of operation [4.37]
- 8 Information is easy to find on the website [3.86]

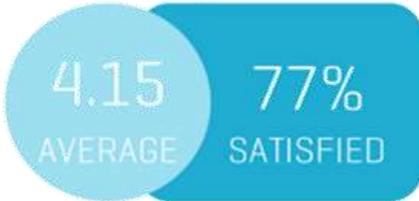
RIVERINA WATER PERFORMANCE SNAPSHOT

WATER QUALITY

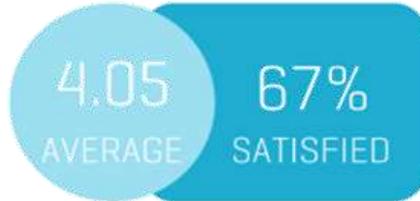
Reliability of Service



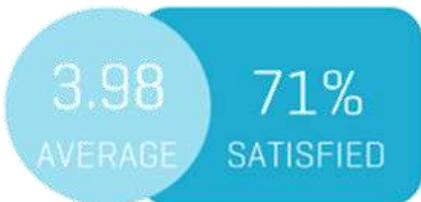
Clarity of Water



Smell of Water



Water Pressure



Taste of Water



AWARENESS OF RWCC COMMUNITY GRANTS PROGRAM



mentioned they were aware of the program.

How did they find out?



WORD OF MOUTH



PRINT MEDIA



RWCC NEWSLETTER

SMART WATER METERS

PROPENSITY TO PAY PER ANNUM

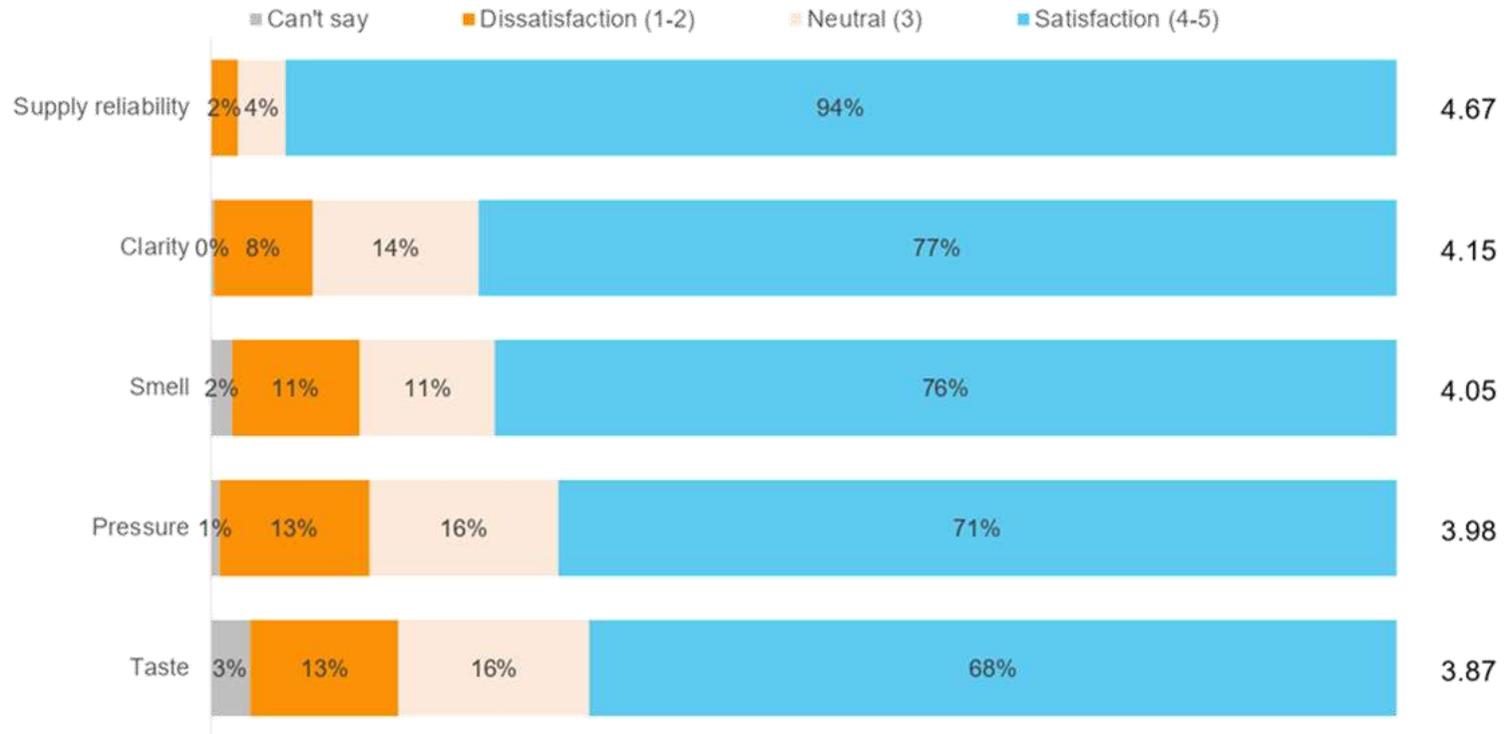


residents provided a response to the question



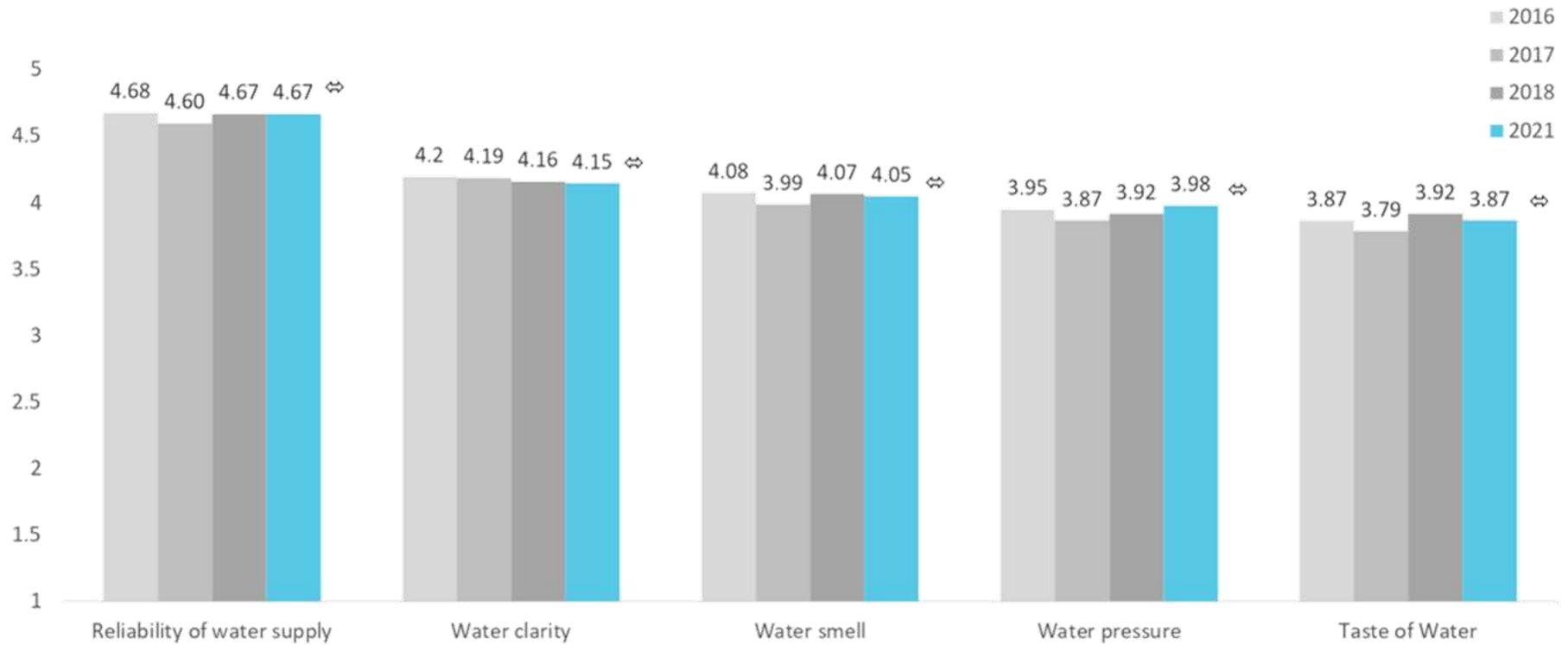


QUALITY OF WATER



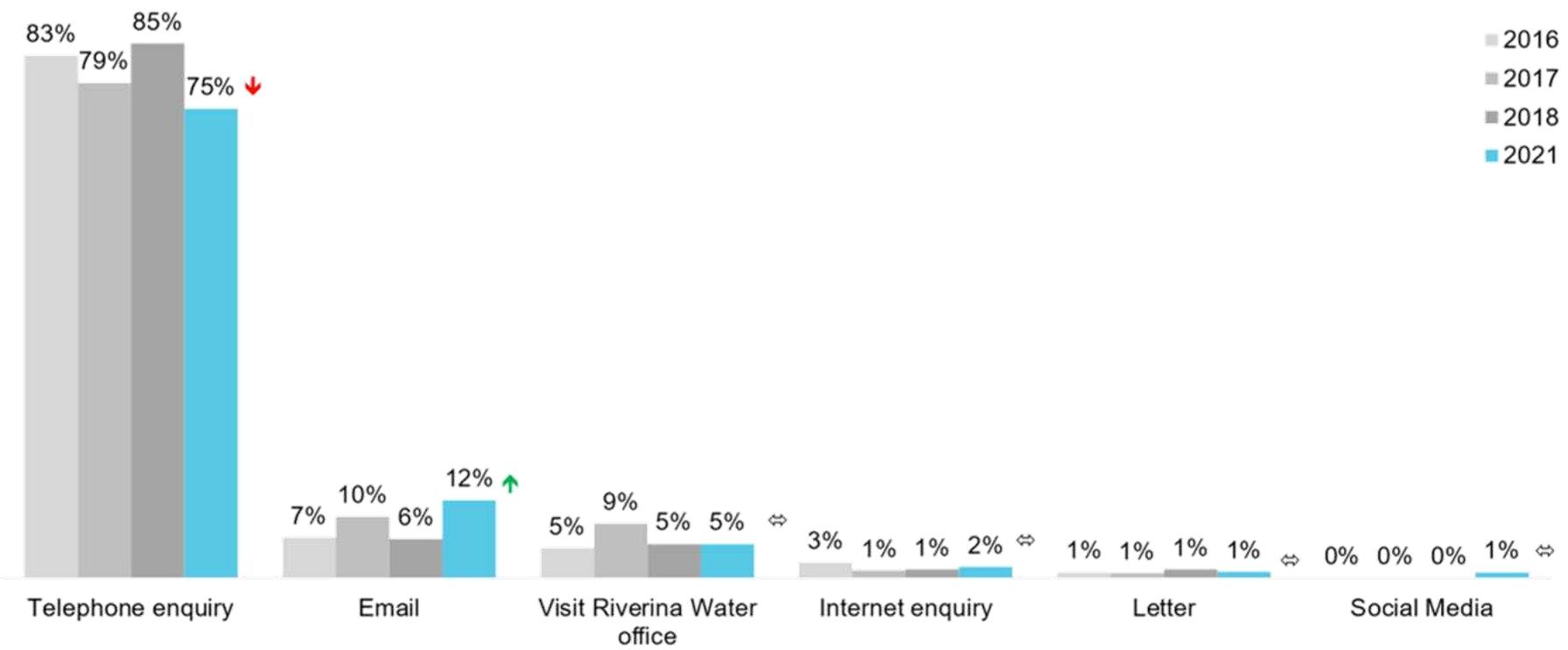
IRIS RESEARCH 2021

QUALITY OF WATER – Y.O.Y.



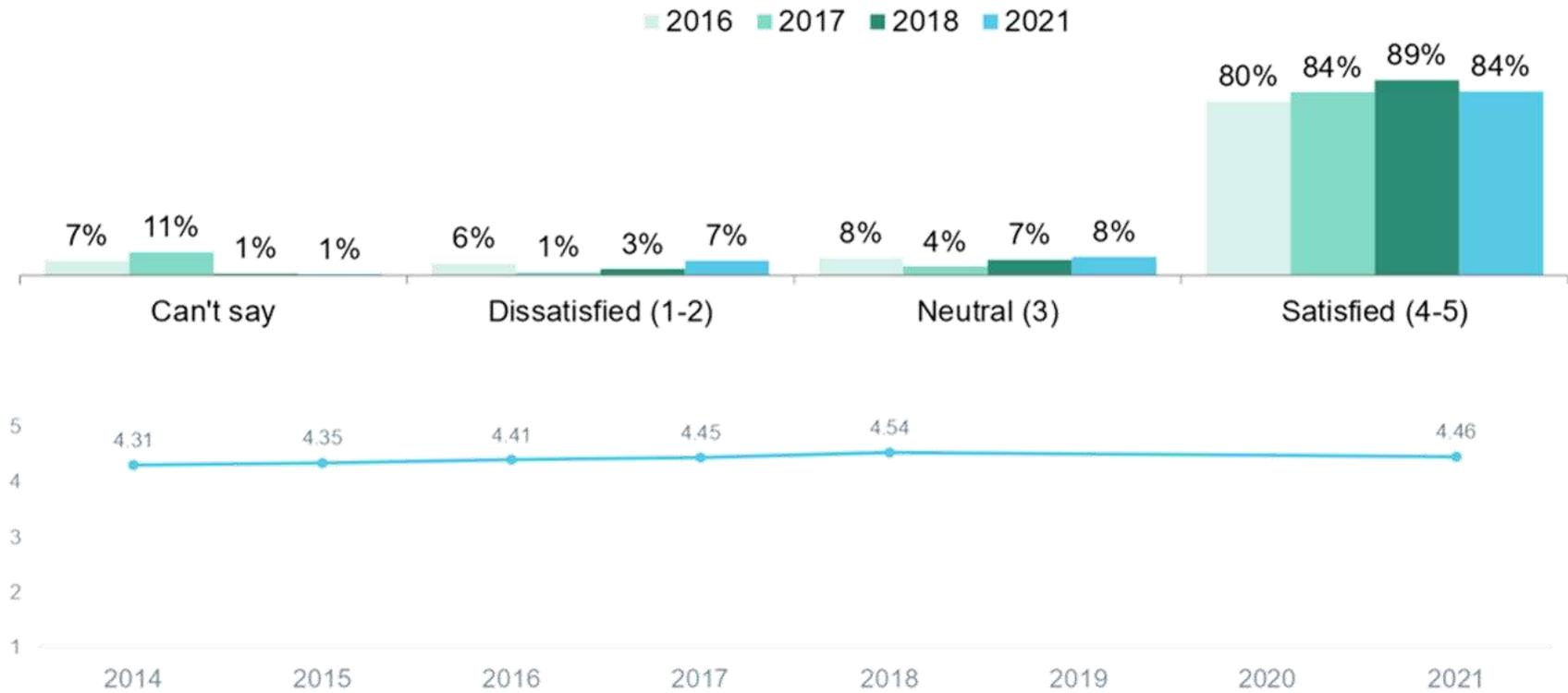
IRIS RESEARCH 2021

PREFERRED METHOD OF CONTACT



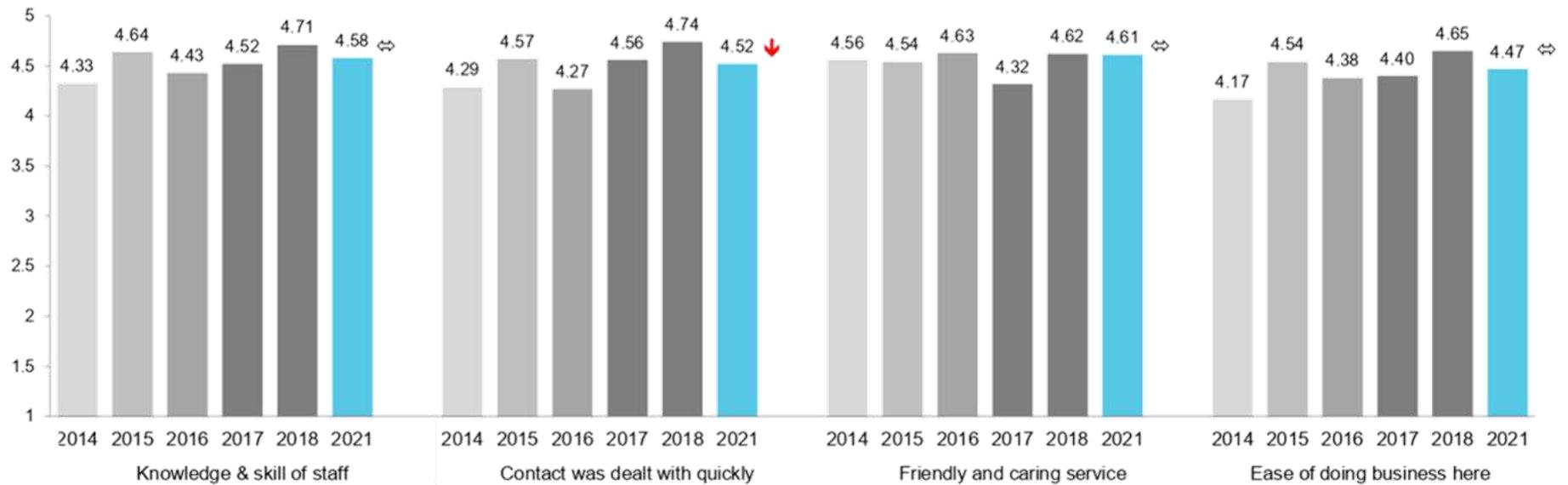
IRIS RESEARCH 2021

SATISFACTION WITH CUSTOMER SERVICE



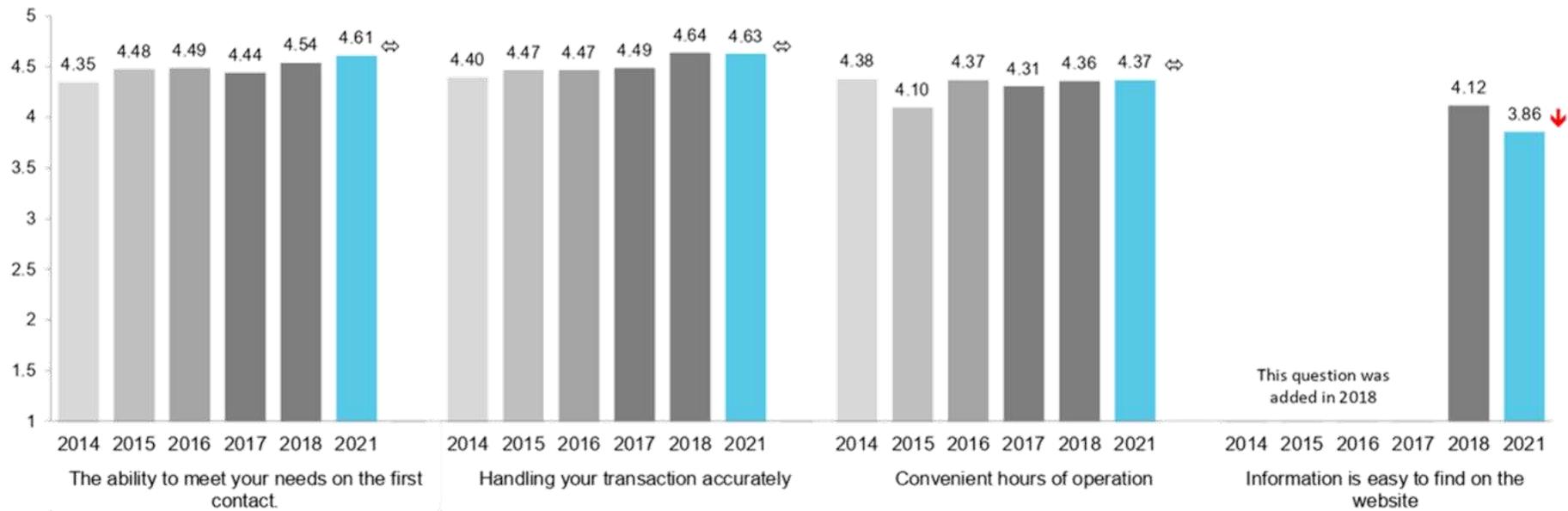
IRIS RESEARCH 2021

SATISFACTION WITH CUSTOMER SERVICE



IRIS RESEARCH 2021

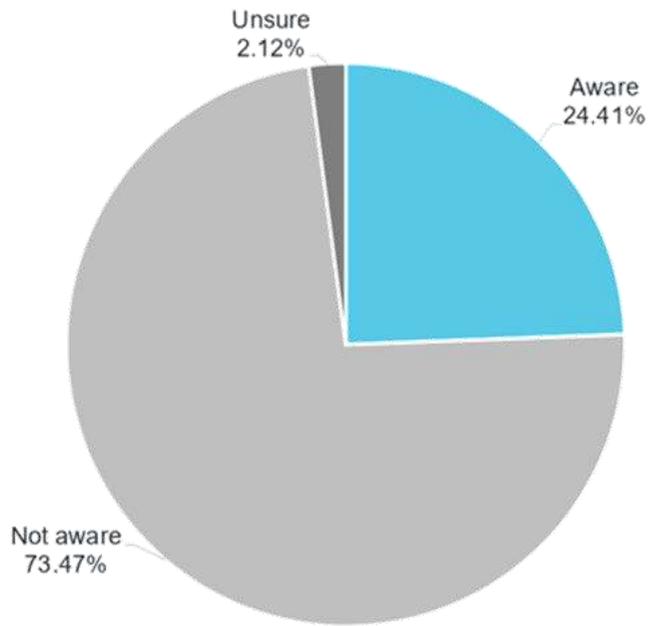
SATISFACTION WITH CUSTOMER SERVICE



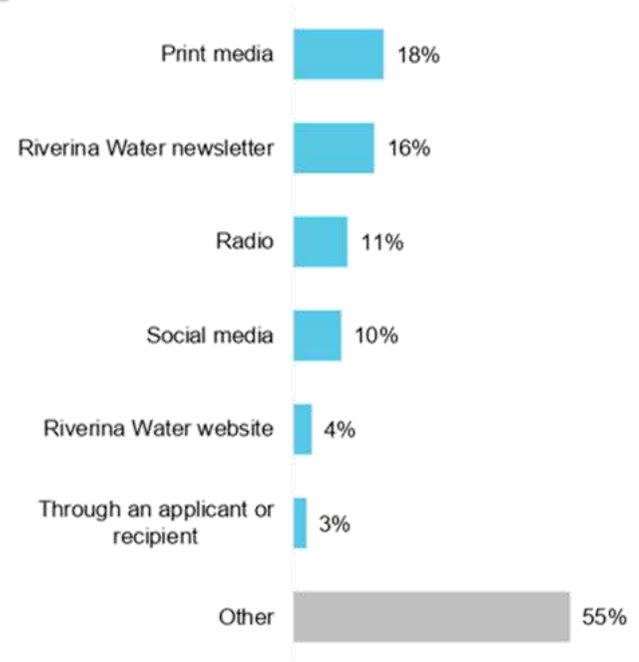
IRIS RESEARCH 2021

COMMUNITY GRANTS PROGRAM

AWARENESS

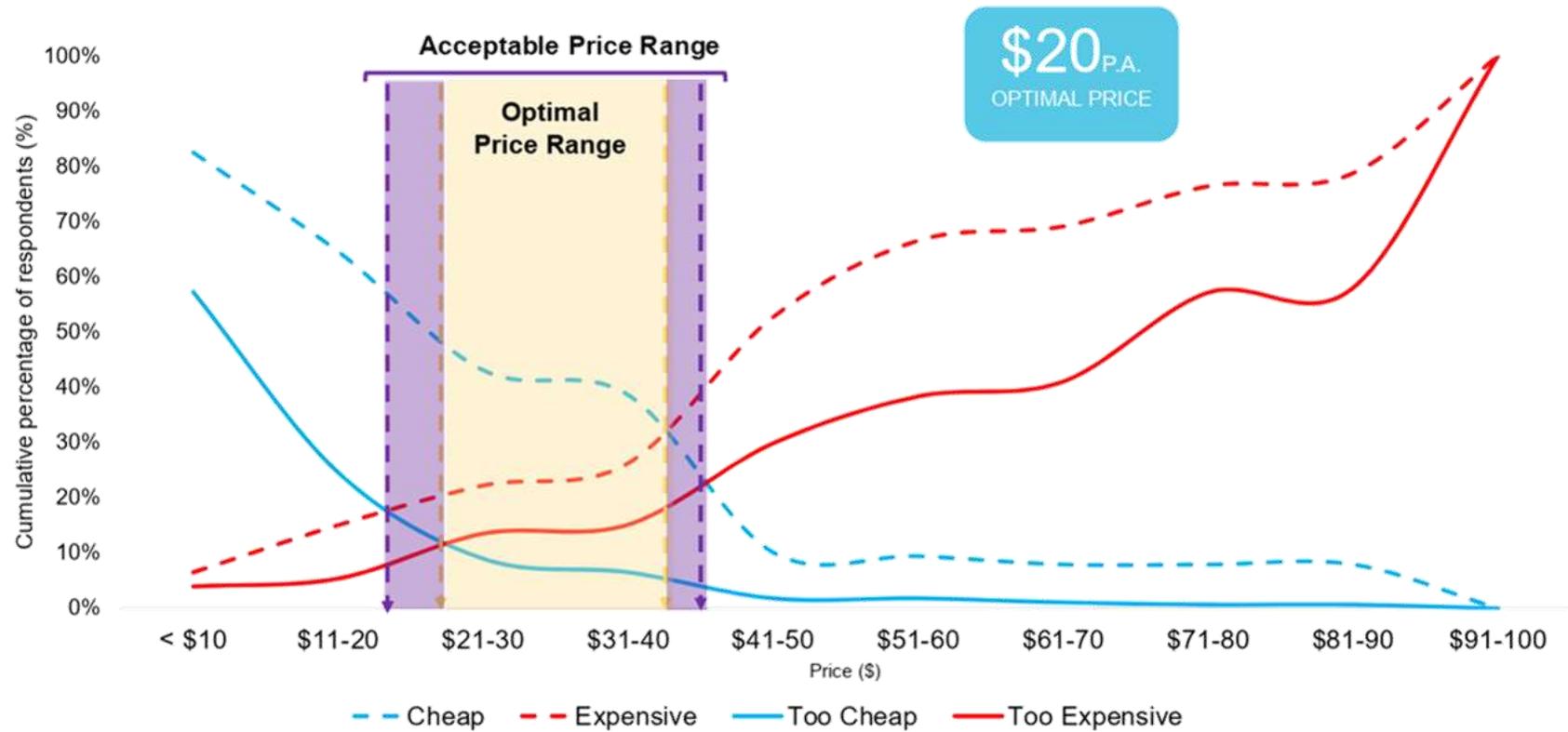


METHOD OF AWARENESS



IRIS RESEARCH 2021

PRICING SENSITIVITY



IRIS RESEARCH 2021

R11 Council Resolution Sheet

Organisational Area General Manager

Author Andrew Crakanthorp, General Manager

Summary The report provides an update on the status of previous resolutions of the Council

RECOMMENDATION that the report detailing the status of the active resolutions of Council be received

Report

The attachment to this report provides details on the implementation of Council resolutions.

› R11.1 **Council Resolution Sheet** [↓](#) 

Financial Implications

Nil

Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

OUTSTANDING ACTIONS REPORT

Printed: Thursday, 22 April 2021
11:34:55 AM

Meeting	Date	Officer	Title	Target
Board Meeting 28/10/2020	28/10/2020	Ip, Jason	Portable standpipe use by Constituent Councils	24/06/2021
Resolution				
<p>20/116 RESOLVED: On the Motion of Councillors T Koschel and D Meyer OAM</p> <p>That Council phase out use of portable standpipes onto Riverina Water's reticulation system by constituent councils and increase the utilisation of automated fixed filling stations as a substitute.</p> <p style="text-align: right;">CARRIED</p>				
Notes For Action				
<p>15 Feb 2021 4:10pm Vincent, Melissa Ongoing, letter to Constituent Councils has been drafted</p> <p>21 Apr 2021 2:00pm Vincent, Melissa Draft letter prepared for Director Engineering as agreed after management team discussion with Director of Engineering, Manager of Corporate Services, Manager Operations, and Manager Works on 8th February 2021</p>				

Meeting	Date	Officer	Title	Target
Board Meeting 18/10/2018	18/10/2018	Spannagle, Bede	PFAS matter	
Resolution				
Resolution not found - no minutes document				
Notes For Action				
<p>30 Nov 2020 11:20am Spannagle, Bede - Historical 27/2/19 - No further updates are available at this stage 21/8/19 - A verbal briefing will be provided to Council at this meeting 30/10/19 - A report on this matter is included in this business paper 18/12/19 - A report on this matter will be provided when new information is presented to Council. Councils Manager Operations attends the regular meeting of the Project Committee.</p> <p>21 Apr 2021 2:02pm Vincent, Melissa 20/4/2021 Senior staff have meet with DPIE staff regarding further pursuing issue.</p>				

Meeting	Date	Officer	Title	Target
Board Meeting 18/10/2018	18/10/2018	Spannagle, Bede	Purchase of Land for Storage and Potential Access	
Resolution				
Resolution not found - no minutes document				
Notes For Action				
<p>30 Nov 2020 11:20am Spannagle, Bede - Historical 27/2/19 - A surveyor is commencing the preparation of plans to enable a subdivision application to be submitted and approved. Following the approval of the subdivision contracts will be exchanged. Settlement expected in 2019/20 23/4/19 - The plan of survey of the land to be purchased has been completed. The current owner is responsible for lodging a subdivision application and this process has commenced. Exchange of the contracts will occur when the subdivision DA is approved. Settlement expected in 2019/20 26/6/19 - Exchange of the contracts took place in June and settlement is expected in this calendar year. 21/8/19 - The plan of survey of the land to be purchased has been completed. The current owner is responsible for lodging a subdivision application and this process has commenced. Exchange of the contracts took place in June and settlement is expected in this calendar year. The current owners have been asked to redirect a stormwater pipe that directs stormwater on to the land to be acquired prior to settlement taking place. 18/12/19 - Exchange of the contracts took place in June and settlement is expected in the first quarter of 2020. Settlement is taking longer than anticipated 20/2/20 - The current owners have been asked to redirect a stormwater pipe that directs stormwater on to the land to be acquired prior to settlement taking place. Settlement is now planned for 2021 and the contract has been amended to reflect that.</p> <p>21 Apr 2021 2:02pm Vincent, Melissa 20/4/2021 Meeting with Profinance, land matters expected to be resolved first quarter 2022.</p>				

OUTSTANDING ACTIONS REPORT

Printed: Thursday, 22 April 2021
11:34:55 AM

Meeting	Date	Officer	Title	Target
Board Meeting 30/09/2020	30/09/2020	Tonacia, Emily	Enterprise Resource Planning Solution	22/04/2021
Resolution				
<p>20/098 RESOLVED: On the Motion of Councillors T Quinn and P Funnell</p> <p>That</p> <p>a) In accordance with Section 178(1) (b) of the Local Government Regulation, Council declines to accept any of the tenders received for W2.66 Enterprise Resource Planning Solution, for the reasons set out in this report and noting that all tenders received were nonconforming</p> <p>b) Council does not invite fresh tenders, as it is considered that inviting fresh tenders would not attract additional suitable vendors over and above those that have responded to this tender</p> <p>c) In accordance with Section 178 (3) (e) of the Local Government Regulations Council, for the reasons referenced in (b) above and for the reasons set out in this report, delegate authority to the General Manager to enter into negotiations with any person or persons with the view to entering into a contract in relation to the subject matter of the tender</p> <p>d) Council allocate additional funds to the ERP project (as detailed in the report) to allow negotiations with any person or persons as referenced in (c) above</p> <p>e) receive a further report at the December meeting of the Board on the matter</p> <p style="text-align: right;">CARRIED</p>				
Notes For Action				
<p>05 Feb 2021 2:02pm Vincent, Melissa Contact has been made with the vendors selected for further negotiations. Sessions have been created to allow the vendors to demonstrate their offerings and these sessions commenced on 20 October. Site visits have been arranged for December and detailed presentations are also scheduled. A further report is included will be presented to the Board at the February meeting (not this meeting as previously flagged).</p> <p>17 Feb 2021 11:44am Vincent, Melissa Progress paper included in February meeting.</p> <p>21 Apr 2021 2:28pm Vincent, Melissa Report for contract finalisation included in April Board Paper</p>				

R12 Integrated Water Cycle Management (IWCM) Strategy

Organisational Area Operations

Author Jason Ip, Manager Operations

Summary In accordance with Council's Resolution 21/013, Riverina Water undertook and completed the public exhibition of the Draft Integrated Water Cycle Management Plan on Friday 26th March 2021. This report summarises the stakeholder engagement during the public exhibition period. No submissions were received. The IWCM Plan requires formal adoption allowing development of other supporting strategic business plans, including: Developer Servicing Plan, Drought and Emergency Response Contingency Plan and the Total Asset Management Plan

RECOMMENDATION that Council:

1. Note the public stakeholder engagement process during the exhibition period, with no submissions received.
2. Adopt Riverina Water's 2021 Integrated Water Cycle Management (IWCM) Plan.
3. Finalise the following supporting plans:
 - i. 30-Year Long Term Financial Plan
 - ii. 30-Year Asset Management Plan
 - iii. Drought & Emergency Response Contingency Plan (DERCP)

Report

The public exhibition of Riverina Water's Draft IWCM Plan commenced after the February Board Meeting and concluded on Friday 26th March 2021.

The development of the IWCM Plan included two detailed stakeholder group meetings (i.e. Project Reference Group - PRG), and were attended by representatives from:

- NSW Health
- NSW Department of Planning, Industry and Environment (DPIE)
- Goldenfields Water County Council
- Greater Hume Shire Council
- Lockhart Shire Council
- Federation Council
- Wagga Wagga City Council

- Federal Department of Defence
- Charles Sturt University
- WSP Australia (Bomen Special Activation Precinct)
- Diocese of Wagga Wagga
- Salvestro Planning
- GHD Consulting
- NSW Public Works Advisory
- Craft Heinz Pty Ltd
- Teys
- Regional NSW – Regions, Industry, Agriculture and Resources

The following activities were undertaken during the Draft IWCM Plan public exhibition period:

Activity	Outcome
Separate webpage developed (rwcc.nsw.gov.au/2050) with simplified overview of document and online submission form	300 page visits, average time on page of 3 minutes
Correspondence with constituent councils	Advising councils of the opportunity to provide further input following their involvement with the Project Reference Group
Two media releases and online news articles	First media release was general in nature and led to media coverage. The second media release highlighted the pricing model
Correspondence with Project Reference Group (PRG) members (as listed above)	Advising PRG members of the opportunity to provide further input, following their involvement during the development of the IWCM Plan
Media coverage	Daily Advertiser 27/2/2021 (front page) ABC Riverina 5/3/2021 interview with GM 9 Riverina 8/3/2021 TV interview with Director Engineering (centred on PFAS)

	Triple M Riverina 11/3/2021 commercial radio interview with GM
Social media campaign with video overview and follow up posts on different aspects of strategy	Paid campaign with combined reach of 16.1k and 1261 post engagements; targeted across the supply area.
Presentation to South Wagga Wagga Rotary Club by Director Engineering	19 attendees. Questions regarding future growth.

Given no submissions were received during the public exhibition period, it is recommended the Draft IWCM Plan be finalised together with the following supporting plans:

- (i) 30-year Long Term Financial Plan (LTFP), and
- (ii) 30-year Total Asset Management Plan (TAMP)
- (iii) Drought & Emergency Response Contingency Plan (DERCP).

NSW DPIE concurrence will then be sought upon finalisation of IWCM Plan and completion of these three supporting plans.

Financial Implications

Both above-mentioned FTFP and TAMP plans are based on the adopted preferred scenario outline in section 8.5 of the IWCM Plan (i.e. a 1.5% annual increase in the Typical Residential Bill (TRB), \$1.3m annual reduction in energy costs (based on solar generation/offset projects), and a 1% forecast growth rate).

These are considered fair and reasonable assumptions over the 30-year scope of the IWCM Plan, and can be adjusted if necessary to suit changes during that time. For example, if energy savings don't meet target, the TRB can be adjusted higher on an annual basis.

Risk Considerations

Financial	
Avoid	Council will endeavour to ensure that its financial sustainability is protected at all times and avoid proposals that may impact negatively.

R13 Urana WTP Replacement Update

Organisational Area Engineering

Author Christopher Moosbrugger, Project Engineer and Greg Vidler, Manager Projects

Summary This report provides information on the status of major capital works in the western region of Council's supply area and provides a strategy that ensures best value for money in terms of renewal and future capital projects.

RECOMMENDATION that Council note the report.

Report

Over the next five years there is \$6.83 million worth of capital expenditure (CAPEX) allocated to the Western Region of the Council's supply area. The CAPEX budget currently has money allocated to the Urana Water Treatment Plant (WTP) replacement, Urana Terminal Storage, Morundah WTP replacement and completing the mains replacement from Urana to Oaklands.

While compiling the scope for the Urana WTP replacement project, and having given consideration to the recent IWCM plan and analysing the needs for the region, it was apparent a revised strategic plan needed to be completed to ensure that the projects undertaken represented best value for money and will meet the water needs of the western supply region.

The current plan would have delivered a water network resembling the schematic in Appendix A over the next five years. Issues with the current plan include:

- replacement of WTPs were on a like for like basis and may not meet future Health Based Targets (HBTs)
- Did not consider the advantages of new main between the Urana WTP and the Urana Reservoir
- Did not consider a control philosophy to make the best use of assets throughout the year.

The revised strategic plan schematic is in Appendix B. This plan reduces the number of remote WTP's and pump station sites by consolidating them at the Urana WTP site. Morundah would be connected to the greater western trunk system at Boree Creek and the Morundah WTP would be shut down. The proposed terminal storage at the Urana reservoir site would be relocated and integrated into the Urana WTP clear water storage and two new dedicated mains would be installed between Urana WTP and Urana Reservoir sites.

The advantages of this revised strategy include:

- simplified system that will reduce operational and maintenance costs.
- Urana WTP would be operational over the winter period (typically shutdown) and the remote pump stations at Coorabin & Urana Reservoir site are removed from the system. This allows monitoring of water quality remotely all year round and consolidates assets by making the new system multi-functional based on the seasonal need.
- Providing fluoridated water to Morundah without any extra operational costs.
- Providing some redundancy for the Morundah supply that could be fed from the western trunk or Urana WTP.
- Water supply would become available to properties between Boree Creek and Morundah with potential for an additional 68 connections.
- New mains infrastructure installed between the Urana WTP and Urana Reservoir site.

The revised strategic plan is being developed and evaluated internally. Once the strategic plan is finalised a detailed process design will be completed to scope the capital works required for the strategy.

Financial Implications

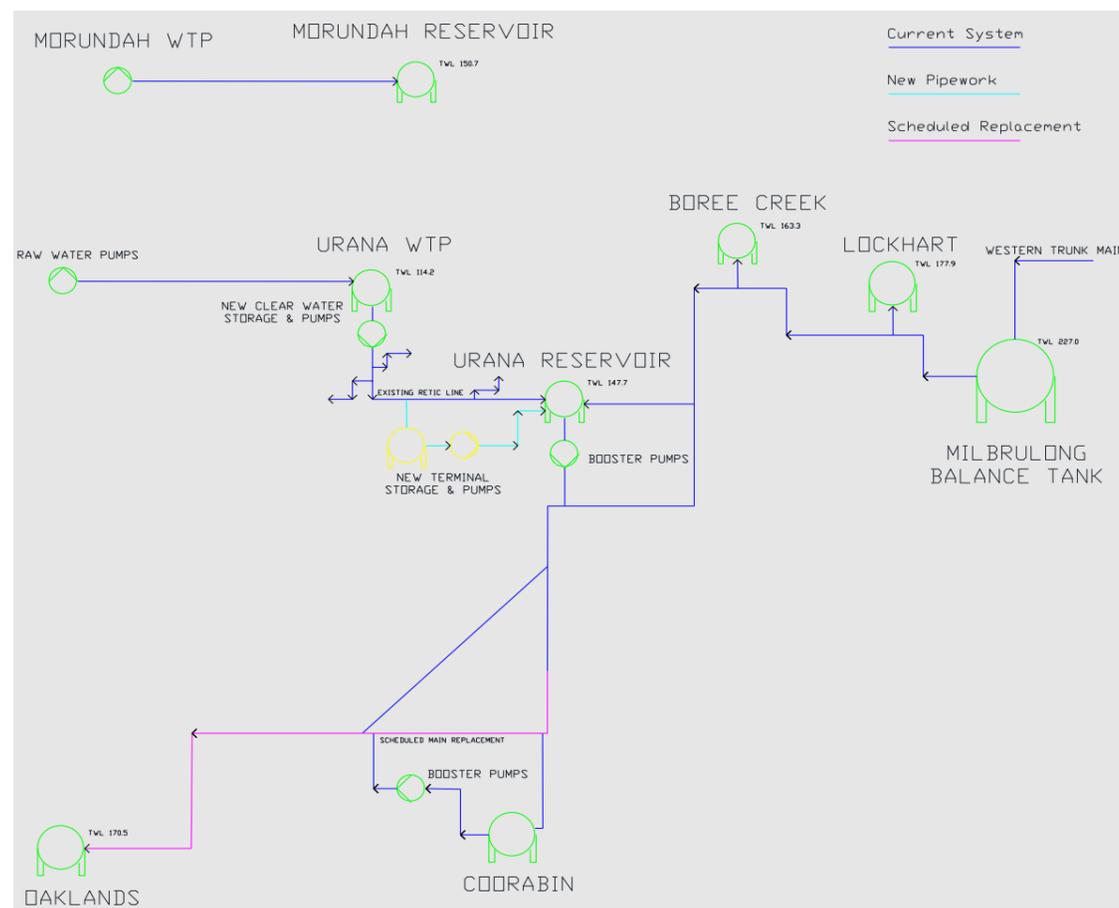
The detailed design needs to be completed followed by a quantity survey (QS) in order to cost the revised plan and prove the concept.

At this stage the concept budget estimates indicate that the overall budget of the revised strategic plan would be within the current budget allocation for the current planned capital works.

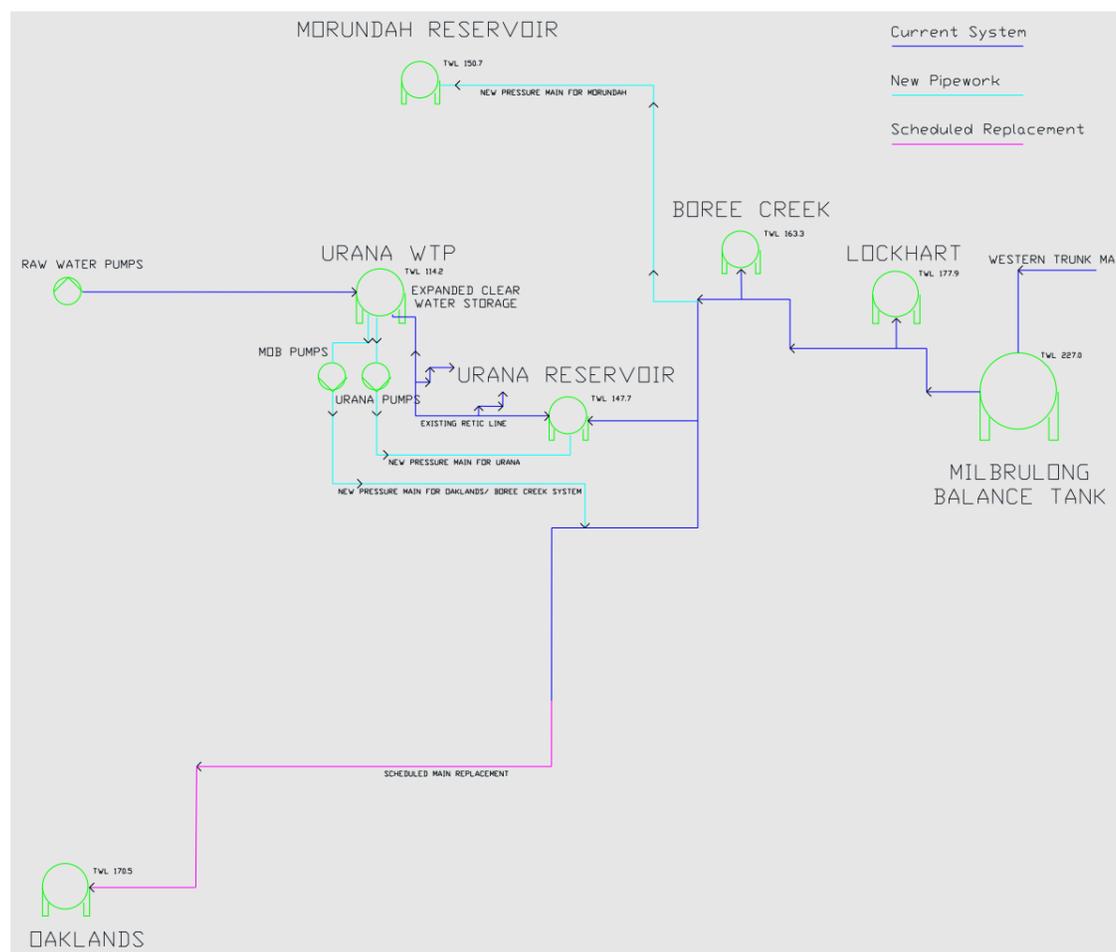
Risk Considerations

Projects	
Accept	Council will accept risk relating to projects by choosing options most likely for successful delivery with a reasonable degree of protection.

Appendix A – Current Plan schematic



Appendix B – Alternate Strategy



R14 Works Report Covering February 2021

Organisational Area Engineering

Author Bede Spannagle, Director of Engineering

Summary This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 28 February 2021

RECOMMENDATION that the Works Report covering February 2021 be received and noted

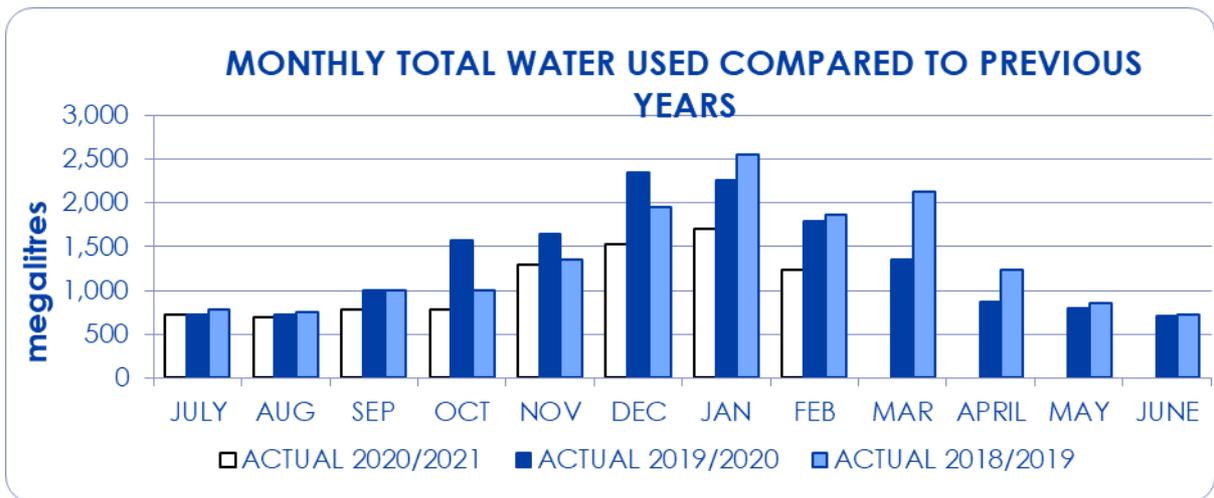
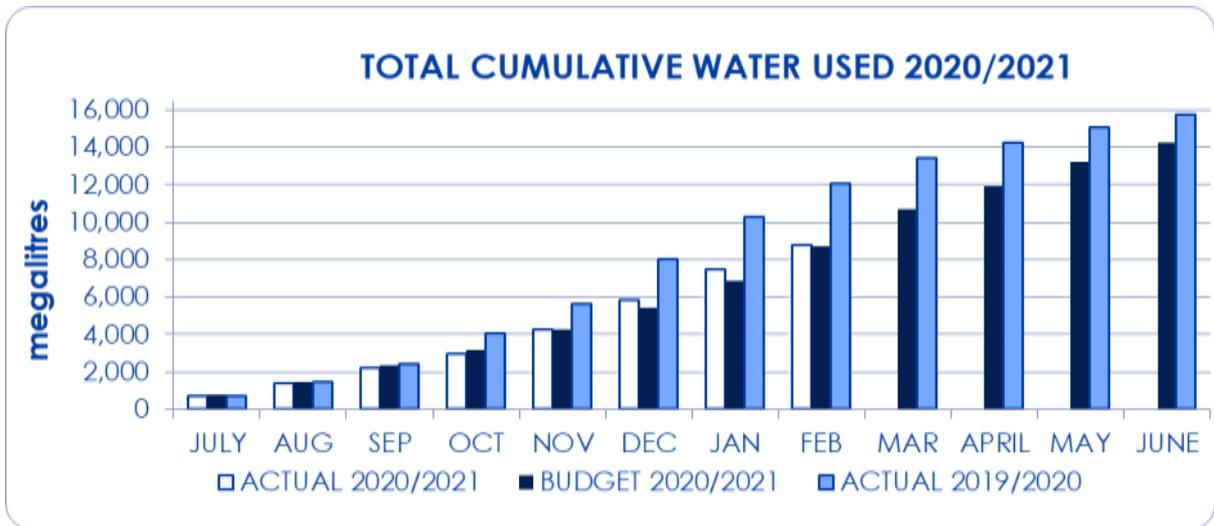
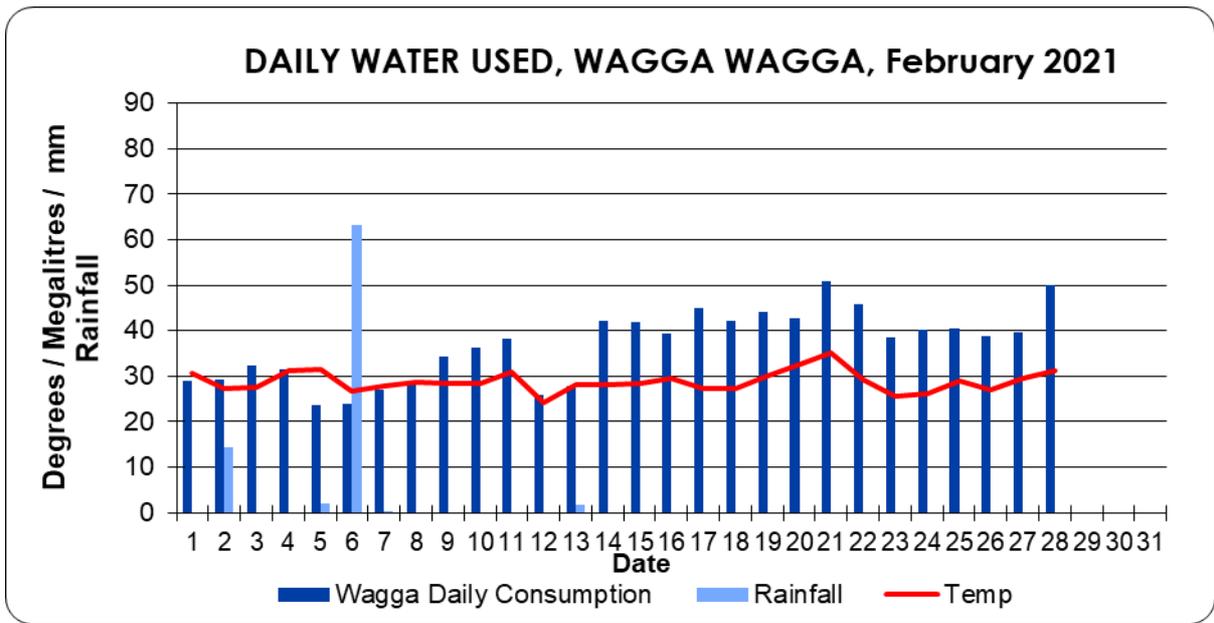
Report

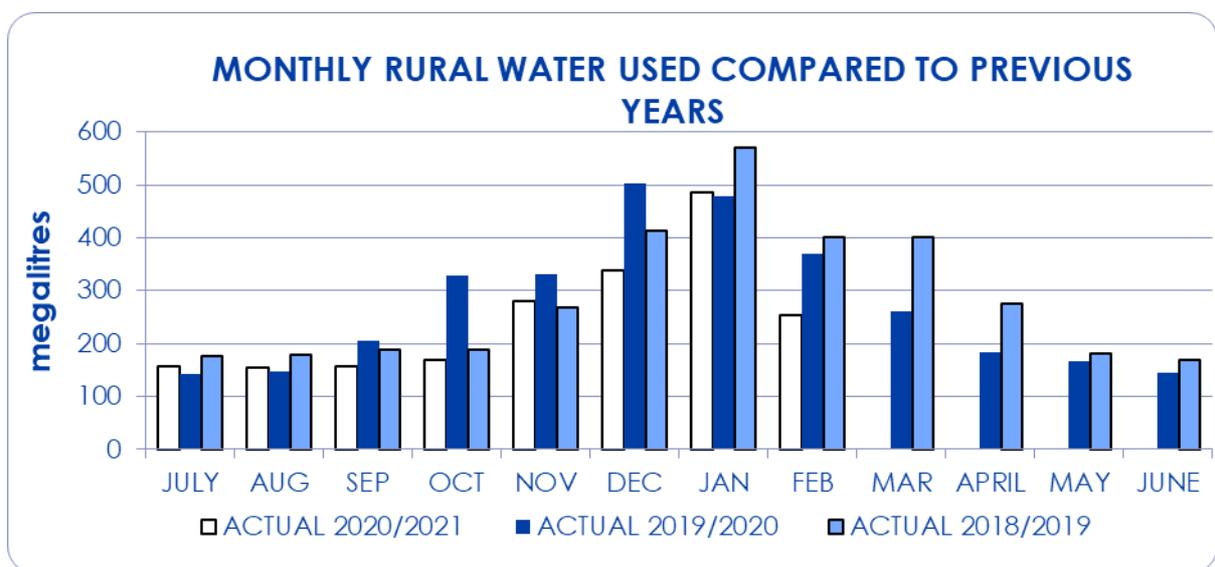
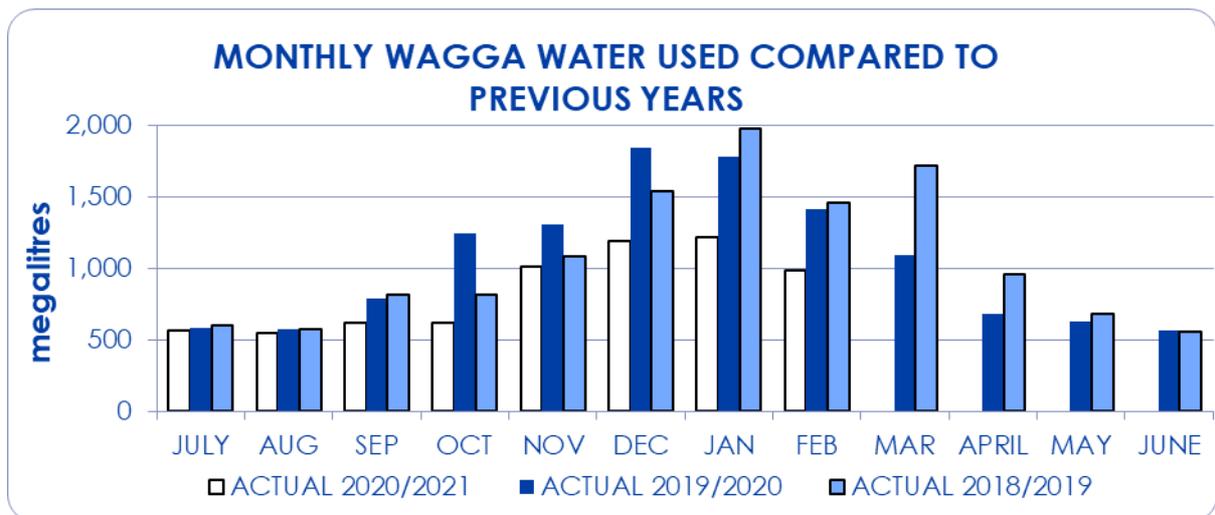
This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 28 February 2021

Water Sourced and Used

	2019	2020	2021
Rainfall	38.4	13.0	81.7
Wet days	10	8	5
Water sourced February 2021 (MI)			
North Wagga bores	355.19	277.33	245.54
West Wagga bores	645.27	665.34	450.55
East Wagga bores	487.71	565.50	248.58
Murrumbidgee River	868.57	588.35	198.50
Sub Total	2356.74	2096.52	1143.17
Bulgary bores	80.79	62.57	36.60
Urana source	25.06	15.70	16.24
Ralvona bores	48.24	39.95	18.74
Walla Walla bores	45.62	41.36	25.15
Goldenfields Water Supply System	8.16	7.63	1.91
Sub Total	207.87	167.21	98.64
Woomargama	4.51	2.82	0.98
Humula	0.83	0.89	0.47
Tarcutta	8.58	5.74	3.29
Oura	8.01	6.70	3.18

	2019	2020	2021
Walbundrie / Rand	8.89	6.14	3.47
Morundah	2.13	1.37	0.83
Collingullie	13.86	12.00	8.50
Sub Total	46.81	35.66	20.72
Totals	2611.42	2299.39	1262.53
Water used February 2021 (MI)			
East Bomen	28.77	30.83	28.71
Estella	190.47	187.01	114.69
North Wagga	76.08	120.13	74.01
Wagga Wagga – low level	256.49	243.83	148.13
Wagga Wagga – high level	1242.02	1031.27	555.05
Wagga Wagga – Bellevue level	188.09	173.72	61.74
Sub Total	1981.92	1786.79	982.33
Ladysmith system	11.55	12.16	5.28
Brucedale scheme	43.60	43.54	20.25
Currawarna scheme	28.46	24.20	13.28
Rural Southern trunk main system	295.5	243.96	123.38
Rural Western trunk main system	97.90	78.70	52.30
Sub Total	477.04	402.56	214.49
Holbrook	48.25	39.92	18.43
Woomargama	4.51	2.82	0.98
Humula	0.83	0.89	0.47
Tarcutta	8.06	5.84	3.85
Oura	8.01	6.70	3.18
Walbundrie / Rand	8.89	6.14	3.47
Morundah	2.13	1.29	0.76
Collingullie	13.86	12.92	8.00
Sub Total	94.54	76.52	39.14
Totals	2553.50	2265.87	1235.96





New Service Connections, Repairs, Meters, Locations and Complaints

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Wagga Wagga	41	2	10	17	3	6				48	5	7
Wagga Wagga			4	4	2	3				9	2	2
Forest Hill	2		1							2		2
North Wagga			2							1		1

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Bomen												1
Estella	1									2		
Koorungal	1			2						7		
Turvey Park			1			1				4		1
Lake Albert	3		1	2						5		
Ashmont				3						4	3	
Tolland						2				3		
Mt Austin			1	2						2		
Bourkelands				1						1		
Tatton										1		
Glenfield					1					5		
Lloyd	11											
Springvale				1								
East Wagga	1	2								2		
Boorooma	5											
Moorong	1											
Gobbagombalin	16			2								
Brucedale			1									
Ladysmith	4											1
Oura	3									1		
San Isidore						1						
Tarcutta				1		1				2		
Collingullie				1								
Lockhart	2		1							1		

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Milbrulong				1								
Bidgeemia		2										
The Rock				1								
Uranquinty	2											
Henty				1								
Holbrook	1	1	2	1						1		
Morven	2											
Walbundrie				1								
Walla Walla				1	1					2		
Woomargama										1		
Boree Creek	1											
Oaklands											1	
TOTAL	56	3	14	25	4	8	0	0	0	56	6	8

Water System Repairs

Wagga Wagga								
Date	Location	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
2/2/2021	East Bomen Res	Bomen	150 AC	Pipe failure (not specified)	Yes		0	5
3/2/2021	Alleyinside Road	Wagga Wagga	63 PE	Pipe Failure (not specified)	No		5	5
5/2/2021	4 West Parade	Wagga Wagga	100 AC	Pipe failure (not specified)	No		15	2

7/2/2021	29 Karoom Drive	Glenfield Park	150 BPVC	Pipe failure (not specified)	Yes		0	2
10/2/2021	32 Berembee Rd	Bourkelands	200 BPVC	Tree Roots	No		25	5

Rural

Date	Location	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
1/2/2021	Fowlers Lane	Walbundrie	63 PE	Pipe failure – ground movement	Yes		0	12
2/2/2021	Olympic Highway	The Rock	300 CI	Pipe Failure – ground movement	No		20	89
3/2/2021	4 Halliday St	Lockhart	150 AC	Pipe failure – ground movement	No		0	5
5/2/2021	Vincent's Road	The Rock	100 BPVC	Pipe failure – ground movement	No		10	38
8/2/2021	Alleynside Rd	The Gap	63 PE	Pipe failure (not specified)	Yes		0	3
8/2/2021	Boyd's Rd	The Rock	63 PE	Leaking collar	No		2	8
9/2/2021	Milthorpe St	Oaklands	100 AC	Pipe failure – ground movement	Yes		0	5
10/2/2021	Lot 1 Humphries Lane	The Rock	63 PE	Leaking Collar	No		2	5
12/2/2021	1 Osborne Rd	Osborne	32 PE	Pipe Failure (not specified)	No		1	200
16/2/2021	Corner Brookong St & East St	Lockhart	150 AC	Leaking Gibault	Yes		0	0
17/2/2021	116 Schneider's Rd	Walla Walla	100 AC	Leaking collar	Yes		0	12
18/2/2021	1km West of Osborne Football Ground	Yerong Creek	32 PE	Pipe failure (not specified)	No		1	5

20/2/2021	Lockhart Albury Rd	Osborne	50 PE	Pipe failure (not specified)	Yes		0	1
20/2/2021	Osbourne Yerong Creek Rd	Osborne	32 PE	Pipe failure (not specified)	No		1	3
22/2/2021	The Rock Narrandera Rd, Max Perrymans Farm	Lockhart	63 PE	Leaking collar	No		5	5
22/2/2021	Cobden Lane	The Gap	63 PE	Pipe failure (not specified)	Yes		0	2
23/2/2021	Cnr Hayes & Green St	Lockhart	150 AC	Tree Roots	Yes		0	1
23/2/2021	Mate St	Tarcutta	50 PVC	Pipe Failure	No		4	4
24/2/2021	Humphries Lane	The Rock	63 PE	Leaking Collar	No		5	32
24/2/2021	13 Bruce Street	Holbrook	150 WPVC	T/Band Broken/Leaking	Yes			12
26/2/2021	20 Cobden's Road	Brucedale	63 PE	Pipe failure (not specified)	Yes		0	3

Water Quality Complaints

Date	Location	Problem	Action Taken
08/02/21	6/9 Docker St, Wagga	water making her sick, suspects hot water service	Checked Free Cl 1.08mg/L, Total Cl 1.42mg/L, Turbidity 2.15 NTU at tap front of unit customers side, Turbidity 0.63 NTU at tap of front of property. All results within ADWG
09/02/21	6 Genista St, Wagga	dirty water, black spots appearing in dog bowl after 3 days	Checked Free Cl 1.10mg/L, Total Cl 1.30mg/L, Turbidity 0.62 NTU, pH 7.29, temp 23.7°C. All results within ADWG
15/02/21	35 Hargrave Ave, Lloyd	dirty yellow water, never clear, tap filter blocking, suspects water tower and construction	Checked front tap of property: Free Cl 1.56mg/L, Total Cl 1.85mg/L, Turbidity 0.52 NTU, pH 7.68, temp 21.6°C, Apparent colour 4HU. All results within ADWG
17/02/21	3 Tingwell Place, West Lloyd	discoloured bath water, clogged water filter	Checked front tap of property: Free Cl 1.01mg/L, Total Cl 1.28mg/L, Turbidity 0.90 NTU, pH 7.72, temp 26.4°C, Apparent colour 12HU. All results within ADWG
23/02/21	33 Warrambool Cres, Glenfield Park	dirty, yellow water	Checked front tap of property: Free Cl 1.06mg/L, Turbidity 0.39 NTU, pH 7.9, temp 24°C. No visible colour to water. All results within ADWG

26/02/21	6/9 Docker St, Wagga	water burning throat, suspects heavy metals in water	Checked Free Cl 1.36mg/L, Total Cl 1.45mg/L, Turbidity 0.22 NTU at tap 20m on customer's side from meter. NSW Health February analysis show no heavy metals outside of ADWG. All results within ADWG
26/02/21	41 Alfred St, Oura	dirty water	Coloured water at supply, flushed service and supply.

New water mains laid

Location	Project	63	100		150		200		300	
		PE	OPVC	DICL	OPVC	DICL	OPVC	DICL	OPVC	DICL
Farrer Rd	W1894.310									190m
Harris Rd 86	W1778.310		258	18						

Replacement of Existing Mains

Location	Project	32	63	100		150	250		450	600
		PE	PE	OPVC	DICL	DICL	OPVC	DICL	DICL	DICL
Duke of Kent	W1943.310				366m					
Henty Balance Tank	W1920.310						264m	111m		
Sherwood Ave	W1899.310					22m				
Brookdale Rd	W1671.310	70m								
Chaplains Lane	W1954.310			654m						

Other Construction

Location or Project	Work done
Duke of Kent W1943.90	15 20mm copper Service Renewals

Major Repairs / Overhauls

Nil to report

Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	151
Estella Farrer Road	230
Forest Hill Elizabeth Avenue	125
Glenfield Red Hill Road	226
Henty Olympic Way	66
Holbrook Millswood Road	85
Lake Albert Plumpton Road	91
Lockhart Napier Road	113
Pleasant Hills Manson St	26
Urana Federation Way	7
Walla Walla Short St	11
Yerong Creek Finlayson	3

Fleet Disposals

Nil to report

Fleet Acquisitions

Vehicle No	Tenders received	Accepted Tenderer	Vehicle type	Make/Model	Price ex GST
429	3	Hillis Ford	Ute	Ford Ranger XL	\$37,294.54

Major Capital Projects Progress (over \$100,000)

	On track
	Behind schedule
	Unlikely this Financial Year

Description	2019/20 Budget	Actual & Committed to Date	Comments
MANAGEMENT			
Administration Office			
Administration Office	\$100,000	\$62,590	Exec team met and agreed on scope with consideration to WFH trial. Four workstations have been purchased to set up in the old Council room in March. WHS, HR, GO, IT and GM to be relocated. Section of wall removed in to corporate services. QS report has been received. Will be organising workshop to go through QS.
Depot Buildings			
Refurbishment of Operations Office – Urban	\$879,786	\$43,438	Gantt chart has been developed. Demolition work has commenced and to be completed by end of March.
Depot Building The Rock – Non-Urban	\$134,781	\$48,930	Stage 1 includes DA approval, minor site works, tender preparation and contract engagement. DA application submitted to Lockhart Shire. Waiting for approval. Expecting by end of March.

Land and Buildings for Admin, Depot and Workshops			
Access, Parking and Landscaping			
Koorringal Road purchase	\$133,604	\$126,453	completed.
Forge & Copland Street Development	\$304,467	\$220	Planning and preparation for master plan commenced taking into consideration the 3 new sites (Koorringal Road, Solar Farm and Forge/Copland st)
45 Koorringal Road purchase	\$1,500,000	\$1,503,311	completed.
PLANT AND EQUIPEMENT			
IT Equipment			
Computer Server Replacement – Urban	\$2,605,500	\$15,679	Budget mostly in relation to ERP – order to be raised prior to end of financial year. March QBR has also been completed to accurately reflect delay in commencement of contract due to negotiations. Majority of costs will be realised in 2022 financial year.
Computer Equipment – Urban	\$139,000	\$68,692	2021 renewal program is on track. Larger replacements, including servers, to occur in the next month – budget on track to be fully expended.
Working Plant and Vehicle Purchases			
Routine plant and vehicle replacements	\$1,549,847	\$571,336	Ongoing
Telemetry and Control Systems Upgrade			
Radio Telemetry SCADA Upgrade	\$385,000	\$173,535	Ongoing
Energy Efficiency and Cost Minimisation			
Solar Pilot plant – East Wagga	\$300,000	\$197,362	Detailed enquiry was submitted to Essential Energy (EE) in Nov 2020. EE haven't given connection investigation response (CIR) as they are supposed to respond in 4 weeks.

			Engaged NGH to start ACHA (Aboriginal Cultural Heritage Assessment)
SOURCES			
Bores – Renew / Refurbish / Decommission			
Bulgary Bore 3B - Reline & Riseless	\$180,000	\$174,217	Completed
TREATMENT PLANTS			
Aeration Tower Covers			
Ralvona Aeration Tower	\$85,000	\$80,422	Towers fabricated. Some site modifications required for installation. New platform to be fabricated and installed with tower installation.
West Wagga Aeration Roof Replacement / Cover	\$337,124	\$220,221	Installation scheduled for March/April.
Bulgary Aeration Cover	\$63,226	\$51,818	Canvas being made and installation to be completed in April.
Ralvona Aeration Cover	\$60,000	\$24,853	Galvanising steel frame. Installation in April.
Treatment Plant Refurbishments			
WTP stage 1 – Urban	\$1,714,626	\$538,947	Replacement Compressed Air system installation 95% complete. Work on other minor defects progressing with both Cadet Engineers assisting. Updated GIS (95%) to reflect the WTP pipework.
Roads	\$473,763	\$98,430	Detailed design being reviewed by RWCC. Final design, specifications and QS are expected to be completed by GHD by end of April.
Footpaths and Covered Walkways	\$100,000	\$0	Design incorporated in Roads project
Landscaping	\$110,000	\$0	Design incorporated in Roads project

West Wagga WTP Fluoride Plant Replacement	\$0	\$0	Deferred to 2021/22
North Wagga WTP Fluoride Plant Replacement	\$50,000	\$0	Engaging consultant
Tarcutta CWS tank replacement	\$60,000	\$28,083	Received one quote. Being reviewed and nearly finalised with all tender clarification.
Urana WTP replacement – Non-Urban	\$383,651	\$38,982	Finalising specifications and P&ID drawings and incorporating outcomes from IWCM. Only \$50k needed from March to end of 2021 FY.
PUMPING STATIONS			
Estella Pump Station	\$120,000	\$7,784	Final design for main switch board metering arrangements have been approved by Essential Energy. Seeking quotations from electrical contractors to undertake work.
RESERVOIRS			
New / Replacement Reservoirs			
Main Low Level Reservoir 2x11ML Investigation & Design - Urban	\$200,000	\$176,520	Options to decommission 10MG res still being considered. A separate project will be created for land matters as construction project is complete. Aboriginal artefacts found on site stockpiles and other areas. Engaged NGH for further assessment of Aboriginal objects (ACHA and AHIP). Riverina Water talking to Dept of Education about which land we should compulsorily acquire.
Humula Reservoir Replacement 2x 100kL with 1x 150kL	\$150,000	\$21,768	Received one quote. Being reviewed and nearly finalised with all tender clarification.
Walbundrie Reservoir #2 1x100kL with 150kL replacement	\$150,000	\$16,701	Received one quote. Being reviewed and nearly finalised with all tender clarification.
The Rock Reservoir South	\$24,900	\$9,852	Land matters problematic.

			RWCC have engaged a solicitor to manager compulsory acquisition process. Budget Variation approved for land purchase to be in 21/22.
MAINS			
System Improvements			
System Improvements – Urban	\$150,000	\$5,427	In progress
WW WTP 600mm DICL Koorungal Road	\$40,000	\$14,012	In progress – planning only this year.
Estella PH and Res	\$1,030,000	\$728,632	Completed
Reticulation for Developers (including other extensions)			
Reticulation for Developers – Urban	\$800,000	\$501,172	In progress
Renew Reticulation Mains			
Renew Reticulation Mains – Non-Urban	\$200,000	\$25,918	In progress
Renew Reticulation Mains – Urban	\$300,000	\$75,562	In progress
The Gap / Brucedale System – Non-Urban	\$150,000	\$164,163	Completed
Heydon Avenue, 250m 100mm DICL	\$100,000	\$95,678	Completed
Cox Avenue, Forest Hill, 600m 100mm DICL	\$210,000	\$208,244	Completed
Doigs Lane, 6.1km 63mm PE	\$70,000	\$70,387	Completed
Renew Trunk Mains			
Renew Trunk Mains – Urban	\$200,000	\$87,522	In progress
Renew Trunk Mains – Non-Urban	\$300,000	\$310,591	In progress
Sturt Highway, 4km 300mm DICL	\$800,000	\$0	Not started – pipe ordered

Simkin/Churchill/Sherwood – Trunk Main Replacement	\$70,000	\$61,426	In progress
The Rock Chaplins Lane	\$50,000	18,650	Completed
SERVICES			
Service Connections, new including Meters			
Service Connections, New – Urban	\$500,000	\$271,643	In progress
Renew Services			
Renew Services – Urban	\$200,000	\$84,636	In progress
METERS			
Water Meters Replacement			
Water meters replacement – Urban	\$150,000	\$33,589	Program commenced January
Remote Metering			
Meter upgrades	\$100,000	\$69,815	In progress

Financial Implications

Nil

Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

R15 Works Report covering March 2021

Organisational Area Engineering

Author Bede Spannagle, Director of Engineering

Summary This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 31 March 2021

RECOMMENDATION that the Works Report covering March 2021 be received and noted

Report

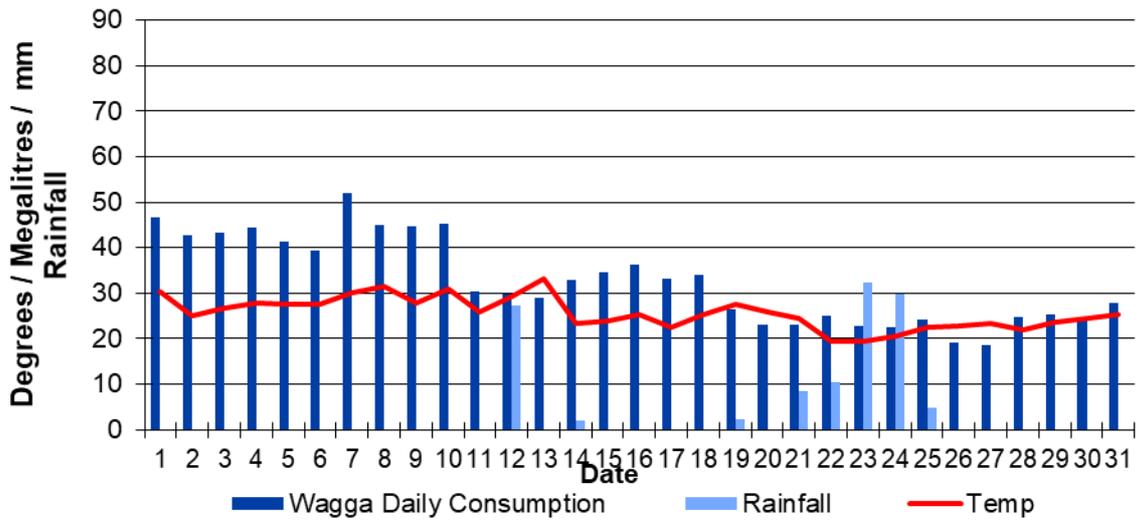
This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 31 March 2021

Water Sourced and Used

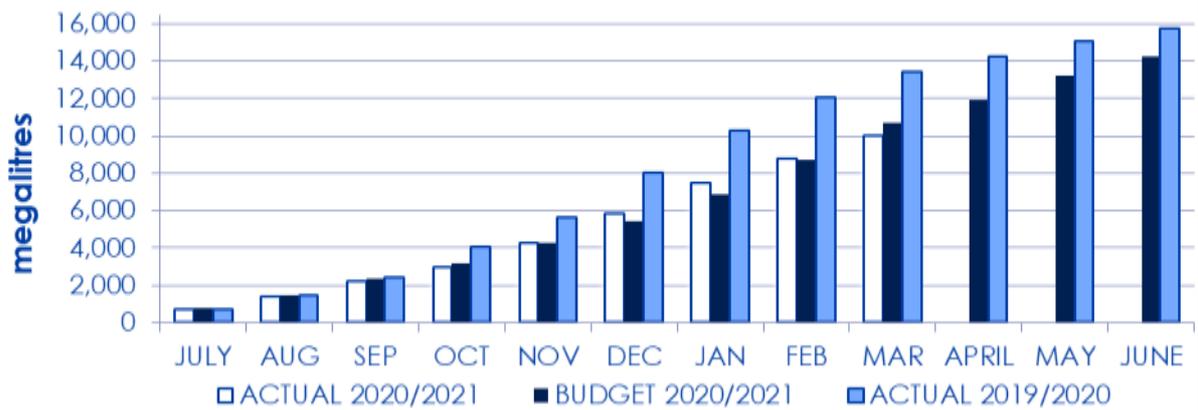
	2019	2020	2021
Rainfall	67.0	77.4	117.2
Wet days	9	5	8
Water sourced March 2021 (MI)			
North Wagga bores	321.62	252.13	251.86
West Wagga bores	415.37	464.08	342.40
East Wagga bores	366.33	479.29	190.40
Murrumbidgee River	581.62	85.50	388.80
Sub Total	1684.94	1281.00	1173.46
Bulgary bores	53.78	38.32	38.76
Urana source	11.47	0.94	8.29
Ralvona bores	25.48	20.75	27.09
Walla Walla bores	25.18	5.40	28.35
Goldenfields Water Supply System	4.21	4.82	2.69
Sub Total	120.12	70.23	105.18
Woomargama	1.94	1.38	1.36
Humula	0.65	0.34	0.49
Tarcutta	5.44	4.84	2.33
Oura	4.75	4.52	3.06

	2019	2020	2021
Walbundrie / Rand	4.63	3.41	4.02
Morundah	1.33	0.88	0.85
Collingullie	9.07	6.96	7.26
Sub Total	27.81	22.33	19.37
Totals	1832.87	1373.56	1298.01
Water used March 2021 (MI)			
East Bomen	24.20	26.16	29.90
Estella	146.45	135.00	105.63
North Wagga	408.31	69.38	84.68
Wagga Wagga – low level	205.70	163.69	144.29
Wagga Wagga – high level	814.37	600.57	540.41
Wagga Wagga – Bellevue level	123.69	98.58	81.05
Sub Total	1722.72	1093.38	985.96
Ladysmith system	7.95	6.47	5.42
Brucedale scheme	64.18	23.16	24.77
Currawarna scheme	17.27	15.45	13.69
Rural Southern trunk main system	194.5	133.15	131.98
Rural Western trunk main system	64.90	38.79	46.84
Sub Total	348.76	217.02	222.70
Holbrook	25.41	20.75	27.10
Woomargama	1.94	1.38	1.36
Humula	0.65	0.34	0.49
Tarcutta	5.32	4.86	3.55
Oura	4.75	4.52	3.06
Walbundrie / Rand	4.63	3.41	4.02
Morundah	1.25	0.81	0.83
Collingullie	1.25	0.81	0.83
Sub Total	52.51	43.00	47.26
Totals	2123.99	1353.40	1255.92

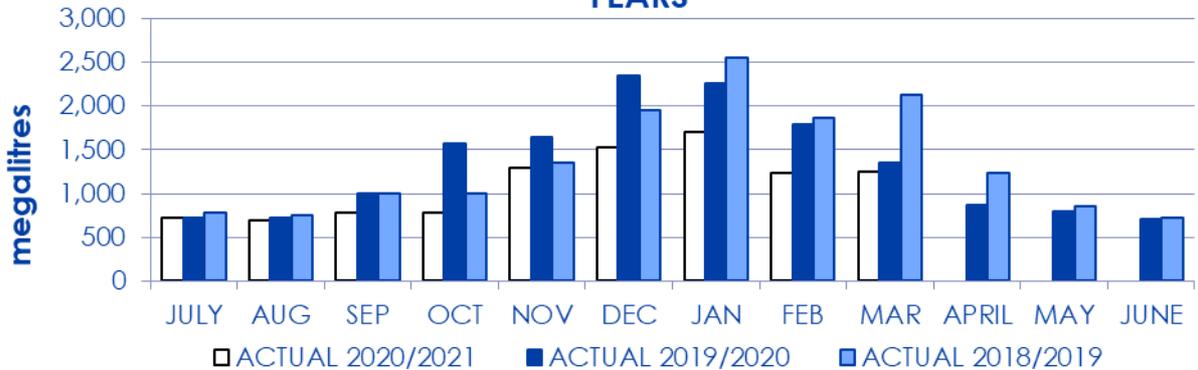
DAILY WATER USED, WAGGA WAGGA, March 2021

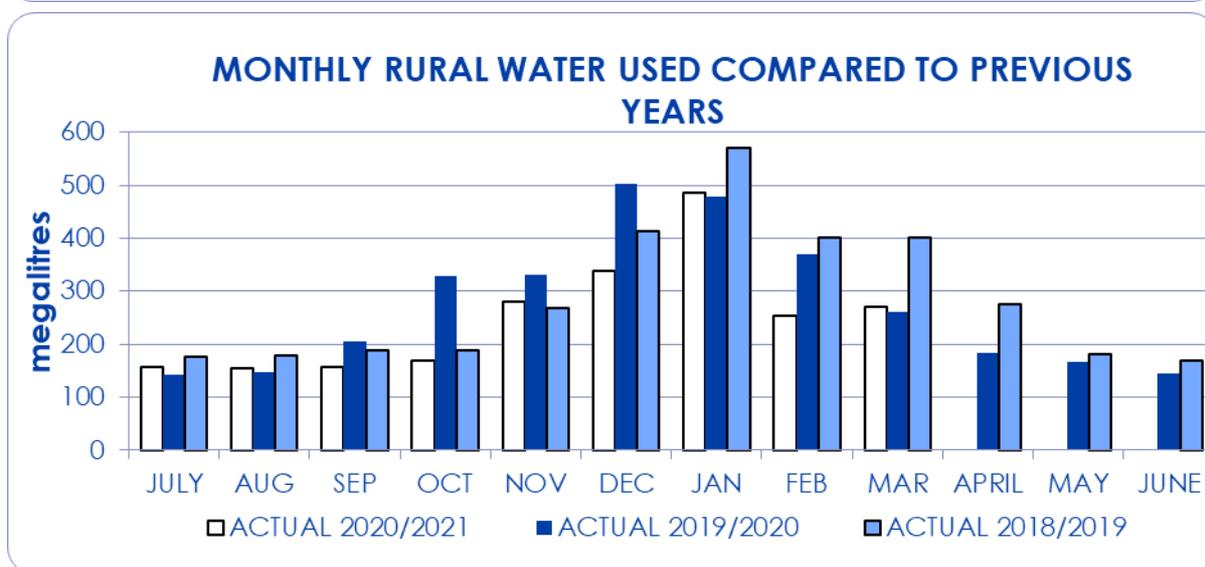
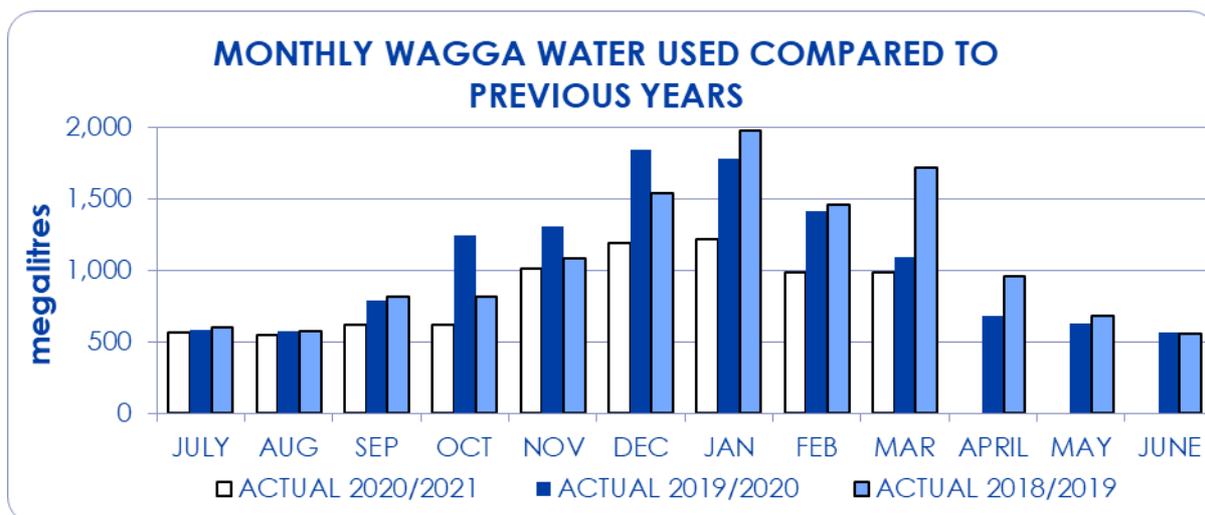


TOTAL CUMULATIVE WATER USED 2020/2021



MONTHLY TOTAL WATER USED COMPARED TO PREVIOUS YEARS





New Service Connections, Repairs, Meters, Locations and Complaints

Location	New connect - residential	New connect - non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Wagga Wagga	24	1	5	15	15	6				59	6	2
Wagga Wagga		1	2	8	5	3				18	4	
Forest Hill	1			2						3		
North Wagga				1						2		

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Estella						1				1		
Koorinal			1							2		1
Turvey Park			2	1							1	
Lake Albert	3			2	1					8	1	1
Ashmont						1				1		
Tolland					2					7		
Mt Austin										4		
Bourkelands					2					3		
Glen Oak					1					1		
Glenfield					3	1				5		
Lloyd	9									1		
Springvale				1	1					2		
Gobbagombalin	11									1		
Brucedale	1											
Euberta												1
Humula			1									
Ladysmith	1									1		
Oura					1							
Tarcutta				1						1		
Lockhart				1								
Mangoplah						1						
Bidgeemia	1	1										
The Rock	1			1						1		
Uranquinty	1			1		1				1		

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Culcairn										3		
Henty			1	1								
Holbrook				3						1		
Ralvona			1	1								
Walla Walla	1									1		
Woomargama												1
Urana												1
TOTAL	29	1	7	23	16	8	0	0	0	68	6	5

Water System Repairs

Wagga Wagga								
Date	Location	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
1/3/2021	Alder Road	Wagga Wagga	100 AC	Pipe Failure (not specified)	No		0	0
24/3/2021	1 Hust Street	North Wagga	100 AC	Pipe Failure (not specified)	Yes		0	5

Rural								
Date	Location	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
3/3/2021	Jaggers Lne	The Rock	100 WPVC	Pipe Failure – ground movement	Yes		0	12
4/3/2021	Lookout Rd	Walla Walla	75 AC	Pipe Failure – ground movement	No		23	67

4/3/2021	Cummings Rd	Walla Walla	75 AC	Pipe Failure – ground movement	Yes		0	3
4/3/2021	Olympic Hwy	Uranquinty	63 PE	Leaking collar	Yes		0	23
5/3/2021	183 Osborne Pleasant Hills Rd	Osbourne	40 PE	Leaking collar	No		2	1
5/3/2021	Mate St	Tarcutta	50 PVC	Pipe Failure (not specified)	No		4	2
5/3/2021	183 Osborne Pleasant Hills Rd	Osbourne	40 PE	Pipe failure (not specified)	No		2	1
6/3/2021	Humphreys Lane	The Rock	63 PE	Leaking collar	No		3	10
8/3/2021	Cobdens Lane	The Gap	63 PE	Pipe Failure (not specified)	Yes		0	5
10/3/2021	Humphreys Lane	The Rock	63 PE	Leaking collar	No		2	3
11/3/2021	Princess St	Urana	150 AC	Pipe Failure – ground movement	No		39	34
11/3/2021	Osborne St	Urana	150 WPVC	T band broken/leaking	Yes		0	9
11/3/2021	Holbrook Rd	Ralvona	50 PE	Pipe Failure – ground movement	Yes		0	67
15/3/2021	McLarey Lne	The Gap	63 PE	Pipe failure (not specified)	Yes		0	3
15/3/2021	Becks Lane	The Gap	100 WPVC	Pipe failure (not specified)	Yes		0	5
18/3/2021	Fowlers Lane	Walbundrie	63 PE	Pipe Failure (not specified)	Yes		0	0
23/3/2021	Urana Rd	Bidgeemia	100 BPVC	Pipe Failure – ground movement	No		0	34
23/3/2021	Rods Rd	The Rock	80 PVC	Pipe Failure – ground movement	No		8	24
27/3/2021	Bahrs Lne	Milbrulong	40 PE	Pipe Failure – ground movement	Yes		0	12

27/3/2021	Benedict Ave	San Isidore	150 WPVC	Pipe failure (not specified)	Yes		0	5
28/3/2021	Pietches Lne	Pleasant Hills	63 PE	Pipe Failure – ground movement	Yes			7
29/3/2021	Cobden Lane	The Gap	63 PE	Pipe failure (not specified)	Yes		0	2

Water Quality Complaints

RHS	Date	Location	Problem	Action Taken
57101	01.03.21	40 Lamilla St, Glenfield Pk.	dirty water	Water problem on consumer's side.
57106	01.03.21	39 Kaloona Drv, Bourkelands	dirty water	Free Cl 1.11mg/L, Turbidity 0.7 NTU, results within ADWG.
57183	04.03.21	20 Lakehaven Drv, L. Albert	dirty water	Replaced water meter. Water clear when flushed with meter removed, gal on consumers side.
57916	05.03.21	7 Bindari Ave, Wagga	poor water quality	Free Cl 1.03mg/L, Turbidity 1.1 NTU, results within ADWG.
57297	10.03.21	35 Warrambool Cres, Glenfield Pk.	brown water	entered twice refer RHS 57351
57329	15.03.21	51 Peppermint Drv, Glen Oak	brown water	Problem is from gal fittings on consumer's side, owner informed.
57330	15.03.21	2/11 Birri Pl, Glenfield Pk	dirty water	Flushed main. No details entered on chlorine or turbidity.
57337	15.03.21	50 Currawang Dr, Spingvale	dirty water	Flushed Currawang and Pimelea. No details entered on chlorine or turbidity.
57338	15.03.21	236 Bourke St, Tolland	dirty water	Problem is from gal fittings on consumers side, showed owner.
57351	10.03.21	35 Warrambool Cres, Glenfield Pk.	dirty water	Removed meter, flushed. Gal on consumers side, office to report to real estate. No details entered on chlorine or turbidity.
57352	16.03.21	Marketplace, Wagga	Angus & Coote - cloudy water	Maintenance. Isolated to one shop - most likely internal plumbing.
57354	17.03.21	2 Mortimer Pl, Wagga	dirty water, ice factory	Flushed main, Free Cl 1.2mg/L, Turbidity 1.8 NTU, results within ADWG.
57402	23.03.21	11 Malaya Drv, Tolland	high chlorine concentration	Maintenance tested water from kitchen tap 1.14mg/L Cl

57408	24.03.21	52 Brookong Ave, Wagga	brown water	Water is fine, May be HWS, advised customer.
57478	27.03.21	2 Mortimer Pl, Wagga	dirty water, ice factory	Flushed main, clear water from hydrant, no details entered on chlorine or turbidity.
57488	30.03.21	63 Kaloona Drv, Bourkelands	Water quality, brown water	Free Cl 0.88mg/L, Turbidity 2.3 NTU, results within ADWG.

New water mains laid

Location	Project	63	100		150		200		300	
		PE	OPVC	DICL	OPVC	DICL	OPVC	DICL	OPVC	DICL
Osbourne	Mains extension	2700								
Dobney Pearson St	New mains					70				
Harris Rd	New Sub Division		48			37				
Brookdale Rd	Mains extension	1000								

Replacement of Existing Mains

Location	Project	32	63	100		150	200	200	250		450	600
		PE	PE	OPVC	DICL	DICL	OPVC	DICL	OPVC	DICL	DICL	DICL
Henty Balance Tank										17		
Sladen St Henty								220				
South North Parade					447							

Other Construction

Location or Project	Work done
Farrer Rd	Sterilise 450mm DICL Main

Major Repairs / Overhauls

Nil to report

Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	170
Estella Farrer Road	245
Forest Hill Elizabeth Avenue	199
Glenfield Red Hill Road	124
Henty Olympic Way	45
Holbrook Millswood Road	98
Lake Albert Plumpton Road	58
Lockhart Napier Road	70
Pleasant Hills Manson St	20
The Rock	3
Urana Federation Way	4
Walla Walla Short St	3
Yerong Creek Finlayson	5

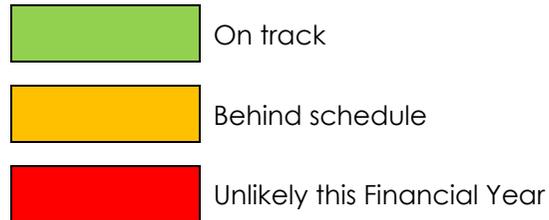
Fleet Disposals

Nil to report

Fleet Acquisitions

Nil to report

Major Capital Projects Progress (over \$100,000)



Description	2019/20 Budget	Actual & Committed to Date	Comments
MANAGEMENT			
Administration Office			
Administration Office	\$100,000	\$68,067	Section of wall removed in to corporate services, floor and wall made good. Four workstations installed. Presentation scheduled with Exec to review project considering restructure.
Depot Buildings			
Refurbishment of Operations Office – Urban	\$879,786	\$85,529	Gantt chart has been developed. Demolition work completed. Modifications to brickwork for doors and windows commenced.
Depot Building The Rock – Non-Urban	\$134,781	\$48,930	Stage 1 includes DA approval, minor site works, tender preparation and contract engagement. DA approved. Applications for stage 1 Construction Certificate submitted.
Land and Buildings for Admin, Depot and Workshops			
Access, Parking and Landscaping			

Description	2019/20 Budget	Actual & Committed to Date	Comments
Koorringal Road purchase	\$133,604	\$126,663	completed.
Forge & Copland Street Development	\$304,467	\$220	Master plan development commenced taking into consideration the 3 new sites (Koorringal Road, Solar Farm and Forge/Copland st)
45 Koorringal Road purchase	\$1,500,000	\$1,503,311	completed.
PLANT AND EQUIPEMENT			
IT Equipment			
Computer Server Replacement – Urban	\$2,605,500	\$39,428	Budget mostly in relation to ERP – order to be raised prior to end of financial year. March QBR has also been completed to accurately reflect delay in commencement of contract due to negotiations. Majority of costs will be realised in 2022 financial year.
Computer Equipment – Urban	\$139,000	\$68,817	2021 renewal program is on track.
Working Plant and Vehicle Purchases			
Routine plant and vehicle replacements	\$1,549,847	\$845,027	Ongoing
Telemetry and Control Systems Upgrade			
Radio Telemetry SCADA Upgrade	\$385,000	\$220,038	Ongoing
Energy Efficiency and Cost Minimisation			
Solar Pilot plant – East Wagga	\$300,000	\$237,131	Detailed enquiry was submitted to Essential Energy (EE) in Nov 2020. EE still haven't given connection investigation response (CIR). Several meetings held with EE in attempt to resolve. Engaged NGH to start ACHA (Aboriginal Cultural Heritage Assessment) and expressions of interest advertised for site.

Description	2019/20 Budget	Actual & Committed to Date	Comments
SOURCES			
Bores – Renew / Refurbish / Decommission			
Bulgary Bore 3B - Reline & Riseless	\$180,000	\$174,217	Completed
TREATMENT PLANTS			
Aeration Tower Covers			
Ralvona Aeration Tower	\$85,000	\$95,659	Towers fabricated. Some site modifications required for installation. New platform fabricated. One of the concrete tanks has started leaking and will need to be repaired or replaced prior to towers being installed.
West Wagga Aeration Roof Replacement / Cover	\$337,124	\$250,779	Roof installation completed. Shade cloth walls measured and fabrication commenced.
Bulgary Aeration Cover	\$63,226	\$52,514	Shade cloth being made and installation to be completed in April.
Ralvona Aeration Cover	\$60,000	\$39,343	Steel frame galvanised. Installation will be delayed to allow leaking tank to be repaired or replaced.
Treatment Plant Refurbishments			
WTP stage 1 – Urban	\$1,714,626	\$578,996	Replacement Compressed Air system complete. Work on other minor defects progressing with both Cadet Engineers assisting. Lamella access quotations received. Received preliminary design from Hunter H2O for filtered water flow meter problem. Design under review.

Description	2019/20 Budget	Actual & Committed to Date	Comments
Roads	\$473,763	\$104,383	Structural design being reviewed by RWCC. Final design, specifications and QS are expected to be completed by GHD by end of April.
Footpaths and Covered Walkways	\$100,000	\$0	Design incorporated in Roads project
Landscaping	\$110,000	\$0	Design incorporated in Roads project
West Wagga WTP Fluoride Plant Replacement	\$0	\$0	Deferred to 2021/22
North Wagga WTP Fluoride Plant Replacement	\$50,000	\$0	Engaging consultant
Tarcutta CWS tank replacement	\$60,000	\$85,669	Ongoing. Budget adjustment approved to allow for additional relocation of pipework and preparation costs
Urana WTP replacement – Non-Urban	\$383,651	\$54,399	See Detailed report on Western Region Strategic Planning.
PUMPING STATIONS			
Estella Pump Station	\$120,000	\$8,891	Ongoing
RESERVOIRS			
New / Replacement Reservoirs			
Main Low Level Reservoir 2x11ML Investigation & Design - Urban	\$200,000	\$192,191	A separate project will be created for land matters as construction project is complete. Aboriginal artefacts found on site stockpiles and other areas. Engaged NGH for further assessment of Aboriginal objects (ACHA and AHIP). Riverina Water have met with Dept of Education, P&C and WWHS about land.
Humula Reservoir Replacement 2x 100kL with 1x 150kL	\$150,000	\$96,908	Order placed for construction of tank.

Description	2019/20 Budget	Actual & Committed to Date	Comments
Walbundrie Reservoir #2 1x100kL with 150kL replacement	\$150,000	\$98,339	Order placed for construction of tank.
The Rock Reservoir South	\$24,900	\$11,321	Land matters problematic. RWCC have been in contact with land owner. Budget Variation approved for land purchase to be in 21/22.
MAINS			
System Improvements			
System Improvements – Urban	\$150,000	\$5,836	In progress
WW WTP 600mm DICL Koorinal Road	\$40,000	\$14,012	In progress – planning only this year.
Estella PH and Res	\$1,030,000	\$762,311	Completed
Reticulation for Developers (including other extensions)			
Reticulation for Developers – Urban	\$800,000	\$540,567	In progress
Renew Reticulation Mains			
Renew Reticulation Mains – Non-Urban	\$200,000	\$45,499	In progress
Renew Reticulation Mains – Urban	\$300,000	\$94,994	In progress
The Gap / Brucedale System – Non-Urban	\$150,000	\$164,163	Completed
Heydon Avenue, 250m 100mm DICL	\$100,000	\$101,673	Completed
Cox Avenue, Forest Hill, 600m 100mm DICL	\$210,000	\$208,244	Completed
Doigs Lane, 6.1km 63mm PE	\$70,000	\$70,100	Completed
Renew Trunk Mains			

Description	2019/20 Budget	Actual & Committed to Date	Comments
Renew Trunk Mains – Urban	\$200,000	\$163,326	In progress
Renew Trunk Mains – Non-Urban	\$300,000	\$360,824	In progress
Sturt Highway, 4km 300mm DICL	\$800,000	\$0	Not started – pipe ordered
Simkin/Churchill/Sherwood – Trunk Main Replacement	\$70,000	\$69,309	In progress
The Rock Chaplins Lane	\$50,000	\$19,658	Completed
SERVICES			
Service Connections, new including Meters			
Service Connections, New – Urban	\$500,000	\$308,967	In progress
Renew Services			
Renew Services – Urban	\$200,000	\$127,151	In progress
METERS			
Water Meters Replacement			
Water meters replacement – Urban	\$150,000	\$139,469	In progress
Remote Metering			
Meter upgrades	\$100,000	\$98,389	In progress

Financial Implications

Nil

Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

R16 Audit Risk & Improvement Committee minutes 10 March 2021

Organisational Area Governance & Human Resources

Author Wendy Reichelt, Governance & Records Officer

Summary The Riverina Audit Risk and Improvement Committee met on 10 March 2021. The minutes of this meeting are attached.

RECOMMENDATION that Council review and note the minutes of the Riverina Water Audit Risk and Improvement Committee meeting of 10 March 2021.

Report

The Riverina Water Audit Risk & Improvement Committee met on 10 March 2021. The minutes of this meeting are now presented to the Board for review. It should be noted that these minutes have been approved by the Chair of the ARIC but are yet to be formally adopted by the Committee at their next meeting on 12 May 2021.

In addition, a summary report on matters discussed at this meeting has been provided by the Chair of the Committee to the Executive and Board members. This is in response to 2020 survey feedback regarding understanding on what the Committee does.

› **R16.1** **2021-03-10 Minutes.DOCX** [↓](#) 

Financial Implications

NIL

Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

Minutes of the Audit, Risk and Improvement Committee held on Wednesday 10 March 2021

The meeting of the Riverina Water County Council Audit, Risk and Improvement Committee was declared open at 9:30 am.

1 Acknowledgment of Country

I would like to acknowledge the Wiradjuri people who are the Traditional Custodians of this Land. I would also like to pay respect to the Elders both past and present of the Wiradjuri Nation and extend that respect to other Community members present.

2 Attendance and Apologies

Present

David Maxwell (Chairperson)
Tim Koschel
Bryce McNair (via zoom)

In Attendance

Steve Prowse	National Audits Group
Matt Knox	National Audits Group
Danielle McKenzie	Crowe Australasia (via zoom)
Andrew Crakanthorp	General Manager
Emily Tonacia	Manager Corporate Services
Melissa Vincent	Executive Assistant to the General Manager
Grace Hemley	ERP Project Manager (via zoom)

Apologies

Wendy Reichelt Governance and Records Officer

21/001 RESOLVED:
On the Motion of Councillor T Koschel and B McNair

That the apology from Wendy Reichelt be received.

CARRIED

3 Declaration of interests

Nil

4 Minutes of Previous Meetings

4.1 Minutes of the Riverina Water Audit, Risk and Improvement Committee Meeting held on Monday 16 November 2020

21/002 **RESOLVED:**

On the Motion of Councillor T Koschel and B McNair

That the minutes of the Audit, Risk and Improvement Committee meeting of 16 November 2020, having been circulated and read by Members, were confirmed as a true and accurate record of the proceedings.

CARRIED

5 External Audit

5.1 2020 Engagement Closing Report

21/003 **RESOLVED:**

On the Motion of D Maxwell and B McNair

That the Committee receive, review and note the Engagement Closing Report and further that the Chairman of the Committee write to the Auditor-General expressing the Committee's concern at the lack of certainty surrounding the issuing of management letters.

CARRIED

5.2 FA1822 Annual Engagement Plan 2021

21/004 **RESOLVED:**

On the Motion of Councillor T Koschel and B McNair

That the Annual Engagement Plan 2021 be noted and a position paper be submitted to the next Audit Committee meeting confirming the Council has no material Service Concession Arrangements in place and therefore AASB1059 does not apply.

CARRIED

Dannielle Mackenzie left the meeting at 9:58am

6 Internal Audit

6.1 Internal Audit Engagement Letter

21/005 **RESOLVED:**

On the Motion of B McNair and Councillor T Koschel

That Audit, Risk and Improvement Committee note the Internal Audit Engagement Letter with National Audits Group as endorsed by the General Manager and approved by Council

CARRIED

6.2 Internal Audit Progress Report

21/006 **RESOLVED:**

On the Motion of B McNair and Councillor T Koschel

That the Audit, Risk and Improvement Committee note the progress report from National Audits Group.

CARRIED

7 Other Reports

7.1 StateCover WHS 2020 Self Audit Response

21/007 **RESOLVED:**

On the Motion of Councillor T Koschel and B McNair

That Audit, Risk and Improvement Committee note the response to the findings in the StateCover WHS Self Audit 2020 and that outstanding action items, with responsible officers and target dates, be added to the Audit Follow-up Matrix.

CARRIED

7.2 Risk & Governance Report

21/008 RESOLVED:
On the Motion of Councillor T Koschel and B McNair

That the Audit, Risk and Improvement Committee

- a) Note the report on risk and governance activities from 16 November 2020 to 10 March 2021**
- b) Request that management review the method and frequency of penetration testing and report back to the Committee**

CARRIED

Emily Tonacia left meeting at 10:32am

Emily Tonacia entered meeting at 10:34am

7.3 ARIC Framework

21/009 RESOLVED:
On the Motion of Councillor T Koschel and B McNair

That the Audit, Risk and Improvement Committee note the key points contained in the latest iteration of the Audit Risk Management and Internal Framework

CARRIED

Meeting adjourned 10:39am

Meeting reconvened at 10:49am

Jason Ip entered the meeting at 10:49am

Melissa Vincent left the meeting at 11:06

Melissa Vincent entered the meeting at 11:08am

7.4 Report from Manager Operations

21/010 RESOLVED:
On the Motion of B McNair and Councillor T Koschel

That the Audit, Risk and Improvement Committee note the presentation by the Operations Manager on the 2021 Integrated Water Cycle Management Strategy

CARRIED

Jason Ip left meeting at 11:21am

7.5 Enterprise Resource Planning (ERP) Update

21/011 RESOLVED:

On the Motion of Councillor T Koschel and B McNair

That Audit, Risk and Improvement Committee receive and note;

- a) The presentation regarding the update of the ERP project; and
- b) The current project risk register extract.

CARRIED

Grace Hemley left the meeting at 12:02pm

8 General Manager Report – verbal

The General Manager gave a verbal update to the Committee regarding:

- There have been no Public Interest Disclosures or referral of matters to the ICAC
- One staffing matter raised and resolved
- IWCM on public exhibition, media has picked up on PFAS issue
- Flu vaccinations will again be offered to staff in 2021
- COVID vaccinations will be offered to staff, roll out determined by Federal Government, most staff classified as essential and offered in stage 3
- The Executive Team undertook a budget and pricing workshop with the Board in February 2021

21/012 RESOLVED:

On the Motion of Councillor T Koschel and B McNair

That the General Manager's Report be received

CARRIED

9 Riverina Water Work Health and Safety Committee minutes

9.1 WHS Committee Minutes Receipt

21/013 RESOLVED:

On the Motion of B McNair and Councillor T Koschel

That the minutes of the Riverina Water Work Health and Safety Committee meeting of 10 December 2020, having been circulated and read by Members, be received.

CARRIED

10 Committee Operations

10.1 Action Plan arising from Audit Committee Performance survey

21/014 **RESOLVED:**

On the Motion of Councillor T Koschel and B McNair

That the Audit, Risk and Improvement Committee endorse the proposed actions suggested in the report and request management to implement such actions.

CARRIED

10.2 Management Actions Arising from Audit Reports

21/015 **RESOLVED:**

On the Motion of Councillor T Koschel and B McNair

That the Audit, Risk and Improvement Committee note the progress made on the management actions from previous internal and external audits at 3 March 2021 and that the Chairman meet with the General Manager and Governance & Records Officer to resolve formatting issues.

CARRIED

10.3 ARIC Meeting Actions Register

21/016 **RESOLVED:**

On the Motion of B McNair and Councillor T Koschel

That the Audit, Risk and Improvement Committee note the actions on the Audit Risk & Improvement Committee actions register as at 3 March 2021

CARRIED

This concluded the meeting of the Riverina Water County Council Audit, Risk and Improvement Committee which rose at 12:19pm

CONF-1 Enterprise Resource Planning Solution

Organisational Area Corporate Services

Author Emily Tonacia, Manager Corporate Services

Summary This report provides details in relation to the negotiated Contract for W2.66 Enterprise Resource Planning Solution (ERP).
A recent systems review identified that Council's corporate systems were not well regarded in terms of reliability, features, functionality and support. Given the criticality for Council to have at its core, a system that is fit for purpose in its ability to deliver desired service outcomes, the upgrade of the Enterprise Resource Planning Solution was scheduled into Council's adopted 4-year digital strategy.
Following an extensive evaluation process, this report recommends that Council authorise the General Manager to finalise negotiations and enter into a contract for the supply of an Enterprise Resource Planning Solution with the preferred supplier.

This report is **CONFIDENTIAL** in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following:

(di) commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it

CONF-2 Review of Organisation Structure

Organisational Area General Manager

Author Andrew Crakanthorp, General Manager

Summary This report presents an amended organisation structure to Council for consideration, discussion and approval.

This report is **CONFIDENTIAL** in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following:

(a) personnel matters concerning particular individuals (other than councillors)

CONF-3 Performance Review - General Manager

Organisational Area General Manager

Author Greg Verdon, Councillor - Chairperson

Summary The General Manager's Performance Review Panel met in February to undertake the mid-year review of the performance of the General Manager and this report provides the outcomes of that mid-year review.

This report is **CONFIDENTIAL** in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following:

(a) personnel matters concerning particular individuals (other than councillors)