

GENERAL MANAGER'S REPORT TO THE COUNCIL

3rd December 2010

The Chairperson and Councillors:

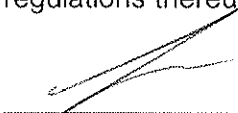
1. FINANCIAL STATEMENTS – LIST OF INVESTMENTS

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:

FINANCIAL INSTITUTION	ORIGINAL INVESTMENT	
	Face Value	Interest Rate
	\$	%
(i) 31st October 2010:		
<u>NSW Treasury</u>		
At Call	\$1,164,469	5.40 %
<u>Local Government Financial Service</u>		
I.B. Deposit maturing 30/11/2010	\$2,503,792	5.56 %
<u>Wagga Mutual Credit Union Ltd</u>		
I.B. Deposit maturing 15/12/2010	\$ 500,000	6.10 %
<u>Westpac Banking Corporation</u>		
I.B. Deposit maturing 15/12/2010	\$1,000,000	6.80 %
<u>Bendigo Bank – Lockhart</u>		
I.B. Deposit maturing 15/12/2010	\$ 500,000	6.15 %
<u>Bendigo Bank – Henty</u>		
I.B. Deposit maturing 15/12/2010	\$ 500,000	6.15 %
(ii) 30th November 2010:		
<u>NSW Treasury</u>		
At Call	\$ 617,920	5.16 %
<u>Local Government Financial Service</u>		
I.B. Deposit maturing 31/12/2010	\$2,514,508	5.33 %
<u>Wagga Mutual Credit Union Ltd</u>		
I.B. Deposit maturing 15/12/2010	\$ 500,000	6.10 %
<u>Westpac Banking Corporation</u>		
I.B. Deposit maturing 15/12/2010	\$1,000,000	6.80 %
<u>Bendigo Bank – Lockhart</u>		
I.B. Deposit maturing 15/12/2010	\$ 500,000	6.15 %
<u>Bendigo Bank – Henty</u>		
I.B. Deposit maturing 15/12/2010	\$ 500,000	6.15 %

CERTIFICATE

I hereby certify that all the above investments have been made in accordance with the provision of Section 625 of the Local Government Act, 1993, and the regulations thereunder.


G.W. Pieper
GENERAL MANAGER

RECOMMENDED that the report detailing Council's external investments for the months of October and November 2010 be received.

2. SHIRES ASSOCIATION OF NSW "G" DIVISION – ANNUAL CONFERENCE

Shires Association of NSW "G" Division has advised that the 44th Annual Conference of "G" Division will be held on Thursday 24th March 2011 in Temora and hosted by Goldenfields Water County Council.

Council can send two delegates. Cllr. R. Kendall represented Council at the 2010 Conference.

It is **RECOMMENDED** that:

- 1) Council be represented at the "G" Division Annual Conference;
- 2) The Chairperson and Deputy Chairperson or their nominees attend as Council's delegates, and
- 3) General Manager or his nominee attend as an observer.

3. WORKSHOP OPERATIONAL PLAN 2011/2012

At its Meeting on Wednesday, 28th April, 2010 a discussion was held on having a workshop on the 2011/2012 Operational Plan. The workshop would provide councillors the opportunity to discuss the preparation of the Operational Plan prior to a draft being submitted to the April Meeting.

It is suggested to hold this workshop prior to Council's February Meeting commencing at 11.30 am followed by lunch, with the Council Meeting to commence at 1.30 pm.

Consideration of the date and time for workshop on the 2011/2012 Operational Plan is now brought forward for discussion.

4. LAND ACQUISITION BORE SITE – WALBUNDRIE

Included in Council's Operational Plan is the need to secure a second bore site and easement for providing water to townships of Walbundrie and Rand.

Land required for bore site is Part of Lot 20 in Deposited Plan 1126580, Parish of Walbundrie, County of Hume. The landowners are Mr. W.M. & Mr W.L. Godde.

Negotiations have taken place between Council and the landowners with landowners agreeing for Council to acquire the land with Council to meet all costs associated with the acquisition.

RECOMMENDED that:

- 1) The acquisition of Part of Lot 20 in Deposited Plan 1126580, Parish of Walbundrie, County of Hume proceed;
- 2) Council meet all costs associated with the acquisition;
- 3) Authority be and is hereby given for the execution of the appropriate documents under Council's Common Seal.

5. INQUIRY BY THE PRODUCTIVITY COMMISSION

The Productivity Commission is undertaking a public inquiry into the case of microeconomic reform in Australia's urban water sector.

The purpose of the inquiry is to identify possible opportunities for efficiency gains in the structural, institutional, regulatory and other arrangements that govern the water sector. The inquiry encompasses regional centres and towns/villages as well as cities.

In particular, the Commission will:

- Provide options to achieve identified efficiency gains
- Subject these options to a rigorous cost-benefit analysis to identify their:
 - Economic, social and environmental impacts
 - Impacts on Australian governments, business and consumers
 - Propensity to facilitate supply and demand planning and decision-making in the medium and long term
- Propose a work program including implementation plans for the options, identifying:
 - Practical actions that the Commonwealth, state and territory governments and local councils can undertake to implement options for reforms, including any transitional arrangements
 - Priority areas where greatest efficiency gains are evident and where early action is practicable
 - Quantitative and qualitative indicators for efficiency gains in the urban water and waste water sectors.

Council provided a submission to the Productivity Commission inquiry supporting the recommendation of the inquiry into Secure and Sustainable Urban Water Supply and Sewerage services for non-metropolitan NSW. The NSW Inquiry recommended that Council continue in its present form as a County Council providing water supply services to Local Government areas of Wagga Wagga, Lockhart, Urana and Part Greater Hume.

Council's submission supported a County Council model. Council also supported to continue to pursue increased levels of co-operation and resource sharing with our neighbouring County Council (Goldenfields Water County Council) Riverina Eastern Regional Organisation of Councils (REROC) and our Constituent Councils.

A copy of Council's submission to the NSW Water Inquiry and response to the NSW Water Inquiry report was also included with our submission to the Productivity Commission Inquiry.

RECOMMENDED that the information be received and noted.

6. ONE ASSOCIATION – SHIRES & LOCAL GOVERNMENT ASSOCIATIONS

President Shires Association of NSW, Clr. Bruce Miller invited Council's Chairperson Clr. Kendall and General Manager to a meeting on how County Council's will fit into a One Association Structure. The Meeting was held in Sydney on Thursday, 2nd December, 2010.

Representatives from six County Councils attended the meeting.

As a result of the meeting the following were to be considered by the Association:

- County Council continue on same membership categories as exists now.
- Reduced fee structure for County Council to continue.
- Council can submit and vote on motions.
- Council can not nominate or vote for executive.

Shires Association will hold a special conference to discuss issues selected to becoming One Association on Wednesday 23rd February 2011.

The date for the special conference is Council's normal meeting date for February, 2011.

RECOMMENDED that:

- (i) Council be represented at the Shires Association Special Conference related to One Association issues;
- (ii) Chairperson or his nominee and General Manager or his nominee attend the conference;
- (iii) Council meeting date for February, 2010 be Thursday 24th February 2010; and
- (iv) This information be received and noted.

7. COUNCILS IN MURRAY DARLING BASIN MEETING

The Murray Riverina Group of Council's invited all Council's within the Murray-Darling Basin to a meeting in Canberra on Monday 22nd November 2010. Chairperson Clr. Kendall and the General Manager attended. The Meeting was an opportunity for Councils to share concerns about the content of the Guide to the Murray Darling Basin Plan.

The objective of the meeting was to discuss the key issues and present the Federal Government with a declaration collectively supported by Local Governments that wants a commitment from the Government that it will do what it can to reduce the social and economical impact felt by our communities.

A declaration was developed and supported by Council and was presented to the Federal Government, Leader of Opposition, Greens and Parliament members for the Murray Darling Basin.

DECLARATION OF CONCERN

We, the undersigned Councils, strongly urge the Federal government to adopt a balanced approach to the development of the Murray-Darling Basin Plan. We ask that the same consideration being given to the environment is applied to the social and economic impacts that any proposed changes would have on our families and communities, as these are equally important environments that need to be protected.

To this end, we are calling on the Federal government to ensure that:

- *Baseline quantitative data regarding the social and economic impact that the proposed SDLs will have on our community is clearly identified and included in the draft Murray Darling Basin Plan when it is released;*
- *Water savings that can be achieved, or have already been achieved, through improved infrastructure, innovation and sustainable farming practices are identified in the draft Plan and are included in the calculation of improved environmental flows before any SDLs are set; and*
- *Any water buyback scheme is conducted in a planned approach so as not to disadvantage remaining farmers and communities.*

We are looking for the Federal government to acknowledge the impact that the implementation of the Plan will have on different communities and to guarantee that financial support will be provided to affected communities, and not just through buybacks, to assist in managing the change and minimise negative impacts on families and businesses. Financial support will be required to:

- *Strengthen the social support services that will be required to cater for the increased distress likely to be experienced by affected members of the community;*
- *Seek additional savings through further innovation in environmental infrastructure and practices;*

- *Assist farmers improve the irrigation infrastructure and adopt more sustainable farming practices;*
- *Assist in developing alternative business ventures and related training that will lead to a diversified economy in our communities.*

We are looking for the Federal Government to make these commitments to our communities to demonstrate that it will make every effort to reduce the impact; facilitate a smooth transition; and protect the family and community environment.

RECOMMENDED that:

- (1) Council endorse the action of supporting the declaration of concern; and
- (2) The information be received.


G.W. Pieper
GENERAL MANAGER



**DIRECTOR OF ENGINEERING'S REPORT
TO THE GENERAL MANAGER**

FOR DISTRIBUTION TO COUNCILLORS

10th November 2010

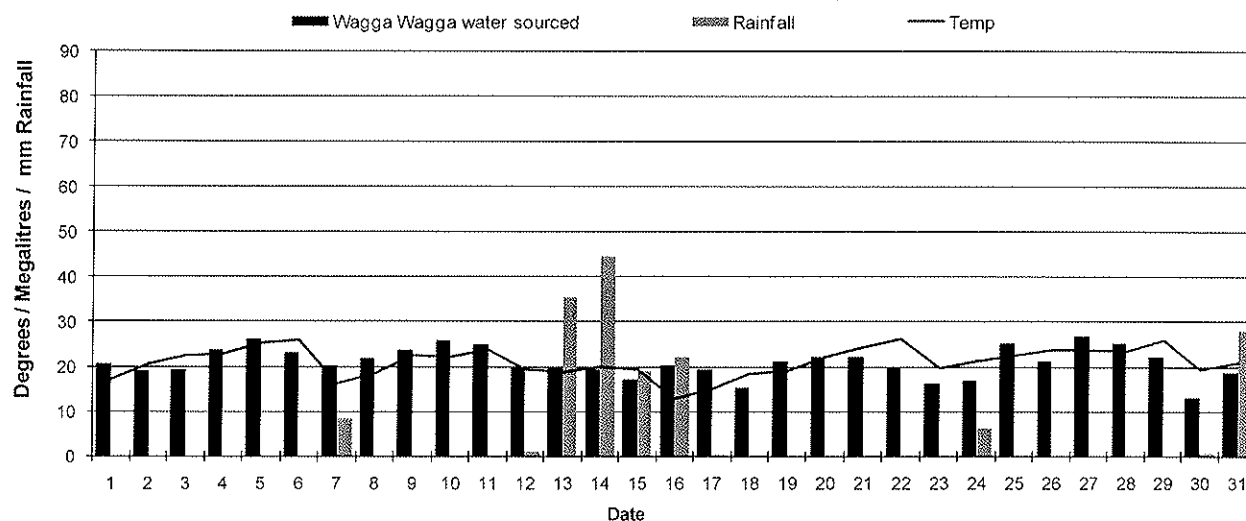
1 THE WORKS REPORT COVERING OCTOBER 2010

1.1 WATER SOURCED AND USED

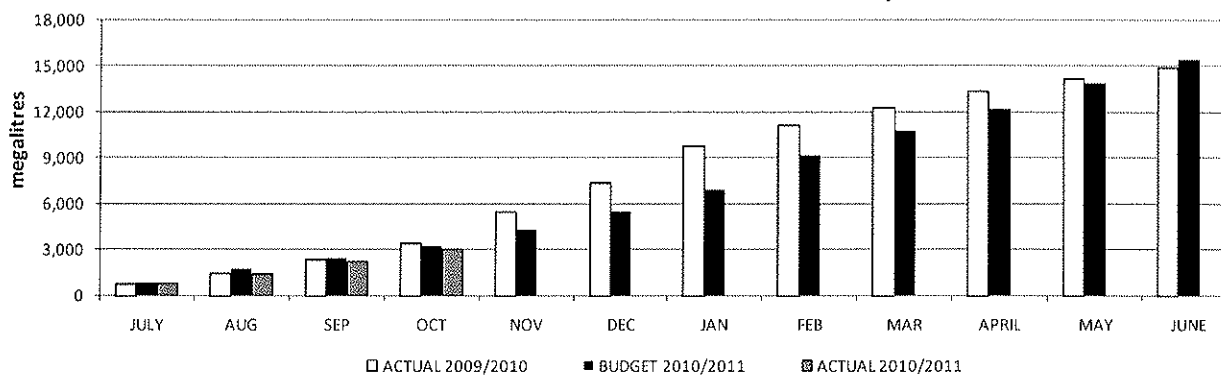
OCTOBER	2008	2009	2010
Rainfall	16	26.9	166.2
Wet Days	3	10	10
WATER SOURCED OCTOBER 2010 (MI)			
North Wagga bores	212.08	191.39	136.11
West Wagga bores	507.11	456.33	288.92
East Wagga bores	316.01	272.08	166.27
Murrumbidgee River	287.74	112.48	168.28
SUB-TOTAL	1,322.94	1,032.28	759.58
Bulgary Bores	59.35	50.20	24.69
Urana Source	2.27	2.66	0.00
Ralvona Bores	20.82	16.35	14.55
Walla Walla Bores	8.53	1.76	0.00
Goldenfields Water Supply System	2.80	2.41	1.05
SUB-TOTAL	93.77	73.38	40.29
Woomargama	1.43	1.03	0.74
Humula	1.14	0.95	0.58
Tarcutta	4.29	3.20	3.13
Oura	4.10	3.17	3.31
Walbundrie	3.48	2.27	1.65
Morundah	0.83	0.83	0.83
Collingullie	5.97	5.11	3.31
SUB-TOTAL	21.24	16.56	13.55
TOTALS	1,437.95	1,122.22	813.42

WATER USED OCTOBER 2010 (MI)			
	2008	2009	2010
East Bomen	19.20	21.57	15.49
Estella	69.46	57.54	47.13
North Wagga	79.97	66.35	51.73
Wagga Wagga – Low Level	199.11	181.63	139.93
Wagga Wagga – High Level	728.87	469.93	354.01
Wagga Wagga – Bellevue Level	54.78	56.46	34.76
SUB-TOTAL	1,151.39	853.48	643.05
Ladysmith	7.73	4.14	5.06
Bruce Dale	22.31	20.37	18.18
Currawarna	14.56	14.38	5.88
Rural south from Wagga Wagga	134.99	115.70	90.22
Rural from Walla Walla Bore	0.00	0.00	0.00
Milbrulong, Lockhart and Boree Creek	32.26	28.95	14.92
Urana and Oaklands	28.69	21.08	10.58
Holbrook	20.82	16.35	14.55
SUB-TOTAL	261.36	220.97	159.39
Woomargama	1.43	1.03	0.74
Humula	1.14	0.95	0.58
Tarcutta	4.29	3.20	3.13
Oura	4.10	3.17	3.31
Walbundrie/Rand	3.48	2.27	1.65
Morundah	0.83	0.83	0.83
Collingullie	5.97	5.11	3.31
SUB-TOTAL	21.24	16.56	13.55
TOTALS	1,433.99	1,091.01	815.99

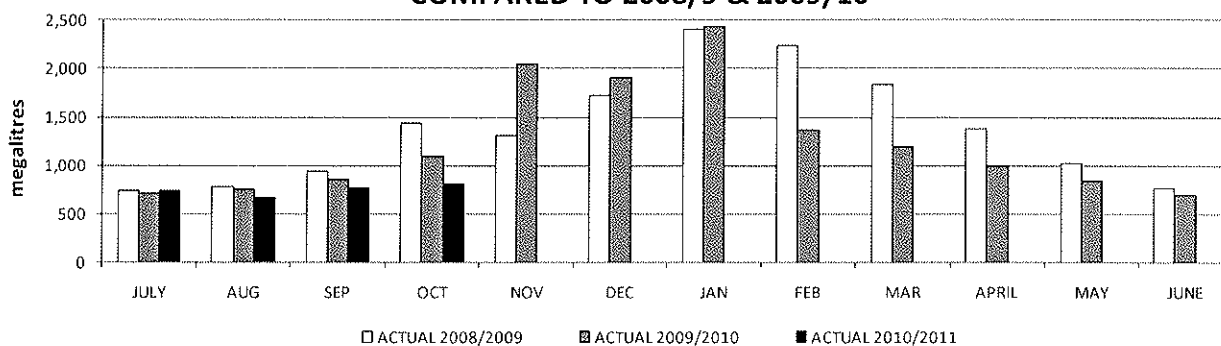
DAILY WATER USED, WAGGA WAGGA, OCTOBER 2010



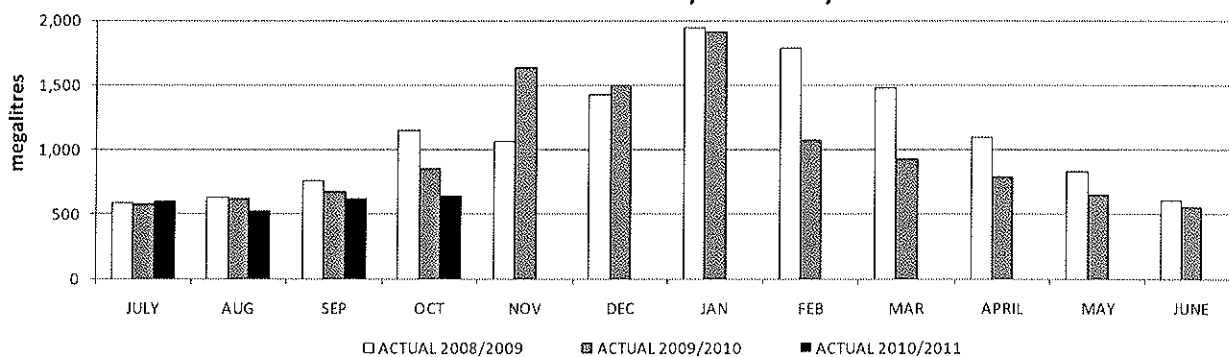
TOTAL CUMULATIVE WATER USED 2010/2011



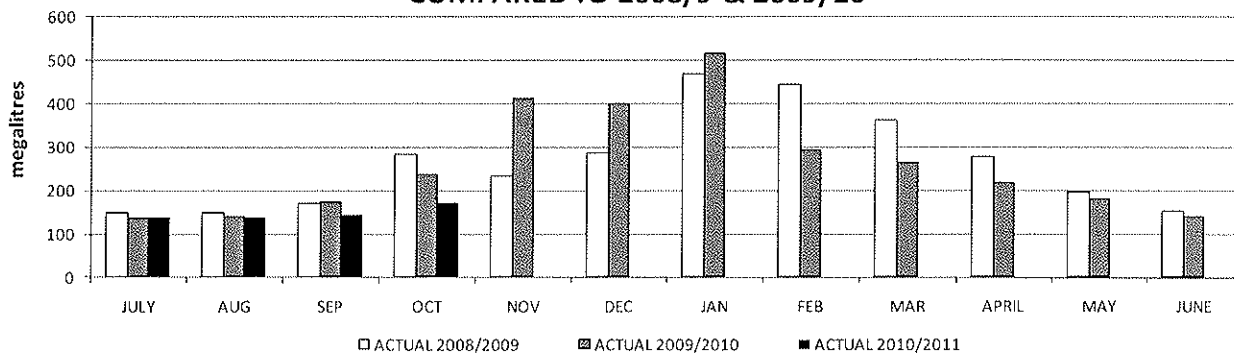
MONTHLY TOTAL WATER USED 2010/11 COMPARED TO 2008/9 & 2009/10



MONTHLY WAGGA WATER USED 2010/11 COMPARED TO 2008/9 & 2009/10



MONTHLY RURAL WATER USED 2010/11 COMPARED TO 2008/9 & 2009/10



1.2 NEW SERVICE CONNECTIONS, REPAIRS, METERS, LOCATIONS & COMPLAINTS FOR THE MONTH OF OCTOBER 2010

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	13		2	53	10	2			1	28	10	10
Brucedale										1		
Currawarna												
Euberta												
Humula												
Ladysmith				2								
Oura												
San Isidore												1
Tarcutta												
The Gap												
Bulgary				1	1							
Collingullie												
French Park												
Lockhart												
Mangoplah												
Milbrulong												
Pleasant Hills												
The Rock				1		1						
Uranquinty				1								
Yerong Creek												
Culcairn				1								
Henty				1						1		
Holbrook						1						
Morven												
Walbundrie						1						
Walla Walla												
Woomargama												
Boree Creek												
Morundah												
Oaklands	1											
Rand												
Urana												
TOTAL	14	0	2	60	11	5	0	0	1	30	10	11

1.3 WATER SYSTEM REPAIRS

WAGGA WAGGA								
Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected (no supply)	Water Lost KI
1	Sturt Highway	Forest Hill	100 AC	Pipe Failure (not specified)	No	2:00	4	20
14	59 Hardy Ave	Wagga Wagga	150 AC	Pipe Failure (not specified)	No	2:30	21	25
17	Cnr Connorton St & Tobruk St	Ashmont	100 AC	Pipe Failure (not specified)	No	3:00	32	36
22	Dobbs St	Wagga Wagga	100 AC	Pipe Failure (not specified)	No	2:30	3	14
23	8 Marama Pde	Mt Austin	100 AC	Pipe Failure (not specified)	Yes		0	10
23	Lakeside Dr	Lake Albert	150 AC	Pipe Failure (not specified)	Yes		0	15
TOTALS						10:00	60	120
Total Breaks – 6			Breaks needing shut off - 4			Breaks affecting customers – 4		

RURAL								
Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected (no supply)	Water Lost KI
1	Pleasant Hills Pump House	Henty	200 AC	Pipe Failure (not specified)	No	4:30	0	800
1	South Boundry Rd	Collingullie	32 PVC	Pipe Failure - Ground Movement	No	1:00	3	300
10	32 Argent St	Tarcutta	100 AC	Pipe Failure (not specified)	No	3:00	9	4
7	Cambournes Lane	The Gap	25 PVC	Pipe Failure (not specified)	Yes		0	1
18	Elbe St	Milbrulong	150 DICL	Pipe Failure - Ground Movement	No	17:00	7	6
18	73 Bowler St	Holbrook	100 AC	Tree Roots	No	4:30	20	2
27	Cnr Scott & Emily St	The Rock	100 AC	Leaking collar	No	1:00	10	1
25	Lot 6, Spring St	Holbrook	100 AC	Accidental damage	No	3:30	20	500
16	Pleasant Hills Bidgeemia	Pleasant Hills	150 WPVC	Pipe Failure - Ground Movement	No	8:00	25	700
TOTALS						18:30	94	2,314
Total Breaks – 9			Breaks needing shut off - 8			Breaks affecting customers – 7		

1.4 WATER QUALITY COMPLAINTS

Water quality complaints received during October, 2010 were:

Date	Location	Problem	Action Taken
5/10/2010	14B Baylis St, Wagga	Dirty	Internal problem. Mains OK
11/10/2010	113 Beckwith St, Wagga	Dirty	Flushed taps. Followup OK
14/10/2010	16 Nunkeri St, Glenfield	Dirty	Flushed mains
14/10/2010	296 Edward St, Wagga	Dirty	Flushed mains
17/10/2010	48 Churchill St, Koorringal	Dirty	Flushed mains
17/10/2010	47 Grove St, Koorringal	Dirty & air in line	Flushed mains
16/10/2010	18 Churchill St, Koorringal	Dirty	Flushed service
19/10/2010	3 Cox Ave, Forest Hill	Dirty in bath	Mains & service flushed
19/10/2010	39 Quandong, Forest Hill	Dirty	Mains & service flushed
20/10/2010	31 Melaleuca St, Forest Hill	Dirty	Flushed both ends of street
25/10/2010	122 Peter St, Wagga	Bad taste in mornings	Service flushed.
25/10/2010	823 Rohans Rd, Bulgary	Air in service	Mains & service flushed

1.5 MAINS CONSTRUCTIONS

1.5.1 MAINS EXTENSIONS AND NEW WORKS

New water mains laid during October, 2010 include:

LOCATION	PROJECT	100 OPVC
Bourkelands Stage 24B	New works	91
	TOTAL	91

1.5.2 REPLACEMENT OF EXISTING MAINS

Mains replaced during October, 2010 include:

LOCATION	PROJECT	100 DICL	200 DICL	250 DICL
Gregadoo Rd (The Grange)	Mains Renewal			162
Cocrane St	Mains Renewal	4		
Edward St (Bolton Park)	Mains Renewal		22	
Croaker St	Mains Renewal	99		
	TOTAL	103	22	162

1.6 OTHER CONSTRUCTION

Other construction works during October, 2010 include:

LOCATION OR PROJECT	WORK DONE
The Rock Reservoir	Install mag flows

1.7 MAJOR REPAIRS / OVERHAULS

Major repairs/overhauls during October, 2010 include:

LOCATION OR PROJECT	WORK DONE
Tarcutta Water Treatment Plant	Repair/replace damaged pumps
North Wagga No.2 bore	Repair split casing
East Wagga No.2 bore	Reline and install riserless system
Lockhart	Repair fill station
The Rock Reservoir	Construct new pipework and valves
North Wagga	Commission control system
West Wagga	Drain and clean aeration

1.8 STAFF TRAINING & SAFETY

The following training and/or safety activities were undertaken during October, 2010:

Training or Programme	No. of Staff
Filtration Training	1

RECOMMENDATION that this report be received and noted.



Greg Finlayson
DIRECTOR OF ENGINEERING

**DIRECTOR OF ENGINEERING'S REPORT
TO THE GENERAL MANAGER**

FOR DECEMBER 2010 COUNCIL MEETING

6th December 2010

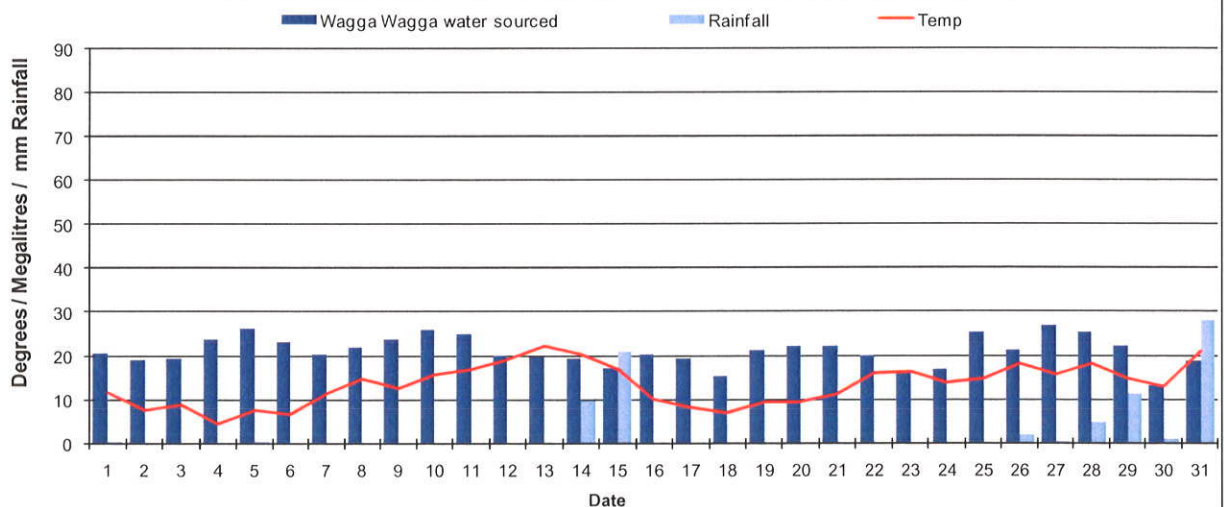
1 THE WORKS REPORT COVERING NOVEMBER 2010

1.1 WATER SOURCED AND USED

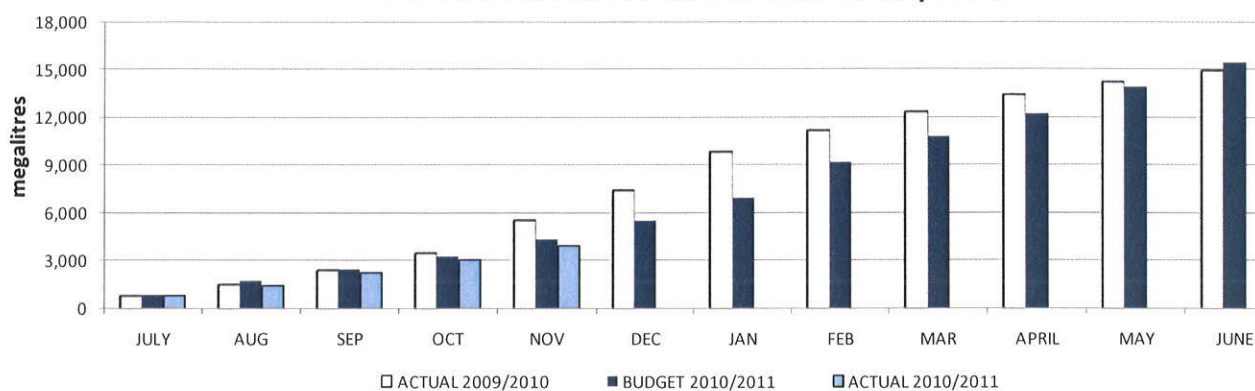
November	2008	2009	2010
Rainfall	39	27.2	78.6
Wet Days	10	6	10
<i>WATER SOURCED November 2010 (MI)</i>			
North Wagga bores	210.83	274.39	155.96
West Wagga bores	258.96	541.70	224.29
East Wagga bores	173.60	459.55	95.12
Murrumbidgee River	592.84	610.65	378.57
SUB-TOTAL	1,236.23	1,886.29	853.94
Bulgary Bores	42.41	63.49	31.72
Urana Source	0.42	8.83	0.94
Ralvona Bores	24.88	29.63	19.47
Walla Walla Bores	22.04	33.09	0.00
Goldenfields Water Supply System	1.94	3.83	0.15
SUB-TOTAL	91.69	138.87	52.28
Woomargama	1.24	1.54	1.10
Humula	0.79	1.64	0.73
Tarcutta	3.50	5.31	3.45
Oura	3.22	6.95	3.76
Walbundrie	2.99	3.60	1.75
Morundah	0.71	1.24	0.64
Collingullie	5.26	9.55	3.99
SUB-TOTAL	17.71	29.83	15.42
TOTALS	1,345.63	2,054.99	921.64

WATER USED November 2010 (MI)			
	2008	2009	2010
East Bomen	29.72	26.19	16.25
Estella	77.23	114.50	47.86
North Wagga	63.36	97.53	65.00
Wagga Wagga – Low Level	189.91	256.03	143.96
Wagga Wagga – High Level	613.05	1,020.79	397.47
Wagga Wagga – Bellevue Level	94.57	124.16	43.88
SUB-TOTAL	1,067.84	1,639.20	714.42
Ladysmith	5.97	9.61	3.40
Brucedale	20.39	35.45	24.87
Currawarna	12.62	20.57	7.64
Rural south from Wagga Wagga	109.90	185.44	95.73
Rural from Walla Walla Bore	0.00	33.09	0.00
Milbrulong, Lockhart and Boree Creek	23.68	36.91	15.70
Urana and Oaklands	18.72	32.35	13.30
Holbrook	24.88	29.63	19.47
SUB-TOTAL	216.16	383.05	180.11
Woomargama	1.24	1.54	1.10
Humula	0.79	1.64	0.73
Tarcutta	3.50	5.31	3.45
Oura	3.22	6.95	3.76
Walbundrie/Rand	2.99	3.60	1.75
Morundah	0.71	1.24	0.64
Collingullie	5.26	9.55	3.99
SUB-TOTAL	17.71	29.83	15.42
TOTALS	1,301.71	2,052.08	909.95

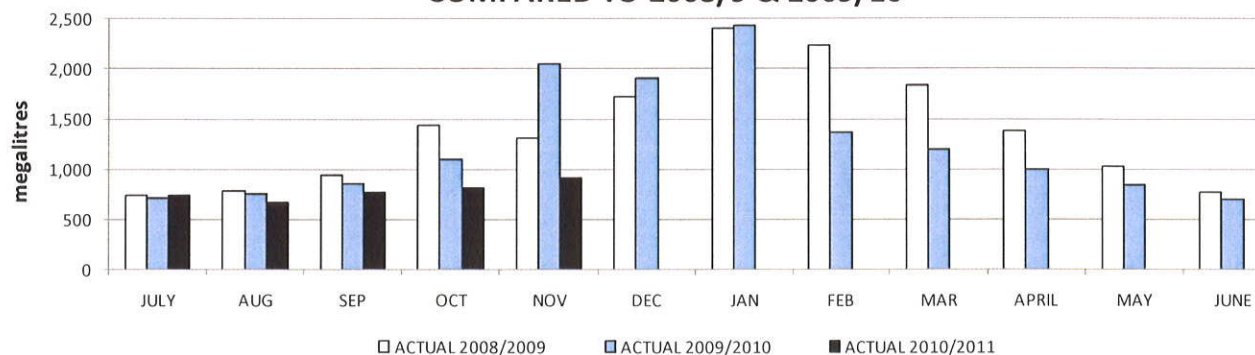
DAILY WATER USED, WAGGA WAGGA, November 2010



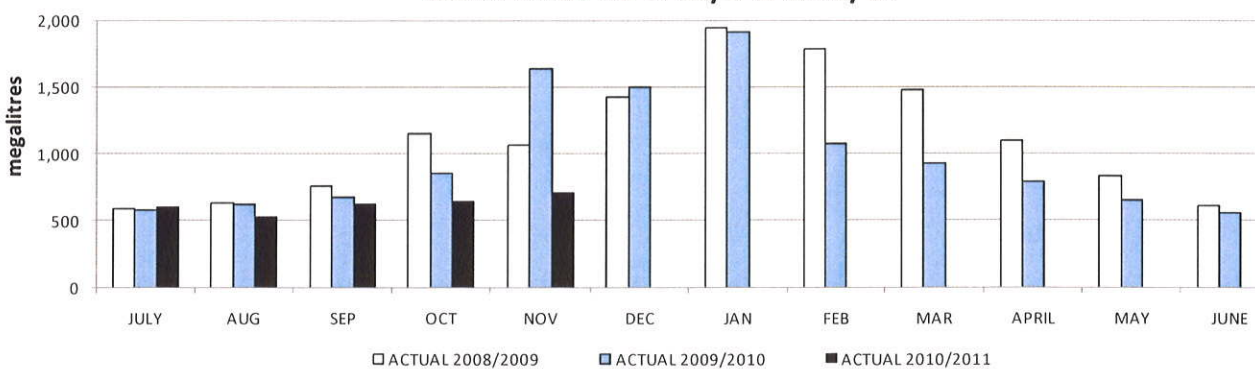
TOTAL CUMULATIVE WATER USED 2010/2011



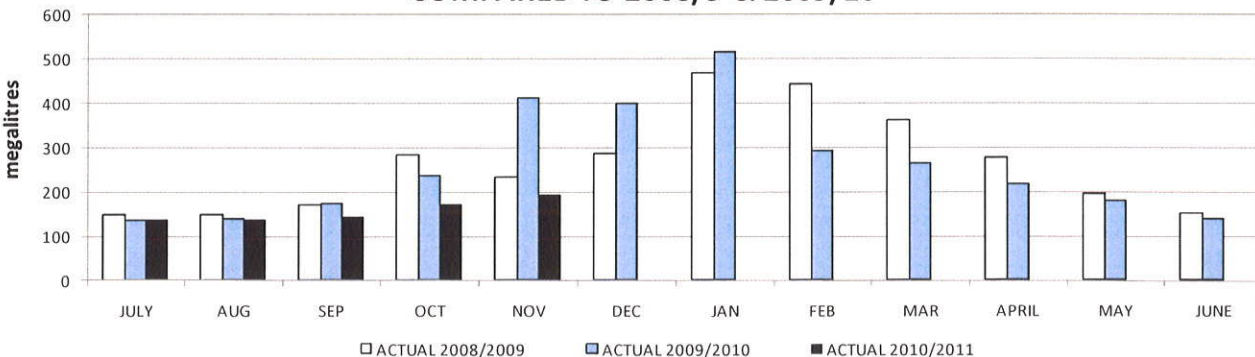
MONTHLY TOTAL WATER USED 2010/11 COMPARED TO 2008/9 & 2009/10



MONTHLY WAGGA WATER USED 2010/11 COMPARED TO 2008/9 & 2009/10



MONTHLY RURAL WATER USED 2010/11 COMPARED TO 2008/9 & 2009/10



1.2 NEW SERVICE CONNECTIONS, REPAIRS, METERS, LOCATIONS & COMPLAINTS FOR THE MONTH OF NOVEMBER 2010

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	12	3	3	49	3	5			0	30	9	14
Brucedale											1	
Currawarna												
Euberta												
Humula												
Ladysmith												
Oura												
San Isidore			1	1	1							
Tarcutta				1								
The Gap												1
Bulgary												
Collingullie				1								
French Park												
Lockhart			1									
Mangoplah												
Milbrulong												
Pleasant Hills												
The Rock				2	1	1						
Uranquinty												
Yerong Creek	1			2								
Culcairn				1								
Henty												
Holbrook										2		1
Morven												
Walbundrie												
Walla Walla				1							1	
Woomargama												
Boree Creek				1								
Morundah												
Oaklands										1	1	
Rand												
Urana				1								
TOTAL	13	3	5	60	5	6	0	0	0	33	12	16

1.3 WATER SYSTEM REPAIRS

WAGGA WAGGA								
Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected (no supply)	Water Lost KI
1	Tarcutta St	Wagga Wagga	100 AC	Pipe Failure (not specified)	Yes		0	5
4	3 Swan St	Ashmont	150 AC	T/ Band Broken/Leaking	Yes		0	13
8	8 Tuross St	Lake Albert	100 AC	T/ Band Broken/Leaking	No	0:45	0	1
8	192 Morgan St	Wagga Wagga	100 AC	Pipe Failure (not specified)	No	3:00	12	18
9	Dobney & Pearson St	Ashmont	100 AC	Accidental damage	No	2:00	0	20
9	Lewington St	Bomen	300 AC	Leaking SS clamp	Yes		0	1
11	Day St	Wagga Wagga	100 AC	Pipe Failure (not specified)	No	4:00	26	6
TOTALS						9:45	38	64
Total Breaks – 7			Breaks needing shut off - 4			Breaks affecting customers – 2		

RURAL								
Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected (no supply)	Water Lost KI
7	Willis Rd	The Gap	100 WPVC	Pipe Failure (not specified)	No	4:30	0	50
4	PURTELL ST.	Morven	100 AC	Tree Roots	No	3:00	5	20
5	JENNINGS RD.	Culcairn	200 AC	Pipe Failure - Ground Movement	No	5:30	4	100
8	MT. VIEW	Walla Walla	100 AC	Tree Roots	Yes		0	5
11	Ferrier Street.	Lockhart	100 AC	Pipe Failure - Ground Movement	Yes		0	200
12	Osborne Street.	Urana	200 WPVC	Leaking collar	No	1:15	1	300
27	Locks Lane	The Gap	50 PVC	Pipe Failure (not specified)	No	3:00	0	36
TOTALS						17:15	10	711
Total Breaks – 7			Breaks needing shut off - 5			Breaks affecting customers – 3		

1.4 WATER QUALITY COMPLAINTS

Water quality complaints received during November 2010 were:

Date	Location	Problem	Action Taken
8/11/2010	10 Milne St, The Rock	Dirty water	Flushed main & service
12/11/2010	"Connorton", Uranquinty	Dirty water	Flushed main, house & service
16/11/2010	17 Eugene St, San Isidore	Dirty water	Consumer flushed house
22/11/2010	64 Allonby Ave, Forest Hill	Dirty water	Flushed service
25/11/2010	Turners Excavation, Wagga	Dirty water	HWS causing problem
27/11/2010	10 Willow St, Koorungal	Dirty water	Flushed service at units
28/11/2010	San Isidore	Milky water	Flushed mains to de-aerate

1.5 MAINS CONSTRUCTIONS

1.5.1 MAINS EXTENSIONS AND NEW WORKS

New water mains laid during November 2010 include:

LOCATION	PROJECT	200
		DICL
Brunblea Park Stage 9 & 10	Mains Extension	22
	TOTAL	22

1.5.2 REPLACEMENT OF EXISTING MAINS

Mains replaced during November 2010 include:

LOCATION	PROJECT	100
		DICL
Dalton St	Mains Replacement	214
Argent St, Tarcutta	Mains Replacement	242
Croaker St	Mains Replacement	145
	TOTAL	601

1.6 OTHER CONSTRUCTION

Other construction works during November 2010 include:

LOCATION OR PROJECT	WORK DONE
The Rock Reservoir	Cut In 100mm Mag Flow on Inlet Line
The Rock Reservoir	Cut In 150mm Mag Flow on Discharge Line
The Rock Reservoir	Cut In 250mm Mag Flow on Discharge Line
McKell Ave (RSL Village)	Install 80mm Domestic & 150mm Fire Connection

1.7 MAJOR REPAIRS / OVERHAULS

Major repairs/overhauls during November 2010 include:

LOCATION OR PROJECT	WORK DONE
The Rock pumphouse	New switchboards installed and commissioned
East Bomen pumphouse	New power supply& metering installed
East Wagga No2 bore	Reline and riserless system installed
Humula bore	Chlorination dosing pump replaced
Waterworks	Replace lineshaft bearing raw water pump No3
Tarcutta WTP	Drain & clean bore holding tank and Iron filter media

1.8 STAFF TRAINING & SAFETY

The following training and/or safety activities were undertaken during November 2010:

Training or Programme	No. of Staff
Confined Space Refresher	8
Bonded Asbestos Removal	1
Sedimentation & Clarification	1
Bullying & Harassment Training	82
WorkCover Licence - Hiab	9
AutoTech - Sensor Operation & Diagnosis	2
Consultative Committee Training	9
First Aid Refresher	1

1.9 COMMENTS ON CONSUMPTION.

It is not surprising that the total water used in November 2010 was less than half that of November 2009. Last year November was extremely hot and dry, and this year extremely wet. The reductions in consumption were fairly uniform in all areas

1.10 WEATHER AND FLOOD FORECAST

The official rainfall at Forest Hill for the first four days of December 2010 is 64mm. There has been much more rain in local areas depending on local storm intensities on Thursday 2 December, 2010.

Further rainfall in the Burrinjuck Dam catchment has resulted in major flooding in the Murrumbidgee River valley. The prediction for Wagga Wagga is 10.0 metres on Monday 6 December. This will flood our Hammond Ave site. The buildings susceptible to this level of flooding are predominantly the Depot, Store, Works and sludge treatment plant.

Staff have worked very commendably in preparing for this flood over the weekend. The buildings have been sealed and sandbagged, equipment raised, mobile plant moved, sludge pumps and motors removed. There has been specific attention paid

to bore sources along the river and access issues to Hammond Avenue. A key objective of business continuity is maintaining the water supply to all areas. The duration of the flooding is not known as more rain is forecast. However a number of scenarios are being considered and the risk to supply continuity is considered low at the time of writing.

1.11 PROGRESS ON THE CONSTRUCTION OF RED HILL RESERVOIR No. 3.

Contractors Hornicks Construction P/L have made good progress in the construction of the new 11 ML concrete reservoir on Red Hill, south of Red Hill Rd. They took possession of the site in September 2010. The rain has caused only minor delays.

To date the reservoir pipework has been installed, the floor is poured and both stages of floor pre-stressing completed. The eight roof columns have been poured on site and will be erected mid December. The slip-forming of the prestressed concrete walls will commence early in the new year.

There is approximately 500m of 600mm diameter DICL interconnecting pipework required in the reservoir project. The fittings have recently been ordered and construction will commence late in January 2011.

1.12 HACCP ACCREDITATION

The firm NCS International (NCSI) are approved certification agents for food grade products, including potable water supplies. In November 2010 the annual audit was carried out at Riverina Water's Wagga Wagga waterworks for the purpose of recertification of the business to NCSI HACCP Criteria.

The audit found compliance with all elements of the HACCP Criteria and recertification is recommended. The Riverina Water HACCP Manual, now up to Version 7, has also been reviewed and updated.

This continued accreditation further supports Riverina Waters leading position in risk based water quality management.

1.13 PIPES WAGGA

The Pipes Wagga conference was run on 27 to 29 October 2010 and overall was very successful. Attendances were lower than expected, however this is a widely experienced phenomena at industry conferences, most likely due to changes to demands on personal time and the way people get information.

There has been some very positive feedback from both attendees and trade people. The feedback has also indicated that the format, where a variety of papers are given over three days, needs review.

The Pipes Wagga Committee has recently met and are planning to build on the many strengths of the conference. These strengths include the field displays, the networking opportunities and the trade displays. One of the challenges is to find the best time slot for this normally biannual conference.

The support of Councillors and staff is a key aspect of this conference and this industry ownership is well respected by visitors. Letters of appreciation will be issued to those who provided that assistance.

1.14 S138 OF THE ROADS ACT

In October 2010 I reported on the changes Wagga Wagga City Council made to how Riverina Water conduct its work in road reserves, including our annual S138 permit being revoked. Since that time little progress has been made to clarify the matter and the involved process has become a barrier to the conduct of our business. Even with a permit we are prohibited from placing fill within the road reserve. Also there has been no progress regarding the development of a process that allows our major demand management measure, the nature strip program, to proceed.

In NSW any Council can request legal advice to mitigate risk. However it is the application of such advice in Wagga Wagga that is way out of step with what other councils do. After contacting other county councils, none contacted have any requirement for a S138 permit from any of their constituent councils, not even the annual permit we had previously. They follow normal courtesies and information sharing, particularly with regard to traffic management and footpath alignments, as we have for many years. The Roads Act is dated 1993 and has served for the past 17 years without incident. Section 138 relates to gaining the consent of the appropriate road authority for specific work or structures. Most councils have processes for this, but do not apply them to council or utility activities. Section 138 states clearly that it applies to a road authority in the same way it applies to any other person.

My belief is that WWCC have to recognise there needs to be some ownership and acceptance of reasonable risk. Streamlining S138 processes for themselves and Riverina Water County Council should have been, and still should be, a priority. I also understand that WWCC are redrafting a road reserve policy.

There have been a number of amicable meetings on the matter. As this is not a Riverina Water matter it is not possible for me to form any recommendation that expedites any conclusion. However the situation as it stand is only serving to consume time and comes no closer to resolution. It is 8 months since Riverina County Council commenced consultation with Wagga Wagga City Council regarding footpath policies and procedures and 4 months since our S138 permit was revoked. Progress has stalled over the period.

Riverina Water have \$950,000 allocated in the current budget for the nature strip program. We have applied for a Commonwealth grant for the project, valued at 50% of the \$910,000 estimated cost (over 3 years). Advice on the success of this funding is expected in December 2010. At the moment there is no chance of the project commencing due to the S138 issue.

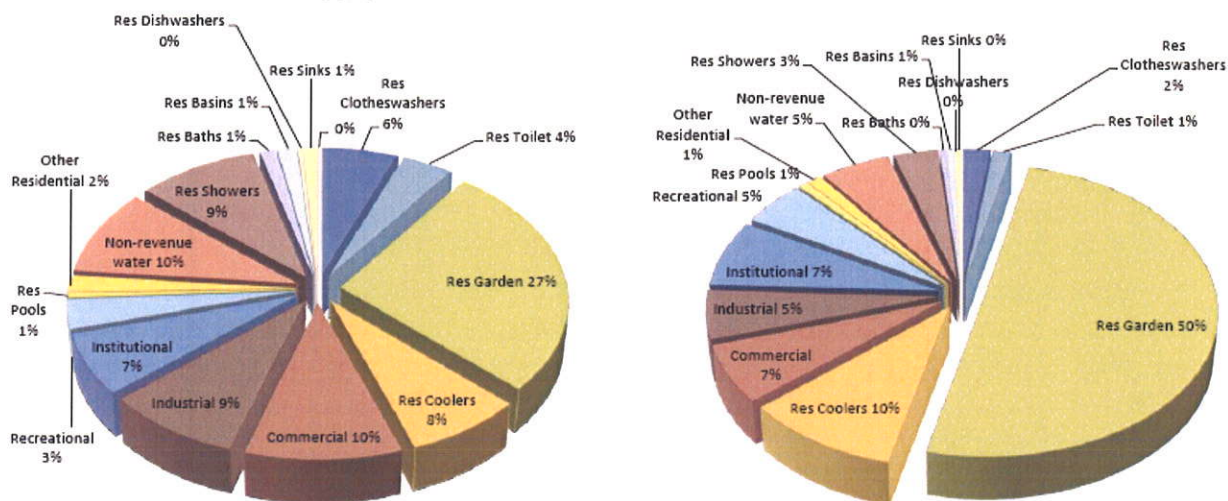
2. PROGRESS ON STRATEGIES, IWCM AND IRP

Riverina Water's 30 year strategy, being developed as an Integrated Water Cycle Management Plan (IWCM), is now addressing the key questions and assembling strategy options. The IWCM consultants, HydroScience have made very good progress and plan the second Project Reference Group (PRG) meeting in February 2011, after the January break.

There are three separate briefs that provide critical information that feeds into the IWCM strategy. The progress on these briefs is summarised below.

- **Rural Trunk Main System.** Hunter Water Australia is engaged to analyse the rural trunk system, including a review of customer demands, service levels and growth projections. Some of the key issues being addressed are asset replacement and system capacity. They have completed the Strategic Options Report which is currently being reviewed and these initial findings will be covered in the PRG meeting.
- **Mid-Murrumbidgee Zone 2 Aquifer – Yield Analysis.** Dr Noel Merrick, an eminent hydrogeologist, was engaged in August 2010 to undertake modeling of the Wagga Wagga borefields. This work is jointly funded by Goldenfields Water. The outcomes of this work will to an extent provide key information regarding our underground source capacity. This will assist IWCM strategies including the size of the proposed new surface water treatment plant at Wagga Wagga. The first draft report is due around the 8th December 2010. The outcomes will be complex and the NSW Office of Water will be further involved in interpreting how the water will be regulated and how much will be physically available.
- **Integrated Resource Planning (IRP).** The Institute for Sustainable Futures (ISF), a part of the University of Technology Sydney (UTS), are engaged by the National Water Commission (NWC) to develop a model for Integrated Resource Planning to benefit all water utilities across Australia. Brisbane and Wagga Wagga were selected for the two case studies. Riverina Water has been supplying data and other assistance since 2009. The work is now completed and the final document has been forwarded to the NWC.

This document, “Integrated Resource Planning for Urban Water Project - Wagga Wagga Case Study”, has immediate value, and findings have been included in the IWCM strategy work. The IRP work gives us a draft blue-print for a comprehensive Demand Management Strategy. This is based on a detailed end-use analysis. This is graphically demonstrated in the two pie charts below. These show the end-use splits on both an annual basis and a peak day for Wagga Wagga. These can be also considered to represent our whole area of supply.



Baseline demand composition in the year 2010 for average annual demand (left) and peak day demand (right)

The table below lists the 14 demand management options considered for Wagga Wagga. This list includes new items that are unique to inland climates as we experience here. Determining the value of each option is the purpose of the IRP model.

Table 1 – Potential demand management options included in the study

Option	Description	Inclusion in strategy		
		S1	S2	
1	Showerhead swap	Householders bring their old showerhead to a shopfront location and swap their old one for a new one free	✓✓	-
2	Residential retrofit	Plumber visit - replace showerheads, install tap flow regulators (kitchen & bathroom), toilet displacement device or cistern weight in single flush toilets, checking for leaks and providing advice	-	✓✓
3	Toilets replacement	Complete toilet replacement (this option is currently being trialed in Wagga)	✓	✓✓
4	Clothes washer rebate	Rebate for replacing top loaders with 5 star front loaders.	✓✓	✓✓
5	Evaporative coolers	Maintenance visit and education campaign (turn them down, turn them off when not at home)	✓	✓✓
6	Residential nature strips	Rebate for re-landscaping of nature strip (this option is currently being developed in Wagga)	✓	✓✓
7	Outdoor watering DCP	DCP banning irrigated lawns	-	✓✓
8	Rainwater tank rebate	5kL tank retrofit for existing residential for toilets, washing machines and outdoor (currently available)	-	✓✓
9	Permanent water conservation measures	No fixed sprinklers allowed between 10am-5pm. All requested to reduce water consumption by 20% (this option has been adopted in Wagga)	✓✓	✓✓
10	Non-revenue	Leak detection and repair, pressure management program (from SWC program)	✓✓	✓✓
11	Water audit - hotels	Water audit, install efficient fixtures and sensors and carry out air-conditioning maintenance. Proportion of total 49 (hotels/motels)	✓	✓✓
12	Water audit – schools	Monitoring, alarm systems for leaks plus education. All 36 schools	✓✓	✓✓
13	Water audit - Industrial customers	Water audits and modifications for 5 high water users	✓✓	✓✓
14	Commercial nature strips	Rebate for re-landscaping of commercial properties	✓✓	✓✓

RECOMMENDATION that this report be received and noted.

Greg Finlayson
DIRECTOR OF ENGINEERING