



Meeting of Riverina Water County Council

The meeting will be held in the Pat Brassil AM Meeting Room,
91 Hammond Ave, Wagga Wagga at 10:00am on Thursday,
14 December 2023

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 26 October 2023

Correspondence

Open Reports

R1	List of Investments	4
R2	Investment Advisor - Novation of agreement to Arlo Advisory Pty Ltd	13
R3	Code of Conduct Statistical Report to 31 August 2023.....	15
R4	Riverina Water ARIC Terms of Reference.....	16
R5	2023/24 Enriching Communities program.....	31
R6	Lost Time Injury Statistics July 2023 - November 2023	36
R7	Inquiry into protecting local water utilities from privatisation.....	38
R8	Council Resolution Sheet.....	47
R9	Update on PFAS	50
R10	Partnerships for Improved Water Safety and Water Supply Resilience Program	55
R11	Works Report covering October 2023.....	58
R12	Works Report covering November 2023.....	69

Questions and Statements

Confidential Reports

CONF-1	GIS Cloud Migration and Managed Service Contract - ESRI.....	80
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CONF-2	Bulk Chemicals.....	81
CONF-3	Update on UGL Cost to Complete Claim	82
CONF-4	Confidential Minutes of Audit, Risk and Improvement Committee held on 9 November 2023.....	83

R1 List of Investments

Organisational Area Corporate Services


Author Natasha Harris, Manager Finance & Sourcing

Summary This report details the status of Riverina Water's investment portfolio for the months of October 2023 and November 2023.

RECOMMENDATION that Council receive and note the report detailing external investments for the months of October 2023 and November 2023.

Report

In accordance with the provisions of Clause 19(3) of the Local Government (Financial Management) Regulation 1993, reported are the details of Council's external investment portfolio as of October 2023 and November 2023.

- › **R1.1** **October 2023 Investment Report** [↓](#) 
- › **R1.2** **November 2023 Investment Report** [↓](#) 

Strategic Alignment

Our Business

Take actions that deliver responsible financial management and ensure long term sustainability

Financial Implications

Not applicable.

Workforce Implications

Not applicable

Risk Considerations

Financial	
Avoid	Riverina Water 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 31/10/2023

Investment	Inception Date	Term (Days)	Maturity Date	S&P LT Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
Term Deposits								
AMP	22/06/2023	179	18/12/2023	BBB	5.55	3.890%	\$1,000,000.00	\$1,000,000.00
AMP	29/09/2022	732	30/09/2024	BBB	4.95	7.780%	\$2,000,000.00	\$2,000,000.00
Australian Unity Bank	21/06/2023	306	22/04/2024	BBB+	5.55	3.890%	\$1,000,000.00	\$1,000,000.00
Australian Unity Bank	7/07/2022	732	8/07/2024	BBB+	4.24	7.780%	\$2,000,000.00	\$2,000,000.00
Australian Unity Bank	25/07/2022	731	25/07/2024	BBB+	4.34	9.725%	\$2,500,000.00	\$2,500,000.00
Bendigo & Adelaide Bank	26/07/2023	383	12/08/2024	BBB+	5.50	3.890%	\$1,000,000.00	\$1,000,000.00
BOQ	22/06/2023	249	26/02/2024	BBB+	5.51	3.890%	\$1,000,000.00	\$1,000,000.00
ING	23/06/2022	732	24/06/2024	A	4.40	7.780%	\$2,000,000.00	\$2,000,000.00
ING	24/10/2023	447	13/01/2025	A	5.33	3.890%	\$1,000,000.00	\$1,000,000.00
MyState Bank	9/05/2023	195	20/11/2023	BBB	4.90	7.780%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	20/09/2023	243	20/05/2024	AA-	5.17	3.890%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	8/06/2021	1099	11/06/2024	AA-	0.75	9.725%	\$2,500,000.00	\$2,500,000.00
National Australia Bank	27/07/2023	365	26/07/2024	AA-	5.45	7.780%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	31/08/2023	417	21/10/2024	AA-	5.19	3.890%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	31/08/2023	445	18/11/2024	AA-	5.17	3.890%	\$1,000,000.00	\$1,000,000.00
Westpac	24/10/2023	153	25/03/2024	AA-	5.02	3.890%	\$1,000,000.00	\$1,000,000.00
Westpac	26/09/2023	447	16/12/2024	AA-	5.25	3.890%	\$1,000,000.00	\$1,000,000.00
						97.25%	\$25,000,000.00	\$25,000,000.00
Cash Deposit Account								
National Australia Bank				AA-	2.75	2.748%	\$706,451.10	\$706,451.10
						2.75%	\$706,451.10	\$706,451.10
TOTAL INVESTMENTS						100.00%	\$25,706,451.10	\$25,706,451.10
Cash at Bank				AA-	0.00			\$1,216,765.87
TOTAL FUNDS								\$26,923,216.97

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.


N Harris**MANAGER FINANCE & SOURCING****Application of Investment Funds**

Restricted Funds	Description	Value
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$1,971,147.14
	Plant Replacement	\$3,042,847.99
	Sales Fluctuation	\$3,000,000.00
	Water Treatment Plant	\$228,250.00
	Water Licences	\$669,385.20
		\$8,911,630.33
Unrestricted Funds		\$18,011,586.64
TOTAL FUNDS		\$26,923,216.97

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

Report

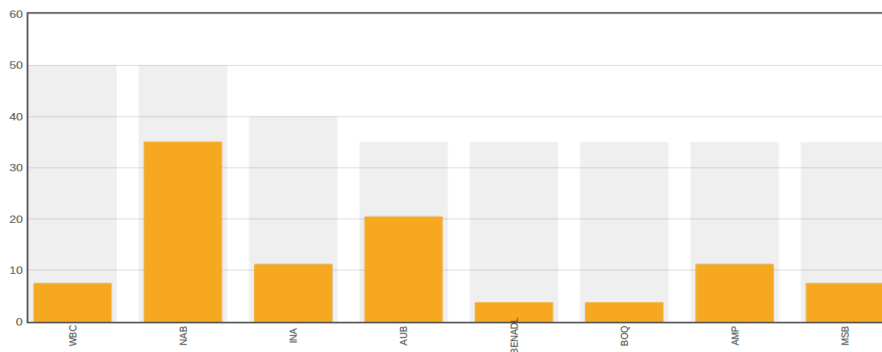
The investment portfolio decreased by \$488,093.13 for the month. The decrease was due to income in October being lower than expenditure.

Portfolio Performance

For the month of October, the portfolio (excluding cash) provided a return of +0.39% (actual), outperforming the benchmark Ausbond Bank Bill Index return of +0.33% (actual). The relative 'underperformance' over the past year has been due to the unexpected aggressive rate hikes undertaken by the RBA. Whilst this 'underperformance' may continue in the short-term, this is anticipated to be temporary given the relatively high level of turnover and the RBA approaching the end of its rate hike cycle.

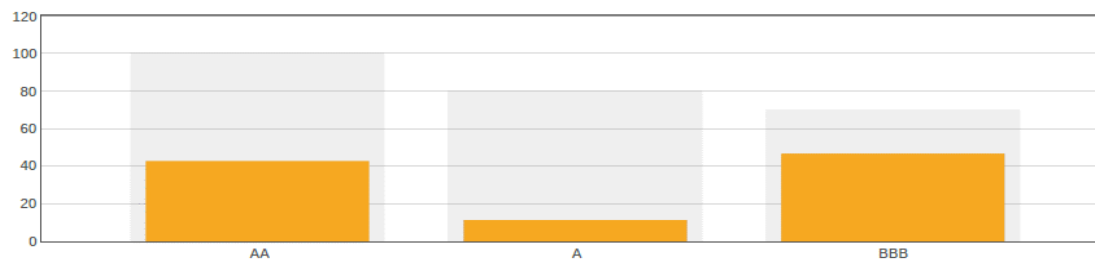
Counterparty Compliance

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



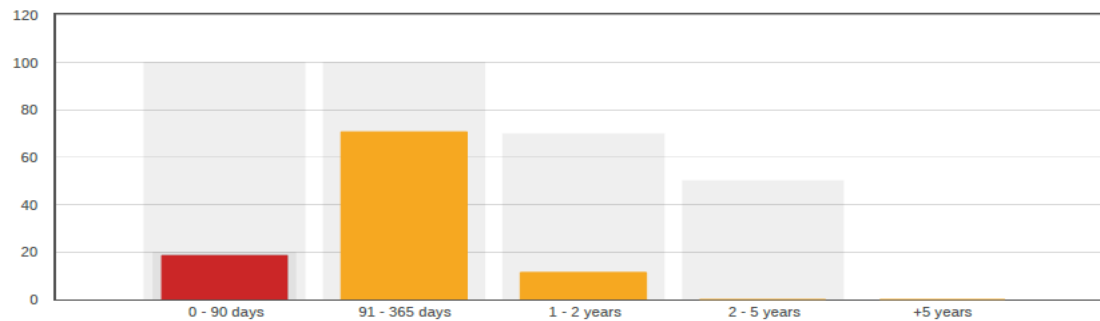
Credit Quality Compliance

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



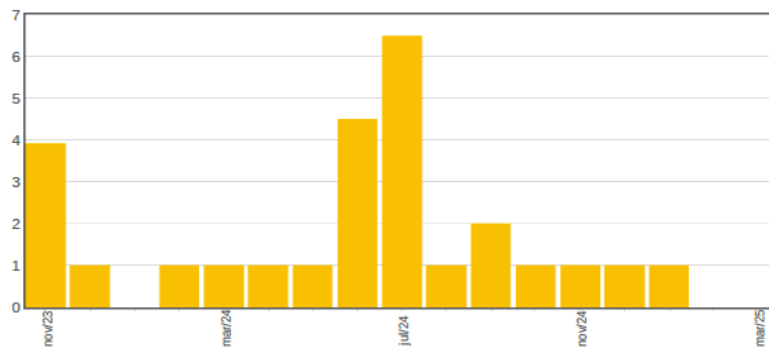
Term to Maturity

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 30/11/2023

Investment	Inception Date	Term (Days)	Maturity Date	S&P LT Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
Term Deposits								
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Westpac	26/09/2023	447	16/12/2024	AA-	5.25	3.890%	\$1,000,000.00	\$1,000,000.00
						95.30%	\$24,500,000.00	\$24,500,000.00
Cash Deposit Account								
National Australia Bank				AA-	2.75	4.700%	\$1,208,160.88	\$1,208,160.88
						4.70%	\$1,208,160.88	\$1,208,160.88
TOTAL INVESTMENTS						100.00%	\$25,708,160.88	\$25,708,160.88
Cash at Bank				AA-	0.00			\$1,075,504.48
TOTAL FUNDS								\$26,783,665.36

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	Water Treatment Plant	\$228,250.00
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		\$8,934,713.31
Unrestricted Funds		\$17,848,952.05
TOTAL FUNDS		\$26,783,665.36

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

Report

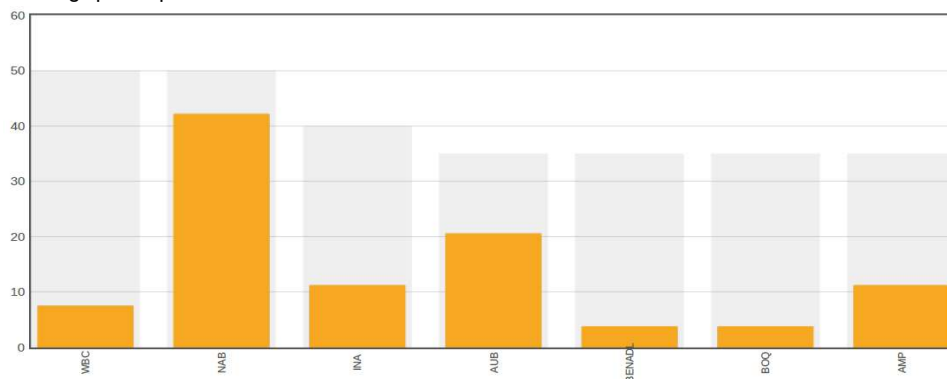
The investment portfolio decreased by \$139,551.61 for the month. The decrease was due to income in November being lower than expenditure.

Portfolio Performance

For the month of November, the portfolio (excluding cash) provided a return of +0.38% (actual), outperforming the benchmark Ausbond Bank Bill Index return of +0.35% (actual). The relative 'underperformance' over the past year has been due to the unexpected aggressive rate hikes undertaken by the RBA. Whilst this 'underperformance' may continue in the short-term, this is anticipated to be temporary given the relatively high level of turnover and the RBA approaching the end of its rate hike cycle.

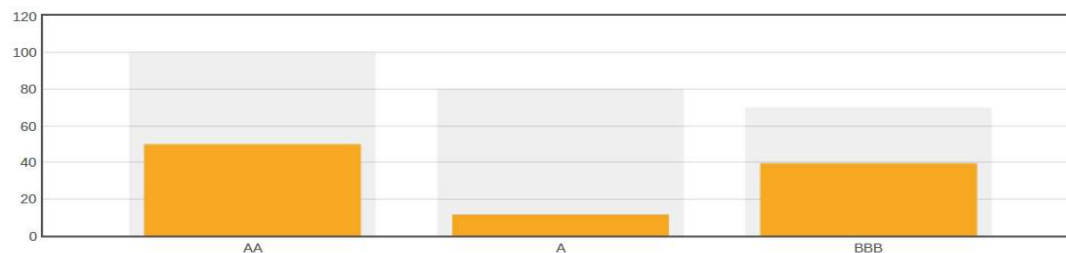
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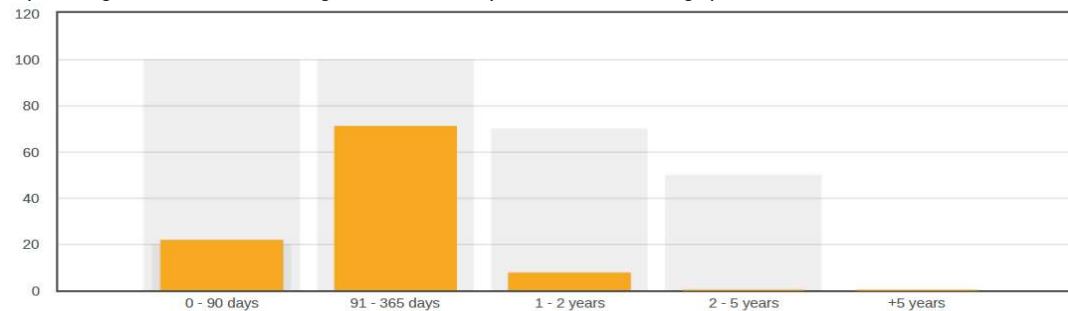
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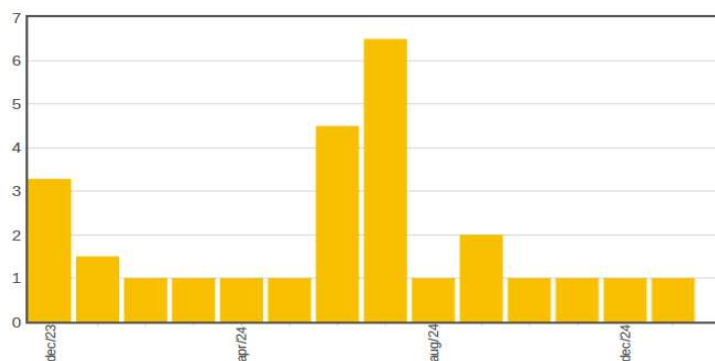
Term to Maturity

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Maturity Cashflow

When investments will mature over time



R2 Investment Advisor - Novation of agreement to Arlo Advisory Pty Ltd

Organisational Area Corporate Services

Author Natasha Harris, Manager Finance & Sourcing

Summary This report details the novation of our Investment Advisory agreement with Imperium Markets Pty Ltd, to their sister company Arlo Advisory Pty Ltd.

RECOMMENDATION that Council confirms the ongoing engagement of Arlo Advisory Pty Ltd through the novation of agreement with Imperium Markets Pty Ltd.

Report

Imperium Markets Pty Ltd (Imperium) have acted as Investment Advisor for Riverina Water since July 2021 via an ongoing investment advisory services agreement.

In September 2023, Riverina Water was advised by Imperium that its advisory business will be operating under a new entity within the Imperium Markets Group effective 1 October 2023. This new entity is Arlo Advisory Pty Ltd ACN 668 191 795 (Arlo). Imperium and Arlo are both wholly owned subsidiaries of the same holding company, B.M.T.L. Holdings Pty Ltd ACN 616 573 409.

Imperium has made this change in response to market feedback and to clearly define and separate its investment advisory services from its investment platform services. This change has no impact on the services provided and prices remain unchanged.

This change is being communicated to the Board as the Investment Advisor has been approved by the Board, and this change in company structure represents a change in the legal entity providing services. The Board is requested to confirm the ongoing engagement of Arlo Advisory Pty Ltd through the novation of agreement with Imperium Markets Pty Ltd noting the advisor remains independent and has no actual or potential conflict of interest in relation to investment products being recommended.

Strategic Alignment

Our Business

Take actions that deliver responsible financial management and ensure long term sustainability

Financial Implications

Not applicable

Workforce Implications

Not applicable

Risk Considerations

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

R3 Code of Conduct Statistical Report to 31 August 2023

Organisational Area Corporate Services

Author Wendy Reichelt, Governance & Corporate Planning Officer

Summary This report regarding the Code of Conduct 2022-23 statistical report is provided to the Board for information as required under the Code of Conduct.

RECOMMENDATION that Council note that the Riverina Water Code of Conduct statistical report from 1 September 2022 to 31 August 2023 has been lodged with the Office of Local Government with zero notifications or determinations for that period.

Report

The Office of Local Government requires an annual lodgement of a Code of Conduct statistical report from start of September to the end of August the following year. Riverina Water has lodged its report for the 2022-2023 year as required.

The Board are advised that the report showed zero complaints, determinations or matters raised under the Code of Conduct during the period 1 September 2022 – 31 August 2023.

Strategic Alignment

Our Business

Improve strategic planning and accountability

Financial Implications

N/A

Workforce Implications

N/A

Risk Considerations

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

R4 Riverina Water ARIC Terms of Reference

Organisational Area Corporate Services

Author	Wendy Reichelt, Governance & Corporate Planning Officer
Summary	Attached to this report are the Riverina Water Audit Risk & Improvement Committee Terms of Reference. These are presented to the Board for adoption.

RECOMMENDATION that Council adopts the Riverina Water Audit Risk & Improvement Committee Terms of Reference as attached to this report.

Report

At its 9 November 2023 meeting, the Riverina Water Audit Risk & Improvement Committee (ARIC) reviewed and endorsed the Committee's draft Terms of Reference. These terms of reference set out the Committee's objectives, authority, composition and tenure, roles and responsibilities, reporting and administrative arrangements. They have been based on the model terms of reference as provided in the new *Risk Management & Internal Audit Framework for local councils in NSW* (the Guidelines).

The Committee is to have an advisory and assurance role only and is to exercise no administrative functions, delegated financial responsibilities or any management functions of Riverina Water.

Through the Terms of Reference, Riverina Water (i.e. the Board) authorises the committee, for the purposes of exercising its responsibilities as outlined in the Terms of Reference to:

- Access any information it needs from Riverina Water
- Use any Riverina Water resources it needs
- Have direct and unrestricted access to the CEO and senior management of Riverina Water
- Seek the CEO's permission to meet with any other Riverina Water staff member or contractor
- Discuss any matters with the external auditor or other external parties
- Request the attendance of any employee at committee meetings, and
- Obtain external legal or other professional advice in line with Riverina Water's procurement policies. Such advice is to be sought in partnership with the CEO.

In line with the Terms of Reference and Guidelines, the Committee has supported an outsourced contracted internal audit function and the appointment and responsibilities of the Governance and Corporate Planning Officer as the internal audit coordinator.

The Riverina Water Audit Risk & Improvement Committee Terms of Reference are now presented to the Board for adoption. Following this adoption, the ARIC will consider the Internal Audit Charter in readiness for the process of appointing internal audit services from 1 July 2024. National Audits Group currently provide that service to Riverina Water with their engagement to conclude 30 June 2024.

› R4.1 ARIC Terms of Reference [↓](#)

Strategic Alignment

Our Business

Improve strategic planning and accountability

Financial Implications

Any financial implications in the conduct of the Audit Risk & Improvement Committee are considered in the annual operating budget.

Workforce Implications

Position description for Governance and Corporate Planning Officer includes support role for the Audit Risk & Improvement Committee.

Risk Considerations

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

Riverina Water Audit Risk & Improvement Committee terms of reference

Riverina Water has established an audit, risk and improvement committee in compliance with section 428A of the *Local Government Act 1993* of the *Local Government (General) Regulation 2021* and the Departmental Chief Executive's *Guidelines for risk management and internal audit for local government in NSW*. These terms of reference set out the committee's objectives, authority, composition and tenure, roles and responsibilities, reporting and administrative arrangements.

Objective

The objective of the audit, risk and improvement committee is to provide independent assurance to the board by monitoring, reviewing and providing advice about Riverina Water governance processes, compliance, risk management and control frameworks, external accountability obligations and overall performance.

Independence

The committee is to be independent to ensure it has no real or perceived bias or conflicts of interest that may interfere with its ability to act independently and to provide Riverina Water with robust, objective and unbiased advice and assurance.

The committee is to have an advisory and assurance role only and is to exercise no administrative functions, delegated financial responsibilities or any management functions of Riverina Water. The committee will provide independent advice to Riverina Water that is informed by its internal audit and risk management activities and information and advice provided by staff, relevant external bodies and subject matter experts.

The committee must always ensure it maintains a direct reporting line to and from Riverina Water's internal audit function and act as a mechanism for internal audit to report to the board and the chief executive officer (CEO) on matters affecting the performance of the internal audit function.

Authority

Riverina Water authorises the committee, for the purposes of exercising its responsibilities, to:

- access any information it needs from Riverina Water
- use any Riverina Water resources it needs
- have direct and unrestricted access to the CEO and senior management of Riverina Water

-
- seek the CEO's permission to meet with any other Riverina Water staff member or contractor
 - discuss any matters with the external auditor or other external parties
 - request the attendance of any employee at committee meetings, and
 - obtain external legal or other professional advice in line with Riverina Water's procurement policies. Such advice to be sought in partnership with the CEO.

Information and documents pertaining to the committee are confidential and are not to be made publicly available. The committee may only release council information to external parties that are assisting the committee to fulfil its responsibilities with the approval of the CEO, except where it is being provided to an external investigative or oversight agency for the purpose of informing that agency of a matter that may warrant its attention.

Composition and tenure

The committee consists of an independent chair and two independent members who have voting rights and one non-voting board member, as required under the *Guidelines for risk management and internal audit for local government in NSW*.

The Riverina Water Board is to appoint the chair and members of the committee. Current committee members are:

Mr Bryce McNair	Independent chair (voting)
Mr Shannon Buckley	Independent member (voting)
Mr David Kortum	Independent member (voting)
Clr Georgie Davies	Board member (non-voting)

All committee members must meet the independence and eligibility criteria prescribed in the *Guidelines for risk management and internal audit for local government in NSW*.

Members will be appointed for up to a four-year term. Members can be reappointed for one further term, but the total period of continuous membership cannot exceed eight years. This includes any term as chair of the committee.

Members who have served an eight-year term (either as a member or as chair) must have a two-year break from serving on the committee before being appointed again. To preserve the committee's knowledge of Riverina Water and its operation, ideally, no more than one member should retire from the committee because of rotation in any one year.

The terms and conditions of each member's appointment to the committee are to be set out in a letter of appointment. New members will be thoroughly inducted to their role and receive relevant information and briefings on their appointment to assist them to meet their responsibilities.

Prior to approving the reappointment or extension of the chair or an independent member's term, the Board is to undertake an assessment of their performance. Reappointment of the chair or a committee member is also to be subject to that person still meeting the independence and eligibility requirements.

Members of the committee must possess and maintain a broad range of skills, knowledge and experience relevant to the operations, governance and financial management of Riverina Water, the environment in which Riverina Water operates, and the contribution that the committee makes to Riverina Water.

At least one member of the committee must have accounting or related financial management experience with an understanding of accounting and auditing standards in a local government environment. All members should have sufficient understanding of Riverina Water's financial reporting responsibilities to be able to contribute to the committee's consideration of Riverina Water's annual financial statements.

Role of the committee

As required under section 428A of the *Local Government Act 1993* (the Act), the role of the committee is to review and provide independent advice to Riverina Water regarding the following aspects of its operations:

- compliance
- risk management
- fraud control
- financial management
- governance
- implementation of the strategic plan, delivery program and strategies
- service reviews
- collection of performance measurement data by Riverina Water , and
- internal audit.

The committee must also provide information to Riverina Water for the purpose of improving Riverina Water's performance of its functions.

The committee's specific audit, risk and improvement responsibilities under section 428A of the Act are outlined in Schedule 1 to this Terms of Reference.

The committee will act as a forum for consideration of Riverina Water's internal audit function and oversee its planning, monitoring and reporting to ensure it operates effectively.

The committee has no power to direct external audit or the way it is planned and undertaken but will act as a forum for the consideration of external audit findings.

The committee is directly responsible and accountable to the Board for the exercise of its responsibilities. In carrying out its responsibilities, the committee must at all times recognise that primary responsibility for management of Riverina Water rests with the Board and the CEO.

The responsibilities of the committee may be revised or expanded in consultation with, or as requested by, the Board from time to time.

Responsibilities of members

Independent members

The chair and members of the committee are expected to understand and observe the requirements of the *Guidelines for risk management and internal audit for local government in NSW*.

Members are also expected to:

- make themselves available as required to attend and participate in meetings
- contribute the time needed to review and understand information provided to it
- apply good analytical skills, objectivity and judgement
- act in the best interests of Riverina Water
- have the personal courage to raise and deal with tough issues, express opinions frankly, ask questions that go to the fundamental core of the issue and pursue independent lines of inquiry
- maintain effective working relationships with the board and management
- have strong leadership qualities (chair)
- lead effective committee meetings (chair), and
- oversee Riverina Water's internal audit function (chair).

Board member

To preserve the independence of the committee, the board member of the committee is a non-voting member. Their role is to:

- relay to the committee any concerns the Board may have regarding Riverina Water and issues being considered by the committee
- provide insights into local issues and the strategic priorities of Riverina Water that would add value to the committee's consideration of agenda items
- advise the Board (as necessary) of the work of the committee and any issues arising from it, and
- assist the Board to review the performance of the committee.

Issues or information the board member raises with or provides to the committee must relate to the matters listed in Schedule 1 and issues being considered by the committee.

The board member of the committee must conduct themselves in a non-partisan and professional manner. The board member of the committee must not engage in any conduct

that seeks to politicise the activities of the committee or the internal audit function or that could be seen to do so.

If the board member of the committee engages in such conduct or in any other conduct that may bring the committee and its work into disrepute, the chair of the committee may recommend to the Board, that the board member be removed from membership of the committee. Where the Board does not agree to the committee chair's recommendation, the Board must give reasons for its decision in writing to the chair.

Code of Conduct

Committee members are required to comply with Riverina Water's Code of Conduct.

Complaints alleging breaches of the Code of Conduct by an independent committee member are to be dealt with in accordance with the *Procedures for the Administration of the Model Code of Conduct for Local Councils in NSW*. The CEO must consult with the Board before taking any disciplinary action against an independent committee member in response to a breach of Riverina Water's Code of Conduct.

Conflicts of interest

Once a year, committee members must provide written declarations to Riverina Water stating that they do not have any conflicts of interest that would preclude them from being members of the committee. Independent committee members are 'designated persons' for the purposes of Riverina Water's Code of Conduct and must also complete and submit returns of their interests.

Committee members and observers must declare any pecuniary or non-pecuniary conflicts of interest they may have in a matter being considered at the meeting at the start of each meeting or as soon as they become aware of the conflict of interest. Where a committee member or observer declares a pecuniary or a significant non-pecuniary conflict of interest, they must remove themselves from committee deliberations on the issue. Details of conflicts of interest declared at meetings must be appropriately minuted.

Standards

Committee members are to conduct their work in accordance with the International Standards for the Professional Practice of Internal Auditing issued by the Institute of Internal Auditors and current Australian risk management standard, where applicable.

Work Plans

The work of the committee is to be thoroughly planned and executed. The committee must develop a strategic work plan every four years to ensure that the matters listed in Schedule 1 are reviewed by the committee and the internal audit function. The strategic work plan must be reviewed at least annually to ensure it remains appropriate.

The committee may, in consultation with the Board, vary the strategic work plan at any time to address new or emerging risks. The Board may also, by resolution, request the committee to approve a variation to the strategic work plan. Any decision to vary the strategic work plan must be made by the committee.

The committee must also develop an annual work plan to guide its work, and the work of the internal audit function over the forward year.

The committee may, in consultation with the Board, vary the annual work plan to address new or emerging risks. The Board may also, by resolution, request the committee to approve a variation to the annual work plan. Any decision to vary the annual work plan must be made by the committee.

When considering whether to vary the strategic or annual work plans, the committee must consider the impact of the variation on the internal audit function's existing workload and the completion of pre-existing priorities and activities identified under the work plan.

Assurance Reporting

The committee must regularly report to the Board to ensure that it is kept informed of matters considered by the committee and any emerging issues that may influence the strategic direction of Riverina Water or the achievement of Riverina Water's goals and objectives.

The committee will provide an update to the Board and the CEO of its activities and opinions after every committee meeting.

The committee will provide an annual assessment to the Board and the CEO on the committee's work and its opinion on how Riverina Water is performing.

The committee will provide a comprehensive assessment every board term of the matters listed in Schedule 1 to the Board and the CEO.

The committee may at any time report to the Board or the CEO on any other matter it deems of sufficient importance to warrant their attention. The Board chair and the chair of the committee may also meet at any time to discuss issues relating to the work of the committee.

Should the Board require additional information, a request for the information may be made to the committee chair by resolution. The committee chair is only required to provide the information requested by the Board where the chair is satisfied that it is reasonably necessary for the Board to receive the information for the purposes of performing its functions under the Local Government Act. Individual board members are not entitled to request or receive information from the committee.

Administrative arrangements

Meetings

The committee will meet a minimum of 4 times per year, with a possible additional special meeting to review Riverina Water's financial statements.

The committee can hold additional meetings when significant unexpected issues arise, or if the chair is asked to hold an additional meeting by a committee member, the CEO or the Board.

Committee meetings can be held in person, by telephone or on-line platforms such as Teams or Zoom. Proxies are not permitted to attend meetings if a committee member cannot attend.

A quorum will consist of a majority of independent voting members. Where the vote is tied, the chair has the casting vote.

The chair of the committee will decide the agenda for each committee meeting. Each committee meeting is to be minuted to preserve a record of the issues considered and the actions and decisions taken by the committee.

The CEO, the Director Corporate Services and the Director of Engineering should attend committee meetings as non-voting observers. The Governance and Corporate Planning Officer will attend each meeting in their role as the Internal Audit Coordinator. If the internal audit function is outsourced, a representative from the outsourced internal audit function should also attend the meeting as appropriate.

The external auditor (or their representative) is to be invited to each committee meeting as an independent observer. The chair can request Riverina Water's Manager Finance & Sourcing or equivalent, risk management officer or equivalent, senior managers or equivalent, any board members, any employee/contractor of Riverina Water and any subject matter expert to attend committee meetings. Where requested to attend a meeting, persons must attend the meeting where possible and provide any information requested. Observers have no voting rights and can be excluded from a meeting by the chair at any time.

The committee can hold closed meetings whenever it needs to discuss confidential or sensitive issues with only voting members of the committee present.

The committee must meet separately with the principal of the internal audit function and the external auditor at least once each year.

Dispute resolution

Members of the committee and Riverina Water management should maintain an effective working relationship and seek to resolve any differences they may have in an amicable and professional way by discussion and negotiation.

In the event of a disagreement between the committee and CEO or other senior managers, the dispute is to be resolved by the Board.

Unresolved disputes regarding compliance with statutory or other requirements are to be referred to the Departmental Chief Executive in writing.

Secretariat

The CEO will nominate a staff member to provide secretariat support to the committee. The secretariat will ensure the agenda for each meeting and supporting papers are circulated after approval from the chair at least 5 working days before the meeting and ensure that minutes of meetings are prepared and maintained. Minutes must be approved by the chair and circulated within 10 working days of the meeting to each member.

Resignation and dismissal of members

Where the chair or a committee member is unable to complete their term or does not intend to seek reappointment after the expiry of their term, they should give one month notice to the chair and the Board prior to their resignation to allow Riverina Water to ensure a smooth transition to a new chair or committee member.

The Board can, by resolution, terminate the appointment of the chair or an independent committee member before the expiry of their term where that person has:

- breached Riverina Water's code of conduct
- performed unsatisfactorily or not to expectations
- declared, or is found to be in, a position of a conflict of interest which is unresolvable
- been declared bankrupt or found to be insolvent
- experienced an adverse change in business status
- been charged with a serious criminal offence
- been proven to be in serious breach of their obligations under any legislation, or
- experienced an adverse change in capacity or capability.

The position of a board member on the committee can be terminated at any time by the Board by resolution.

Schedule 1 – Riverina Water audit risk and improvement committee responsibilities

Audit

Internal audit

- Provide overall strategic oversight of internal audit activities
- Act as a forum for communication between the Board, CEO, senior management, the internal audit function and external audit
- Coordinate, as far as is practicable, the work programs of internal audit and other assurance and review functions
- Review and advise Riverina Water:
 - on whether Riverina Water is providing the resources necessary to successfully deliver the internal audit function
 - if Riverina Water is complying with internal audit requirements, including conformance with the International Professional Practices Framework
 - if Riverina Water's internal audit charter is appropriate and whether the internal audit policies and procedures and audit/risk methodologies used by Riverina Water are suitable
 - of the strategic four-year work plan and annual work plan of internal audits to be undertaken by Riverina Water's internal audit function
 - if Riverina Water's internal audit activities are effective, including the performance of the internal audit function
 - of the findings and recommendations of internal audits conducted, and corrective actions needed to address issues raised
 - of the implementation by management of these corrective actions
 - on the appointment of the head of the internal audit function and external providers, and

External audit

- Act as a forum for communication between the Board, CEO, senior management, the internal audit function and external audit
- Coordinate as far as is practicable, the work programs of internal audit and external audit
- Provide input and feedback on the financial statement and performance audit coverage proposed by external audit and provide feedback on the audit services provided
- Review all external plans and reports in respect of planned or completed audits and monitor council's implementation of audit recommendations
- Provide advice to the Board and/or the CEO on action taken on significant issues raised in relevant external audit reports and better practice guides

Risk

Risk management

Review and advise Riverina Water:

- if it has in place a current and appropriate risk management framework that is consistent with the Australian risk management standard
- whether it is providing the resources necessary to successfully implement its risk management framework
- whether the risk management framework is adequate and effective for identifying and managing the risks Riverina Water faces, including those associated with individual projects, programs and other activities
- if risk management is integrated across all levels of Riverina Water and across all processes, operations, services, decision-making, functions and reporting
- of the adequacy of risk reports and documentation, for example, Riverina Water's risk register and risk profile
- whether a sound approach has been followed in developing risk management plans for major projects or undertakings
- whether appropriate policies and procedures are in place for the management and exercise of delegations
- if Riverina Water has taken steps to embed a culture which is committed to ethical and lawful behaviour
- if there is a positive risk culture within Riverina Water and strong leadership that supports effective risk management
- of the adequacy of staff training and induction in risk management
- how Riverina Water's risk management approach impacts on the council's insurance arrangements
- of the effectiveness of Riverina Water's management of its assets, and
- of the effectiveness of business continuity arrangements, including business continuity plans, disaster recovery plans and the periodic testing of these plans.

Internal controls

Review and advise:

- whether Riverina Water's approach to maintaining an effective internal audit framework, including over external parties such as contractors and advisors, is sound and effective
- whether Riverina Water has in place relevant policies and procedures and that these are periodically reviewed and updated
- whether appropriate policies and procedures are in place for the management and exercise of delegations
- whether staff are informed of their responsibilities and processes and procedures to implement controls are complied with
- if Riverina Water's monitoring and review of controls is sufficient, and
- if internal and external audit recommendations to correct internal control weaknesses are implemented appropriately

Compliance

Review and advise the adequacy and effectiveness of Riverina Water's compliance framework, including:

-
- if Riverina Water has appropriately considered legal and compliance risks as part of its risk management framework
 - how Riverina Water manages its compliance with applicable laws, regulations, policies, procedures, codes, and contractual arrangements, and
 - whether appropriate processes are in place to assess compliance.

Fraud and corruption

Review and advise Riverina Water of the adequacy and effectiveness of its fraud and corruption prevention framework and activities, including whether Riverina Water has appropriate processes and systems in place to capture and effectively investigate fraud-related information.

Financial management

Review and advise:

- if Riverina Water is complying with accounting standards and external accountability requirements
- of the appropriateness of Riverina Water's accounting policies and disclosures
- of the implications for Riverina Water of the findings of external audits and performance audits and its responses and implementation of recommendations
- whether Riverina Water's financial statement preparation procedures and timelines are sound
- the accuracy of Riverina Water's annual financial statements prior to completion of external audit, including:
 - management compliance/representations
 - significant accounting and reporting issues
 - the methods used by Riverina Water to account for significant or unusual transactions and areas of significant estimates or judgements
 - appropriate management signoff on the statements
- if effective processes are in place to ensure financial information included in Riverina Water's annual report is consistent with signed financial statements
- if Riverina Water's financial management processes are adequate
- the adequacy of cash management policies and procedures
- if there are adequate controls over financial processes, for example:
 - appropriate authorisation and approval of payments and transactions
 - adequate segregation of duties
 - timely reconciliation of accounts and balances
 - review of unusual and high value purchases
- if policies and procedures for management review and consideration of the financial position and performance of Riverina Water are adequate
- if any Riverina Water grants and tied funding policies and procedures are sound.

Governance

Review and advise Riverina Water regarding its governance framework, including:

- decision-making processes
- implementation of governance policies and procedures

-
- reporting lines and accountability
 - assignment of key roles and responsibilities
 - committee structure
 - management oversight responsibilities
 - human resources and performance management activities
 - reporting and communication activities
 - information and communications technology (ICT) governance, and
 - management and governance of the use of data, information and knowledge

Improvement

Strategic planning

Review and advise Riverina Water:

- of the adequacy and effectiveness of its integrated, planning and reporting (IP&R) processes
- if appropriate reporting and monitoring mechanisms are in place to measure progress against objectives, and
- whether Riverina Water is successfully implementing and achieving its IP&R objectives and strategies.

Service reviews and business improvement

- Act as a forum for communication and monitoring of any audits conducted by external bodies and the implementation of corrective actions (for example, NSW government agencies, Commonwealth government agencies, insurance bodies)
- Review and advise:
 - If Riverina Water has robust systems to set objectives and goals to determine and deliver appropriate levels of service to the community and business performance
 - if appropriate reporting and monitoring mechanisms are in place to measure service delivery to the community and overall performance, and
 - how Riverina Water can improve its service delivery and the performance of its business and functions generally

Performance data and measurement

Review and advise:

- if Riverina Water has a robust system to determine appropriate performance indicators to measure the achievement of its strategic objectives
- if the performance indicators Riverina Water uses are effective, and
- of the adequacy of performance data collection and reporting.



Review arrangements

At least once every board term, the Board must review or arrange for an external review of the effectiveness of the committee.

These terms of reference must be reviewed annually by the committee and once each board term by the Board. Any substantive changes are to be approved by the Board.

Terms of Reference review details

Reviewed by the chair of the Riverina Water audit, risk and improvement committee

[signed] Royce McNeil

[date] 6 DEC 23

Reviewed by the Riverina Water Board in accordance with a resolution of the Board.

[signed] _____

[date] _____

[resolution reference] _____

Next review date: November 2026 if not required before



R5 2023/24 Enriching Communities program

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary Assessments for the 2023/24 Enriching Communities program have been completed, with the panels' recommendations put forward to award grant funding

RECOMMENDATION that Council approve the successful applications for the 2023/24 Enriching Communities program as detailed in the report totalling \$100,000

Report

The Enriching Communities program is Riverina Water's refreshed approach to community grants and is intended to raise the profile of Riverina Water in the communities we provide water to.

The new program is in line with the "enrich" pillar of the Customer and Community Engagement Strategy 2023/24-2025/26, which has the overarching aim of "We enrich our community by providing meaningful support, providing opportunities to grow and demonstrating social responsibility".

Grant applicants were asked to meet at least one of the program's objectives:

- › Our Community: For community organisations to undertake projects that benefit the wider community.
- › Health & Wellbeing: Initiatives and programs that enhance and promote healthy lifestyles, wellbeing, inclusion and social connection.
- › Water Conservation & Education: Projects and initiatives that promote water wise behaviour and/or conserve water through efficiency improvements.
- › Arts & Culture: For projects that provide opportunities for the community to participate in a broad range of arts and cultural activities that enhance quality of life.
- › Sustainability & Environment: Support for community projects and initiatives that are beneficial for our natural environment.

The grants program has a funding pool that is 3% of the previous year's Operating Surplus (before capital); with a minimum annual pool of \$100,000.

The pool for 2023/24 was the minimum amount of \$100,000, with \$40,000 allocated to the Wagga Wagga City Council area and \$20,000 each to Lockhart Shire, Greater Hume, and Federation Councils.

Applicants can apply for grants up to \$20,000 for their local government area (LGA).

The assessment panel for each LGA includes:

- › Riverina Water CEO Andrew Crakanthorp
- › Riverina Water Chairperson Cr Tim Koschel
- › One Constituent Council staff member
- › One Constituent Council Board member

These representatives for each LGA were:

- › Federation: General Manager Adrian Butler, Cr Pat Bourke
- › Greater Hume: General Manager Evelyn Arnold with CFO Dean Hart as alternate, Cr Doug Meyer OAM
- › Lockhart Shire: Tourism and Economic Development Officer Matt Holt, Cr Gail Driscoll
- › Wagga Wagga City: Manager Community Services Madeleine Scully, Cr Georgie Davies

The following applications have been recommended to the Board to receive funding following the assessment process.

Details of unsuccessful applications will be tabled at the meeting.

Wagga Wagga City Council LGA

A total of \$40,000 in funding was available. Twenty-three eligible applications were received, with five awarded funding.

Applicant	Project description	Funding approved
Cycling Without Age Australia Wagga Wagga Chapter	To improve health and safety of volunteers including mirrors for the trishaws, windsocks for the rear of the trishaws, front and rear lights for the trishaws; high viz vests; signage and other important resources.	\$4000
Wagga Wagga Tibetan Community Australia	Purchase traditional decorations and performance costumes to be used at the Tibetan New Year celebration and other community events.	\$5190
NSW Service for the Treatment and Rehabilitation	Fund an extensive program of culturally appropriate, inclusive, and trauma-informed swimming and	\$6800

of Torture and Trauma Survivors (STARTTS)	water safety classes for women from refugee/asylum seeking backgrounds.	
Riding for the Disabled (NSW) Wagga Centre	Replace the sprinkler system in undercover arena, to dampen the sand in the arena before being used by riders; and reduce operating costs with more efficient water consumption	\$17,010
Wagga Wagga Basketball Association	New electronic score bench for main show court, to facilitate scoring for local and interstate teams through local and state league competitions.	\$7000

Federation Council LGA

A total of \$20,000 in funding was available. Five eligible applications were received, with three awarded funding.

Applicant	Project description	Funding approved
Morundah Bush Entertainment Committee Inc	To install a 10 KW solar panel system to run watering pumps and power the Morundah Theatre. To also landscape the area surrounding the theatre and reuse the rainwater collected onsite.	\$2000
Oaklands Memorial Hall	Cement and stencil the area between the Hall and street to increase the area for community events etc	\$14,600
Urana Progress Association	To enhance the environment in the Urana Free-Flight Bird Aviary	\$3400

Greater Hume Council LGA

A total of \$20,000 in funding was available. Four eligible applications were received, with two awarded funding.

Applicant	Project description	Funding approved
Holbrook Meals and Wheels	Replace a current aged three-door freezer with two stand-alone commercial freezers, which combined will use a third the energy of the current freezer in use.	\$12,000
Walla Walla Sportsground Management Committee	Resurface the netball courts due to small cracks appearing and the surface has become slippery in high traffic areas.	\$8000

Lockhart Shire Council LGA

A total of \$20,000 in funding was available. Five eligible applications were received, with three awarded funding.

Applicant	Project description	Funding approved
The Rock Meals on Wheels	Blast chiller to freeze meals to standard and a pie warmer to keep meals hot between dishing up and delivery.	\$4000
Lockhart Golf Club	Install reverse cycle air conditioning in the clubhouse.	\$8000
Lockhart & District Historical Society	Project to showcase two rare collections of prize winning woollen garments while adhering to best preservation practices.	\$7015

Strategic Alignment

Our Community

Actively support and participate in our community

Financial Implications

The grants program is included in the budget for 2023/24.

Workforce Implications

Nil

Risk Considerations

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

R6 Lost Time Injury Statistics July 2023 - November 2023

Organisational Area Chief Executive Officer

Author Joe Mansour, WHS officer

Summary This report presents information on Lost Time Injury statistics for the July to November period of the 2023/2024 financial year.

RECOMMENDATION that the Board receive and note the statistics report for Lost Time Injuries for the period July 2023 to November 2023.

Report

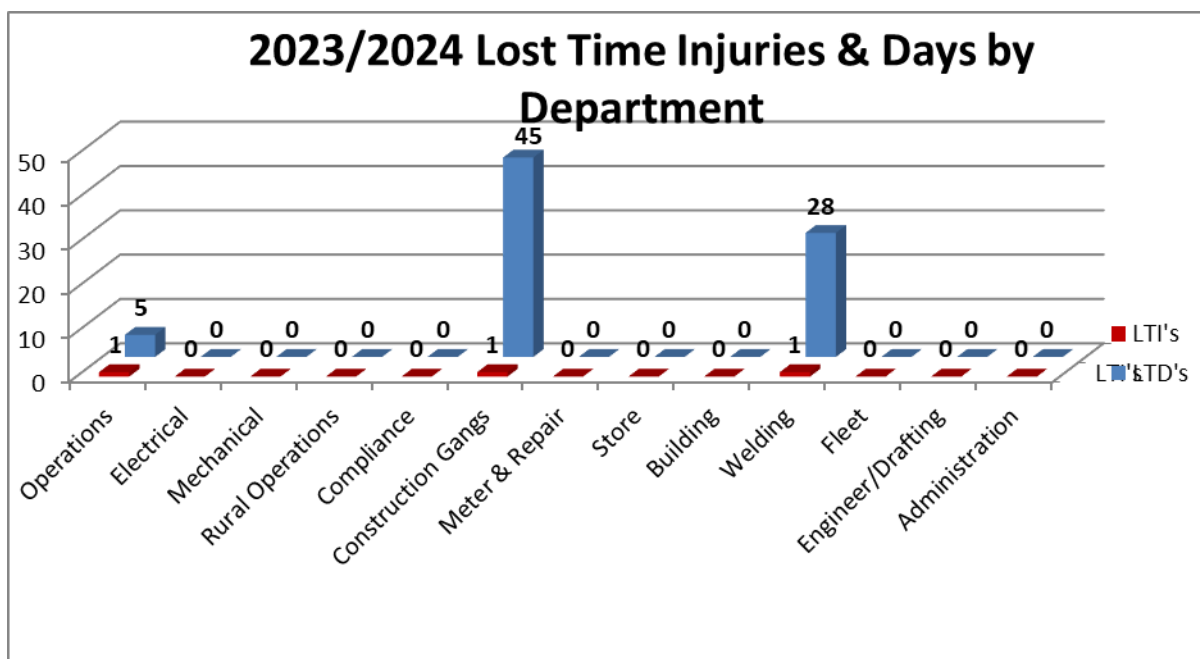
Date of Injury	Claim Status	Return to Work Date	Lost Time Injury (Days off work)	No of Days Lost (Premium impacting)
16/10/2022	OPEN	17/03/2023	45	45
25/05/2023	OPEN	14/06/2023	28	28
15/06/2023	CLOSED	7/07/2023	5	5
Total			78	78

Other WHS Statistics for the financial year:

Lost Time Days (LTD's) - **78 days**

No of Current/Open Workers Compensation Claims – **Three claims (one legacy claim, two open claims)**

Total No of Workers Compensation Claims lodged this financial year – **NIL**



Strategic Alignment

Our People

Build upon our strong history of safety and wellbeing

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.

Workforce Implications

Nil

Risk Considerations

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

R7 Inquiry into protecting local water utilities from privatisation

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary The NSW Government have established a Joint Select Committee to inquire into ways local water utilities and their assets can be best protected against privatisation, forced amalgamations and sell offs. This report provides a copy of the submission lodged by Riverina Water and provides details of the Inquiry's future activities

RECOMMENDATION that the Board note the report and authorise the Chairperson and CEO to represent Riverina Water at the upcoming hearing for the Inquiry

Report

Riverina Water received an invitation to make a submission to the inquiry into protecting local water utilities (LWUs) from privatisation and this matter was considered by the Board as a late item at its meeting in October. This inquiry follows NSW Parliament passing the Constitution Amendment (Sydney Water and Hunter Water) Bill 2023 on 1 June 2023, to ensure continued public ownership of Sydney Water Corporation and the Hunter Water Corporation.

The Joint Select Committee was established to inquire into ways LWUs and their assets can be best protected against privatisation, forced amalgamations and sell-offs. The focus of the inquiry is on LWUs in NSW that are not serviced by Sydney Water or Hunter Water. The Terms of Reference were released at the time the Inquiry commenced its work on the 21 September 2023.

In accordance with its Terms of Reference, the Committee will inquire into and report on how the Government can prevent and stop privatisation of LWUs with reference to:

- a) How LWUs and their assets can be best protected against privatisation, forced amalgamations and sell-offs;
- b) Reviewing governance and other legislation relating to the potential privatisation of LWUs; and
- c) Any other related matters.

The Board at its meeting in October resolved to note the information regarding the Inquiry into protecting local water utilities (LWUs) from privatisation and delegate authority to the Chairperson and CEO to prepare and submit a submission.

A submission was prepared and submitted and a copy of the submission was circulated to Board Members and is attached to this report.

The essence of the Riverina Water submission was that all reasons that the government provided in justifying the protection of Sydney Water and Hunter can equally be applied to the 89 local water utilities who provide drinking water to the 1.85m people across the remainder of the State.

The Inquiry received 34 submissions including submissions from Goldenfields Water, Coolamon Shire Council and REROC. The secretariat for the Inquiry has contacted Riverina Water and acknowledged receipt of our submission. They further advise that the Inquiry intends to hold hearings in the north and south of the State during February 2024. They have flagged their interest in holding the southern hearing in Wagga on a date yet to be advised. They have further flagged their interest in members of the Joint Select Committee undertaking an inspection of our new Water Treatment Plant, which is pleasing.

It is proposed that the Chairperson and CEO represent Riverina Water at the hearing and speak in support of the key points in the submission.

Further information regarding the inquiry into protecting LWUs from privatisation is available on the Committee's [website](#).

› **R7.1 Submission to Parliamentary Inquiry into Protecting Local Water Utilities from Privatisation.pdf** [↓](#) 

Strategic Alignment

Our Business

Take actions that deliver responsible financial management and ensure long term sustainability

Financial Implications

There were no financial implications associated with preparing submission or attending the hearing.

Workforce Implications

Not applicable at this point of the Inquiry

Risk Considerations

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



2 November 2023

Joint Select Committee
Parliament of New South Wales
Macquarie Street
SYDNEY NSW 2000

Parliamentary Inquiry into Protecting Local Water Utilities from Privatisation

Riverina Water County Council (Riverina Water) appreciates the opportunity to make a submission to the Inquiry into Protecting Local Water Utilities from Privatisation.

Opening

Riverina Water is a NSW Local Government regulated water utility, supplying quality drinking water to the Eastern Riverina region of NSW. Our supply area covers approximately 15,400 square kilometres, servicing four LGAs and a population of over 77,000 people.

Riverina Water has a long history of providing and maintaining the infrastructure necessary for reliable water supply. Although formed under its current name in 1997 the organisation has operated prior to this as a part of the Southern Riverina County Council since its inception in 1938. Our water supply facilities are now established with the Murrumbidgee River at Wagga Wagga as the principal water source, supported by three major bore fields also in Wagga Wagga drawing high quality groundwater and feature a network of treatment, pumping, storage and pipework installations across the region, supplying water to over 33,800 connections. In 2021 a new state-of-the-art water treatment plant was opened in Wagga allowing an increased output of up to 55 megalitres per day, further increasing security of regional drinking water into the future.

Riverina Water continues to provide exceptional value to residents in terms of service and value-for-money, with strategic priorities that focus on a customer-centric approach, as well as innovation and sustainability. Riverina Water has an annual turnover of around \$32m with a ten-year capital delivery program budgeted to be \$190m.

County Councils

There are currently only four water supply county councils operating in NSW. County councils are established under Chapter 12, Part 5 of the Local Government Act 1993 (LG

[Riverina Water](#)

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Act). Relevantly, section 394 of the LG Act provides that the functions of a county council are set out in the proclamation establishing the county council, and that:

A council (General Purpose Council) may not undertake a function conferred on a county council whose area of operations includes the whole or any part of the council's area, subject to the regulations or a proclamation made for the purposes of this Part.'

Riverina Water was established by proclamation on and from 2 May 1997. Clause 4 of Schedule A of the proclamation provides that the functions of Riverina Water are 'the functions of a council for the provision, care, control and management of water supply works, services and facilities within its area of operations'.

Privatisation of Local Water Utilities

Riverina Water is a strong advocate for local government ownership and control of Local Water Utilities (LWUs). Riverina Water commends the NSW Government for initiating the **Parliamentary Inquiry into Protecting Local Water Utilities from Privatisation** as a positive step towards providing essential legislative protection.

Legislation to protect Sydney Water and Hunter Water from privatisation was a state election commitment of the NSW Government. The passage of the Constitutional Amendment (Sydney Water and Hunter Water) Bill 2023 delivered the commitment, ensuring the continued public ownership of these two corporations and their primary undertakings into the future.

While this legislative development was welcomed, Riverina Water is aware that Local Government NSW (LGNSW) at that time pressed the NSW Government to extend the same protections to LWUs. The Minister for Water, the Hon Rose Jackson MLC, advised that this had not been an election commitment of the NSW Government therefore it had no mandate to amend the Sydney Water and Hunter Water Bill to include the protection of LWUs, however, the Minister undertook to look at the issue in future. Riverina Water considers this Inquiry to be a step towards protection of LWUs.

The NSW Government rejected subsequent amendments proposed in a private members Bill to include LWUs alongside Sydney and Hunter Water as assets that cannot be privatised.

The Shadow Minister for Water Steph Cooke MP introduced the Constitution Amendment (Water NSW and Local Water Utilities) Bill 2023, aiming to secure LWUs' protection against privatisation. Riverina Water supports this Bill in principle, while expressing concerns about potential unintended consequences, especially regarding engagement with private contractors and service providers.

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Riverina Water asserts that the scope of the Inquiry should encompass not only protection from privatisation but also the broader threats of forced amalgamation, corporatisation into state entities, or the potential absorption of certain LWUs into Sydney or Hunter Water.

Riverina Water contends that all the arguments and justification for implementing the protection for Sydney Water and Hunter Water equally support the call to protect all LWUs from privatisation.

In support of this statement this submission quotes Premier Chris Minn's from Hansard on the 10 May 2023 as follows:

"we have seen the effects of 12 years of privatisation - the selling off of our electricity assets, our ports and our toll roads. Essential assets were often sold at low prices with the public paying an ever increasing amount simply to use the same core services that they used to own. We saw dividends no longer being reinvested back into the NSW budget going straight to private operators, then government after government having to look at compensation schemes because people could not afford to use the services anymore. We promised to put an end to that and I am proud that this is indeed our first bit of legislation"

History provides relevant examples of where the privatisation of essential services has had a negative impact on communities across the nation, for example when electricity and gas were removed from local government hands in the 1990's. Put simply, the ongoing public ownership of LWU's ensures that the communities needs and interests are at the forefront of decision making and long term investment in infrastructure, rather than the creation of profits associated with privatisation.

LWU's with a low economy of scale are generally operating an essential service with limited options of recovering adequate funds or maintaining adequate resources, noting their remote and rural localities. It is essential that these services be adequately funded as a Community Service Obligation (CSO) under, or similarly to how the existing Australian Government's Financial Assistance Grants (FAG's) are implemented.

In terms of capital delivery programs, LWUs are regulated to demonstrate effective sustainable long-term financial and asset management by regulators (OLG, DPE), and the impacts of inflationary pressures and skills shortages.

Maintaining public ownership improves community trust, provides caps to service cost obligations and reduces the risk of entering situations of Operators of Last Resort, as detailed under the Water Industry Competition Act requirements. The strategic and regulatory

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framework required to manage critical infrastructure, ensures public health, environmental outcomes, and levels of service for communities.

Governance

NSW LWUs have proven to be effective entities capable of delivering water services safely, securely, and efficiently. Moreover, they have demonstrated their ability to identify challenges and implement necessary reforms, ensuring an integrated and locally appropriate approach to water supply and sewerage management. This approach optimises outcomes for the entire community.

LWU's in NSW have safeguards in place to ensure adequate strategic planning, public health and environmental outcomes. These outcomes are regulated and reported on through the annual performance reporting indicators through 600 plus indicators and presented publicly. Riverina Water is one of 86 water utilities within Australia that reports on 166 indicators through the National Performance Reporting Framework. Through the recent review of the NPR Indicators, GWCC believes it crucial for all LWU's to report through the Framework and not be limited to utilities with greater than 10,000 connections.

Relationship between LWUs and NSW Government

The provision of water supply and sewerage services in regional NSW has been a collaborative effort between local government owned LWUs and the NSW Government, demonstrated through successful programs like the Country Towns Water Supply and Sewerage Program and the Town Water Risk Reduction Program.

Strong working relationships have been established through the advocacy efforts of LGNSW and the NSW Water Directorate with DPE Water, WaterNSW, and Ministerial offices over the years. Any policies that may lead to the privatisation, corporatisation, or forced amalgamation of LWUs could jeopardise these collaborative relationships including between LWUs and NSW Government agencies.

Under section 61 of the Local Government Act, The Department of Planning and Environment (DPE) Water conducts regular inspections of LWU treatment works and provides feedback and mentoring to the LWU operators. As such there are strong regulatory and assurance frameworks and policy measures in place to ensure that all LWUs performance are monitored and benchmarked against the rest of other LWUs in NSW. This works effectively and in the public interest. The inherent threat of privatisation would place that effective working relationship at risk and reduce public trust and confidence with regards to transparency.

Riverina Water

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ABN 52 084 883 210



Financial and Economic Impacts

Water supply and sewerage services are integral to regional councils in NSW, constituting a significant portion of their annual budgets and providing a critical mass required for the councils' financial viability. In many cases, especially within smaller rural councils, these services represent a substantial portion of engineers' and senior officers' responsibilities. Employees often hold multifaceted roles, contributing to the efficient flexibility of the workforce. Privatisation could disrupt these synergies, resulting in the centralisation of activities, loss of staff resulting from the loss of critical mass within and financial challenges. Further, privatisation could negatively impact attracting new staff, retaining existing and valued staff and increase pressure on remuneration within the sector. The consequences would be most acute in small communities, particularly in rural areas where councils serve are often the largest employer. Any form of privatisation could lead to direct conflicts between the profit-oriented objectives of private entities and the community-focused obligations, demand management, and water conservation efforts of LWUs.

Legislative changes to protect LWUs against privatisation

Riverina Water fully supports any legislative measures proposed by the NSW Government to protect LWUs against privatisation.

Legislative change through the Constitutional Amendment (Sydney Water and Hunter Water) Bill 2023 ensured the continued public ownership of Sydney and Hunter Water. The bill amended the Constitution Act 1902 by inserting a new part 10 dealing specifically with continuing public ownership of Sydney Water and Hunter Water. Under new section 57 (1), neither the corporations themselves, nor a main undertaking of the corporation or any subsidiary, can be sold—or otherwise disposed of—without a new Act of Parliament to approve.

Riverina Water strongly urges the NSW Government to extend these legislative safeguards to LWUs through similar amendments to the Constitution Act. Such an inclusion will provide the necessary legal framework to protect LWUs from privatisation as amendments made to the Constitution Act will bind current, and more critically, future governments from selling off LWUs and secure their continued public ownership.

Conclusion

Riverina Water appreciates the opportunity to contribute to the Parliamentary Inquiry into Protecting Local Water Utilities from Privatisation.

We remain optimistic that the insights presented in this submission, when considered as part of the overall impact of all submissions, will assist in protecting LWUs and ensuring that they

[Riverina Water](#)

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remain under local government ownership. Riverina Water welcomes any opportunity to engage further with the Inquiry and other stakeholders to secure the future of regional water utilities in New South Wales.

If you have any questions regarding this submission, please contact me on 0409662307 or via acrakanthorp@rwcc.nsw.gov.au

Yours sincerely

A handwritten signature in black ink, appearing to read "A Crakanthorp".

Andrew Crakanthorp
Chief Executive Officer

Riverina Water

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R8 Council Resolution Sheet

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

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

RECOMMENDATION that the report detailing the status of the active resolutions of Riverina Water be received.

Report

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

› **R8.1 Council Resolution Sheet** [↓](#) 

Strategic Alignment

Our Business

Improve strategic planning and accountability

Financial Implications

Nil

Workforce Implications

Nil

Risk Considerations

Corporate Governance And Compliance	
Avoid	Riverina Water 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: Monday, 4 December
2023 4:31:21 PM**

Meeting	Date	Officer	Title	Target
Board Meeting 24/08/2022	24/08/2022	Crakanthorp, Andrew	Proposed Riverina Water Reconciliation Action Plan	7/09/2022
Resolution				
22/131 RESOLVED: On the Motion of Councillors D Hayes and J McKinnon				
That Council develop a draft Reconciliation Action Plan for Council's further consideration.				
Cr Quinn requested that his vote against the motion be recorded.				
				CARRIED
Notes For Action				
20 Oct 2022 8:36am Vincent, Melissa The application process has commenced including the payment of the application fee of \$1650				
14 Feb 2023 11:19am Vincent, Melissa This application fee was paid in late 2022 and an internal working group is being created to commence the process as mandated by Reconciliation Australia				
08 Jun 2023 3:15pm Vincent, Melissa This application fee was paid in late 2022 and an internal working group is being created to commence the process as mandated by Reconciliation Australia.				
11 Aug 2023 11:06am Vincent, Melissa An internal working group has commenced the detailed planning for the development of the RAP				
04 Dec 2023 4:29pm Vincent, Melissa The project has been reset with expectation that the RAP will be adopted in the term of the current board.				

Meeting	Date	Officer	Title	Target
Board Meeting 26/10/2022	26/10/2022	Vidler, Greg	The Rock Reservoir Land Acquisition	9/11/2022
Resolution				
22/183 RESOLVED: On the Motion of Councillors D Meyer OAM and T Quinn				
That Council:				
(a) proceed with the compulsory acquisition of the land described as 4376 Olympic Highway, The Rock, NSW (part Lot 1 in Deposited Plan 596611), in accordance with the requirements of the Land Acquisition (Just Terms Compensation) Act 1991; and				
(b) make an application to the Minister and the Governor for approval to acquire 4376 Olympic Highway, The Rock, NSW (part Lot 1 in Deposited Plan 596611), for the purpose of the construction of the Rock Reservoir and associated access in accordance with Section 186(1) of the Local Government Act 1993				
(c) upon acquisition, classify the land as operational land in accordance with the Local Government Act.				
(d) Delegate authority to the CEO to sign all documents relating to the compulsory acquisition and pay requisite compensation for the land.				
				CARRIED
Notes For Action				
07 Dec 2022 9:50am Vincent, Melissa The acquisition process continues as planned.				
14 Feb 2023 11:20am Vincent, Melissa The acquisition process continues again more slowly than expected. Council's solicitor has carriage of the process				
08 Jun 2023 3:18pm Vincent, Melissa The RMS rejected the proposed access which has put the project behind schedule. Revised plans have been completed and it is expected that Riverina Water will gain title to the required land by March 2024.				

Meeting	Date	Officer	Title	Target
Board Meeting 14/12/2022	14/12/2022	Spannagle, Bede	Update on UGL Cost to Complete Claim	28/12/2022
Resolution				
22/216 RESOLVED: On the Motion of Councillors G Driscoll and T Quinn				
That the Board:				
Authorise the CEO to commence legal action in relation to recovery of the Costs to Complete claim against UGL Engineering Pty Ltd for outstanding work undertaken in relation to the Wagga Wagga Water Treatment Plant contract.				
				CARRIED

OUTSTANDING ACTIONS REPORT

**Printed: Monday, 4 December
2023 4:31:21 PM**

Meeting	Date	Officer	Title	Target
Notes For Action				
14 Feb 2023 11:23am Vincent, Melissa The Cost to Complete claim will be lodged with UGL during the week of 13 February 2023				
13 Apr 2023 3:13pm Reichelt, Wendy The Cost to Complete was lodged on March 7. UGL have acknowledged receipt and requested 28 days to respond, which Riverina Water agreed to. A verbal update will be provided at the April meeting of the Board.				
18 Oct 2023 12:51pm Vincent, Melissa This matter has progressed and UGL have agreed to a mediation meeting in Wagga Wagga on the 23 November with an update report to be provided to the December meeting of the Board.				

Meeting	Date	Officer	Title	Target
Board Meeting 23/02/2023	23/02/2023	Vidler, Greg	Raw Water Pump Contract W291	9/03/2023
Resolution				
23/026 RESOLVED: On the Motion of Councillors D Meyer OAM and M Henderson				
That the Board:				
<ul style="list-style-type: none"> a) Award contract W291 to Ingeteam Australia Pty Ltd (Indar). b) Delegate authority to the Chief Executive Officer to sign the contract with Ingeteam Australia Pty Ltd (Indar) for the supply of three (3) Submersible Motor Type Turbine Pumps (pump sets) for the Raw Water Pumping System at the Wagga Wagga Water Treatment Plant (WTP) as outlined in the body of this report and not exceeding \$650,000 ex GST. c) Authorise the affixing of Riverina Water's Common Seal to all relevant documents as required. 				
				CARRIED

Notes For Action				
13 Apr 2023 3:15pm Reichelt, Wendy Contract signed and pumps are expected to arrive in 38 weeks.				
11 Aug 2023 11:07am Vincent, Melissa The pumps are expected to arrive in late November or early December				
18 Oct 2023 12:52pm Vincent, Melissa The pumps are expected to arrive in late November or early December.				
04 Dec 2023 4:30pm Vincent, Melissa The pumps are completed and have been tested and are en-route to Australia. Arrival will be in January 2024 and the pumps will be installed in Autumn 2024				

R9 Update on PFAS

Organisational Area Engineering

Author Jason Ip, Manager Operations and Andrew Crakanthorp, Chief Executive Officer

Summary The recent detection of PFAS in a sentinel bore near the East Wagga bore field and West Wagga Bore 4 in August triggered an inter-agency response. Current actions include confirming PFAS sampling results at the sentinel bore, benchmarking PFAS risks at West Wagga Bore 4, and assisting both Defence and NSW DPE-Water in their ongoing investigations. To ensure the safety of potable water, Riverina Water will continue to manage PFAS risks of its drinking water in accordance with NSW Health Act, Australian Drinking Water Guidelines (ADWG) and via its Drinking Water policy and Drinking Water Management System (DWMS).

RECOMMENDATION that the Board continue to supply water in accordance with the NSW Health Act, the Australian Drinking Water Guidelines, Riverina Water Drinking Water Policy and the Riverina Water Drinking Water Management System.

Report

Background:

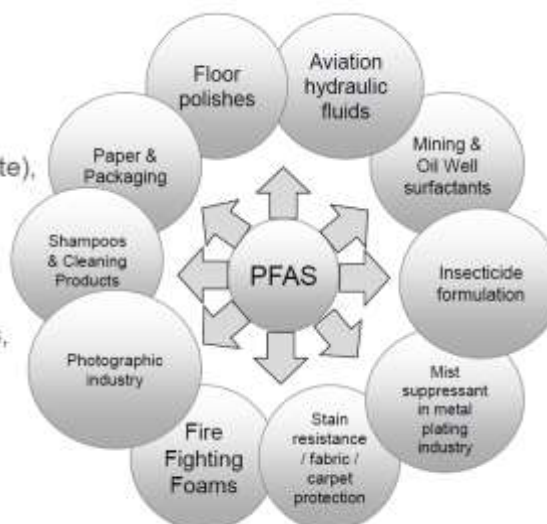
PFAS (Per- and poly-fluoroalkyl substances) are synthetic chemicals, including PFOS, PFOA, and PFHxS. Their impact on human health is uncertain, with different health departments reporting no consistent evidence of adverse effects but acknowledging their persistence and toxicity in the environment.

The Australian Drinking Water Guidelines set limits for PFAS in drinking water, with specific concentrations for PFOS, PFHxS, and PFOA. These guidelines aim to ensure safe drinking water quality and are referenced by NSW local government water utilities in their Drinking Water Management Systems.

Under the Public Health Act 2010, NSW water utilities must implement quality assurance programs, such as Drinking Water Management Systems, aligning with ADWG. This ensures a commitment to providing safe drinking water that meets health-based targets and adheres to water quality governance requirements, including PFAS parameters.

What are PFAS

- Per- and poly-fluorinated alkyl substances (PFAS) are a group of man-made compounds
- Include PFOS (perfluorinated sulfonate), PFHxS (perfluorohexane sulfonate) and PFOA (perfluorooctanoic acid)
- PFAS have been widely used around the world since the 1950s to make products that resist heat, stains, grease and water
- Most people in developed countries are likely to have levels of PFOS, PFHxS and PFOA in their blood
- Emerging contaminants



Current Status of PFAS and groundwater sources

East Wagga Bores (PFAS Heightened Risk)

In August, PFAS testing at our newly installed sentinel bore on Riverina's Forge Street site (655m from our East Wagga Bore 2) confirmed PFAS detection in both the Cowra and Lachlan aquifers. Defence is reviewing results due to doubts about sampling representativeness and contamination depth (i.e. Sentinel bore screen located at a depth of 25.5 metres compared to East Wagga Bore 2 screens located at a depth of 63.4m). A new sentinel bore will be drilled in December, adjacent to the existing one, and both will be sampled after bore development. PFAS has not been detected in East Wagga bores (1, 2, & 3).

West Wagga Bore 4 (PFAS Confirmed Positive Detection)

Extensive sampling of all Riverina Water raw water sources in Wagga Wagga confirmed a positive detection result at West Wagga Bore 4. This was below prescribed PFAS limits of 0.07ug/L for safe drinking water (ADWG). Detectable PFAS concentrations at West Wagga Bore 4 ranged from 0.015 - 0.02ug/L.

Riverina Water's PFAS Water Supply Risk & Operational Response Matrix

In accordance with our Drinking Water Policy, Drinking Water Management System (DWMS), Australian Drinking Water Guidelines, The Public Health Act 2010, and Public Health Regulation 2022, Riverina Water adopted a PFAS Risk and Response Decision Matrix. This matrix is based on four tiers of escalation for raw water sources and water treatment plants:

1. No PFAS detected and "No Foreseeable Risk":
 - E.g. North Wagga Bores 1,2 & 3), West Wagga Bores (1, 2 & 5), East Wagga Bore 3, Murrumbidgee River

2. No PFAS detection and "Heightened Risk":
 - E.g. East Wagga Bores 1 & 2 (i.e.. nearest to the Forge St sentinel bore)
3. PFAS detected AND below ADWG's PFAS Limit of 0.07ug/L for either PFOS or PFHxS:
 - E.g. West Wagga Bore 4
4. PFAS detection AND above ADWG's PFAS Limit of 0.07ug/L for either PFOS or PFHxS.

Operational decisions made by management will be in accordance with the recommendations in this report with the aim to consistently maintain quality treated water below the PFAS limit of 0.07ug/L, with increased monitoring if PFAS is detected.

Treated water with PFAS exceeding 0.07ug/L will never be supplied to customers. The water treatment plant and/or affected water sources will be isolated before reaching that stage.

Ongoing Actions:

Establishment of Wagga Wagga PFAS Risk Review – Project Governance Group (PGG) and sub-groups

The Project Governance Group (PGG) is responsible for:

- Reviewing and monitoring identified and emerging PFAS risks, providing advice on prevention, mitigation, and management.
- Offering strategic leadership in developing, implementing, and sustaining new PFAS mitigating strategies.
- Understanding the impact of new PFAS contamination on all users of the Wagga's borefields and taking immediate actions to ensure drinking water safety for all users.
- Developing a communication plan to keep stakeholders and the community informed.
- Establishing agreed processes to escalate issues within relevant local, state, and Australian government agencies.

The responsibilities of the Project Governance Group include the following agencies (subject to change as required):

- Department of Regional NSW
- NSW Department of Planning and Environment, Water Utilities
- Riverina Water
- Department of Defence
- Department of Health NSW
- NSW Environmental Protection Authority (EPA)

Two subgroups have been also established:

- 1) Strategy and Planning Working Group:
 - Riverina Water

- Department of Defence
- Goldenfields Water
- NSW Public Works

2) Communications Working Group:

- Department of Planning and Environment, Water Utilities
- Riverina Water
- Department of Defence
- Goldenfields Water

NSW EPA who leads the NSW PFAS Technical Advisory Group (TAG) will keep the TAG informed and determine the nature of TAG involvement with the PGG.

Benchmarking of PFAS risks at West Wagga Bore 4 and Forge Street sentinel bores

Riverina Water, in collaboration with Defence, are benchmarking the impacts of PFAS at West Wagga Bore 4 and Forge Street Sentinel Bores. This involves routine surveillance of water quality to assess whether PFAS concentrations at these locations are increasing, decreasing, or stable. The goal is to effectively manage PFAS risks associated with water supply operations.

Defence is reviewing PFAS results of Forge Street sentinel bore, including installing a second (deeper) sentinel bore

To validate PFAS results from the Forge Street sentinel bore and ensure representative groundwater sampling at depths comparable to our nearest bore (East Wagga Bore 2 screen depth 63.4m), Defence is constructing a deep sentinel bore adjacent to the existing one at Forge Street. This work includes development of the new sentinel bore as well as redevelopment the existing sentinel bore to obtain representative water quality samples.

Investigation of PFAS contamination affecting West Wagga Bore 4

On our behalf, Defence is investigating sources of PFAS contamination affecting the West Wagga Bore 4. Additionally, DPE - Water intends to conduct another sampling regime across Wagga Wagga, including North Wagga, West Wagga and East Wagga bores and their monitoring bores.

Strategic Options Analysis for future water sources

Riverina Water and Goldenfields Water are finalising growth strategies to determine future source works requirements. This includes exploring potential synergies to mitigate the future effects of PFAS on town water supplies with respect to future water supply demand projections.

Strategic Alignment

Our Business

Improve strategic planning and accountability

Financial Implications

There are increased costs associated with undertaking an increased sampling regime and these costs are within the adopted 2023/24 Operational Plan. There is an increased likelihood that capital funds will be needed in the medium-term future to fund investigation costs for new bores, other alternate water sources and/or advanced water treatment options if impacts of PFAS onto existing source works cannot be managed within ADWG.

Management is in early discussions with Defence in relation to this matter. Riverina Water has notified its insurer of the situation and flagged a likely future reportable incident that impacts Riverina Water assets.

Workforce Implications

Not applicable

Risk Considerations

Service Delivery	
Avoid	Riverina Water will avoid taking on any risks which may compromise water quality.

R10 Partnerships for Improved Water Safety and Water Supply Resilience Program

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

Summary This report provides an update to the Board on Riverina Water's involvement in *Partnerships for Improved Water Safety and Water Supply Resilience Program* with An Giang Provisional Center for Rural Water Supply and Environmental Sanitation (An Giang PCERWASS)

RECOMMENDATION that the Board continue to support Riverina Water's involvement in the Australian Water Association (AWA) program in assisting the Government of Vietnam in implementing practical measures in response to climate change.

Report

The AWA with support from the Australian Government through the Australian Water Partnership (AWP), is dedicated to assisting the Government of Vietnam in implementing practical measures in response to climate change. This commitment is facilitated through the Partnerships for Improved Water Safety and Water Supply Resilience Program, which extends the utility twinning partnerships between Riverina Water and An Giang PCERWASS to enhance water supply quality and resilience.

In November 2023, Riverina Water hosted delegates from the Vietnamese rural water utility An Giang PCERWASS and the Vietnam National Center for Rural Water Supply and Environmental Sanitation (NCERWASS) as part of a study tour. The study tour of Riverina Water was a key activity of the Program and our long-standing partnership with An Giang PCERWASS, aligned to the delivery of the agreed actions to improve water safety and water supply resilience. The Board will recall that three staff members travelled to Vietnam in November 2019 as the first part of the twinning partnership. The reply visit by staff from An Gian PCERWASS, scheduled for March 2020 was cancelled due to CIVID19.

During the recent study tour of Riverina Water, our staff hosted engaging workshops and insightful tours of our facilities and job sites (*Figure 1*). Staff shared valuable knowledge on enhancing water management, specifically addressing non-revenue water and leveraging digitisation for asset optimisation. The focus was on practical solutions, including:

- Overview of water management of non-revenue water (bulk metering, reporting, pressure zones).
- Visits to rural water systems and raw water extraction to distribution highlighting water measurement at 2 rural sites.

- Tours with some of the gangs at job sites where work was being undertaken on mains including minimising water losses.
- Workshops on operation of digital assets (overview of technology, SCADA, GIS for asset management).
- SCADA technology and drones for designs.
- Workshop on water meter reading and issuing of accounts (customer billing software, metering handheld software).



Figure 1 - Nov 2023 Riverina Water Study Tour

Visitors enjoyed some downtime with Riverina Water staff, exploring the Wagga Wagga Zoo, the Botanical Gardens, and adding a touch of friendly competition with a social game of tennis.

As part of the scheduled activities within the Program, Riverina Water are now holding discussions with AWA for a reciprocal study tour for up to four staff to An Giang PCERWASS in early 2024 to assist with implementation of water management initiatives that improve climate change resilience.

Strategic Alignment

Our People

Share our knowledge and expertise to make a positive change in our global community

Financial Implications

AWA allocates funding for approved Program activities, notably study tours, ensuring minimal impact on the budget.

Workforce Implications

Nil

Risk Considerations

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

R11 Works Report covering October 2023

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

Summary This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 31 October 2023.

RECOMMENDATION that the Works Report covering October 2023 be received and noted.

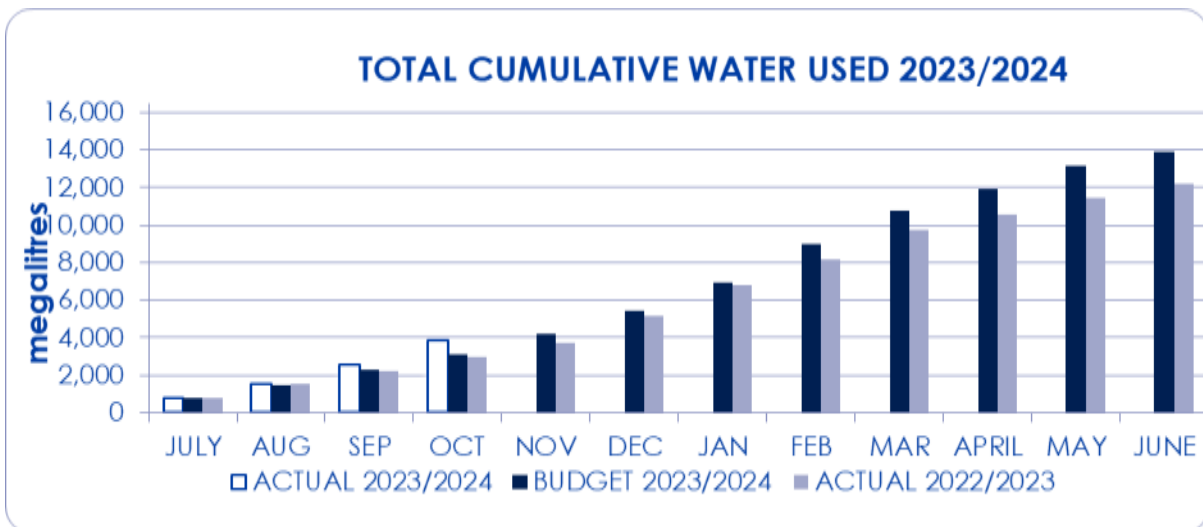
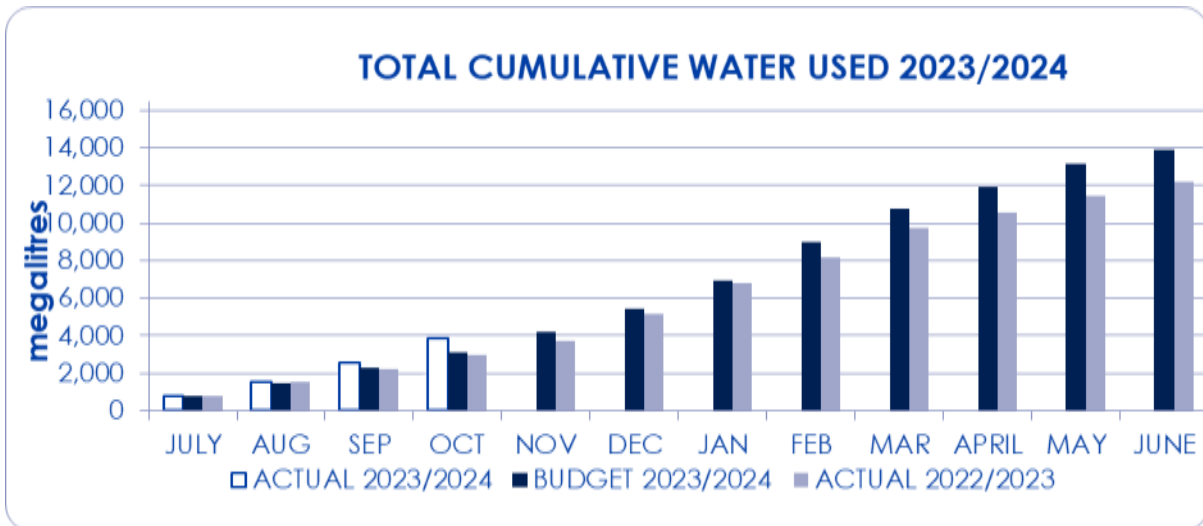
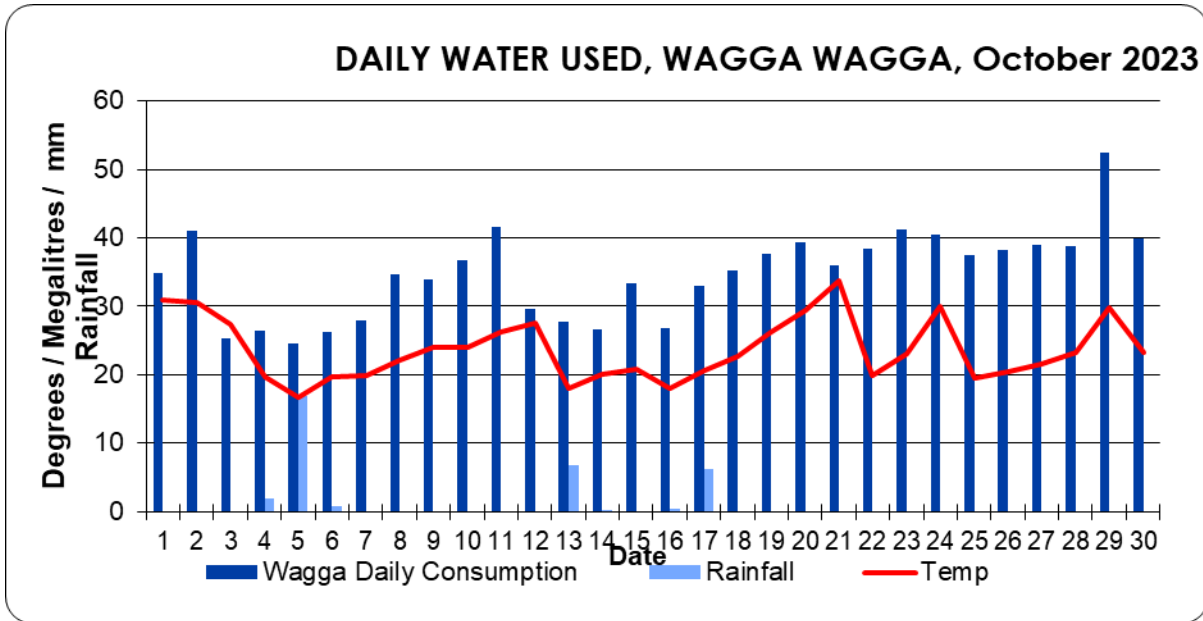
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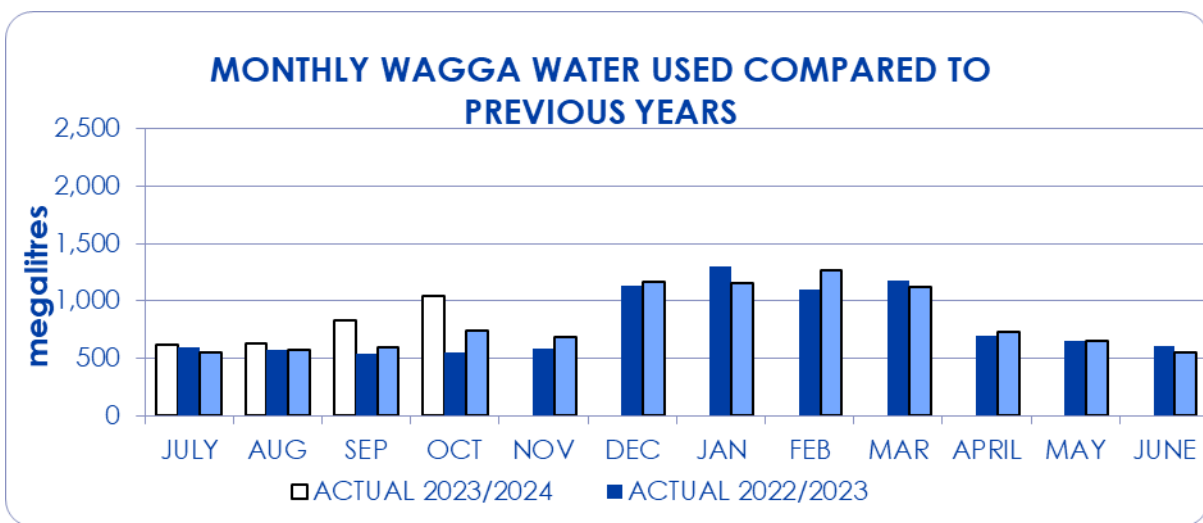
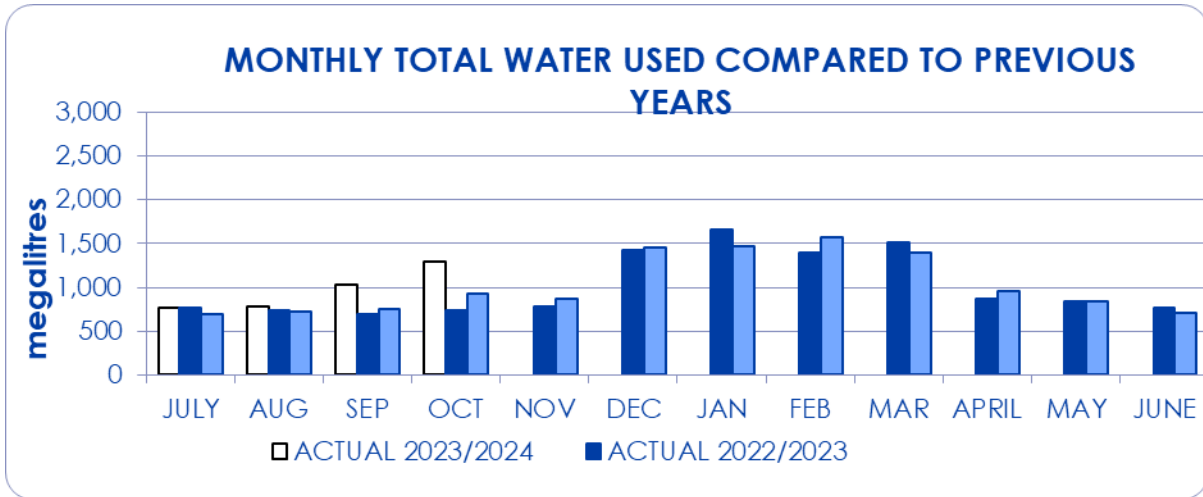
This report provides an overview of water usage, connections, maintenance and water quality matters from the 1 - 30 October 2023.

Water Sourced and Used

	2021	2022	2023
Rainfall	44.2	141.6	33.0
Wet days	7	20	7
Water Sourced October 2023 (MI)			
North Wagga bores	187.71	152.74	282.03
West Wagga bores	383.17	101.16	364.10
East Wagga bores	282.81	172.93	336.66
Murrumbidgee River	15.70	278.42	251.41
Sub Total	869.39	705.25	1,234.20
Bulgary bores	31.43	11.68	41.78
Urana source	2.47	0.00	0.00
Ralvona bores	19.31	24.57	26.51
Walla Walla bores	0.00	0.00	0.00
Goldenfields Water Supply System	1.41	0.60	3.97
Sub Total	54.62	36.85	72.26
Woomargama	0.72	0.89	1.10
Humula	0.15	0.24	0.35
Tarcutta	3.09	3.97	4.16
Oura	3.38	2.10	3.77
Walbundrie / Rand	3.06	2.77	2.25

	2021	2022	2023
Morundah	0.46	0.47	0.92
Collingullie	5.61	3.03	8.00
Sub Total	16.47	13.47	20.55
Totals	940.48	755.57	1,327.01
Water used October 2023 (MI)			
East Bomen	20.92	20.72	22.63
Estella	78.79	60.87	159.54
North Wagga	64.54	46.84	65.26
Wagga Wagga – low level	105.38	96.75	159.43
Wagga Wagga – high level	413.04	286.63	542.38
Wagga Wagga – Bellevue level	56.95	39.58	91.72
Sub Total	739.62	551.39	1,040.96
Ladysmith system	5.24	8.63	6.87
Brucedale scheme	14.60	18.42	25.15
Currawarna scheme	14.32	9.40	18.17
Rural Southern trunk main system	82.63	95.64	119.14
Rural Western trunk main system	35.61	12.89	43.10
Sub Total	152.40	144.98	212.43
Holbrook	19.26	24.45	20.23
Woomargama	0.72	0.89	1.10
Humula	0.15	0.24	0.35
Tarcutta	3.00	3.26	3.92
Oura	3.38	2.10	3.77
Walbundrie / Rand	3.06	2.77	2.25
Morundah	0.44	0.40	0.84
Collingullie	4.88	2.94	7.60
Sub Total	34.89	37.05	40.06
Totals	926.91	733.42	1,293.45





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	14	2	3	8	19	10				62	4	
Wagga Wagga	3	1	1	1	2	3				13	2	
Forest Hill										1		
North Wagga						1						
Estella										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
Koorringal				1	2	1				10		
Turvey Park										3		
Lake Albert	2		1	2		2				2		
Ashmont										5		
Tolland				1	2					8		
Mt Austin				1	1	1				7		
Bourkelands										1		
Glen Oak				1								
Tatton						1				1		
Glenfield			1		3					6		
Lloyd	5				1					2	1	
Springvale					4						1	
East Wagga		1		1	2							
Boorooma	1											
Moorong					1	1						
Gobbagombalin	3											
Gumly Gumly					1					1		
Brucedale				1	1	1						
Currawarna										1		
Ladysmith	4									1		
San Isidore					1							
Tarcutta			1									
Collingullie				2		2						
Lockhart										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
The Rock				1								
Uranquinty												
Yerong Creek				1	1							
Henty	1		1	1	1							
Holbrook				2							1	1
Morven					1						1	
Walbundrie										1		
Walla Walla					1					3		1
Woomargama	1		1									
Boree Creek				1								
Morundah	1											
Urana												1
TOTAL	21	2	6	17	25	13	0	0	0	70	6	3

Water System Repairs

Wagga Wagga							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
6/10/2023	Wagga Wagga	100 AC	Pipe failure – ground movement	Yes		0	10
12/10/2023	Wagga Wagga	100 AC	Pipe failure – long split	No		7	10
12/10/2023	East Wagga Wagga	100 AC	Pipe failure (not specified)	No		10	10
16/10/2023	Estella	100 AC	Pipe failure (not specified)	No		0	3

16/10/2023	Wagga Wagga	100 WPVC	Leaking collar or joint	No		30	5
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Rural							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
8/10/2023	Collingullie	50 PVC	Pipe failure (not specified)	Yes		0	0
11/10/2023	Holbrook	100 AC	Pipe failure (not specified)	No		0	0
12/10/2023	Bidgeemia	63 PE	Leaking collar or joint	No		0	15
12/10/2023	Bidgeemia	63 PE	Pipe failure – ground movement	Yes		0	13
13/10/2023	Milbrulong	80 PVC	Pipe failure – ground movement	Yes		0	12
14/10/2023	Holbrook	100 AC	Accidental damage	No		10	0
15/10/2023	Holbrook	100 AC	Accidental damage	No		10	0
15/10/2023	Holbrook	100 AC	Pipe failure – ground movement	No		18	4
26/10/2023	Holbrook	100 AC	Pipe failure – ground movement	Yes		0	67
30/10/2023	Pleasant Hills	80 PVC	Pipe failure – ground movement	Yes		4	15
30/10/2023	Morven	150 AC	Pipe failure (not specified)	No		0	0
31/10/2023	Bidgeemia	63 PE	Pipe failure – ground movement	No		1	10

Water Quality Complaints

Date	Town	Request details	Action Taken
3/10/23	Mt Austin	Dirty water for the 4th day	Flushed water meter till cleared and meter tightened
3/10/23	Glenfield Park	Dirty water requires flushing.	Flushed water from main till clear
7/10/23	Walla Walla	Dirty water	Flush mains

12/10/23	Brucedale	Slow leak at the meter	Replaced meter washer at Holloways
12/10/23	Glenfield Park	Dirty water	Flushed service and changed meter
12/10/23	Tolland	Dirty water	Flushed service all clear
12/10/23	East Wagga	Big Springs - pink brown water smells funny - happy to wait until 13/10/23 - used for final rinse of bottles	Flushed service
12/10/23	Morven	Sediment in showers/taps /washing machine	Flushed service. Explained to consumer that we have strainers in the meter as well
12/10/23	East Wagga	Dirty water	Flushed service
17/10/23	Glenfield Park	Dirty water	Flushed main
17/10/23	Wagga Wagga	Dirty water	Flushed main
17/10/23	Moorong	Very dirty water	Flushed 2x 25 services and end of the line.
15/10/23	San Isidore	Dirty water	Flushed mains until clear
14/10/23	Kooringal	Dirty water	Flushed main
14/10/23	Wagga Wagga	Dirty water	Flushed main across from house.
13/10/23	Gumly Gumly	Very dirty water	Flushed main in front of house
19/10/23	Tolland	Dirty water, smells as well.	Flushed tap at house, no dirty water. Problem may be gal pipes on their side
20/10/23	Kooringal	Dirty water with smell	Flushed tap at unit. No issue found. Called and advised them to monitor.
20/10/23	Lloyd	Water discoloured	Flushed hydrant. Will need new hydrant top
22/10/23	Springvale	Dirty water	Flushed service and water main hydrant needs new top won't turn off just small leak
22/10/23	Yerong Creek	Discoloured water	Flushed main and service
24/10/23	Springvale	Very dirty water. Owner has workers needing to commence	Reflushed main and service
24/10/23	Springvale	Brown water and water not flowing smoothly.	Reflushed main and services
27/10/23	Henty	Dirty water	Flushed main. Turbidity 2.0 Cl 1.3. Told consumer water was good on consumers side

30/10/23	Springvale	Dirty water	Flushed at water meter till clear
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New water mains laid

Location	63	100		150		200		300	450
	PE	OPVC	DICL	OPVC	DICL	OPVC	DICL	OPVC	DICL
Day Street Henty		126m							
West Showground Rd Henty		816m							
Lloyd Stage 10 Sub Division						282m			

Replacement of Existing Mains

Location	50	63	100		150	150	200	300		375
	PE	OPVC	DICL	OPVC	DICL	OPVC	OPVC	OPVC	DICL	DICL
Humphries Ln The Rock				2950m						
Albury Rd Pleasant Hills				396m						

Other Construction

Location or Project	Work done
7 Schiller Street	100mm ductile fire service 24 metres
71 Trail Street	100mm ductile fire service 28 metres

Major Repairs / Overhauls

Facility	Work done
Morundah WTP	Cleaned filters
Urana WTP	Cleaned filters, repaired trash pump
Ralvona WTP	Modifications
Tarcutta WTP	Chlorine repair/service
Wagga WTP	Lamella wear plate repairs
Wagga WTP	Backwash filter valve repair
Wagga WTP	Replaced High Lift thrust bearing
Wagga WTP	Chlorine repair/service

Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	52
Estella Farrer Road	197
Forest Hill Elizabeth Avenue	98
Glenfield Red Hill Road	121
Henty Olympic Way	7
Holbrook Millswood Road	52
Lake Albert Plumpton Road	121
Lockhart Napier Road	107
Pleasant Hills Manson Street	32
The Rock	16
Urana Federation Way	26
Walla Walla Short St	2
Woomargama Murray Street	9
Yerong Creek Finlayson Street	33

Fleet Disposals

Vehicle No	Description	Vehicle Type	Make & Model	Year	KMs	Method	Price (ex GST)
Nil							

Fleet Acquisitions

Vehicle No	Tenders received	Accepted Tenderer	Vehicle type	Make/Model	Price ex GST
Nil					

Strategic Alignment

Our Business

Provide exceptional customer service by tailoring and improving our systems, processes and service

Financial Implications

Nil

Workforce Implications

N/A

Risk Considerations

Service Delivery	
Avoid	Riverina Water will avoid taking on any risks which may compromise water quality.

R12 Works Report covering November 2023

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

Summary This report provides an overview of water usage, connections, maintenance and water quality matters from the 1st to the 30th of November 2023.

RECOMMENDATION that the Works Report covering November 2023 be received and noted.

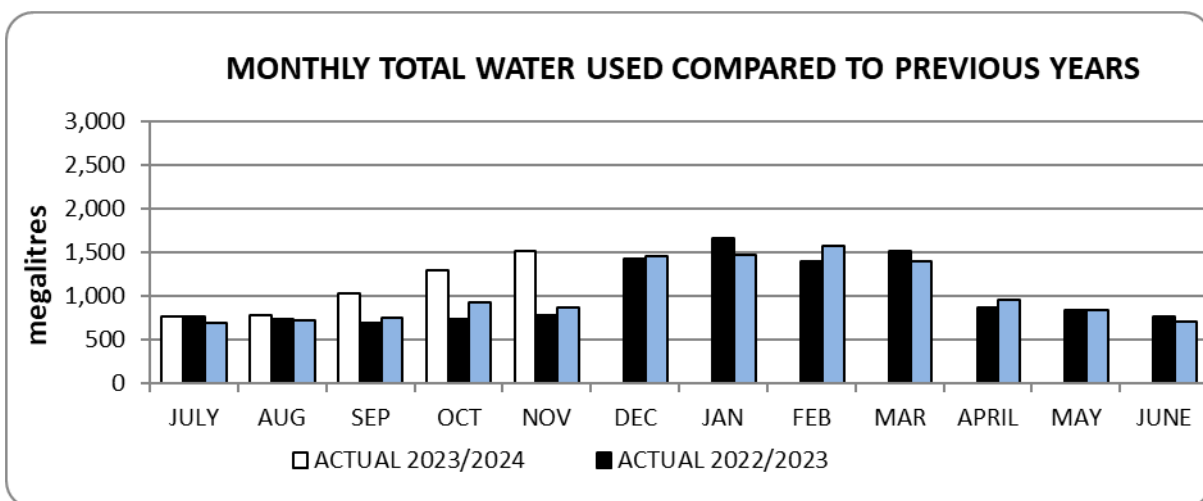
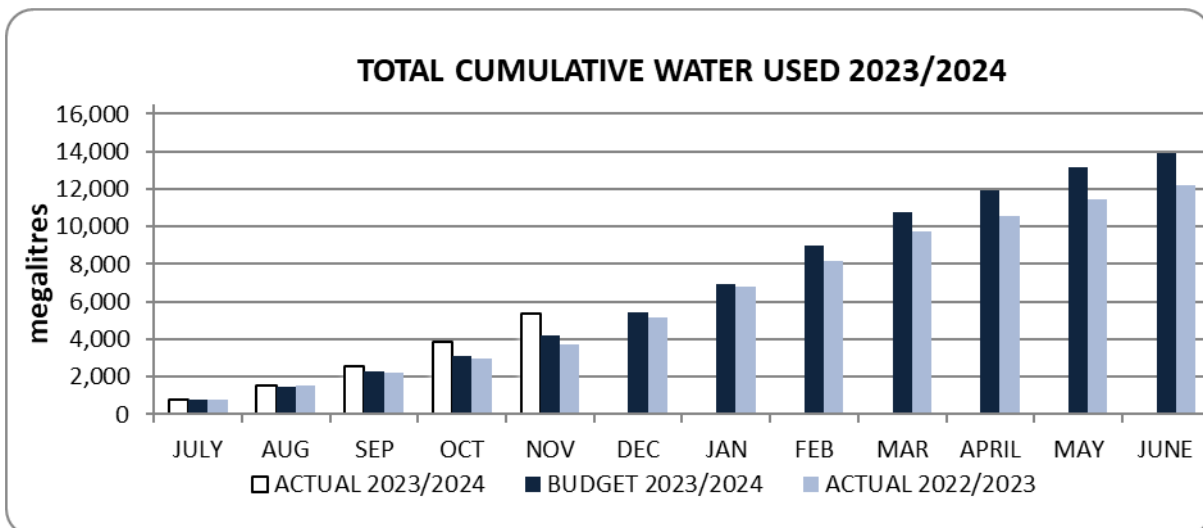
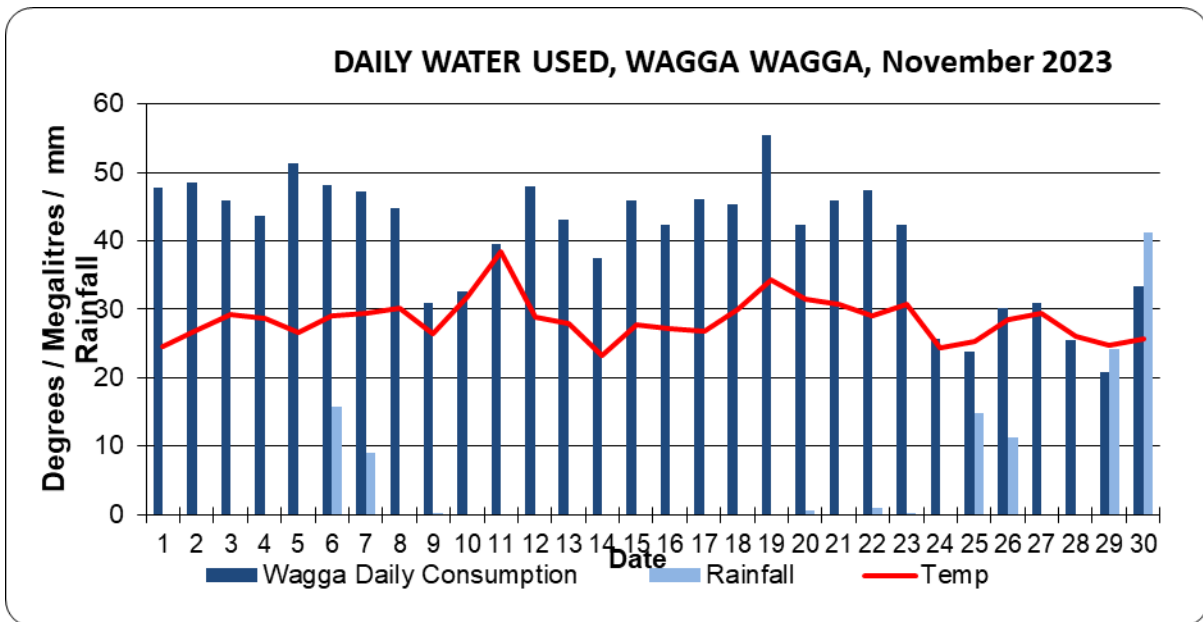
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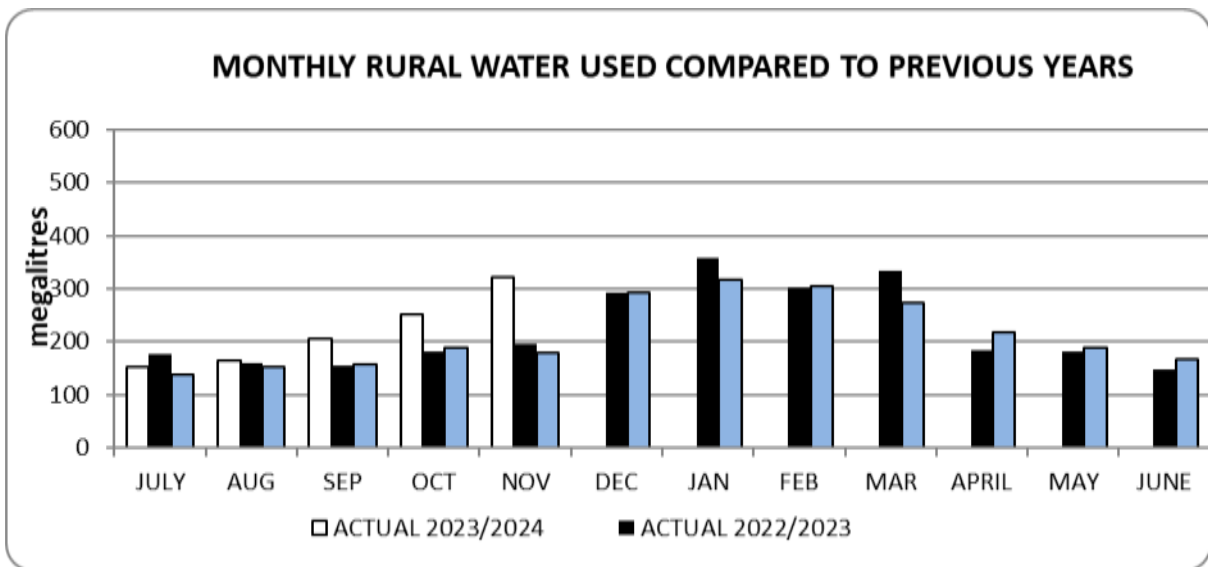
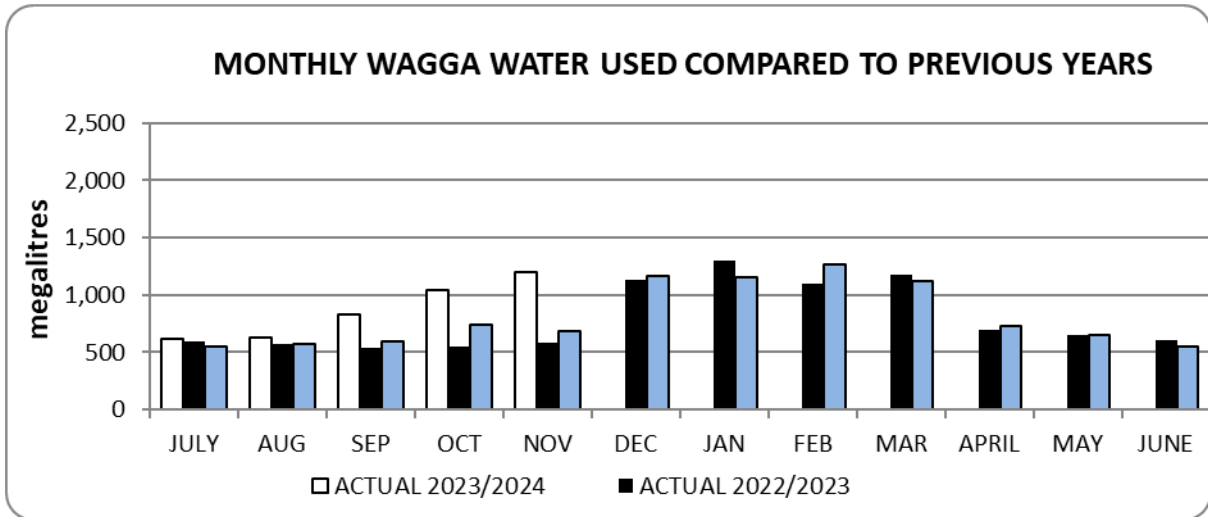
This report provides an overview of water usage, connections, maintenance and water quality matters from the 1st to the 30th of November 2023.

Water Sourced and Used

	2021	2022	2023
Rainfall	158.4	87.0	118.2
Wet days	17	9	10
Water Sourced November 2023 (MI)			
North Wagga bores	182.45	159.75	302.87
West Wagga bores	348.99	105.18	304.70
East Wagga bores	206.94	144.04	200.55
Murrumbidgee River	76.38	347.96	599.19
Sub Total	814.76	756.93	1,407.31
Bulgary bores	27.80	7.81	52.53
Urana source	5.42	2.45	0.00
Ralvona bores	17.89	26.17	22.42
Walla Walla bores	0.00	0.00	24.49
Goldenfields Water Supply System	1.59	2.71	4.28
Sub Total	52.70	39.14	103.72
Woomargama	0.79	0.80	1.03
Humula	0.32	0.53	0.54
Tarcutta	3.00	6.33	4.64
Oura	2.85	1.82	4.46

	2021	2022	2023
Walbundrie / Rand	4.97	2.79	4.46
Morundah	0.56	0.41	1.20
Collingullie	4.07	4.63	9.25
Sub Total	16.56	17.31	25.58
Totals	884.02	813.38	1,536.61
Water used November 2023 (MI)			
East Bomen	21.64	20.05	24.67
Estella	68.00	60.88	148.21
North Wagga	69.14	59.04	103.09
Wagga Wagga – low level	96.35	100.31	170.81
Wagga Wagga – high level	379.85	308.85	646.15
Wagga Wagga – Bellevue level	52.01	39.52	105.12
Sub Total	686.99	588.65	1,198.05
Ladysmith system	4.37	17.10	7.20
Brucedale scheme	14.82	15.05	28.41
Currawarna scheme	12.91	10.15	19.23
Rural Southern trunk main system	79.88	101.92	158.12
Rural Western trunk main system	33.66	10.46	60.70
Sub Total	145.64	154.68	273.66
Holbrook	17.82	26.10	22.44
Woomargama	0.79	0.80	1.03
Humula	0.32	0.53	0.54
Tarcutta	2.91	3.29	4.51
Oura	2.85	1.82	4.46
Walbundrie / Rand	4.97	2.79	4.46
Morundah	0.56	0.38	1.18
Collingullie	3.82	4.47	8.45
Sub Total	34.04	40.18	47.07
Totals	866.67	783.51	1,518.78





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	22	7		7	18	5				80	9	
Wagga Wagga	1	1			3					19	2	
Forest Hill					1	1						
North Wagga				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
Estella	2									2		
Koorinal					6					8	2	
Turvey Park				3						7	1	
Lake Albert	2			2	1	1				13	2	
Ashmont					3					9	1	
Tolland										5		
Mt Austin				1	1					3		
Bourkelands						1				2	1	
Tatton	2									1		
Glenfield										7		
Lloyd	4				2					3		
East Wagga	1	3										
Boorooma		1				1						
Gobgombalin	9	2			1							
Gumly Gumly	1											
Currawarna										1		
San Isidore					1							
Tarcutta				1						2		
Lockhart						1				1		
Milbrulong		1										
The Rock					1	1				1		
Yerong Creek											1	
Culcairn				2						1		
Henty			1		2	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
Holbrook	1			2						1	1	
Walbundrie				1								
Woomargama	1											1
Rand						1				1		
Urana					1							
TOTAL	24	8	1	13	23	9	0	0	0	89	12	1

Water System Repairs

Wagga Wagga							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
3/11/2023	Ashmont	150 AC	Pipe failure – long split	No		14	10

Rural							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
2/11/2023	Holbrook	250 CI	Pipe failure – ground movement	Yes		0	34
3/11/2023	Walla Walla	100 AC	Pipe failure – ground movement	Yes		0	8
3/11/2023	Collingullie	100 WPVC	Pipe failure – ground movement	Yes		0	12
3/11/2023	Collingullie	100 WPVC	Pipe failure – ground movement	Yes		0	8
7/11/2023	The Rock	63 PE	Pipe Failure – ground movement	No		4	23
9/11/2023	Bidgeemia	63 PE	Pipe failure – ground movement	Yes		0	12

9/11/2023	Pleasant Hills	40 PVC	Leaking collar or joint	No		1	21
16/11/2023	Holbrook	150 CI	Pipe failure – ground movement	Yes		0	34
16/11/2023	Lockhart	150 AC	Pipe failure – round split	Yes		0	0
17/11/2023	Walla Wall	100 AC	Accidental damage	No		0	0
17/11/2023	Walla Walla	100 AC	Leaking Gibault	Yes		0	0
22/11/2023	Henty	200 AC	Pipe failure (not specified)	Yes		0	0
22/11/2023	Henty	200 AC	Pipe failure (not specified)	No		100	0
26/11/2023	Lockhart	200 WPVC	Leaking Gibault	No		5	0
27/11/2023	Bidgeemia	63 PE	Pipe failure (not specified)	Yes		0	0
28/11/2023	Holbrook	100 AC	Accidental damage	Yes		0	0

Water Quality Complaints

Date	Town	Request details	Action Taken
2/11/23	Gobbagombalin	Strong chlorine smell	Tested F Cl2 1.46mg/L, T Cl2 1.54 Turb 0.40 NTU. All within ADWG
5/11/23	Lake Albert	Dirty water	Flushed main until clear
6/11/23	Urana	Complaint about WQ in Urana. Customer advised of itchy skin and water makes her ill due to high level of chemicals.	Complaint entered into RHS twice. See RHS 67042 (below)
6/11/23	Urana	Chlorine smell. Drinking makes them feel sick.	Appearance OK, no odour, pH 8.0, Turbidity 0.5 NTU, Free Cl 1.8, Total Cl 1.9. All within ADWG
7/11/23	Henty	Dirty water and water is running from laneway	Flushed main and service. Turbidity 4.6, Cl 1.05.
3/11/23	Mt Austin	Brown water	Flushed service. The problem is old gal pipe on their side. We have let them know to replace with copper.

6/11/23	San Isidore	Water meter needs flushing - Dirty from break	Flushed till clear
9/11/23	The Rock	Dirty water through the house	Flushed main and service. CI 1.05 Turbidity 4.89
9/11/23	Wagga	A few houses have dirty water. Plumber called	Flushed until clear
13/11/23	Wagga	Dirty water throughout house	Flushed out and all clear
15/11/23	Forest Hill	Dirty water in house	Flushed water meter
17/11/23	Ashmont	Dirty water	Flushed pipes and meter
15/11/23	Ashmont	Water with strange taste.	Water within ADWG. Main and meter flushed.
14/11/23	Henty	Dirty water	Flushed
23/11/23	Koorringal	Brown water	Problem is gal pipes on owner's side. Have spoken to owners
23/11/23	Koorringal	Brown water	Spoken to owners, water has cleared now
23/11/23	Koorringal	Brown water	Flushed water service all clear
23/11/23	Lloyd	Brown water	Flushed at meter and flushed cul-de-sac hydrant
23/11/23	Lloyd	Brown water coming out of taps	Flushed at meter and flushed cul-de-sac hydrant
24/11/23	Ashmont	Cloudy water	Flushed nearby dead-end hydrant
27/11/23	Ashmont	Dirty grey water on Saturday	Flushed service
23/11/23	Koorringal	Dirty water	Flushed main
22/11/23	Koorringal	Dirty water	Flushed main
28/11/23	Wagga	Dirty water	Flushed water main seen school they are happy with it
22/11/23	Koorringal	Dirty water	Flushed service

New water mains laid

Location	63	100		150		200		300	450
	PE	OPVC	DICL	OPVC	DICL	OPVC	DICL	OPVC	DICL
Henty Pleasant Hills Rd		702m							
Smart St Henty		147m	36m						

Golden Dr Wagga						130m			
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Replacement of Existing Mains

Location	50	63	100		150	150	200	300		375
	PE	OPVC	DICL	OPVC	DICL	OPVC	OPVC	OPVC	DICL	DICL
Morven Holbrook Rd						270m				

Other Construction

Location or Project	Work done
Birch St	Cut valves in for main removal
5 Danger	100mm fire service
1 Lewisham Street	100mm fire service
65 Dobney Ave	100mm fire service

Major Repairs / Overhauls

Facility	Work done
Edward St West	Scour valve re-alignment
Wagga WTP	High lift and low lift motor greasing
Wagga WTP	Attempted raw water pump removal
Bulgary WTP	Silica pump and Chlorine dosing line repair
Estella PS	No 1 pump and motor repairs
Urana WTP	Plant startup maintenance
Morundah WTP	Chlorine dosing line repairs
Gardners Crossing WTP	Chlorine dosing line repairs
Columbo Creek PS	Pump repair/service

Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	103
Estella Farrer Road	109
Forest Hill Elizabeth Avenue	191

Glenfield Red Hill Road	160
Henty Olympic Way	1
Holbrook Millswood Road	85
Lake Albert Plumpton Road	83
Lockhart Napier Road	103
Pleasant Hills Manson Street	1
Ralvona	1
The Rock	13
Urana Federation Way	4
Walla Walla Short St	22
Woomargama Murray Street	3
Yerong Creek Finlayson Street	5

Fleet Disposals

Vehicle No	Description	Vehicle Type	Make & Model	Year	KMs	Method	Price (ex GST)
Nil							

Fleet Acquisitions

Vehicle No	Tenders received	Accepted Tenderer	Vehicle type	Make/Model	Price ex GST
Nil					

Strategic Alignment

Our Business

Provide exceptional customer service by tailoring and improving our systems, processes and service

Financial Implications

Nil

Workforce Implications

N/A

Risk Considerations

Service Delivery	
Avoid	Riverina Water will avoid taking on any risks which may compromise water quality.

CONF-1 GIS Cloud Migration and Managed Service Contract - ESRI

Organisational Area Engineering

Author Aran Beckett, Acting Manager Works

Summary This report provides details in relation to the negotiated Contract for a managed service Geographic Information System (GIS). A recent systems review identified that Riverina Water's corporate systems were not well regarded in terms of reliability, features, functionality and support. Given the criticality for Riverina Water to have at its core, a system that is fit for purpose in its ability to deliver desired service outcomes, the upgrade of the GIS was raised in parallel with the Enterprise Resourcing Planning (ERP) System.

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 Bulk Chemicals

Organisational Area Engineering

Author Jason Ip, Manager Operations and Catherine Smith, Procurement Coordinator

Summary Riverina Water has successfully completed a request for quote (RFQ) process for the supply of our annual chemical requirements. The evaluation has been conducted to ensure compliance with procurement obligations, emphasising financial efficiency.

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-3 Update on UGL Cost to Complete Claim

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer; Greg Vidler, Manager Projects and Troy van Berkel, Director Engineering

Summary In March 2023, Riverina Water issued a Letter of Demand to UGL seeking payment for costs incurred by Riverina Water to complete and rectify the Wagga Water Treatment Plant defects. This report provides an update on the matter and details of a settlement offer made by UGL.

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-4 Confidential Minutes of Audit, Risk and Improvement Committee held on 9 November 2023

Organisational Area Chief Executive Officer

Author Melissa Vincent, Executive Assistant

Summary This report presents the minutes from meetings held on 9 November 2023.

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.