



Goldenfields
Water

OPERATIONAL PLAN

2020-2021



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Message from the Chairperson

On behalf of the Board of Goldenfields Water County Council, I am pleased to present our Operational Plan for 2020-2021 - the final sub set of the Delivery Program for 2017-2021 adopted in June 2017.

In order to put the Board's commitment to its customers into context, it is important to understand the application of the Integrated Planning and Reporting Guidelines mandated under the Local Government Act 1993.

The Integrated Planning and Reporting framework is comprehensively explained later in this document.

The provision of a safe, secure and affordable water supply network to the communities in the Riverina and South West Slopes regions is at the center of these commitments.

Building on this centrepiece are a number of key business activities including:

1. Excellence in service provision
2. Maximizing regional water supply
3. Strategic water management
4. Best practice pricing
5. Proactive customer relations
6. Environmental protection and sustainability
7. Efficient operations

8. Highly skilled and energetic workforce
9. Financially sustainable

In order to make these business activities happen, Goldenfields Water have adopted a mission statement, vision and values which empower its staff to drive and deliver these promises to the community in a transparent and objective manner.

By demonstrating our commitment to our core values when delivering services to the community, customers become more engaged and trust in the Goldenfields Water brand.

My fellow Board members and I urge you to read these documents and provide us with positive feedback as we continue the long term journey of delivering the best possible water supply to you.

Dennis Palmer
Chairperson



Message from the General Manager

Following on from the Chairperson's message and on behalf of the staff of Goldenfields Water, we encourage you to read and analyse these documents.

Goldenfields Water have adopted a ten (10) year Business Activity Strategic Plan for the period 2013-2023. This document is a high level overview of the journey that we are committed to, and it contains all of the individual road maps and required resources to ensure we arrive at the agreed destination in 2023.

The 2020-2021 Operational Plan has a number of components, being;

- A commitment to business as usual with an underlying focus on continuous improvement
- A continued investment in the key assets required to deliver top-quality water that meets or exceeds the Australian Drinking Water Guidelines
- Attention to growing our water supply system to meet the changing needs of our communities
- Ensuring that these components are affordable and can be supported in a financially sustainable manner

Working closely alongside the Goldenfields Water staff and under the strategic stewardship of the Board, we look forward to the journey ahead of us in 2020-2021.

Aaron Drenovski
General Manager



Profile

Goldenfields Water is a single-purpose county council that has been responsible for providing water supply services to many communities in the South West Slopes and Riverina regions of NSW since 1997.

Goldenfields Water's supply system covers 22,500 square kilometres between the Lachlan and Murrumbidgee rivers. It services over 46,000 people and includes more than 2,400 kilometres of water mains (the longest in NSW).

Water is sourced from protected natural catchments at Jugiong, Oura, Mt Arthur, Mt Daylight and Hylands Bridge before undergoing a world-class treatment process at either of Goldenfields Water's two water treatment plants.

As a county council, Goldenfields Water is a unique organisation given it is made up of seven constituent councils that each depend on it to deliver essential drinking water for their communities.

Goldenfields Water's seven constituent councils are:

- Bland Shire Council
- Coolamon Shire Council
- Junee Shire Council
- Temora Shire Council
- Cootamundra-Gundagai Regional Council
- Narrandera Shire Council
- Hilltops Council

Currently, Goldenfields Water supplies all drinking water directly to the almost 11,000 rural, residential, commercial and other properties in the local government areas of Bland, Coolamon, Junee, Temora, and parts of Cootamundra-Gundagai and Narrandera.

Goldenfields Water supplies water in bulk to Cootamundra-Gundagai and Hilltops councils, which then distribute water directly to their residents (except those already supplied directly by Goldenfields Water in parts of Cootamundra-Gundagai).

It also provides water in bulk to Riverina Water County Council, as well as non-potable water (untreated water for non-drinking purposes) directly to 250 properties.



Mission Statement

To provide regional economic opportunity and lifestyle choices through provision of a quality water supply by innovative leadership, showing environmental responsibility in cooperation with the community, constituent councils and governments.

Vision

To be innovative leaders in the supply and distribution of water through regional efficiency, technical excellence and customer service.

Values

Integrity

All staff act in the best interest of the communities that we serve, demonstrating and promoting moral and ethical principles in all that we do.

Trust

Built on from the value of Integrity, mutual trust is established between teams and staff at all levels. Open communication lines and transparency in our operations reflects and further builds on this trust.

Respect

All staff treat other with courtesy, politeness and kindness. Differences in viewpoints and beliefs are recognised and considered, with all people being treated fairly and equally.

Teamwork

All staff work together collaboratively and support one another in achieving the operational objectives of GWCC. Our staff understand the importance of working with each other to achieve our objectives.

Continuous Improvement

Staff feel confident and comfortable to offer ideas and suggestions to ensure that GWCC is continually working to deliver better services to our community and finding more efficient ways of undertaking business.



Strategic Priorities

This progress report is categorised in-line with the nine strategic priorities established by Goldenfields Water's long-term Business Activity Strategic Plan and the strategic objectives and strategies outlined in its 2017–2021 Delivery Program to achieve those priorities.

Strategic Priority 01: Excellence in Service Provision

Objective: Provision of excellence in delivery of water supply and customer service to all stakeholders.

Strategic Priority 02: Maximising Regional Water Supply

Objective: Planning of water supply for regional development through network analysis and partnerships with constituent councils.

Strategic Priority 03: Strategic Water Management

Objective: Demand management and efficiency improvements through customer awareness and selective asset enhancement.

Strategic Priority 04: Best Practice Pricing

Objective: Generation of income through transparent, equitable and solution driven pricing structures.

Strategic Priority 05: Proactive Customer Relations

Objective: Promotion of customer relations through communication, customer orientation of staff and targeted information delivery.

Strategic Priority 06: Environmental Protection and Sustainability

Objective: Environmental stewardship in carrying out of construction and operational activities.

Strategic Priority 07: Efficient Operations

Objective: Efficiency driven by use of technology, monitoring and performance analysis.

Strategic Priority 08: Highly Skilled and Energetic Workforce

Objective: Highly skilled and driven workforce encouraged by challenging positions and reward for effort and innovation.

Strategic Priority 09: Financially Sustainable

Objective: Financial planning based upon delivery of efficiencies and recovery of costs with growth built upon customer focused solutions.



Operational Plan Explained

The Operational Plan forms part of a group of plans which supports Goldenfields Water’s strategic direction.

The Operational Plan 2020-2021 completes the planning documents and details the activities to be undertaken and the financial requirements to deliver the commitments of the Strategic Business Plan and Delivery Program.

This three tiered process ensures that there are clear links between the long term goals of the community and the activities of Goldenfields Water.

The diagram demonstrates the linkage:



Goldenfields Water will continue to meet its statutory reporting requirements, delivering an accurate and meaningful report on the progress and results each year of its operational plan.

In achieving this, management will be responsible for providing quarterly reports to the Goldenfields Water Board on the activities and financial statements relating to the Operational Plan.

The Operational Plan has two parts:

Part One – The Activities – detailing how Goldenfields Water will deliver outcomes during this financial/operating year.

Part Two – The Financials – including Fees and Charges detailing the budget and associated financial data for this financial/operating year.

OPERATIONAL PLAN
2020-2021



1: Excellence in service provision

1.2: Provide a reliable and quality drinking water supply

1.2.1: Water quality meets or exceeds the Australian Drinking Water Guidelines

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.1.1	Implement a water quality management plan	Maintain and Review the Drinking Water Management System	Complete DWMS Annual Report	Production & Services Manager		X		

1.2.2: Assets are managed strategically, across whole of life to improve delivery of services and financial management

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.2.1	Develop an understanding of asset performance to improve decision-making	Capture asset burst data. Undertake 1 pump station audit each quarter.	Burst data is captured and reported on. One pump station audit has been undertaken each quarter.	Engineering Manager	X	X	X	X



Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.2.3	Deliver capital works program	Construct and deliver Mandamah Pipeline Stage 2 as per program - approximately 30km. Deliver the Capital Works as per schedule.	Achieve greater than 85% of program	Operations Manager				X

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.2.4	Operate, maintain water infrastructure to meet defined levels of service	Continue with the Valve maintenance/replacement program utilising established resources. Reservoir cleaning/maintenance and inspections are ongoing, both planned and re-active. Reports/findings are actioned to the Engineering department.	Achieve greater than 85% of program	Operations Manager				X



1.2.3: Contamination resulting from backflow is minimised

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.3.1	Develop and implement a backflow prevention program	Undertake audit of existing backflows. Continue Backflow installation program.	Audit completed by end of financial year and reported on. Backflow installed in Barellan.	Engineering Manager				X
1.2.3.2	Identify strategic locations across the region and install fixed standpipes	Four bulk filling stations have been installed. No further action currently required.	Four bulk filling stations have been installed. No further action currently required.	Engineering Manager				

1.2.4: Water mains are systematically renewed and extended, based on asset performance data

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.4.1	Develop and implement a water main renewal program	Utilise issues register and burst data to determine renewals program.	Achieve 90% of mains renewals budget	Engineering Manager				X
1.2.4.2	Develop and implement a water main extension program	Continue with Mandamah water main extension program	Achieve greater than 85% of 30km of mains installation.	Engineering Manager				X



1.2.5: Water Pumping Stations are systematically renewed based on asset performance data

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.5.1	Develop and implement a water pumping station renewal program	One pump station audit undertaken each quarter.	One pump station audit undertaken each quarter.	Production & Services Manager				X

1.2.6: Trunk mains are systematically renewed based on asset performance data

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.6.1	Develop and implement a trunk main renewal program	Utilise issues register and burst data to determine renewals program	Achieve 90% of mains renewals budget	Engineering Manager				X

1.2.7: Reservoir relining is planned and programmed based on asset performance data

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.7.1	Develop and implement a reservoir relining program	Asset relining not identified for this FY.	Asset relining not identified for this FY.	Engineering Manager				



1.2.8: Telemetry system is systematically renewed and extended, based on asset performance data

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.8.1	Develop and implement a Telemetry renewal program	Progressively replace all SCADA across to ClearSCADA	Switch Board Replacements for Oura Bore 6, 3 and 4. Matong Bore 2.	Production & Services Manager				X
1.2.8.2	Develop and implement a Telemetry expansion program	Where identified, expand the SCADA system to cover new localities and instrumentation	Bulk Customer offtakes to be included with water quality analysers, flow meters and connected to SCADA. New installations are planned for Galong, Harden and Young Terminal	Production & Services Manager				X

1.2.9: Flow meters are systematically renewed and extended, based on asset performance data

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.9.1	Develop and implement a flow meter renewal program	Develop and implement a bulk meter audit and renewal program.	Develop a 5 year program. Validate or renew a minimum of 2 bulk meters.	Engineering Manager				X
1.2.9.2	Develop and implement a flow meter expansion program	Not required this FY	Not required this FY	Engineering Manager				



1.2.10: System valves are systematically renewed and extended, based on asset performance data

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.10.1	Develop and implement an air valve, scour, reflux renewal program	Undertake renewals as per program.	Achieve 85% of program	Engineering Manager				X
1.2.10.2	Develop and implement a PRV and surge tank renewal program	Undertake renewals as per program	Achieve 85% of the program	Engineering Manager				X
1.2.10.3	Develop and implement a PRV expansion program	Not required this FY.	Not required this FY.	Engineering Manager				
1.2.10.4	Develop and implement a control valve renewal program	Undertake renewals as per program.	Achieve 85% of program	Engineering Manager				X
1.2.10.5	Develop and implement a control valve expansion program	Not required this FY	Not required this FY.	Engineering Manager				
1.2.10.6	Develop and implement a stop valve renewal program	Undertake renewals as per program	Achieve 85% of program	Engineering Manager				X



1.2.11: Hydrants are systematically renewed based on asset performance data

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.11.1	Develop and implement a hydrant renewal program	Undertake renewals as per program	Achieve 85% of program	Engineering Manager				X

1.2.12: Instrumentation installations are systematically renewed and extended, based on asset performance data

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.12.1	Develop and implement a instrumentation renewal program	Replace aged water quality instrumentation where required.	Prunevale analyser has been replaced.	Production & Services Manager				X
1.2.12.2	Develop and implement a instrumentation expansion program	Expand the installation of water quality instrumentation across the schemes in key locations.	Bulk Customer offtakes to be included with water quality analysers, flow meters and connected to SCADA. New installations are planned for Galong, Harden and Young Terminal.	Production & Services Manager				X



1.2.13: We inform and involve our community about projects, programs and other activities

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.13.1	Maintain and publish information on Council website	Regularly update and publish information on Goldenfields website relating to major projects, water outages, meeting minutes, billing, recent announcements and staffing updates.	Our website is regularly updated with relevant and timely information.	General Manager	X	X	X	X
1.2.13.2	Proactively provide project specific information to relevant stakeholders as required	Proactively provide project specific information to relevant stakeholders as required and respond to any stakeholder requests in a timely manner.	Accurate and relevant information is provided to stakeholders in a timely manner.	General Manager	X	X	X	X
1.2.13.3	Report financial information internally	Distribute monthly management reports to responsible officers.	Distribute monthly reports within 5 days of month end.	Corporate Services Manager	X	X	X	X
1.2.13.4	Report financial performance to regulators and the community	Prepare statutory financial reports within required timeframes - including Quarterly Budget Reviews, Annual Financial Statements.	Quarterly Budget Reviews presented at the Council meeting following quarter end. Annual Financial Statements submitted to Office of Local Government by statutory due date.	Corporate Services Manager		X	X	X



Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
1.2.13.5	Report compliance information to regulators	Notify any non-conformance as required. Complete annual reporting to NSW Public Health, DPIE, and EPA.	Complete DWMS Annual Report, EPA Annual Return and the Annual Benchmark Report. Notify any non-conformances to the relevant Authority as required.	Production & Services Manager				X

2: Maximising regional water supply

2.1: Plan for the region's future water supply

2.1.1: Future water supply options are proactively identified and evaluated

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
2.1.1.2	Develop a future water strategy	Complete Integrated Water Cycle Management Strategy	Complete the IWCM	Production & Services Manager				X



2.2: Plan for the region's future growth

2.2.1: Our water supply network is able to respond to community growth and development

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
2.2.1.1	Liaise closely with constituent councils regarding growth and development.	Liaise closely with constituent councils regarding growth and development	Engage with Constituent Councils regularly	General Manager	X	X	X	X

2.2.2: Water supply system constraints are identified

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
2.2.2.1	Enhance the system-wide hydraulic model	Engineering staff are to undertake hydraulic modelling training.	Engineering staff have undertaken hydraulic modelling training.	Engineering Manager				X



3: Strategic water management

3.1: Become an industry leader in the water sector

3.1.1: We are open to emerging technology and water cycle management methods

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
3.1.1.1	Develop systems and processes to monitor and report on emerging technology and methods related to water cycle management	Continue to source and research new technologies that may assist Council in gaining efficiencies of operations, storage and access to data or automated control of operations.	Continue to develop Wateroutlook. Source and review new technologies when and where appropriate.	Production & Services Manager				X

3.1.2: We have the capacity to influence water industry direction

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
3.1.2.1	Explore opportunities to influence water industry policy and direction through participation in industry groups and bodies	Council to maintain a committee member role on the NSW Water Directorate. Undertake submissions to State and Federal Governments when and where required.	Production & Services Manager to maintain position as an executive committee member on the NSW Water Directorate	Production & Services Manager			X	



4: Best practice pricing

4.1: Ensure water metering is accurate

4.1.1: There is a high level of confidence in accuracy of water metering internally and amongst stakeholders

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
4.1.1.1	Develop and implement a water meter replacement program	Develop a water meter replacement program.	A program for future meter replacements has been developed.	Operations Manager				X

4.2: Levy and collect water charges

4.2.1: Water meters are read accurately and water account notices issued correctly

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
4.2.1.1	Read water meters by using the AMR network	Read at least 97% of meters by automated meter reading network.	Minimum of 97% meters read through AMR network.	Corporate Services Manager	X	X	X	X
4.2.1.2	Issue water account notices within agreed timeframes	Water accounts issued within 3 weeks of quarter end.	Water accounts issued within 3 weeks of quarter end.	Corporate Services Manager	X	X	X	X



4.3: Deliver a consistent price path

4.3.1: We have a published price path to ensure financial sustainability

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
4.3.1.1	Establish a multi-year price path	Determine scheduled fees and charges consistent with the long term financial plan.	Review LTFP to determine fees and charges schedule for inclusion in operational plan - maintaining financial sustainability (surplus operating results and cash reserves throughout 10 year plan).	Corporate Services Manager				X

5: Proactive customer relations

5.1: Improve customer and community engagement

5.1.1: Feedback from customers is regularly captured and used in decision-making

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
5.1.1.1	Undertake customer survey	Goldenfields 4 yearly customer survey will be conducted in the 2020/21 Financial Year as outlined in the 2017 - 2021 Community Engagement Strategy.	Customer survey is undertaken	General Manager		X		



Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
5.1.1.2	Review and action customer survey feedback	Goldenfields 4 yearly customer survey will be conducted in the 2020/21 Financial Year as outlined in the 2017 - 2021 Community Engagement Strategy. Insights from this survey will be utilised to improve our engagement with customers and the community.	Insights from the survey are considered when formulating the 2021-25 Community Engagement Strategy.	General Manager				X

5.1.2: Our community understands what we do and has regular opportunities to be involved with us

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
5.1.2.1	Develop and implement a Customer Engagement Strategy	Goldenfields 4 year community engagement strategy is developed utilising information gathered from the community including the customer survey.	Goldenfields Water 2021-2025 Community Engagement Strategy is developed.	General Manager				X



5.1.3: Our customer service goals are contained within a published Customer Service Charter, and we are accountable to them

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
5.1.3.2	Communicate service levels to the community in plain English	Levels of service identified within the IWCM are communicated to our customers.	Our customers are made aware of the levels of service identified within the Integrated Water Cycle Management Plan.	General Manager				X

5.1.4: We participate in improving understanding of water management and sustainable water practices in our community

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
5.1.4.1	Provide relevant information to the community through a variety of channels	Information regarding water management and sustainable water practices is delivered to our community through a variety of advertising mediums.	Our community is provided information on water management and sustainable water practices.	General Manager	X	X	X	X



Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
5.1.4.2	Public education information about water management and sustainable water practice is developed and published within our community	Goldenfields Water will host 'Depth Days' at the Jugiong Water Treatment Plant for schools within our supply area. During Water Week, Goldenfields will work with local schools and pre-schools to provide interactive sustainable water themed resources.	Goldenfields hosts 'Depth Days' and engages with local schools and preschools during Water Week to provide sustainable water themed resources.	General Manager			X	

5.2: Develop and maintain strong links with stakeholders

5.2.1: We have close relationships with the Riverina Eastern Regional Organisation of Councils (REROC)

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
5.2.1.1	Participate in opportunities for resource, expertise and knowledge sharing with REROC	Participate in opportunities for resource, expertise and knowledge sharing with REROC	Goldenfields actively attends REROC meetings	General Manager	X	X	X	X



Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
5.2.1.2	Work closely with REROC to improve service efficiency and effectiveness and promote matters of common interest	Work closely with REROC to improve service efficiency and effectiveness and promote matters of common interest	Goldenfields participates in projects with a joint interest.	General Manager	X	X	X	X

5.2.2: We have close relationships with our constituent councils

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
5.2.2.1	Communicate and engage with constituent councils regularly	Engage with our Constituent Councils regularly, including annual meetings or as necessary.	We have regularly engaged with our Constituent Councils	General Manager			X	
5.2.2.2	Identify where we can partner with constituent councils to attract growth and new business to the region	Assist Constituent Councils where possible to attract growth and new business to the region	Joint projects undertaken where viable	General Manager		X		



5.2.3: We have a positive corporate reputation within our community and wider industry

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
5.2.3.1	Keep the community, media and internal and other stakeholders informed with relevant and timely information via the most appropriate channels	Information regarding Goldenfields' current works, major upcoming works, educational programs and general updates are provided through our bi-annual Customer Newsletter. Goldenfields stakeholders will consistently be updated with information through a variety of traditional and modern media platforms.	Goldenfields Customer Newsletter is circulated in April and October and information is regularly provided through various media platforms.	General Manager		X		X



6: Environmental protection and sustainability

6.1: Develop social responsibility for the water cycle

6.1.1: We provide a water supply that provides the best value for money considering social, environmental and economic considerations

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
6.1.1.1	Develop and implement an Integrated Water Cycle Management Plan using established community expectations and asset management information	Complete Integrated Water Cycle Management Strategy	Host the Project Reference Group workshop and review and finalise the Draft IWCM Issues Paper. Commence strategy development	Production & Services Manager				X



6.2: Ensure natural resources are used efficiently

6.2.1: We regularly review energy use to proactively identify and implement usage reduction activities to lower costs and reduce carbon footprint

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
6.2.1.2	Educate operators responsible for sites with highest energy consumption	Provide access to information to operators of large energy usage sites.	Review control operations of all large energy usage sites and educate operators in managing time of use recommendations.	Production & Services Manager				X
6.2.1.3	Renewable energy sources are utilised where viable	Investigate and review any renewable projects where viable.	Review Solar options for small sites and investigate alternative renewable energy projects for reducing Councils long term costs of energy.	Production & Services Manager				X
6.2.1.4	Carbon Footprint is monitored and regularly reported	Maintain an energy usage and cost data base.	Maintain the population of Azility cloud base systems to actively monitor our energy usage and costs.	Production & Services Manager				X



6.2.2: Water use efficiency is increased across the network

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
6.2.2.2	Provide customer interface to monitor water usage	Customers are encouraged to sign up to the Goldenfields Water App. The Goldenfields Water App is utilised to provide customers with updates.	Customer registration to the Goldenfields App has increased	General Manager			X	

6.3: Manage the water supply's sustainability and security

6.3.1: Risks to the water supply's sustainability and security are identified and monitored

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
6.3.1.1	Continue to monitor the water resource environment	Actively monitor our raw water source via both hydrological and water quality parameters	Undertake monthly sampling and testing of raw water quality samples. Monitor Council's access entitlements to source water and ensure restrictions are utilised when and where required.	Production & Services Manager				X
6.3.1.2	Educate and provide water efficiency information	Council staff are informed and educated of the risks to water supply sustainability, and policies and practices are reviewed in line with this information.	Goldenfields policies and practices are aligned with water supply sustainability.	General Manager			X	



7: Efficient operations

7.1: Improve business efficiency

7.1.1: We have an efficient corporate structure

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
7.1.1.1	Review corporate structure and align with service levels	Goldenfields Corporate structure is reviewed within 12 months of the ordinary election of council to best meet the organisation's requirements.	Goldenfields Corporate structure is efficiently aligned to meet organisational requirements, having been reviewed within 12 months of the ordinary election of council.	General Manager				X

7.1.2: Information management is integrated across the organisation

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
7.1.2.2	Continually update and improve the Geographic Information System	Continually update and improve the Geographic Information System	GIS enhancements are implemented	Engineering Manager				X



7.1.3: Corporate systems are implemented to support improvements in business efficiency

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
7.1.3.4	Implement an electronic works management system	Contract management module added to Authority suite	Contract management module added to Authority suite	Engineering Manager				X

7.1.5: Fleet management is optimised

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
7.1.5.1	Review fleet requirements annually	Prepare annual fleet replacement budget and review quarterly.	Prepare annual fleet budget for inclusion in Capital Works Program. Review progress quarterly during Quarterly Budget Reviews.	Corporate Services Manager		X	X	X
7.1.5.2	Implement a fleet management system	To be considered when the Corporate structure is reviewed.	Considered as part of the Corporate structure review.	General Manager				X



7.3: Reduce exposure to business risks

7.3.2: Environmental management practices are in place to reduce exposure to environmental risk

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
7.3.2.1	Develop and implement an environmental management system	Consideration is to be given to the development of an environmental management system during 2020/21.	Consideration has been given to the development of an environmental management system.	Production & Services Manager				X

7.3.3: Integrated risk management is part of asset management processes

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
7.3.3.1	Embed risk management into asset renewal process	Asset renewals are prioritised based on investment prioritisation model.	Prioritisation reported to MANEX	Engineering Manager				X



7.4: Improve the efficiency of operations in the field

7.4.1: We have an efficient, mobile workforce

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
7.4.1.2	Implement mobile platform for works management	The current Customer Service Calls application is to be further utilised to streamline operations in the field.	The utilisation of the Customer Service Call application has been expanded to streamline operations in the field.	Corporate Services Manager				X

8: Highly skilled and energetic workforce

8.1: Improve the management of human resources

8.1.1: Our workforce is motivated, skilled and flexible

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
8.1.1.1	Develop and implement a workforce management strategy	Goldenfields Workforce Management Plan is developed to meet the organisational requirements identified within the four year Delivery Program for 2021-2025.	Goldenfields Workforce Management Plan has been developed and adopted by the Board.	General Manager				X



Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
8.1.1.2	Provide staff with professional development opportunities that meet future needs	Provide staff with professional development opportunities that meet organisational future needs	Annual staff development plans completed, training undertaken for identified gaps	General Manager				X
8.1.1.3	Undertake an annual employee survey	An annual staff survey is undertaken to identify areas that are going well, areas that could be improved and how staff are best supported to effectively perform their roles.	Annual staff survey is undertaken and results considered to enhance organisational functions.	General Manager		X		



9: Financially sustainable

9.1: Deliver responsible financial management

9.1.1: Our Organisation is financially sustainable

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
9.1.1.1	Develop a long-term financial management plan	Develop and undertake annual review of long term financial plan.	Review long term financial plan annually in conjunction with operational plan preparation.	Corporate Services Manager				X
9.1.1.4	Develop capital works programs in-line with the planned price path	Capital works program is developed in accordance with Council's asset management and investment frameworks and is achievable within Council's long term financial plan.	Capital works program is developed in accordance with Council's asset management and investment frameworks and is achievable within Council's long term financial plan.	Engineering Manager				X



Statement of Revenue Policy

Council obtains its income from the following sources:

Water Access and User Charges

Council has adopted a two-part water charge for each of its customer categories, consisting of an access charge based on service connection sizing and a user charge based on the water consumed.

Council levies interest on overdue charges. The interest rate is maximum allowable by the NSW Office of Local Government.

Interest on Investments

Council invests surplus funds in accordance with its Investment Policy.

Fees

Council charges appropriate fees for service. These fees are based on actual costs and ensure that those who benefit from the service pay for it.

Private works

Occasionally Council carries out private works. Any such works are undertaken at a cost to the applicant.

Grants and Subsidies

Council will receive the Pensioner Rebate Subsidy provided by the State Government in 2020-2021. This subsidy offsets 55% of the total rebate provided.

Developer Contributions

Developers are required to pay the cost of providing the assets that they require. These costs usually fall into two categories:

The reticulated pipes which a developer is required to pay in full; and

A section 64 contribution towards the provision of infrastructure (headworks e.g. contribution for treatment plants, major pipelines etc)

Loan Borrowings

New capital infrastructure projects can be funded from borrowings. Council would normally expect that such borrowing approvals to be granted.

Council has not provided for any specific borrowings for 2020-2021.

Access and Usage Charges Statement

The following is a brief explanation of how Council categorises its customer base.

Residential

Customers are categorised as residential if:

The connection is within the Council's urbanised areas serviced by a reservoir via a reticulated distribution network and the main use is for residential accommodation (but not as a hotel, motel, guest-house, boarding house, lodging house or nursing home).

It is a vacant land within this Council's urbanised areas serviced by a reservoir via a reticulated distribution network.



Non Residential Rural

Customers are categorised as non-residential rural if:

The connection is located outside this Council urbanised areas, is serviced directly from a main and the main use is for stock and domestic.

Non-residential Other

Customers are categorised as non-residential other if:

The connection is within this Council's urbanised areas serviced by a reservoir via a reticulated distribution network and the main use is for commercial, industrial, community or institutional.

Other remote and direct connections to mains outside of this Council's urbanised areas where there is no commercial rural activity.

Non-Residential High Volume Monthly

Customers are categorised as non-residential high volume monthly if:

The main use is for commercial, industrial, community or institutional and the customer uses over 50,000kl pa.

Non-Residential Bulk Councils

Hilltops Council and Cootamundra Gundagai Regional Council together with water supplied to Riverina Water consumers are categorised as non-residential Bulk Councils.

Council's Annual Access and Usage charges, Interest, Fees, Private Works, and/or Developer Contributions are levied and or charged under various sections on the NSW Local Government Act including but not limited to sections 501, 502, 552, 566 section 64 and its cross reference to water Management Act section 305-307 and NSW Local Government Act Chapter 15, Part 10 Division 3.



Projected Yield

In 2020/21 water charges are proposed under the following categories, with the total forecast yield and percentage of total projected yield to be raised from each category as follows:

Customer Categories	\$'000	% Within Category	% of Total
Residential	6,362		30.2%
Access Charges	1,462	23%	
Usage Charges	4,900	77%	
Non-Residential Rural	4,668		22.2%
Access Charges	1,457	31%	
Usage Charges	3,211	69%	
Non-Residential Other	2,299		10.9%
Access Charges	932	41%	
Usage Charges	1,367	59%	
Non-Residential High Volume Monthly	1,548		7.4%
Access Charges	45	3%	
Usage Charges	1,503	97%	
Non-Residential Bulk Council	5,946		28.2%
Access Charges	1,437	24%	
Usage Charges	4,509	76%	
Non-Residential Standpipes	227		1.1%
Access Charges	2	1%	
Usage Charges	225	99%	
TOTAL PROJECTED YIELD	21,050		100%



Appendix A – Estimates of Income and Expenditure 2020/21

Goldenfields Water County Council						
INCOME STATEMENT	Current Year	Projected Years				
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Continuing Operations						
Revenue:						
Rates & Annual Charges	5,335	5,165	5,294	5,453	5,617	5,785
User Charges & Fees	17,221	16,010	16,410	16,901	17,407	17,928
Interest & Investment Revenue	1,648	830	790	805	700	590
Other Revenues	141	100	102	104	106	108
Grants & Contributions provided for Operating Purposes	110	85	85	85	85	85
Grants & Contributions provided for Capital Purposes	900	1,500	1,500	1,250	1,281	1,313
Total Income from Continuing Operations	25,355	23,690	24,181	24,598	25,196	25,810
Expenses from Continuing Operations						
Employee Benefits & On-Costs	6,951	6,644	6,838	7,037	7,242	7,453
Materials & Contracts	3,331	4,060	4,162	4,266	4,372	4,482
Depreciation & Amortisation	7,414	7,521	7,671	7,825	7,981	8,141
Other Expenses	4,115	5,218	5,340	5,466	5,595	5,727
Total Expenses from Continuing Operations	21,812	23,443	24,011	24,594	25,191	25,803
Net Operating Result for the Year	3,543	247	170	4	5	7
Net Operating Result before Grants and Contributions provided for Capital Purposes	2,643	(1,253)	(1,330)	(1,246)	(1,276)	(1,306)



Goldenfields Water County Council						
BALANCE SHEET	Current Year	Projected Years				
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
ASSETS						
Current Assets						
Cash & Cash Equivalents	1,000	500	500	500	500	500
Investments	12,851	11,445	8,680	6,431	5,829	5,144
Receivables	6,387	5,957	5,955	5,985	6,123	6,261
Inventories	836	1,018	1,044	1,070	1,097	1,124
Other	94	135	138	142	145	149
Total Current Assets	21,169	19,056	16,318	14,127	13,694	13,177
Non-Current Assets						
Investments	38,554	34,336	26,041	19,292	17,488	15,431
Infrastructure, Property, Plant & Equipment	266,555	273,312	284,566	293,566	295,865	298,504
Total Non-Current Assets	305,109	307,648	310,607	312,858	313,352	313,934
TOTAL ASSETS	326,278	326,704	326,925	326,985	327,047	327,112



Goldenfields Water County Council						
BALANCE SHEET (continued)	Current Year	Projected Years				
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
LIABILITIES						
Current Liabilities						
Payables	1,337	1,556	1,594	1,633	1,673	1,714
Income received in advance	572	531	544	560	577	594
Provisions	1,840	1,840	1,840	1,840	1,840	1,840
Total Current Liabilities	3,748	3,926	3,977	4,033	4,089	4,147
Non-Current Liabilities						
Payables	2	4	4	4	4	4
Provisions	37	37	37	37	37	37
Total Non-Current Liabilities	40	41	41	42	42	42
TOTAL LIABILITIES	3,788	3,968	4,019	4,074	4,131	4,189
Net Assets	322,490	322,736	322,906	322,911	322,916	322,923
EQUITY						
Retained Earnings	97,044	97,290	97,460	97,465	97,470	97,477
Revaluation Reserves	225,446	225,446	225,446	225,446	225,446	225,446
Total Equity	322,490	322,736	322,906	322,911	322,916	322,923
Total Cash & Investments	52,406	46,282	35,222	26,222	23,817	21,074



Goldenfields Water County Council	
OPERATING BUDGET SUMMARY	
	2020/21 \$'000
REVENUE	
Annual Charges	5,250
Water Sales	15,715
Interest	830
User Charges	195
Developer Contributions	1,500
Total Revenue	23,490
EXPENDITURE	
Pump Stations	2,400
Reservoirs	250
Treatment Plants	3,225
Mains - Trunk (Town to Town)	564
Mains - Reticulation (In Town)	862
Mains - Rural (Outside Town)	292
Bores	213
Buildings	49
Management & Depreciation	15,387
Total Expenditure	23,243
OPERATING RESULT	247



Goldenfields Water County Council		
2020/21 BUDGETED CASH POSITION	Current Year 2019/20 \$'000	Projected 2020/21 \$'000
Reconciliation of Cash Position		
Change in net assets from continuing operations	3,543	247
Add back Non Cash Expenses		
Depreciation	7,414	7,521
Add cashflows from Financing Activities		
Proceeds from sale of Assets	687	691
Less Cashflows from Investing Activities		
Purchase of Infrastructure, Property, Plant & Equipment	(9,978)	(14,278)
Cash Surplus/ (Deficit)	1,666	(5,819)
Equity Movements		
Reserve Funds - Increase / (Decrease)	1,666	(5,819)



Goldenfields Water County Council		
2020/21 CAPITAL BUDGET SUMMARY	Current Year 2019/20 \$'000	Projected 2020/21 \$'000
Capital Budget		
Income		
Capital Funding		
Capital Grants & Contributions	900	1,500
Proceeds from sale - Infrastructure, Property Plant & Equipment	687	691
Internal Restrictions	5,748	13,340
Operating Revenue	2,643	(1,253)
Total Capital Funding	9,978	14,278
Capital Expenditure		
New Assets		
Water Supply Infrastructure	2,990	2,250
Plant & Equipment	341	-
IT / Office Equipment	35	-
Land & Buildings	50	300
Renewal Assets		
Water Supply Infrastructure	5,198	10,350
Plant & Equipment	1,143	1,265
IT / Office Equipment	71	78
Furniture & Fittings	-	5
Land & Buildings	150	30
Total Capital Expenditure	9,978	14,278



**Goldenfields Water County Council
CAPITAL WORKS BUDGET**

2020/21 TO 2024/25

BUDGET 2020/21 BUDGET 2021/22 BUDGET 2022/23 BUDGET 2023/24 BUDGET 2024/25

CAPITAL INCOME:	\$	\$	\$	\$	\$
Asset Sales	691,000	700,000	350,000	350,000	350,000
Capital Contributions	1,300,000	1,332,500	1,365,813	1,399,958	1,434,957
TOTAL CAPITAL INCOME:	1,991,000	2,032,500	1,715,813	1,749,958	1,784,957

CAPITAL EXPENDITURE					
NEW SYSTEM ASSETS:	\$	\$	\$	\$	\$
Land & Buildings	300,000	-	-	-	-
Mains - Developer Paid	40,000	40,000	40,000	40,000	40,000
Mains - Trunk	180,000	-	-	-	-
Mains - Reticulation	150,000	125,000	75,000	150,000	150,000
Mains - Rural	1,800,000	1,800,000	500,000	-	-
Scada	80,000	-	-	-	-
TOTAL NEW SYSTEM ASSETS:	2,550,000	1,965,000	615,000	190,000	190,000



Goldenfields Water County Council
CAPITAL WORKS BUDGET

2020/21 TO 2024/25

BUDGET 2020/21

BUDGET 2021/22

BUDGET 2022/23

BUDGET 2023/24

BUDGET 2024/25

RENEWALS:	\$	\$	\$	\$	\$
Plant & Equipment	1,265,000	1,400,000	750,000	750,000	750,000
Information Technology	78,156	80,000	80,000	80,000	80,000
Furniture and Office Equipment	5,000	5,000	5,000	10,000	10,000
Land & Buildings	30,000	50,000	50,000	50,000	50,000
Mains - Trunk	3,730,000	7,550,000	2,950,000	3,450,000	3,450,000
Mains - Reticulation	25,000	345,000	345,000	545,000	545,000
Mains - Rural	65,000	50,000	50,000	50,000	50,000
Pump Stations	1,055,000	1,800,000	6,000,000	4,700,000	4,700,000
Bores	225,000	200,000	-	-	-
Reservoir Sites	370,000	750,000	3,250,000	225,000	725,000
Treatment Plant	4,680,000	4,530,000	2,530,000	30,000	30,000
Emergency Works	200,000	200,000	200,000	200,000	200,000
TOTAL RENEWALS ASSETS:	11,728,156	16,960,000	16,210,000	10,090,000	10,590,000
TOTAL CAPITAL EXPENDITURE:	14,278,156	18,925,000	16,825,000	10,280,000	10,780,000



Appendix B – Fees and Charges

Name	Year 19/20 Fee (incl. GST)	Year 20/21 Fee (incl. GST)	Legislation	GST
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Goldenfields Water County Council

Access Charges (Annual)

Residential

20mm Connection Quarterly Charge: \$50.00	\$200.00	\$200.00	Local Government Act 1993 Section 501	N
25mm Connection Quarterly Charge: \$78.00	\$312.00	\$312.00	Local Government Act 1993 Section 501	N
32mm Connection Quarterly Charge: \$128.00	\$512.00	\$512.00	Local Government Act 1993 Section 501	N
40mm Connection Quarterly Charge: \$200.00	\$800.00	\$800.00	Local Government Act 1993 Section 501	N
50mm Connection Quarterly Charge: \$313.00	\$1,252.00	\$1,252.00	Local Government Act 1993 Section 501	N
80mm Connection Quarterly Charge: \$800.00	\$3,200.00	\$3,200.00	Local Government Act 1993 Section 501	N

Non-Residential – Rural

20mm Connection Quarterly Charge: \$160.00	\$640.00	\$640.00	Local Government Act 1993 Section 501	N
25mm Connection Quarterly Charge: \$250.00	\$1,000.00	\$1,000.00	Local Government Act 1993 Section 501	N
32mm Connection Quarterly Charge: \$410.00	\$1,640.00	\$1,640.00	Local Government Act 1993 Section 501	N

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Name	Year 19/20 Fee (incl. GST)	Year 20/21 Fee (incl. GST)	Legislation	GST
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Non-Residential – Rural [continued]

40mm Connection	\$2,560.00	\$2,560.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$640.00				
50mm Connection	\$4,000.00	\$4,000.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$1,000.00				
80mm Connection	\$10,240.00	\$10,240.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$2,560.00				

Non-Residential – Other

Includes: Commercial, Industrial, Institutional, Community, Direct and Remote

20mm Connection	\$352.00	\$352.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$88.00				
25mm Connection	\$548.00	\$548.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$137.00				
32mm Connection	\$900.00	\$900.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$225.00				
40mm Connection	\$1,400.00	\$1,400.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$350.00				
50mm Connection	\$2,200.00	\$2,200.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$550.00				
80mm Connection	\$5,640.00	\$5,640.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$1,410.00				
100mm Connection	\$8,800.00	\$8,800.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$2,200.00				

Name	Year 19/20 Fee (incl. GST)	Year 20/21 Fee (incl. GST)	Legislation	GST
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Non-Residential – High Volume (Monthly)

20mm Connection Monthly Charge: \$25.00	\$300.00	\$300.00	Local Government Act 1993 Section 501	N
25mm Connection Monthly Charge: \$39.00	\$468.00	\$468.00	Local Government Act 1993 Section 501	N
32mm Connection Monthly Charge: \$64.00	\$768.00	\$768.00	Local Government Act 1993 Section 501	N
40mm Connection Monthly Charge: \$100.00	\$1,200.00	\$1,200.00	Local Government Act 1993 Section 501	N
50mm Connection Monthly Charge: \$156.00	\$1,872.00	\$1,872.00	Local Government Act 1993 Section 501	N
80mm Connection Monthly Charge: \$400.00	\$4,800.00	\$4,800.00	Local Government Act 1993 Section 501	N
100mm Connection Monthly Charge: \$625.00	\$7,500.00	\$7,500.00	Local Government Act 1993 Section 501	N
150mm Connection Monthly Charge: \$1,406.00	\$16,872.00	\$16,872.00	Local Government Act 1993 Section 501	N

Non-Residential – Bulk Councils

Applied per equivalent no. of 20mm connections	\$136.00	\$136.00	Local Government Act 1993 Section 501	N
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Vacant Unconnected Properties

20mm Connection (applied to new subdivisions after 1/07/2011) Quarterly Charge: \$50.00	\$200.00	\$200.00	Local Government Act 1993 Section 552	N
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Name	Year 19/20 Fee (incl. GST)	Year 20/21 Fee (incl. GST)	Legislation	GST
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Consumption Charges (per kilolitre)

* Excess Charges apply when allocated volumes exceeded

Residential Charge – all consumption	\$2.45	\$2.45	Local Government Act 1993 Section 502	N
Non-Residential Rural – all consumption*	\$1.69	\$1.69	Local Government Act 1993 Section 502	N
Non-Residential Rural – Mandamah consumption*	\$2.45	\$2.45	Local Government Act 1993 Section 502 and Section 552	N
Non-Residential Other – all consumption*	\$2.04	\$2.04	Local Government Act 1993 Section 502	N
Non-Residential High Volume Monthly consumption*	\$2.21	\$2.21	Local Government Act 1993 Section 502	N
Non-Residential Bulk Council – all consumption	\$1.67	\$1.67	Local Government Act 1993 Section 502	N
*Excess Charges	\$4.50	\$3.75	Local Government Act 1993 Section 502	N

Water Filling Stations & Temporary Water Supply Charges

Water Filling Station Charges

AvData Key Deposit	\$50.00	\$50.00	Local Government Act 1993 Section 608	N
Minimum AvData when purchased at Goldenfields Water Office	\$60.00	\$60.00	Local Government Act 1993 Section 608	N

Standpipe / Temporary Water Supply Charges

Deposit for Non-Local Customer	\$1,000.00	\$1,000.00	Local Government Act 1993 Section 608	N
Short Term Hire (per week or part thereof)	\$80.00	\$80.00	Local Government Act 1993 Section 608	N
Annual Hire (per annum of part thereof – nil consumption allow)	\$330.00	\$330.00	Local Government Act 1993 Section 501	N
All Portable Standpipe Water Sales – per kilolitre (Commercial, Portable & Temporary)	\$4.50	\$3.75	Local Government Act 1993 Section 502	N
Maximum Retail Charge – Standpipe Water Sales	\$6.00	\$5.00	Local Government Act 1993 Section 502	N

Name	Year 19/20 Fee (incl. GST)	Year 20/21 Fee (incl. GST)	Legislation	GST
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Connection & Developer Charges

Water Connection & Development Proposals

Assess development proposals (incl subdivision, strata & community/neighbourhood plans - per connection) incl site inspection

Single connection	\$285.00	\$295.00	Local Government Act 1993 Section 608	N
Up to 5 connections	\$230.00	\$235.00	Local Government Act 1993 Section 608	N
6 to 15 connections	\$205.00	\$210.00	Local Government Act 1993 Section 608	N
16 to 30 connections	\$175.00	\$180.00	Local Government Act 1993 Section 608	N
> 30 connections		POA	Local Government Act 1993 Section 608	N

Infrastructure Charges

Equivalent Tenement (ET) = 250 kilolitres per annum

Retail DSP areas (per ET)	\$7,800.00	\$7,800.00	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N
Bulk Council DSP areas (per ET)	\$7,134.00	\$7,134.00	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N

Augmentation Charges – Tapping, Service and Meter Charges

Downsizing a Connection: half the regular cost of the resultant connection size

Augmentations: additional charges may apply where Dial Before You Dig indicates other services that require external location

20mm Connection	\$1,750.00	\$1,800.00	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N
25mm Connection	\$1,950.00	\$2,000.00	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N
32mm Connection	\$2,550.00	\$2,600.00	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N

Name	Year 19/20 Fee (incl. GST)	Year 20/21 Fee (incl. GST)	Legislation	GST
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Augmentation Charges – Tapping, Service and Meter Charges [continued]

40mm Connection	\$2,950.00	\$3,000.00	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N
50mm Connection	\$3,450.00	\$3,550.00	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N
> 50mm Connection		At Cost	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N
20mm Connection where service pipe has already been laid	\$350.00	\$360.00	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N
NR Rural – Mandamah Annual Augmentation Charge (per Entity) – Stage 1 Quarterly Charge: \$127.25	\$500.00	\$509.00	Local Government Act 1993 Section 552	N
NR Rural – Mandamah Annual Augmentation Charge (per Entity) – Stage 2 Quarterly Charge: \$125.00	\$0.00	\$500.00	Local Government Act 1993 Section 552	N

Customer Services

Bulk Customer Charges

Bulk Customer – Backflow Device Testing (per device) plus additional hourly rates may apply	\$0.00	\$335.00	Local Government Act 1993 Section 608	N
Bulk Customer – Backflow Installation	\$0.00	\$1,800.00	Local Government Act 1993 Section 608	N
Bulk Customer – Trunk Main New Connection	\$0.00	\$12,950.00	Local Government Act 1993 Section 608	N
Bulk Customer – Trunk Main Relocation During Construction Fee	\$0.00	\$5,950.00	Local Government Act 1993 Section 608	N

Backflow Prevention

*Charges apply to 20mm installation. Larger sizes charged at cost.

Installation of RPZD device (incl cost of device)*	\$950.00	\$975.00	Local Government Act 1993 Section 608	N
Inspection & Testing of Backflow Prevention Device (per device) plus additional hourly charges may apply	\$325.00	\$335.00	Local Government Act 1993 Section 608	N

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Name	Year 19/20 Fee (incl. GST)	Year 20/21 Fee (incl. GST)	Legislation	GST
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Backflow Prevention [continued]

Installation of Double Check Valve*	\$260.00	\$265.00	Local Government Act 1993 Section 608	N
Yearly Servicing of Double Check Valve	\$63.00	\$65.00	Local Government Act 1993 Section 608	N

Pipe Locations

Locate Only (min 1 Hour)	At Cost (min \$150/hr)	Local Government Act 1993 Section 608	N
	Last YR Fee At Cost (min \$145/hr)		
Locate and Expose (min 24 hours notice) (min 1 Hour)	At Cost (min \$150/hr)	Local Government Act 1993 Section 608	N
	Last YR Fee At Cost (min \$145/hr)		

Engineering Services

Site Inspections (per visit)	\$290.00	\$300.00	Local Government Act 1993 Section 608	N
Pressure Testing of New Mains	\$725.00	\$745.00	Local Government Act 1993 Section 608	N
Chlorination / Disinfection of New Mains (per service)	\$725.00	\$745.00	Local Government Act 1993 Section 608	N
Cutting in of New Mains		At Cost	Local Government Act 1993 Section 608	N
Site Survey (per day)	\$875.00	\$900.00	Local Government Act 1993 Section 608	N
Design and Drafting including Plans (per day)	\$975.00	\$990.00	Local Government Act 1993 Section 608	N

Private Works

Private Works Admin Fee	10% (Max \$500)	Local Government Act 1993 Section 608	Y
Hire rates for Labour, Plant & Equipment	POA	Local Government Act 1993 Section 608	Y
	Last YR Fee POA (at cost)		

Name	Year 19/20 Fee (incl. GST)	Year 20/21 Fee (incl. GST)	Legislation	GST
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Other Charges

Administrative Fees

Administration

S603 Certificate – Search Enquiry Certificate Fee (State Govt scheduled fee) – per property	\$85.00	\$85.00	Local Government Act 1993 Section 603	N
S603 Certificate Urgency Fee – process in less than three working days (incl Certificate)	\$170.00	\$170.00	Local Government Act 1993 Section 603 and Section 608	N
Restriction / Disconnection Attendance Fee – Permanent or Temporary (non-payment of account or at customer request)	\$145.00	\$150.00	Local Government Act 1993 Section 608	N
Reconnection Fee after Temporary Restriction / Disconnection	\$145.00	\$150.00	Local Government Act 1993 Section 608	N
Debt Recovery Attendance Fee (serving notices)	\$145.00	\$150.00	Local Government Act 1993 Section 608	N

Meter Test Deposit

Non-refundable if meter registers less than 4% more than the correct quantity

20 or 25mm meter	\$145.00	\$145.00	Local Government Act 1993 Section 608	N
32 or 40mm meter	\$220.00	\$220.00	Local Government Act 1993 Section 608	N
50 or 80mm meter	\$290.00	\$290.00	Local Government Act 1993 Section 608	N
> 80mm meter		At Cost	Local Government Act 1993 Section 608	N

Special Meter Reading

Refundable if routine reading by Council is in error

Routine service (min 48 hours notice)	\$85.00	\$87.50	Local Government Act 1993 Section 608	N
Same Day Service	\$145.00	\$150.00	Local Government Act 1993 Section 608	N
Special Enquiry/Certificate/Attendance Fee per hour (min 1 hour)	\$145.00	\$150.00	Local Government Act 1993 Section 608	N

Name	Year 19/20 Fee (incl. GST)	Year 20/21 Fee (incl. GST)	Legislation	GST
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Other

Installation of Remote Meter Reading Device	-	-	Local Government Act 1993 Section 608	N
	Last YR Fee At Cost			
Interest on Overdue Accounts	Max rate allowed	Max rate allowed	Local Government Act 1993 Section 566	N
	Last YR Fee 7.5%	Last YR Fee 7.5%		
Processing of Dishonoured Cheques	\$55.00	\$55.00	Local Government Act 1993 Section 608	N
Processing of Dishonoured Direct Debit (initial \$0, each subsequent dishonour)	\$25.00	\$25.00	Local Government Act 1993 Section 608	N
Copy of Documents (per copy) when freely available from website	\$33.00	\$33.00	Local Government Act 1993 Section 608	N

Government Information (Public Access) Act 2009 Requests

Application Fee	\$30.00	\$30.00	Government Information (Public Access) Act 2009 Section 41	N
Processing Charge (/hr after first 20hrs)	\$30.00	\$30.00	Government Information (Public Access) Act 2009 Section 64	N
Internal Review	\$40.00	\$40.00	Government Information (Public Access) Act 2009 Section 85	N
Amendment of Records		No Cost	-	N