



Goldenfields
Water

OPERATIONAL PLAN

2021 - 2022



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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 2021/2022.

In order to put the Boards 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 center piece are a number of main 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 feedback as we continue the long term journey of delivering the best possible water supplies to you.

Dennis Palmer
Chairperson



Message from the General Manager

Following on from the Chairpersons 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 helicopter view 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 2021/2022 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 2021/2022.

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 others 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

The 2021-2022 Operational Plan 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 2017–2022 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.



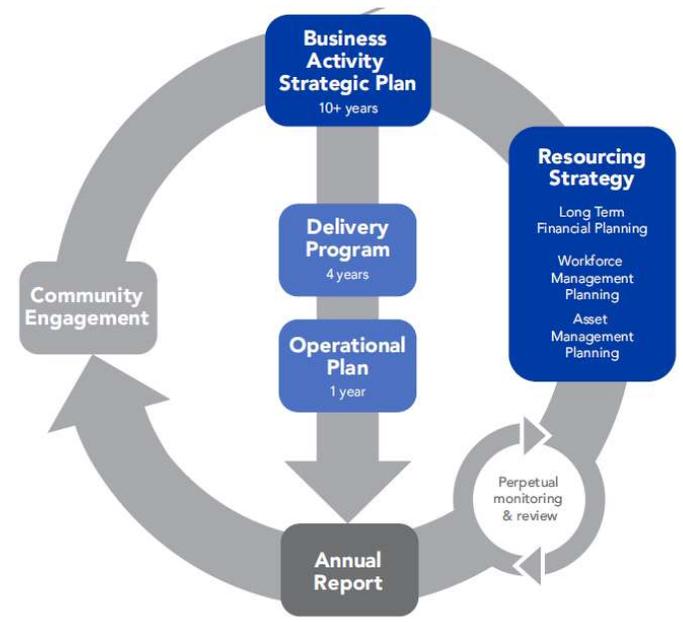
Operational Plan Explained

The Operational Plan forms part of a group of plans which supports GWCC's strategic direction

The Operational Plan 2021 – 2022 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 GWCC 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
2021 - 2022



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
1.2.2.3	Deliver capital works program	Commence and complete Talbingo Lane Junee pipeline replacement of approximately 10km.	Commence and complete Talbingo Lane Junee pipeline replacement of approximately 10km.	Operations Manager		X		X
		Commence and complete urban pipeline renewal at Beach and Pretoria Street Junee.	Commence and complete urban pipeline renewal at Beach and Pretoria Street Junee.	Operations Manager		X		X
		Commence Thanowring Road pipeline replacement.	Commence Thanowring Rd Pipeline Replacement	Operations Manager		X		X



Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
		Complete and Commission Mandamah pipeline construction Stage 3, and commence Stage 4.	Complete and Commission Mandamah pipeline construction Stage 3, and commence Stage 4.	Operations Manager				X
		Installation of an organisational wide microwave communication system for SCADA is complete	Installation of an organisational wide microwave communication system for SCADA is complete	Production & Services Manager	X			X
		Jugiong No1 High Voltage Upgrade - Detailed design contract to be completed.	Jugiong No1 High Voltage Upgrade - Detailed design contract to be completed.	Production & Services Manager		X		X
		Jugiong Programmable Logic Controller (PLC) is completed.	Jugiong Programmable Logic Controller (PLC) is completed.	Production & Services Manager	X			X
		Oura High Voltage Upgrade – Civil Construction is complete and commissioned	Oura High Voltage Upgrade – Civil Construction is complete and commissioned	Production & Services Manager		X		X
		Plan for a new workshop facility to support Urban Reticulation renewals as per Capital Works forecast.	Detailed design completed for proposed new workshop	General Manager		X		X
1.2.2.4	Operate, maintain water infrastructure to meet defined levels of service	Valve maintenance and replacement will be completed by October 2021.	Achieve greater than 85% of program	Operations Manager		X		



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
1.2.4.3	Implement a water main renewal program in line with the 30 year capital works program	Implement the water main renewal program for 21/22	Achieve 85% of mains renewals budget	Engineering Manager		X		X
1.2.4.4	Continue with Mandamah water extension program	Continue with Mandamah water main extension program	Achieve greater than 85% of 30km of mains installation.	Engineering Manager		X		X

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	Progressively replace all SCADA across to ClearSCADA	Production & Services Manager				X



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	Air, Scour and Stop Valves and Hydrants are reviewed and replaced as required in Temora, Wyalong and Ungarie. Junee, Coolamon and Ganmain are reviewed for future replacement.	Air, Scour and Stop Valves and Hydrants are reviewed and replaced as required in Temora, Wyalong and Ungarie. Junee, Coolamon and Ganmain are reviewed for future replacement.	Operations Manager		X		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.	Replace aged water quality instrumentation where required.	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.	Community Engagement Officer	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
1.2.13.4	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
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 regions future water supply

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
2.2.2.3	Continue work on the Integrated Water Cycle Management in accordance with NSW Best Practice Management Framework	Consultant is engaged to complete IWCM Strategy inclusive of hydraulic model and financial plan.	Works are on track for completion in the 2022/23 financial year	Engineering Manager		X		X



3: Strategic water management

3.1: Become an industry leader in the water sector

3.1.3: We follow best practice strategic planning

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
3.1.3.1	Revise the Strategic Business Plan	Complete the Integrated Water Cycle Management Strategy	IWCM is adopted.	Production and Services Manager				X

4: Best practice pricing

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



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.	LTFP reviewed 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

5.1.2: 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 Community Engagement Strategy	Goldenfields 3 year community engagement strategy is developed utilising information gathered from the community including the customer survey.	Goldenfields Water 2021-25 Community Engagement Strategy is developed.	Community Engagement Officer			X	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 and community activities.	Our community is provided information on water management and sustainable water practices.	Community Engagement Officer	X	X	X	X
5.1.4.2	Public education information about water management and sustainable water practice is developed and published within our community	Educate local students and customers about the region's drinking water supply and water cycle, water efficiency and sustainability, and benefits of choosing tap water. This will be achieved by offering Depth Days to local students, developing a school program targeted at Stage 5 students and actively promoting National Water Week to schools and the community through interactive and engaging sustainable water themed resources.	Goldenfields hosts 'Depth Days', develops Stage 4 educational program and engages with local schools and preschools during Water Week to provide sustainable water themed resources.	Community Engagement Officer		X		X



5.1.5: Customer Service Experience is enhanced

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
5.1.5.1	Promote increased customer uptake of available online services	Customer service initiatives of emailed water accounts, mywater and direct debit payment arrangements are promoted through staff engagement and targeted advertising	The percentage of customers using mywater, direct debit and receiving emailed accounts has increased	Corporate Services Manager		X		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
5.2.1.2	Work closely with REROC and the Joint Organisation to improve service efficiency and effectiveness and promote matters of common interest	Work closely with REROC and the Joint Organisation 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	

5.2.3: 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 traditional and modern media platforms, including our quarterly customer newsletters, social media platforms, website and media releases.	Goldenfields Customer Newsletter is circulated in January, April, July and October. Information is regularly provided through various media platforms.	Community Engagement Officer		X		X



6: Environmental protection and sustainability

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 foot print

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
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
6.2.2.3	Promote activities that improve customer experience and efficient water service delivery	Support the Customer Service Team to provide customers with a seamless and simplified interaction. Promoting digital engagement such as the Goldenfields Water App, direct debit payments and online accounts will be an integral part of enabling simplified interaction.	Customer registration to the Goldenfields App, online accounts and direct debit increases.	Community Engagement Officer		X		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 councils access entitlements to source water and ensure restrictions are utilised when and where required.	Production & Services 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 organisations 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

7.1.5: 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

7.3: Reduce exposure to business risks

7.3.1: We take an integrated approach to risk management

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
7.3.1.3	Maintain an audit, risk and improvement function that meets Risk Management and Internal Audit Framework requirements	ARIC function complies with Framework. ARIC Meetings are regularly held. Internal audits are conducted in accordance with Strategic Internal Audit Plan	ARIC is compliant with framework. ARIC meetings are held quarterly. 3 internal audits conducted in financial year.	Corporate Services Manager		X		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

7.3.5: Capital Works Program reduces business risk through prioritisation of critical renewals

Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
7.3.5.1	Capital works program is based on asset information and prioritised to reduce business risk	Implement the capital works program for 2021/22 Financial year	85% of capital works program is completed	Engineering Manager		X		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	Rollout O365 across Council to improve availability, lessen demand on infrastructure, workforce collaboration and mobility	Email service migrated to the cloud. O365 operational for staff. Collaboration tools being utilised as scoped for Council requirements.	Corporate Services Manager		X		X



Key Activity Code	Key Activity	Action Name	Performance Measure	Responsible Officer Position	Q1	Q2	Q3	Q4
7.4.1.4	Implement an Electronic Timesheet system	Investigate, source and implement an electronic timesheet system	System successfully implemented and operationally compliant	Corporate Services Manager		X		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 2021/25.	Goldenfields Workforce Management Plan has been developed and adopted by the Board.	HR Coordinator				X
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	HR Coordinator		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	Long Term Financial Plan updated annually	The LTFP has been reviewed annually in conjunction with Operational Plan Preparation	Corporate Services Manager				X
9.1.1.5	Asset Management Plan and Financial Plan are integrated and achievable	Total Asset Management Plan and Financial Plan is developed as part of IWCM process to be completed in the 2022/23 financial year.	Works are on track for completion in the 2022/23 Financial Year	Engineering Manager		X		X



Resourcing Strategy

Goldenfields Water's Resourcing Strategy is part of the Integrated Planning and Reporting documents.

It documents Goldenfields Water's long term strategy for providing the resources required to implement the strategies established by the Business Activity Strategic Plan.

It includes long term financial, workforce management and asset management planning.

Council's Long Term Financial Plan has been updated and is included within Appendix A.

Council's Asset Management Plan adopted in 2017 within the existing Resourcing Strategy, remains current, with a full review to be included in the next Integrated Planning and Reporting Cycle.

Council's Workforce Management Plan adopted in 2017 within the existing Resourcing Strategy remains current, however actions have been extended to incorporate the 2021/2022 Financial Year and are included below.



Workforce Management Plan Strategies 2021/2022

Strategic Area	Action	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
1. Workforce planning to ensure organisational sustainability.	1.1 Provide funding for leadership training and professional development opportunities for managers, coordinators and potential leaders within the organisation.	x	x	x	x	x
	1.2 Continue partnership with Charles Sturt University in relation to the Engineering undergraduate program.	x	x	x	x	
	1.3 Develop and implement a mentoring program where experienced staff can act as formal mentors to more junior staff to ensure the transfer of skills and knowledge.		x			
	1.4 Investigate the options for staff to be mentored from individuals in other local government organisations.		x			
	1.5 Provide support to managers and coordinators to enable them to identify and address their strategic workforce needs, taking into account ageing workforce demographics to ensure business continuity and organisational goals are met.	x	x	x	x	x
2. Attracting the best staff by promoting GWCC as an employer of choice.	2.1 Conduct a review of Council's mission and vision to ensure they align with current organisational objectives.		x			
	2.2 Re-invent GWCC's external Careers internet page, with the development of new materials to emphasise the benefits of working with GWCC.	x				
	2.3 Incorporate new branding and workplace values as part of external recruitment documentation.	x				
	2.4 Continue to review position descriptions prior to advertising to ensure that the role description, position requirements and job design reflect current operational needs.	x	x	x	x	x
	2.5 Develop a Recruitment Policy which ensures EEO and flexible practices.	x				
	2.6 Review and update EEO Policy and provide training to all staff.	x		x		x
	2.7 Liaise with surrounding schools, TAFEs and universities to gauge opportunities to promote school based opportunities. E.g. work experience, school based traineeships/apprenticeships.	x	x	x	x	x
	2.8 Increase community awareness of job diversity within GWCC by ensuring presence at local 'Career Expos' at surrounding universities and high schools.	x	x	x	x	x
	2.9 Identify incentives to attract potential staff to GWCC.	x	x	x	x	x
	2.10 Ensure that Employee Exit Interviews are conducted to better understand the reasons for employees leaving the organisation.	x	x	x	x	x



Strategic Area	Action	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
3. Developing staff to create a talented and responsive workforce equipped to meet organisational needs.	3.1 Develop, implement and monitor organisation-wide training plan to ensure available funds for required training.	x	x	x	x	x
	3.2 Promote and support GWCC's annual Staff Development Plan process as a way of encouraging staff to consider their career development.	x	x	x	x	x
	3.3 Promote and support GWCC's Education Assistance program to encourage staff to undertake formal qualifications.	x	x	x	x	x
	3.4 Develop and facilitate supervisory support training sessions on topics such as performance management and work health and safety.	x	x	x	x	x
	3.5 Promote and support GWCC's internal employee/team recognition program to reward and recognise high performing employees.	x	x	x	x	x
	3.6 Identify external funding opportunities for training and education.	x	x	x	x	x
	3.7 Implement a Human Resource Information System (HRIS) to ensure that training records, qualification history and skill gaps are appropriately recorded and can be reported and acted on.		x			x
	3.8 Develop and implement a mentoring program where experienced staff internal or external to GWCC can mentor others.		x			
	3.9 Encourage staff to act in higher level positions as opportunities arise.	x	x	x	x	x
4. Retaining a committed, engaged and satisfied workforce.	4.1 Regularly monitor and review the effectiveness of HR policies and procedures to ensure they are appropriate and successful.	x	x	x	x	x
	4.2 Maintain data from employee exit forms to determine reasons for staff turnover.	x	x	x	x	x
	4.3 Promote and support GWCC's recognition program for high performing and long-serving employees.	x	x	x	x	x
	4.4 Investigate and promote options for flexible work arrangements within GWCC.	x	x	x	x	x
	4.5 Review salary system to ensure position sizing is consistent with industry standards.		x			
	4.6 Identify incentives to retain valuable staff.	x	x	x	x	x
	4.7 Maintain and promote GWCC's Employee Assistance Programs.	x	x	x	x	x
	4.8 Investigate ways to promote work-life balance within GWCC.	x				x
	4.9 Develop and implement GWCC's Health and Wellbeing strategy.	x				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. As part of its Delivery Program, Council has set its access and usage charges for the 2021/2022 year.

Council levies interest on overdue charges. The interest rate is maximum allowable – 6% for 2021/2022.

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 2021/2022. 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 contribution towards the provision of infrastructure (headworks-e.g. 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 2021/2022.

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 urbanized 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 urbanized 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 urbanized 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 urbanized 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 urbanized 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.

Appendix A – Estimates of Income and Expenditure 2021/2022

INCOME STATEMENT	Current Year	Projected Years									
	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Continuing Operations											
Rates & Annual Charges	5,165	5,585	5,753	5,925	6,103	6,286	6,475	6,669	6,869	7,075	7,287
User Charges & Fees	13,520	16,750	17,252	17,768	18,300	18,848	19,412	19,993	20,592	21,208	21,843
Other Revenues	100	126	129	131	134	136	139	142	145	148	151
Grants & Contributions provided for Operating Purposes	85	85	85	85	85	85	85	85	85	85	85
Grants & Contributions provided for Capital Purposes	2,350	1,050	1,200	1,230	1,261	1,292	1,325	1,358	1,392	1,426	1,462
Interest & Investment Revenue	830	540	380	270	230	210	220	200	230	230	230
Total Income from Continuing Operations	22,050	24,137	24,798	25,410	26,113	26,858	27,655	28,447	29,312	30,172	31,058
Expenses from Continuing Operations											
Employee Benefits & On-Costs	6,517	6,885	7,086	7,293	7,506	7,726	7,951	8,184	8,423	8,669	8,923
Materials & Contracts	4,200	3,988	4,088	4,190	4,295	4,402	4,512	4,625	4,740	4,859	4,980
Depreciation & Amortisation	8,282	8,300	8,466	8,635	8,808	8,984	9,164	9,347	9,534	9,725	9,919
Other Expenses	4,587	4,572	4,680	4,790	4,902	5,018	5,136	5,256	5,380	5,507	5,637
Total Expenses from Continuing Operations	23,585	23,745	24,319	24,908	25,511	26,129	26,763	27,412	28,078	28,760	29,459
Net Operating Result for the Year	(1,535)	392	479	502	602	728	893	1,034	1,234	1,412	1,599
Net Operating Result before Grants and Contributions provided for Capital Purposes	(3,885)	(658)	(721)	(728)	(659)	(564)	(432)	(323)	(157)	(14)	137

Goldenfields Water County Council

BALANCE SHEET	Current Year	Projected Years									
	2020/21 \$'000	2021/22 \$'000	2022/23 \$'000	2023/24 \$'000	2024/25 \$'000	2025/26 \$'000	2026/27 \$'000	2027/28 \$'000	2028/29 \$'000	2029/30 \$'000	2030/31 \$'000
ASSETS											
Current Assets											
Cash & Cash Equivalents	500	500	500	500	500	500	500	905	502	754	500
Investments	22,449	16,316	10,666	8,686	7,615	6,346	5,254	5,254	5,254	5,254	5,149
Receivables	5,910	6,180	6,257	6,388	6,545	6,702	6,869	7,073	7,272	7,486	7,697
Inventories	859	816	836	857	879	901	923	946	970	994	1,019
Other	58	57	58	59	61	62	64	65	67	69	70
Total Current Assets	29,776	23,868	18,318	16,491	15,600	14,511	13,610	14,243	14,065	14,557	14,435
Non-Current Assets											
Investments	22,449	16,316	10,666	8,686	7,615	6,346	5,254	5,254	5,254	5,254	5,149
Infrastructure, Property, Plant & Equipment	270,694	283,156	294,880	299,235	301,847	304,983	307,919	308,372	309,838	310,813	312,693
Total Non-Current Assets	293,143	299,472	305,546	307,921	309,462	311,328	313,172	313,625	315,091	316,066	317,843
TOTAL ASSETS	322,920	323,340	323,864	324,412	325,062	325,839	326,782	327,869	329,156	330,623	332,278
LIABILITIES											
Current Liabilities											
Payables	1,678	1,707	1,752	1,798	1,846	1,895	1,945	1,997	2,050	2,105	2,161
Provisions	2,483	2,483	2,483	2,483	2,483	2,483	2,483	2,483	2,483	2,483	2,483
Total Current Liabilities	4,161	4,189	4,235	4,281	4,329	4,378	4,428	4,480	4,533	4,587	4,643
Non-Current Liabilities											
Payables	5	5	5	5	5	5	5	5	5	6	6
Provisions	72	72	72	72	72	72	72	72	72	72	72
Total Non-Current Liabilities	77	78	78	78	78						
TOTAL LIABILITIES	4,238	4,266	4,312	4,358	4,406	4,455	4,506	4,557	4,611	4,665	4,721
Net Assets	318,682	319,073	319,552	320,054	320,656	321,384	322,277	323,311	324,545	325,958	327,557
EQUITY											
Retained Earnings	93,495	93,886	94,365	94,867	95,469	96,197	97,090	98,124	99,358	100,771	102,370
Revaluation Reserves	225,187	225,187	225,187	225,187	225,187	225,187	225,187	225,187	225,187	225,187	225,187
Total Equity	318,682	319,073	319,552	320,054	320,656	321,384	322,277	323,311	324,545	325,958	327,557
Total Cash & Investments	45,399	33,131	21,832	17,873	15,730	13,191	11,007	11,412	11,009	11,262	10,798

Goldenfields Water Budget Result 2021/22

	Operating Activities (\$'000)	Capital Activities (\$'000)	Net Result (\$'000)
1. FISCAL BUDGET RESULT			
Operating Revenues	24,137		
Operating Expenses (incl Depreciation)	23,745		
Operating Result	392	0	392
<i>add back</i>			
Depreciation Expense	8,300		
Capex Program Expenditure		20,762	
Asset Sales/Trade Ins		(567)	
RESULT Surplus/(Deficit)	8,692	(20,195)	(11,503)

RESULT - a deficit will need to be funded as shown below

2. FUNDING BUDGET RESULT

Fiscal Budget Result (Above)	8,692	(20,195)	
<i>Internal Reserve Funding</i>			
Net Tfr from/(to) Employee Leave Entitlements	60		
Net Tfr from/(to) Plant & Vehicle Replacement		(356)	
Net Tfr from/(to) Infrastructure Replacement		15,157	
Net Tfr from/(to) Property Asset Reserve		100	
Net Tfr from/(to) Sales Fluctuation	-		
RESULT Surplus/(Deficit)	8,692	(5,294)	3,398

RESULT - a surplus will increase Available Working Capital

Customer Categories	\$'000	% Within Category	% of Total
Residential	6,750		30.4%
Access Charges	1,710	25%	
Usage Charges	5,040	75%	
Non-Residential Rural	4,987		22.5%
Access Charges	1,548	31%	
Usage Charges	3,439	69%	
Non-Residential Other	2,856		12.9%
Access Charges	975	34%	
Usage Charges	1,881	66%	
Non-Residential High Volume Monthly	1,471		6.6%
Access Charges	43	3%	
Usage Charges	1,428	97%	
Non-Residential Bulk Council	6,123		27.6%
Access Charges	1,479	24%	
Usage Charges	4,644	76%	
TOTAL PROJECTED YIELD	22,188		100%

Goldenfields Water County Council

2021/22 BUDGETED CASH POSITION	Current Year 2020/21 \$'000	Projected 2021/22 \$'000
Reconciliation of Cash Position		
Change in net assets from continuing operations	(1,535)	392
Add back Non Cash Expenses		
Depreciation	8,282	8,300
Add Cashflows from Financing Activities		
Proceeds from Sale of Assets	741	567
Less Cashflows from Investing Activities		
Purchase of Infrastructure, Property, Plant & Equipment	(16,158)	(20,762)
Cash Surplus/ (Deficit)	(8,670)	(11,503)
Equity Movements		
Reserve Funds - Increase / (Decrease)	(8,670)	(11,503)

Goldenfields Water County Council

2020/21 CAPITAL BUDGET SUMMARY	Current Year 2020/21 \$'000	Projected 2021/22 \$'000
Capital Budget		
Income		
Capital Funding		
Capital Grants & Contributions	2,350	1,050
Proceeds from sale - Infrastructure, Property Plant & Equipment	741	567
Internal Restrictions	16,952	19,803
Operating Revenue	(3,885)	(658)
Total Capital Funding	16,158	20,762
Capital Expenditure		
New Assets		
Water Supply Infrastructure	2,971	2,765
Plant & Equipment	-	-
IT / Office Equipment	-	-
Land & Buildings	476	100
Renewal Assets		
Water Supply Infrastructure	10,958	16,207
Plant & Equipment	1,550	1,445
IT / Office Equipment	78	70
Furniture & Fittings	5	5
Land & Buildings	120	170
Total Capital Expenditure	16,158	20,762

Goldenfields Water County Council
CAPITAL WORKS BUDGET 2022-2026

	CURRENT BUDGET 2020/21	BUDGET 2021/22	BUDGET 2022/23	BUDGET 2023/24	BUDGET 2024/25	BUDGET 2025/26
CAPITAL INCOME:	\$	\$	\$	\$	\$	\$
Asset Sales	741,000	567,500	350,000	350,000	350,000	350,000
Capital Contributions	2,350,000	1,050,000	1,200,000	1,230,000	1,260,751	1,292,270
TOTAL CAPITAL INCOME:	3,091,000	1,617,500	1,550,000	1,580,000	1,610,751	1,642,270
CAPITAL EXPENDITURE						
NEW SYSTEM ASSETS:	\$	\$	\$	\$	\$	\$
Land & Buildings	476,000	100,000	3,000,000	-	-	-
Mains - Developer Paid	251,000	40,000	40,000	40,000	40,000	40,000
Mains - Trunk	270,776	-	-	-	-	-
Mains - Reticulation	205,000	125,000	75,000	-	-	-
Mains - Rural	1,500,000	1,800,000	500,000	-	-	-
Scada	744,760	800,000	-	-	-	-
TOTAL NEW SYSTEM ASSETS:	3,447,536	2,865,000	3,615,000	40,000	40,000	40,000
RENEWALS:	\$	\$	\$	\$	\$	\$
Plant & Equipment	1,549,570	1,445,000	750,000	750,000	750,000	750,000
Information Technology	78,156	70,000	80,000	80,000	80,000	80,000
Furniture and Office Equipment	5,000	5,000	5,000	10,000	10,000	10,000
Land & Buildings	120,000	170,000	50,000	50,000	50,000	50,000
Mains - Trunk	3,520,000	3,880,000	2,480,000	3,630,000	1,680,000	2,480,000
Mains - Reticulation	801,000	1,000,000	3,500,000	3,500,000	3,500,000	2,500,000
Mains - Rural	35,000	817,200	430,000	430,000	430,000	430,000
Pump Stations and Bores	3,058,500	1,830,000	675,000	3,220,000	3,100,000	3,100,000
Reservoir Sites	393,710	1,780,000	5,375,000	1,050,000	1,550,000	1,450,000
Treatment Plant	3,050,500	6,700,000	3,030,000	30,000	30,000	1,030,000
Emergency Works	100,000	200,000	200,000	200,000	200,000	200,000
TOTAL RENEWALS ASSETS:	12,711,436	17,897,200	16,575,000	12,950,000	11,380,000	12,080,000
TOTAL CAPITAL EXPENDITURE:	16,158,972	20,762,200	20,190,000	12,990,000	11,420,000	12,120,000

Appendix B – Fees and Charges 2021/2022

Name	Year 20/21 Fee (incl. GST)	Year 21/22 Fee (incl. GST)	Legislation	GST
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Goldenfields Water County Council

Access Charges (Annual)

Residential

20mm Connection Quarterly Charge: \$51.50	\$200.00	\$206.00	Local Government Act 1993 Section 501	N
25mm Connection Quarterly Charge: \$80.50	\$312.00	\$322.00	Local Government Act 1993 Section 501	N
32mm Connection Quarterly Charge: \$132.00	\$512.00	\$528.00	Local Government Act 1993 Section 501	N
40mm Connection Quarterly Charge: \$206.00	\$800.00	\$824.00	Local Government Act 1993 Section 501	N
50mm Connection Quarterly Charge: \$322.50	\$1,252.00	\$1,290.00	Local Government Act 1993 Section 501	N
80mm Connection Quarterly Charge: \$824.00	\$3,200.00	\$3,296.00	Local Government Act 1993 Section 501	N

Non-Residential – Rural

20mm Connection Quarterly Charge: \$165.00	\$640.00	\$660.00	Local Government Act 1993 Section 501	N
25mm Connection Quarterly Charge: \$257.50	\$1,000.00	\$1,030.00	Local Government Act 1993 Section 501	N
32mm Connection Quarterly Charge: \$422.50	\$1,640.00	\$1,690.00	Local Government Act 1993 Section 501	N

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Name	Year 20/21 Fee (incl. GST)	Year 21/22 Fee (incl. GST)	Legislation	GST
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Non-Residential – Rural [continued]

40mm Connection	\$2,560.00	\$2,636.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$659.00				
50mm Connection	\$4,000.00	\$4,120.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$1,030.00				
80mm Connection	\$10,240.00	\$10,548.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$2,637.00				

Non-Residential – Other

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

20mm Connection	\$352.00	\$362.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$90.50				
25mm Connection	\$548.00	\$564.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$141.00				
32mm Connection	\$900.00	\$928.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$232.00				
40mm Connection	\$1,400.00	\$1,442.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$360.50				
50mm Connection	\$2,200.00	\$2,266.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$566.50				
80mm Connection	\$5,640.00	\$5,810.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$1,452.50				
100mm Connection	\$8,800.00	\$9,064.00	Local Government Act 1993 Section 501	N
Quarterly Charge: \$2,266.00				

Name	Year 20/21 Fee (incl. GST)	Year 21/22 Fee (incl. GST)	Legislation	GST
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Non-Residential – High Volume (Monthly)

20mm Connection Monthly Charge: \$25.75	\$300.00	\$309.00	Local Government Act 1993 Section 501	N
25mm Connection Monthly Charge: \$40.25	\$468.00	\$483.00	Local Government Act 1993 Section 501	N
32mm Connection Monthly Charge: \$66.00	\$768.00	\$792.00	Local Government Act 1993 Section 501	N
40mm Connection Monthly Charge: \$103.00	\$1,200.00	\$1,236.00	Local Government Act 1993 Section 501	N
50mm Connection Monthly Charge: \$161.00	\$1,872.00	\$1,932.00	Local Government Act 1993 Section 501	N
80mm Connection Monthly Charge: \$412.00	\$4,800.00	\$4,944.00	Local Government Act 1993 Section 501	N
100mm Connection Monthly Charge: \$644.00	\$7,500.00	\$7,728.00	Local Government Act 1993 Section 501	N
150mm Connection Monthly Charge: \$1,448.00	\$16,872.00	\$17,376.00	Local Government Act 1993 Section 501	N

Non-Residential – Bulk Councils

Applied per equivalent no. of 20mm connections	\$136.00	\$140.00	Local Government Act 1993 Section 501	N
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Name	Year 20/21 Fee (incl. GST)	Year 21/22 Fee (incl. GST)	Legislation	GST
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Vacant Unconnected Properties

20mm Connection (applied to new subdivisions after 1/07/2011) Quarterly Charge: \$51.50	\$200.00	\$206.00	Local Government Act 1993 Section 552	N
25mm Connection (applied to new subdivisions after 1/07/2011) Quarterly Charge: \$78.00	\$0.00	\$312.00	Local Government Act 1993 Section 552	N

Consumption Charges (per kilolitre)

* Excess Charges apply when allocated volumes exceeded

Residential Charge – all consumption	\$2.45	\$2.52	Local Government Act 1993 Section 502	N
Non-Residential Rural – all consumption*	\$1.69	\$1.81	Local Government Act 1993 Section 502	N
Non-Residential Rural – Mandamah consumption*	\$2.45	\$2.52	Local Government Act 1993 Section 502 and Section 552	N
Non-Residential Other – all consumption*	\$2.04	\$2.10	Local Government Act 1993 Section 502	N
Non-Residential High Volume Monthly consumption*	\$2.21	\$2.28	Local Government Act 1993 Section 502	N
Non-Residential Bulk Council – all consumption	\$1.67	\$1.72	Local Government Act 1993 Section 502	N
*Excess Charges	\$3.75	\$3.86	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	\$61.80	Local Government Act 1993 Section 608	N

Name	Year 20/21 Fee (incl. GST)	Year 21/22 Fee (incl. GST)	Legislation	GST
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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	\$85.00	Local Government Act 1993 Section 608	N
Annual Hire (per annum of part thereof – nil consumption allow)	\$330.00	\$340.00	Local Government Act 1993 Section 501	N
All Portable Standpipe Water Sales – per kilolitre – Commercial, Portable & Temporary	\$3.75	\$3.86	Local Government Act 1993 Section 502	N
Maximum Retail Charge – per kilolitre – Standpipe / Filling Station Water Sales	\$5.00	\$5.15	Local Government Act 1993 Section 502	N

Connection & Developer Charges

Water Connection & Development Proposals

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

Single connection	\$295.00	\$305.00	Local Government Act 1993 Section 608	N
Up to 5 connections	\$235.00	\$240.00	Local Government Act 1993 Section 608	N
6 to 15 connections	\$210.00	\$215.00	Local Government Act 1993 Section 608	N
16 to 30 connections	\$180.00	\$185.00	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

Name	Year 20/21 Fee (incl. GST)	Year 21/22 Fee (incl. GST)	Legislation	GST
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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	\$1,800.00	\$1,854.00	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N
25mm Connection	\$2,000.00	\$2,060.00	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N
32mm Connection	\$2,600.00	\$2,678.00	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N
40mm Connection	\$3,000.00	\$3,090.00	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N
50mm Connection	\$3,550.00	\$3,656.00	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	\$360.00	\$370.00	Local Government Act 1993 (Water Management Act 2000) Section 64 (Section 306 WMA) / Section 608	N
25mm Connection where service pipe has already been laid	\$0.00	\$470.00	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	\$509.00	\$513.07	Local Government Act 1993 Section 552	N
Quarterly Charge: \$128.26				
NR Rural – Mandamah Annual Augmentation Charge (per Entity) – Stage 2	\$500.00	\$504.00	Local Government Act 1993 Section 552	N
Quarterly Charge: \$126.00				

Name	Year 20/21 Fee (incl. GST)	Year 21/22 Fee (incl. GST)	Legislation	GST
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Customer Services

Bulk Customer Charges

Bulk Customer – Backflow Device Testing (per device) plus additional hourly rates may apply	\$335.00	\$345.00	Local Government Act 1993 Section 608	N
Bulk Customer – Backflow Installation	\$1,800.00	\$1,854.00	Local Government Act 1993 Section 608	N
Bulk Customer – Trunk Main New Connection	\$12,950.00	\$13,338.00	Local Government Act 1993 Section 608	N
Bulk Customer – Trunk Main Relocation During Construction Fee	\$5,950.00	\$6,128.00	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)*	\$975.00	\$1,000.00	Local Government Act 1993 Section 608	N
Inspection & Testing of Backflow Prevention Device (per device) plus additional hourly charges may apply	\$335.00	\$345.00	Local Government Act 1993 Section 608	N
Installation of Double Check Valve*	\$265.00	\$273.00	Local Government Act 1993 Section 608	N
Yearly Servicing of Double Check Valve	\$65.00	\$67.00	Local Government Act 1993 Section 608	N

Pipe Locations

Locate Only (min 1 Hour)	At Cost (min \$155/hr)	Local Government Act 1993 Section 608	N
	Last YR Fee At Cost (min \$150/hr)		
Locate and Expose (min 24 hours notice) (min 1 Hour)	At Cost (min \$155/hr)	Local Government Act 1993 Section 608	N
	Last YR Fee At Cost (min \$150/hr)		

Name	Year 20/21 Fee (incl. GST)	Year 21/22 Fee (incl. GST)	Legislation	GST
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Engineering Services

Site Inspections (per visit)	\$300.00	\$310.00	Local Government Act 1993 Section 608	N
Pressure and Flow Test	\$0.00	\$350.00		N
Pressure Testing of New Mains	\$745.00	\$850.00	Local Government Act 1993 Section 608	N
Chlorination / Disinfection of New Mains (per service)	\$745.00	\$850.00	Local Government Act 1993 Section 608	N
Cuttting in of New Mains		At Cost	Local Government Act 1993 Section 608	N
Attend Bursts or Emergency Repairs – during developer defect liability period		At Cost	Local Government Act 1993 Section 608	N
Site Survey (per day)	\$900.00	\$930.00	Local Government Act 1993 Section 608	N
Design and Drafting including Plans (per day)	\$990.00	\$1,020.00	Local Government Act 1993 Section 608	N
Review Developer Designs and Documentation		At Cost	Local Government Act 1993 Section 608	N
Engineering Consult per hour (min 1 hour)	\$0.00	\$155.00	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

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	\$175.00	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)	\$150.00	\$155.00	Local Government Act 1993 Section 608	N
Reconnection Fee after Temporary Restriction / Disconnection	\$150.00	\$155.00	Local Government Act 1993 Section 608	N
Debt Recovery Attendance Fee (serving notices)	\$150.00	\$155.00	Local Government Act 1993 Section 608	N

Name	Year 20/21 Fee (incl. GST)	Year 21/22 Fee (incl. GST)	Legislation	GST
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Meter Test Deposit

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

20 or 25mm meter	\$145.00	\$150.00	Local Government Act 1993 Section 608	N
32 or 40mm meter	\$220.00	\$227.00	Local Government Act 1993 Section 608	N
50 or 80mm meter	\$290.00	\$250.00	Local Government Act 1993 Section 608	N
> 80mm meter (POA in 2020/2021)	\$0.00	\$300.00	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)	\$87.50	\$90.00	Local Government Act 1993 Section 608	N
Same Day Service	\$150.00	\$155.00	Local Government Act 1993 Section 608	N
Special Enquiry/Certificate/Attendance Fee per hour (min 1 hour)	\$150.00	\$155.00	Local Government Act 1993 Section 608	N

Other

Interest on Overdue Accounts (State Govt scheduled rate)		6%	Local Government Act 1993 Section 566	N
		Last YR Fee 1 July 20 - 31 Dec 20 - 0% 1 Jan 21 - 30 June 21 - 7%		
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
Reallocate Electronic Payment of Water Account	\$0.00	\$10.00	Local Government Act 1993 Section 608	N
Copy of Documents (per copy) when freely available from website	\$33.00	\$34.00	Local Government Act 1993 Section 608	N
Printing / Photocopying – A4 Black & White	\$0.00	\$0.50	Local Government Act 1993 Section 608	N
Printing / Photocopying – A4 Colour	\$0.00	\$2.00	Local Government Act 1993 Section 608	N
Printing / Photocopying – A3 Black & White	\$0.00	\$1.00	Local Government Act 1993 Section 608	N
Printing / Photocopying – A3 Colour	\$0.00	\$3.00	Local Government Act 1993 Section 608	N
Copy – Water Notice	\$0.00	\$10.00	Local Government Act 1993 Section 608	N
Copy – Water Account Financial Data	\$0.00	\$10.00	Local Government Act 1993 Section 608	N
Copy – S603 Certificate	\$0.00	\$10.00	Local Government Act 1993 Section 608	N

Name	Year 20/21 Fee (incl. GST)	Year 21/22 Fee (incl. GST)	Legislation	GST
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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