



July to December 2022

Delivery Program Progress Report



Goldenfields
Water



Contents

| | |
|--|---|
| Progress Report Explained | 3 |
| Profile | 4 |
| Mission, Vision and Values | 5 |
| Strategic Priorities..... | 6 |
| Delivery Program Progress Report – July to December 2022 | 7 |



Progress Report Explained

As a NSW county council, Goldenfields Water is required as part of the Integrated Planning and Reporting framework for NSW local government to implement a suite of interrelated strategic planning documents.

The documents include a long-term Business Activity Strategic Plan, four-year Delivery Program and annual Operational Plan. These documents are supported by the Resourcing Strategy, which comprises a Long Term Financial Plan, Workforce Management Plan and Asset Management Plan.

At least every six months, a progress report must be produced that provides information to the community about Goldenfields

Water's progress towards achieving the objectives set out in its four-year Delivery Program.

This current progress report is for the period from July through to December 2022, which covers the first six months of Goldenfields 2022/2023 Operational Plan, derived from Goldenfields Delivery Program for 2022-2026.

The detailed progress report in Section 2 uses the icons below to show the status of each project, program or action. A comment is also provided about the specific progress made so far in completing each project, program or action.



Green - Completed



Blue - Progressing



Red – Not yet started



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 11,600 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, Vision and Values

Mission

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 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 better deliver services to our community and finding more efficient ways of undertaking business.



Strategic Priorities

This progress report is categorised in line with the three strategic priorities established by Goldenfields Water's Business Activity Strategic Plan and the strategic objectives and strategies outlined in its 2022-2026 Delivery Program to achieve those objectives.

Priority 1 High Quality, Secure & Efficient Water Supplies

| | |
|-----|---|
| 1.1 | Potable Water Supplies Meet Australian Drinking Water Guidelines and Public Health requirements |
| 1.2 | Future Growth is planned for and managed |
| 1.3 | Water Supply is reliable and efficient |
| 1.4 | Our Assets are managed & renewed in accordance with Council's Asset management systems |

Priority 2 Customer Service Focus

| | |
|-----|--|
| 2.1 | Well trained highly motivated workforce |
| 2.2 | Safe healthy and risk managed working environment exists for staff and the community |
| 2.3 | Community satisfaction is built and maintained through provision of services and information |
| 2.4 | Financial Management |
| 2.5 | Improving Performance and Managing Risk |
| 2.6 | Regional collaboration |

Priority 3 A Healthy Natural Environment

| | |
|-----|--|
| 3.1 | Energy costs and usage are monitored and reduced through utilisation of alternative technologies and system innovations |
| 3.2 | Environmentally adverse consequences are minimised from operations including water extraction, capital works and day to day operations |
| 3.3 | Potential effect of climate change on water supply is identified, planned, and managed |
| 3.4 | Water is used wisely with system losses minimised and accounted for |



Delivery Program Progress Report – July to December 2022

The following is Goldenfields Water’s detailed report on its progress towards achieving the strategic objectives and implementing the strategies in its Delivery Program during the period July–December 2022. Progress is reported under Goldenfields Water’s three strategic priorities.

1: High Quality, Secure & Efficient Water Supplies

1.1: Potable water supplies meet Australian Drinking Water Guidelines and Public Health requirements

1.1.1: Drinking Water Management System is implemented

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|--|-------------------------------|----------------|----------|--|
| 1.1.1.1 | Drinking Water Management System annual reporting | Annual report developed and submitted to council by December prior to submission to NSW health | Production & Services Manager | | 100% | Annual reporting for Councils Drinking Water Management system is finalised in October to December. The Annual report is a comprehensive analysis of Councils performance in accordance with the Australian Drinking Water Guidelines. The report includes a list of actions and implementation requirements for continual improvement. The report is submitted for review to NSW Health and adopted by the Board. |



1.1.2: Backflow prevention is in place for high risk connections

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|--|------------------------------|----------------|----------|---|
| 1.1.2.1 | Backflow Prevention is in place for high risk connections | Low Pressure Areas - investigate and develop options for effective backflow prevention | Engineering Manager | ● | 20% | Backflow audit to occur over the current calendar year. |

1.1.3: Goldenfields adheres to NSW Government Best Practice Management

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|--------------------------------|------------------------------|----------------|----------|---|
| 1.1.3.1 | Goldenfields Water adheres to NSW Government Best Practice Management | IWCM Strategy developed to 80% | Engineering Manager | ● | 30% | Hydraulic modelling of the system is currently being finalised. |



1.2: Future growth is planned for and managed

1.2.1: Growth opportunities are considered through business planning

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|--|---|------------------------------|----------------|----------|---|
| 1.2.1.1 | Rosehill to Young strategy is implemented to improve operation and allow for future growth (including supply to Boorowa) | Rosehill Pump Station Pipeline section construction completed | Engineering Manager | | 20% | Designs finalised. Due for tender to be advertised within upcoming months |
| 1.2.1.1 | West Wyalong Water Reliability Project | 70% construction completed | Engineering Manager | | 50% | Pipelines and reservoir contractors are progressing in line with anticipated budget and schedule. On track for completion by the end of the Calendar year |

1.3: Water supply is reliable and efficient

1.3.1: Disruptions to supply are planned for and managed

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|---|------------------------------|----------------|----------|--|
| 1.3.1.1 | Disruptions to supply are planned for and managed | Report on number of planned and unplanned disruptions for quarter | Operations Manager | | 100% | All planned works where supply disruptions are envisaged, consumers receive a minimum of 10 days' notice via mail, letter drop and/or social media outlets. All unplanned/emergent outages are dealt with by way of communication through social media channels and/or radio TV if the disruption is deemed major. Approx: 16 unplanned outages and 8 planned outages occurred during the last quarter. |



1.3.2: New Temora Depot to support reticulation renewals and construction program

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|--|--------------------------------------|------------------------------|----------------|----------|---|
| 1.3.2.1 | New Temora Depot to support reticulation renewals and construction program | Capital Expenditure Review developed | Engineering Manager | ● | 15% | Development application has been submitted for preliminary designs. |

1.4: Our assets are managed and renewed in accordance with Council's Asset management systems

1.4.1: Strategic asset management documents and systems are adopted and updated to maintain validity and relevance

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|---|------------------------------|----------------|----------|---|
| 1.4.1.1 | Water network asset class plans developed | Water network asset class plans developed | Engineering Manager | ● | 10% | Working to improve pipeline information |

1.4.2: Assets are renewed in accordance with the requirements of the Asset Management Plans

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|--|---|------------------------------|----------------|----------|---|
| 1.4.2.1 | Assets are renewed in accordance with the requirements of the asset management plans | Capital works program is generated from the asset management system | Engineering Manager | ● | 25% | Asset management system has been used to identify renewals and scored for prioritisation. Next FY capital works budget to be determined over following few months |



| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|--|--|-------------------------------|----------------|----------|---|
| 1.4.2.2 | Ariah Park pump station is renewed | Progress | Engineering Manager | | 0% | Decision has been made to delay renewal to focus funds on alternate upgrades |
| 1.4.2.2 | Minimum 10km of rural renewals completed | Km undertaken | Operations Manager | | 100% | Total rural mains replacement over the last six months equates to 18 kilometres |
| 1.4.2.2 | Minimum 10km of urban reticulation renewals completed | Km undertaken | Operations Manager | | 50% | Approximately 5 kilometres of urban mains replaced during the last six months. |
| 1.4.2.2 | Minimum 5km trunk renewals completed (excluding Thanowring Road) | Progress report | Operations Manager | | 50% | Approximately 5 kilometres of trunk main renewals completed. The weather was a dominant factor in the hold up of these works. |
| 1.4.2.2 | Thanowring Road pipeline upgrade minimum 10km constructed | Progress report | Operations Manager | | 100% | 10 kilometres of pipeline has been constructed along Thanowring rd. 8 kilometres of this section of pipeline has been charged and pressure tested. |
| 1.4.2.3 | Jugiong high voltage electrical renewal | Completion of new switch room, electrical design and installation and HV install | Production & Services Manager | | 80% | Council has commenced the construction of Civil infrastructure, such as new HV building, electrical pits, conduits and stormwater pipelines. This contract was awarded to Van Mal is expected to achieve Practical Completion by March 2023. Outstanding works are new Electrical Design works which are intended for RFT release by April 2023. The design, manufacture and supply of new Transformers, Variable Speed Drives and Switch Gear has been completed by Schneider and awaiting delivery. |



| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|--|-------------------------------|----------------|----------|--|
| 1.4.2.3 | Oura bore 4 relining and pump upgrade | Completed and bore operational | Engineering Manager | | 100% | Complete |
| 1.4.2.3 | Oura reservoir and aerator renewal construction commences this 2022/23 FY due for completion 2023/24 FY | Commence construction with 50% completed | Engineering Manager | | 30% | Minor delays with design finalisation and review. Anticipated tender to be advertised soon and awarded at the April Council meeting |
| 1.4.2.3 | Oura Water Plant HV Upgrade | Completion and commissioning | Production & Services Manager | | 100% | Oura HV project has been completed and currently operational. Minor contractual works continue as part of the practical completion phase of the works. |

1.4.3: Maintenance programs are developed and implemented

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|-----------------------------------|---|------------------------------|----------------|----------|--|
| 1.4.3.1 | Routine Mains Maintenance Program | Minimum 30km of mains flushing undertaken | Operations Manager | | 100% | Routine Water mains flushing has occurred in the townships of, Coolamon, Ganmain, Matong, Grong Grong, Junee, Temora, Wyalong and Wallendbeen, approx 35 kilometres of pipeline. |



2: Customer Service Focus

2.1: Well trained and highly motivated workforce

2.1.2: Staff professional development opportunities

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|--|--|------------------------------|----------------|----------|----------------------------|
| 2.1.2.1 | Staff professional development opportunities | Staff Development Plan process incorporates employee development through informal and formal professional development and training opportunities | HR Coordinator | | 0% | Planned for February/March |

2.1.3: Build a diverse workforce

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|----------------------------------|--|------------------------------|----------------|----------|---|
| 2.1.3.1 | Build a diverse workforce | Action items from Goldenfields Water's EEO Management 2021-2025 implemented. | HR Coordinator | | 50% | Policies are currently being reviewed to ensure inclusion of EEO principles. Staff Survey 2023 is currently being undertaken and includes EEO related issues. Planning of IWD celebrating women in the workforce has begun. |



2.1.4: Measure and improve employee engagement

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|---|------------------------------|----------------|----------|---|
| 2.1.4.1 | Measure and improve employee engagement | Staff survey undertaken | HR Coordinator | | 60% | 2023 Staff Engagement Survey commenced on the 6th February, concluding 17th February. Results expected to be populated Mid-March. |
| | | Develop, implement and monitor organisation-wide training plan to ensure available funds for required training focusing on skills gaps and leadership | | | | |



2.2: Safe, healthy, and risk managed working environment exists for staff and the community

2.2.1: Integrated approach to safety risk management in the workplace

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|--|------------------------------|----------------|----------|--|
| 2.2.1.1 | Integrated approach to risk management in the workplace | MANEX team informed of WHS performance and accountable for continual improvement in workplace safety | WHS Coordinator | | 50% | Monthly WHS report is tabled at MANEX by the WHS Coordinator detailing incident and hazard statistics for preceding month and financial year. Additionally, an update is provided to MANEX on the Health and Safety Committee including action items, training and general requests and status of safety documentation under review/endorsed documents to ensure visibility and continual improvement of WHS matters |
| | | Review of safe working practices and procedures | | | | |

2.2.2: Implement WHS Program

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|----------------------------------|---|------------------------------|----------------|----------|---|
| 2.2.2.1 | Implement WHS Program | Health and Wellbeing Strategy implemented | HR Coordinator | | 50% | Planning of Health & Wellbeing Week in May has begun. Health Subsidy claim forms have been sent out. Mental First Aid training being undertaken by Health & Safety Committee. Drug and Alcohol Testing scheduled - with focus on rehabilitation. |



2.3: Community satisfaction is built and maintained through provision of services and information

2.3.1: Inform our customers about projects, programs, issues etc

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|---|------------------------------|----------------|----------|---|
| 2.3.1.1 | Social Media utilised for promotion of projects, outages and upcoming works | Social media statistics Social media posts, subscribers change, visitors to website, social media pages. | Community Engagement Officer | | 50% | Social media is used continuously to inform and engage with our customers and stakeholders. |

2.3.2: Undertake Customer Survey

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|----------------------------------|---------------------------|------------------------------|----------------|----------|--|
| 2.3.2.1 | Customer survey undertaken | Results reported to Board | Community Engagement Officer | | 100% | Customer Survey was completed in October 2022. |

2.4: Financial Management

2.4.1: Long term financial plan reviewed and updated regularly

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|--|--|------------------------------|----------------|----------|---|
| 2.4.1.1 | Review and update Long Term Financial Plan | Review and update Long Term Financial Plan | Corporate Services Manager | | 0% | Scheduled for February 2023 in conjunction with 2023-2024 Budget preparation. |



2.4.2: Review and determine fees and charges consistent with the Long Term Financial Plan

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|--|--|------------------------------|----------------|----------|--|
| 2.4.2.1 | Develop a long term pricing path. Review and determine fees and charges annually | Review and determine fees and charges annually | Corporate Services Manager | | 0% | Scheduled for February 2023 in conjunction with 2023-2024 Budget preparation |

2.4.3: Plant replacement program maintained to ensure safe and fit for purpose fleet

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|--|------------------------------|----------------|----------|---|
| 2.4.3.1 | Plant replacement program maintained to ensure safe and fit for purpose fleet | Prepare annual plant replacement program | Corporate Services Manager | | 100% | Completed for inclusion in the 2023-2024 draft budget |

2.5: Improving performance and managing risk

2.5.1: Review and update Business Continuity Plan

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|--|-----------------------------|------------------------------|----------------|----------|--|
| 2.5.1.1 | Review and update Business Continuity Plan | Undertake scenario training | Corporate Services Manager | | 100% | Business Continuity Plan was utilised for the Daylight Bore flooding event in November 2022 to January 2023. |



2.5.2: Audit Risk and Improvement Committee function complies with Framework, regular meetings are held and internal audits undertaken

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|---|------------------------------|----------------|----------|--|
| 2.5.2.1 | Audit Risk & Improvement Committee function complies with Framework, regular meetings are held and internal audits undertaken | Review framework requirements at least annually Hold meetings at least quarterly Undertake internal audits in accordance with Strategic Internal Audit Plan | Corporate Services Manager | | 50% | Framework will be reviewed following Office of Local Government's release of new ARIC Guidelines - four meetings scheduled for 2023 - internal audits completed and scheduled in accordance with Strategic Internal Audit Plan |

2.5.3: Prepare statutory financial reports within required timeframes

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|--|-------------------------------------|------------------------------|----------------|----------|---|
| 2.5.3.1 | Prepare statutory financial reports within required timeframes | Prepare Annual Financial Statements | Corporate Services Manager | | 100% | Completed and lodged within statutory timeframe |
| 2.5.3.2 | Prepare quarterly budget reviews | Prepare quarterly budget reviews | Corporate Services Manager | | 50% | Completed within statutory timeframes |



2.5.4: Maintain an up to date ICT infrastructure to ensure organisational efficiency

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|---------------------------------|------------------------------|----------------|----------|--------------------------------------|
| 2.5.4.1 | Maintain an up to date ICT infrastructure to ensure organisational efficiency | Develop annual ICT project plan | Corporate Services Manager | | 0% | 2023/24 plan to be developed in 2023 |

2.6: Regional Collaboration

2.6.1: Membership Joint Organisation

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|----------------------------------|---|------------------------------|----------------|----------|--|
| 2.6.1.1 | Membership RivJo and REROC | Goldenfields participates in projects with a joint interest | General Manager | | 50% | Goldenfields attends RivJo and REROC meetings regularly and considers projects that it may participate in with a joint interest. |

2.6.2: Work with Constituent Councils

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|--|--|------------------------------|----------------|----------|--|
| 2.6.2.1 | Regular meetings with Constituent Councils | Meeting with General Managers annually or as necessary | General Manager | | 50% | Meetings with Constituent Council General Managers are held as required. The General Manager has met with Hilltops Council GM in July 2022 and Bland Shire GM August 2022. |



| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|----------------------------------|---|------------------------------|----------------|----------|--|
| 2.6.2.2 | Update SLA with Bulk Councils | New SLA developed and signed off between each Bulk Council and GWCC | General Manager | | 40% | Service Level Agreement draft documents are complete. Negotiations with bulk Councils are anticipated for completion by the end of financial year. |



3: A Healthy Natural Environment

3.1: Energy costs and usage are monitored and reduced through utilisation of alternative technologies and system innovations

3.1.1: Energy efficiency considered in infrastructure design and benefit cost assessments

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|--|-------------------------------|----------------|----------|--|
| 3.1.1.1 | Energy usage records kept and monitored | Energy trends monitored for inclusion in future upgrades of facilities | Production & Services Manager | | 100% | Staff look to conserve energy usage where possible utilising automated contract systems such as SCADA. The development of tariff inhibits are being implemented across the schemes to align with Councils new energy contractual conditions to reduce costs. Limitations of council's energy management occurs during summer months where demands require extensive pump run times and SCADA controls cannot limit pumping requirements failing loss of pressure and flow for customers. |



3.1.2: Council Maintains an energy management system

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|---|---|-------------------------------|----------------|----------|---|
| 3.1.2.1 | Council maintains an energy management system | Staff review annual consumption data to inform future upgrades and replacement requirements | Production & Services Manager | | 100% | Council currently operates two systems for energy management. Azility is a platform that is currently utilised to process energy invoices and incorporates payment processes through the Authority system. E21, is a management system that staff utilise to trend usage and report operational data to make informed decisions upon. These systems have been in place and utilised since 2018. |

3.2: Environmentally adverse consequences are minimised from operations including water extraction, capital works and day to day operations

3.2.1: All construction and maintenance work undertaken to minimise impact to the natural environment

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|--|--|------------------------------|----------------|----------|---|
| 3.2.1.1 | All construction and maintenance work undertaken to minimise impact to the natural environment | Environmental impacts considered for each capital project through production of Review Environmental Factors | Operations Manager | | 95% | Construction Management Plans and Environmental Management Plans are available for all construction works. Maintenance activities and emergent works/activities are undertaken in line with current Legislation and Council work practices. |



3.3: Potential effect of climate change on water supply is identified, planned and managed

3.3.1: IWCM strategy to consider climate change affects in modelling

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|--|--|------------------------------|----------------|----------|---|
| 3.3.1.1 | IWCM Strategy to consider climate change affects | Climate change considered in demand and supply figures | Engineering Manager | ● | 80% | Currently finalising hydraulic modelling. This has included a review of current and future demand figures and modelling of different peak scenarios to model climate change effects |

3.4: Water is used wisely with systems losses minimised and accounted for

3.4.1: Non-revenue water is minimised and accounted for

| Code | Operational Plan Desired Outcome | Performance Measure | Responsible Officer Position | Traffic Lights | Progress | Comments |
|---------|--|--|-------------------------------|----------------|----------|--|
| 3.4.1.1 | Non-revenue water is minimised and accounted for | Production and bulk meters are compared to identify losses within the system | Production & Services Manager | ● | 50% | Staff monitor and report on Non-Revenue Water (NRW). There have been two considerable events that have contributed to significant NRW this year. Those being major bursts in the Mt Arthur and Mt Daylight supply schemes due to extensive flooding issues and restrictions from entering sites to fix the bursts due to flood inundation. |