



We provide drinking water for domestic, commercial and industrial use for towns across the region and distribute river water for use in Surat gardens:

- Central Schemes – Roma, Muckadilla
- Eastern Schemes – Wallumbilla, Yuleba, Jackson
- Injune Water Scheme
- Surat Water Scheme
- Western Schemes – Amby, Mitchell, Mungallala.



## 1.1 WATER

### What we do

We supply (on average) 8,910 megalitres of water per day to 10 communities across the region.

Water is sourced (via an approved allocation from the Queensland Government) predominantly from the Great Artesian Basin. The only exception to this is Surat, where water is sourced from the Balonne River (also within a Queensland Government approved allocation).

Depending on where the water is sourced from, there are different requirements for how the water is treated and then ultimately supplied to residents. The region's water supply is managed through 5 separate schemes (Central, Eastern, Injune, Surat and Western).

Depending on the time of year (winter / summer), customer needs and activity in the region, the actual amount will vary from the average.

Council is accountable to the Queensland Government through the water supply regulator (i.e. the Director-General of the Department of Regional Development, Manufacturing and Water) .

Each year, we undertake works to:

- Operate and maintain the water infrastructure;
- Upgrade and construct new infrastructure to cater for growth in our region's population and for new or changing needs of our business and industry;
- Undertake scheduled renewal works to ensure the infrastructure keeps providing the required level of service.

### Why we do it

Water is an essential service. Drinking water is needed for domestic, commercial and industrial use in each of our towns across the region.

River water is also used on gardens in Surat through a reticulated network.

### What we must do

#### Legislation & Guidelines

- Water Supply (Safety and Reliability) Act 2008
- Water Supply (Safety and Reliability) Regulation 2011
- Public Health Act 2005
- Public Health Regulation 2018
- Australian Drinking Water Guidelines (current version)
- Drinking Water Quality Management Plan Guideline 2018
- Review and Audit Guideline 2019
- Water Quality and Reporting Guideline
- Planning Guidelines for Water Supply and Sewerage
- Capricorn Municipal Development Guidelines (CMDG).

#### Reporting and Plans

- Customer Service Standards
- Drinking Water Quality Management Plan (DWQMP)
- Quarterly Usage Reporting
- Annual DWQMP Report
- Annual Key Performance Indicator (KPI) Reporting.

### Did you know

The region's water is sourced predominantly from the Great Artesian Basin, but from different aquifers.

Aquifers		
Age	Formation	Town
Cretaceous (145 million years ago to 66 million years ago)	Mooga Sandstone	Amby, Jackson, Roma, Surat, Wallumbilla, Yuleba
Jurassic (201.3 million years ago to 145 million years ago)	Gubberamunda Sandstone	Roma, Wallumbilla
	Hutton Sandstone	Injune, Mitchell, Muckadilla

The Surat Weir on the Balonne River is supplied by the Condamine-Balonne catchment.

The catchment above the Surat Weir has an area of 41,480 km<sup>2</sup> and contains approximately 118,000 separate land parcels. The entire catchment contains the city of Toowoomba and other significant centres including Warwick, Dalby and Chinchilla.



## 1.1 WATER

### Corporate Plan 2018-2023 and Operational Plan 2021/22

Corporate Plan (What we aim to do)	Operational Plan 2021/22
<p><b>1.1.1</b> Review, audit, report on and ensure compliance with the Queensland Government approved Drinking Water Quality Management Plan.</p>	<p>Annual service</p> <p>Plan review and (external) audit by 1 October 2021.</p>
<p><b>1.1.2</b> Continue to enhance our long term plans and financial forecasts for our water infrastructure.</p> <p>Further that these plans inform future investment in the water network - with a key focus on asset renewals.</p> <p><i>“Doing the right things”</i></p>	<p>Review of the asset management plan and implementation of the works program - planning and prioritising our infrastructure regionally, with local input and knowledge.</p>
<p><b>1.1.3</b> Benchmark our operations against best practice standards, including independent (third party) verification of our systems’ continual improvement for:</p> <ul style="list-style-type: none"> <li>- Quality</li> <li>- Safety</li> <li>- Environment</li> </ul> <p><i>“Doing things right”</i></p>	<p>Development of electronic workflows and checklists.</p> <p>Annual external (third party) audit and associated actions (March 2022).</p>
<p><b>1.1.4</b> Develop and implement a SCADA system (Supervisory Control and Data Acquisition) to efficiently monitor and control the water assets in real time.</p>	<p>Installation of SCADA to monitor and control dosing equipment and installation of digital meters where required.</p>
<p><b>1.1.5</b> Increase security of water for our region’s towns, planning for and constructing approved projects:</p> <ul style="list-style-type: none"> <li>• advocating for additional funding where required from other tiers of government.</li> <li>• continuing to build a sound reputation with funding bodies through adherence to project timeframes and reporting deadlines.</li> </ul>	<p>Annual service</p> <p>Mungallala bore - apply for external funding.</p> <p>Replacement of lift pumps to the water tower in Surat.</p> <p>Aim to secure funding for additional water main renewal and firefighting capacity projects.</p>
<p><b>1.1.6</b> Review water quality and supply for Amby.</p>	<p>Ongoing monitoring.</p>
<p><b>1.1.7</b> Improve bore security through regular inspections, purchase of spare parts and programmed replacement of bores and pumps</p>	<p>Condition assessment of bores - 3 x Roma, 2 x Mitchell and 1 x Yuleba.</p>
<p><b>1.1.8</b> Address firefighting capacity issues identified through consultant modelling and Council staff reviews.</p>	<p>Address firefighting capacity in Yuleba.</p>
<p><b>1.1.9</b> Provide annual services (including programmed and reactive maintenance), monitor compliance with target timeframes and standards (including Customer Service Standards) and contribute to review of associated policy documents.</p>	<p>Annual service.</p> <p>Customer service standard review by 12 April 2022.</p>
<p><b>1.1.10</b> Contribute to the review of, and provide input into, development applications to manage the quality and long term impacts of any expansion to the water network.</p>	<p>Annual service.</p>
<p><b>1.1.11</b> Continue to prioritise the use of internal resources to do major new, renewal and upgrade works e.g. plumbers, supplemented by external resources ensuring that we capitalise on and share internal skills.</p>	<p>Included by Council resolution on 14 July 2021 - OM/07.2021/50</p>

## Our annual services

What we do	Corporate plan reference	Target service levels	Procedure reference (where applicable)
<b>Water billing process inputs</b>			
Meter reading	2.2.2	2 billing periods with reading dates within 14 days of 30 November and 31 May.	-
Concessions <ul style="list-style-type: none"> <li>dialysis patients</li> <li>major leaks</li> </ul>	2.2.4	Administered in accordance with Council's policies.	W19
<b>Programmed maintenance</b>			
Water mains (Hydrants, valves, mains)	1.1.9	In accordance with the approved program.	WO7, W16
Water equipment (Dosing equipment, reservoir cleaning, bore pumps, booster pumps, lift pumps)		In accordance with the approved program.	-
<b>Reactive maintenance / customer service</b>			
New connections and other alterations to water services	1.1.9	Upon request. Works completed within 20 working days of receipt of application and fee. If required, a quote will be provided within the 20 day period.	-
Reconnections		Upon request. Works completed within 5 days.	-
Response to urgent incidents and complaints (pressure, quality)		Response within Council's adopted Customer Service Standards. Complaint management in accordance with Council's Complaint Management Policy and Process. Data collected on the number of complaints, complaint details and the actions undertaken.  Target for response to urgent incidents - Amby, Jackson, Muckadilla, Mungallala - less than or equal to 240 mins. Other areas - less than or equal to 120 mins.	AO5 WO6
Notification of planned interruptions		48 hours' notice if not urgent with media release and letter box drop.	W13
<b>User pays services</b>			
Sale of water from standpipes	1.1.9	Upon request.	-
Determination of water meter location and other service infrastructure		Fees in accordance with Council's adopted Fees & Charges Register.	-
Meter testing / investigation			-
Replacement of damaged or destroyed meters			W21
Access to water facilities			-
Inspections for extension to, or alteration of the network		Inspection and quote within 20 working days.	-
Washdown facilities		Maintenance as required. Access and billing through the national Avdata washdown systems.	WO2
<b>Policy development and reviews</b>			
Customer service standards	1.1.9, 2.2.2	Review every 5 years.	-
Fees and charges register	1.1.9, 2.2.2, 2.2.9	Review conducted in accordance with the published budget timetable.	-
Asset management plan	1.1.2	Annual review.	-

## 1.1 WATER

### Our annual services

What we do	Corporate plan reference	Target service levels	Procedure reference (where applicable)
<b>Advocacy</b>			
Advocate for funding from other tiers of government to assist in addressing ageing water infrastructure.	1.1.5	As opportunities arise.	-
<b>Compliance and reporting</b>			
Drinking Water Quality Management Plan (DWQMP) Annual Report ( <i>Sections 141, 142 Water Supply (Safety and Reliability) Act 2008</i> )	1.1.1 1.1.9	120 business days from 30 June.	-
Notifications to Regulator: - Non-compliance with water quality criteria; or - Non-compliance with the health limits of the Australian Drinking Water Guidelines or other incidents impacting the ability to supply potable water to customers.		Notification to the Water Regulator where required by legislation.  Notification also to the Chief Executive Officer and Director of the details reported.	A05
Reporting to the Water Regulator on water usage and availability.		Annually through the Water Regulator's website (Data extracted from the Statewide Water Information Management (SWIM) system). Quarterly reporting through the water service provider surveys from the Water Regulator.	-
Water network performance.		Incidence of unplanned interruptions  Water main breaks and leaks recorded and trends monitored.	W15
Performance reporting. ( <i>Section 142A Water Supply (Safety and Reliability) Act 2008</i> )		Report prepared on or before 1 October and provided to the Water Regulator via Queensland's Statewide Water Information Management (SWIM) system. Spreadsheet export published on Council's website.	-
<b>Water quality</b>			
Water testing for E.coli	1.1.1	Number and frequency of samples recorded. Results within targets defined in the operational plan / legislation / Australian Drinking Water Guidelines.  Summary extracts of water quality monitoring results included in the Drinking Water Quality Management Plan (DWQMP) annual report.	-
Water testing of chlorine levels			-
Water quality verification monitoring program		Annual program conducted. Results published on Council's website as part of the DWQMP annual report.	-
Benchmarking of water quality against health-related and aesthetic guidelines		Annual reporting and publishing where the results do not align with the guidelines.	-
<b>Funding bodies</b>			
Reporting	1.1.5	Due dates met for milestones and monthly reports.	-
<b>Input to development applications (expanding the network)</b>			
• Information requests	1.1.10	Within 6 business days.	-

	Number of properties with a water connection	Litres per day to nearest thousand	Value of all water infrastructure 30 June 2020 \$
<b>Central water scheme</b>			
Roma	3,502	5,900,000	27,464,464
Muckadilla	12	23,000	408,570
<b>Eastern water scheme</b>			
Wallumbilla	193	338,000	1,936,275
Yuleba	129	115,000	1,037,713
Jackson	15	14,000	85,066
<b>Injune water scheme</b>			
Injune	263	413,000	3,513,540
<b>Surat water scheme (Potable and Raw)</b>			
Surat	262	971,000	5,942,109
<b>Western scheme</b>			
Amby	43	60,000	328,706
Mitchell	582	1,070,000	4,964,554
Mungallala	36	73,000	507,972
<b>Total</b>			<b>\$46,188,969</b>

## Our business partners, stakeholders and customers



### Regulatory / Queensland Government

- Queensland Department of Regional Development, Manufacturing and Water (DRDMW) - in relation to Council's Drinking Water Quality Management Plan / Water Supply Regulation
- Queensland Department of Environment and Science (DES)
- Queensland Health – Public Health Unit (Darling Downs)
- Department of Transport & Main Roads (DTMR)
- Queensland Fire and Rescue Service (QFRS)

### Water customers (Residential, commercial, industrial)

- High Risk Customers (Dialysis, Cardiac Patients)
- Current water consumers - metered
- Current water consumers - unmetered
- Future consumers
- Standpipe users (Water Carters for Camps, Construction Contractors, Drought Relief)
- Potential users of the water service
- Travelling public
- Residents impacted by water service interruptions (planned - e.g. maintenance or construction works)
- Residents impacted by water service interruptions (unplanned)
- Residents who will benefit from upcoming and completed projects
- High water consumers (suspected leak)
- High water consumers

### Business / industry

- Developers in the region
- Tenderers for Council works
- Contractors for Council works:
  - wet hire, dry hire and other pre-qualified supplier panels
  - principal contractors
- Utility providers (Telstra, Ergon)
- Suppliers of fittings and bedding materials
- Chemical suppliers
- Building and plumbing contractors (new connections)

### Internal

- Elected Council
  - Customer Service Standards
- Rates and utilities billing
- Customer service team
- Water meter readers
- Construction - Project Management Office (PMO)
- Construction - Contract Management Office (CMO)
- Local Development Officers (LDOs)

## How we are managing the key operational risks

Risk	Actions
<p><b>A major incident of E.coli in the drinking water</b></p> <p>Council must meet the standards prescribed under the <i>Public Health Regulation 2018</i> for E. coli in the reticulation system of the service. There are requirements to:</p> <ul style="list-style-type: none"> <li>• monitor for E.coli</li> <li>• monitor at the frequency of sampling relevant to the service</li> <li>• achieve a nil colony forming units per 100mL (nil cfu/100mL) value per sample</li> <li>• achieve a 98 per cent annual value of samples (i.e. 98 per cent of samples for a 12-month period must be nil cfu/100mL)</li> <li>• undertake a follow-up sample immediately where E.coli is detected in a sample.</li> </ul>	<ul style="list-style-type: none"> <li>• The water supplies are operated in accordance with Queensland Government's <i>Water Supply (Safety and Reliability) Act 2008</i> (and Regulation 2011), and <i>Public Health Act 2005</i> and Regulation 2018;</li> <li>• The water supplies are operated in accordance with the Drinking Water Quality Management Plan;</li> <li>• Chlorine dosing has been installed on each water supply;</li> <li>• Regular chlorine sampling is taken to check the chlorine levels and ensure that they are appropriate;</li> <li>• Action is taken immediately if low chlorine levels are detected;</li> <li>• A programmed flushing program has been implemented;</li> <li>• Suitably qualified/certified staff are operating the supplies;</li> <li>• Personnel are trained and competent for operations and maintenance tasks;</li> <li>• Records of training are maintained;</li> <li>• Pressures in the reticulation are monitored to ensure they are adequate to prevent ingress of groundwater into the reticulation;</li> <li>• A proactive backflow prevention program is in place to prevent contamination from high risk consumers;</li> <li>• Procedures are in place to ensure the correct operation of the supply;</li> <li>• As far as possible staff are separated that work on water and sewerage to reduce the risk of cross contamination.</li> </ul>
<p><b>The disinfection of water requires the storage and handling of corrosive substances, and the storage and handling of liquefied chlorine gas</b></p> <p>As Maranoa Regional Council is the local authority responsible for the provision of water for the region, facilities across the region comprise a large number of groundwater bores which are chlorinated for disinfection purposes to supply safe drinking water to the community. Most of these use liquefied chlorine gas, while a couple of sites also use sodium hypochlorite dosing for disinfection. Furthermore, a number of these sites also require pH adjustment, using ~35% sulphuric acid, to optimise the chlorine disinfection as the groundwater is alkaline.</p> <p>The bulk chemical and chlorine storage systems are located in the following locations:</p> <ol style="list-style-type: none"> <li>1. Roma Sewerage Treatment Plant (Sulphuric Acid and Chlorine dosing as well as chemical storage);</li> <li>2. Roma Sewage Treatment Plant (Gas Chlorine cylinder storage);</li> <li>3. Roma Water Tower and Bore – 2 Gas Chlorine Dosing Sites;</li> <li>4. Roma - 10 groundwater bores and Gas Chlorine Dosing and Acid Dosing sites;</li> <li>5. Injune Ground Reservoir – Sodium Hypochlorite Dosing;</li> <li>6. Surat Water Supply (Surface Water Treatment System – Gas Chlorine Dosing);</li> <li>7. Mitchell Water Supply (2 bore dosing sites &amp; Ground Reservoir Bore – Gas Chlorine);</li> <li>8. Amby, Jackson, Muckadilla, Mungallala, Wallumbilla, Yuleba - Sodium Hypochlorite Dosing.</li> </ol>	<p>A specialist firm has previously been engaged to undertake a Compliance Audit of Maranoa Regional Council Chlorine and Corrosives Chemicals Storage and Dosing Facilities against the Relevant Australian Standards:</p> <p>AS3780:2008 The Storage and Handling of Corrosive Substances</p> <p>AS2827:2001 The Storage and Handling and of Liquefied Chlorine Gas</p> <p>Periodic audits (internal / external) assess progress and compliance.</p>

## How we are managing the key operational risks - Water continued

Risk	Actions
<ul style="list-style-type: none"> <li><b>Compliance with legislation</b></li> </ul> <p>The supply of water, and its safety and reliability for drinking is highly regulated by the State Government:</p> <p><i>Water Supply (Safety and Reliability) Act 2008 (423 pages)</i>  <i>Water Supply (Safety and Reliability) Regulation 2011</i>  <i>Public Health Act 2005</i>  <i>Public Health Regulation 2018.</i></p> <p>Council must have in place a Drinking Water Quality Management Plan (DWQMP) approved by the State Government and review, audit and report on the plan in accordance with the <b>Water Supply (Safety and Reliability) Act 2008</b> and <b>Regulation 2011</b>.</p> <p>The legislation also includes stringent obligations, for which there are financial penalties for non-compliance.</p>	<p>The controls we have in place:</p> <ul style="list-style-type: none"> <li>Key due dates are incorporated in both the Corporate and Operational Plans.</li> <li>External (independent) audits of the Drinking Water Quality Management Plan* are undertaken at Queensland Government specified intervals. Council works with the Darling Downs &amp; Surat Basin (DASB) Regional Water Alliance Program which coordinates the external audits for member councils including Toowoomba, Western Downs, Maranoa, Goondiwindi, Balonne and Southern Downs.</li> <li>Officers report to Council on the results of the audit and progress in addressing recommendations for major or minor non-compliances and opportunities for improvement that have been identified.</li> </ul> <p>Water (and Sewerage and Gas) functions have been included in the development of an integrated quality, safety and environment system.</p> <p>Extract from Audit Report:  <i>* The statutory requirements for DWQMP regular audits are detailed in the Act. The relevant provisions in the Act for providing audit reports are:</i></p> <ul style="list-style-type: none"> <li><i>section 99(2)(c) - if the regulator approves the plan, the notice of the decision or information notice for the decision, will state that if the regulator requires audits of the approved plan – the intervals at which the audits must be conducted</i></li> <li><i>section 99(4) - the interval for regular audits will not be less than two years</i></li> <li><i>section 108(1) - the provider must arrange for regular audit reports to be prepared about the provider's plans and compliance with the plans</i></li> <li><i>section 108(2) - regular audit reports must be prepared in accordance with the notice given by the regulator under section 99</i></li> <li><i>section 108(3) states that the purpose of the regular audit report for this plan is:</i> <ul style="list-style-type: none"> <li><i>- to verify the accuracy of the monitoring and performance data provided to the regulator under the plan</i></li> <li><i>- to assess the service provider's compliance with the plan</i></li> <li><i>- to assess the relevance of the plan in relation to the provider's drinking water service.</i></li> </ul> </li> <li><i>section 108(6) outlines that the regular audit report for this plan must be prepared by a person, other than an employee of the service provider or someone employed in operating the service provider's infrastructure, who is certified under the Drinking Water Quality Management System Auditor Certification Scheme to conduct an audit of the type to which the report relates, or has a qualification the regulator is satisfied is at least equivalent to this qualification</i></li> <li><i>section 108(6) also states that the regular audit report must be:</i> <ul style="list-style-type: none"> <li><i>- prepared in accordance with the guidelines made by the regulator about preparing regular audit reports</i></li> <li><i>- given to the regulator within 30 business days after its completion</i></li> <li><i>- made available for inspection and purchase.</i></li> </ul> </li> <li><i>section 575 states that the provider must keep a copy of the audit report available for inspection by the public during office hours on business days at the office of the service provider.</i></li> </ul>
<ul style="list-style-type: none"> <li><b>Total loss of supply due to source or power failure as potable water is essential and customers cannot be deprived of this for more than a limited time</b></li> </ul>	<ul style="list-style-type: none"> <li>Adequate storage is provided to ensure a source of water while issues are addressed.</li> <li>Generators are installed to provide backup power in the event of an electrical failure.</li> <li>The installation of SCADA at each site will provide early warning of issues.</li> </ul>
<ul style="list-style-type: none"> <li><b>Failure of a bore as this would take some time to restore</b></li> </ul>	<ul style="list-style-type: none"> <li>Back up arrangements are provided as far as practical with multiple bores in Roma, Mitchell, Injune and Wallumbilla.</li> <li>Adequate storage is provided to provide a source of water while issues are addressed.</li> <li>Fill points are being installed in Jackson and Muckadilla with a single bore supply.</li> <li>Early intervention where there is a known issue at a bore that is able to be addressed.</li> </ul>



## 1.1 WATER

### New initiatives in 2021/22

New or upgraded assets	How we are reducing operational risks in 2021/22
Implementation of SCADA (Supervisory Control & Data Acquisition) system to dosing systems	Full benefits of SCADA will be realised through automatic notification of issues (including on weekends).
Backup pump for water infrastructure at Campbell Park Roma	This will provide a backup for water from the reservoir to adjacent consumers, providing certainty of supply in the event of the pump failure.
Muckadilla water supply fire flow capacity	Fire flow capacity will be increased by upgrading the 50mm diameter pipework to 100mm diameter.
Upgrade of infrastructure while renewal works are underway	6 of the renewal projects will incorporate an increase in the capacity of the mains from 100mm to 150mm. Works are planned for Roma, Yuleba, Injune, Mitchell and Surat.

### Pipeline projects should funding become available (Currently unfunded)

Projects identified for potential external funding applications (as opportunities arise during the year)	
Install fill points at Amby and Mungallala	<p>If the Bores were to fail, then the reservoirs could be filled with a tanker (and therefore ensure continuity of water supply) without having to alter the pipework.</p> <p>There has previously been a failure at Mungallala and once the project is funded/completed it will provide a permanent solution if the same was to happen again.</p>
Main connection from Reid St to Powell St Roma	This will provide a link from the north to the central area, feeding more water from Bore 19 which is a strong bore (one of the two with the greatest capacity). This will take additional pressure off the tower improving pressure for the rest of town. (Bore 19 services the area north of Miscamble Street).
Second reservoir for Wallumbilla	The project will provide a back-up for the township of Wallumbilla. (In the event of reservoir failure, water supply will be able to be maintained).
Generator for Bore 15 Roma	Bore 15 is a critical supply for east of Bungil Creek - if it fails, there is little to no pressure (e.g. Saleyards, Timbury Hills, Industrial Estate). The generator will enable continuity of supply in the event of power outage.
Generator for Bore 20 Roma	Bore 20 is a critical supply for the central and southern part of town (tower and high pressure zone). Bore 20 services the area south of Miscamble Street.
Bore 2 reservoir & booster – Corfe Road Roma	This will improve the pressure as well as consistency (It will retain pressure even though the reservoir is full. Bore 2 will continue to operate as long as there is a pressure demand, rather than switching off when the reservoir is full).
Jackson security fence	There is currently a cage around the bore and treatment site. A fence will further reduce the risk of tampering with supply.

## Financial sustainability in focus

Council services over 5,037 water consumers in 10 communities, with infrastructure assets valued at \$46.189 million as at 30 June 2020.

The key challenges in managing this significant infrastructure asset and essential service are:

- Although the infrastructure as a whole has a long life it has been constructed and added to each financial year over many decades. Therefore at any point in time, the infrastructure's component parts are at different stages of their useful lives.
- The estimated life for various components of the infrastructure assets have widely varying estimated useful lives ranging from 6 years to 210 years.
- The condition of infrastructure assets at any point in time can vary - for example, it can be dependant on construction materials which perform differently over time.
- As the infrastructure ages there are more faults or failures (requiring more maintenance to keep operational), therefore it is important that the infrastructure is renewed (replaced) in a timely manner to minimise the risk of further service interruptions.
- As the infrastructure is underground, we rely on a number of indicators of condition prior to making additional investment decisions - number of breaks, visual inspection of pipes during repairs, industry expectation of various material types and criticality of the service (e.g. servicing school or hospital),
- Given the large geographic area for the Maranoa region, and number of rural properties, not all ratepayers are connected to the town water network (i.e. the number of consumers is smaller than the total number of ratepayers).
- The Maranoa region provides water to 8 small communities separated by long distances, in addition to Roma and Mitchell. Therefore there are not always sufficient consumers to ensure that individual town services can be provided without subsidisation.

Unlike large urban areas with many consumers, providing this essential service in regional, rural communities is costly on a per capita basis. With limited revenue available, Council by necessity needs to ensure that the limited dollars available are invested wisely.

Planning for long term infrastructure is therefore done over a longer term including:

- asset management plan (10 years);
- long term financial forecast (10 years);

## Looking forward

We plan for the future using the following principles:

- Priority for use of any available water revenue (after operating costs) is on looking after what we've got first - i.e. renewing / replacing existing infrastructure when needed.
- When infrastructure is renewed, the capacity of the mains will also be increased where there is a projected growth in demand.
- When long term planning is undertaken, projects will be considered that reduce identified operational risks over the current and longer term (for new or upgrade works). This will be incorporated in Council's:
  - asset management plan (10 years);
  - long term financial forecast (10 years);
- Where possible, renewal works will be funded through water charges, and new or upgrade works will be funded from external funding (e.g. infrastructure charges).

## Our finances - Water

Operations and maintenance	2018/19	2019/20	2020/21 Quarter 4 review	2021/22 Cost and funding estimates	2021/22 Reduced budget
	\$	\$	\$	\$	\$
<b>Operating revenue</b>	<b>\$5,982,744</b>	<b>\$6,402,487</b>	<b>\$6,514,357</b>	<b>\$6,121,500</b>	<b>\$6,121,500</b>
Rates and charges - service charges (access/infrastructure)	3,316,836	3,439,879	3,446,530	3,460,000	3,460,000
Rates and charges - usage charges (water consumption)	2,125,255	2,477,399	2,480,000	2,405,000	2,405,000
Rates and charges - write-offs / interest	35,489	22,591	15,000	-20,000	-20,000
Fees and charges	397,474	430,614	369,500	266,500	266,500
Internal revenue	50,472	22,621	25,000	10,000	10,000
Sales of contract and recoverable works	57,218	9,383	-	-	-
Contribution from general revenue	-	-	178,327	-	-
<b>Operating expenses</b>	<b>\$3,741,208</b>	<b>\$4,616,253</b>	<b>\$4,043,297</b>	<b>\$4,422,212</b>	<b>\$4,116,773</b>
Employee costs	1,259,930	1,383,889	1,416,313	1,452,215	1,452,215
Materials and services	2,201,511	2,468,760	2,046,541	2,081,662	1,798,723
One-off initiatives (operating projects)	40,590	225,419	70,000	150,000	127,500
Indirect costs	0	326,096	326,096	584,887	584,887
Finance costs					
Existing loans	239,177	212,089	184,347	153,448	153,448
Loans for new or upgrade works	-	-	-	-	-
<b>Depreciation expense</b>	<b>\$1,362,942</b>	<b>\$1,437,290</b>	<b>\$1,402,000</b>	<b>\$1,483,051</b>	<b>\$1,483,051</b>
<b>Operating result / revenue for capital purposes</b>	<b>\$878,594</b>	<b>\$348,944</b>	<b>\$1,069,060</b>	<b>\$216,237</b>	<b>\$521,676</b>

Capital funding and expenditure (Renewal, new, upgrade works)	2018/19	2019/20	2020/21 Quarter 4 review	2021/22 Cost and funding estimates	2021/22 Reduced budget
	\$	\$	\$	\$	\$
<b>Capital funding</b>					
Operating result / revenue for capital purposes	878,594	348,944	1,069,060	216,237	521,676
Use of infrastructure charges	-	-	-	250,000	250,000
Grants, subsidies	950,457	1,136,809	1,896,231	-	-
Other (use of capital grants received in advance)	-	850,421	-	-	-
Estimated opening balance	1,274,958	2,042,244	2,035,907	161,495	161,495
Loan proceeds	-	-	-	-	-
Cash reserve for asset renewal	1,362,942	1,437,290	1,402,000	1,483,051	1,483,051
<b>Total capital funding</b>	<b>\$4,466,951</b>	<b>\$5,815,708</b>	<b>\$6,403,198</b>	<b>\$2,110,783</b>	<b>\$2,416,222</b>
<b>Capital expenditure</b>					
Asset renewal	747,910	635,030	967,481	850,000	807,500
New works	790,872	2,165,006	4,040,304	260,000	247,000
Upgrade works	485,725	552,360	777,623	460,000	437,000
Loan repayments					
Existing loans	400,200	427,405	456,295	487,193	487,193
Loans for new or upgrade works	-	-	-	-	-
<b>Total capital expenditure</b>	<b>\$2,424,707</b>	<b>\$3,779,801</b>	<b>\$6,241,703</b>	<b>\$2,057,193</b>	<b>\$1,978,693</b>
<b>Projected closing funds for future years</b>	<b>\$2,042,244</b>	<b>\$2,035,907</b>	<b>\$161,495</b>	<b>\$53,590</b>	<b>\$437,529</b>

Financial sustainability ratios					
Operating surplus ratio	15%	5%	16%	4%	9%
Interest coverage ratio	4%	3%	3%	3%	3%
Asset sustainability ratio	55%	44%	69%	57%	54%

## Our projects 2021/22

Project ID	Asset work type	Project name	Local area	Cost estimates (\$)
1.1a	Renewal / upgrade	Water main renewal Wyndham Street, Roma	Roma	920,000
1.1b	Renewal / upgrade	Water main renewal Twine Street, Roma	Roma	
1.1c	Renewal / upgrade	Water main renewal Soutter Street Roma	Roma	
1.1d	Renewal / upgrade	Water main renewal Alice Street - Rugby to Eton Street Mitchell	Mitchell	
1.1e	Renewal / upgrade	Water main renewal Moyles Lane, Mitchell	Mitchell	
1.1f	Renewal / upgrade	Water main renewal Robert and Ivan Streets, Surat	Surat	
1.1g	Renewal / upgrade	Water main renewal Queen Street, Roma	Roma	370,000
1.1h	Renewal	Bore - replace Mungallala bore - School Road, Mungallala	Mungallala	
1.1i	Renewal	Pump - high lift pump to tower refurbishment Roma	Roma	
1.1j	Renewal	Pump - lift pumps to tower - Surat	Surat	260,000
1.1k	New	Supervisory Control and Data Acquisition (SCADA) to dosing systems	Regional	
1.1l	New	Backup pump Campbell Park, Roma	Roma	20,000
1.1m	Upgrade	Pipework - Muckadilla Water Supply Fire Flow Capacity - upgrade the affected 50mm diameter pipework to 100mm diameter.	Muckadilla	
<b>TOTAL CAPITAL</b>				<b>1,570,000</b>
1.1n	Operating	Disconnect tank at bore 1 Mitchell	Mitchell	150,000
1.1o	Operating	Condition assessment bores in Roma x 3, Mitchell x 2 and Yuleba x 1	Roma, Mitchell & Yuleba	
1.1p	Operating	Condition assessment for tank stands	Regional	
1.1q	Operating	Reservoir cleaning	Regional	
<b>TOTAL OPERATING</b>				<b>150,000</b>
<b>TOTAL PROJECTS 2021/22</b>				<b>\$1,720,000</b>

<b>Capital expenditure</b>	<b>By asset work type:</b>		
	Asset renewal		850,000
	New works		260,000
	Upgrade works		460,000
			<b>\$1,570,000</b>
<b>Operating expenses</b>	One-off projects (operating)		<b>\$150,000</b>
			<b>\$1,720,000</b>