WATER DIRECTORATE
news

JULY 2017

This newsletter is sent to General Managers and to Water and Sewer Managers in 89 regional Councils in NSW and also to over 140 contacts in government departments and private industry across Australia.

IMPROVED WATER DIRECTORATE WEBSITE

I'm very pleased to advise that the Water Directorate's new website was launched at the end of July. Please check it out and especially the excellent short video taken at Griffith Water Reclamation Plant to publicise our O&M Manuals. Take five minutes to check out the video on the home page.

MEMBERSHIP FEES DUE

Membership fees are due for 2017/18 and invoices will be sent out in August. The Executive Committee thanks our 87 member Councils for their support over the 2016/17 financial year.

In 2016/17 we produced 7 technical publications for our member Councils. The first 4 publications below are new:

- *Review of Dams Safety Bill 2015*
- *Water Entitlements Guidelines*
- *O&M Manuals for Pressure Sewerage Systems*
- *Customer Service Plan Guidelines*

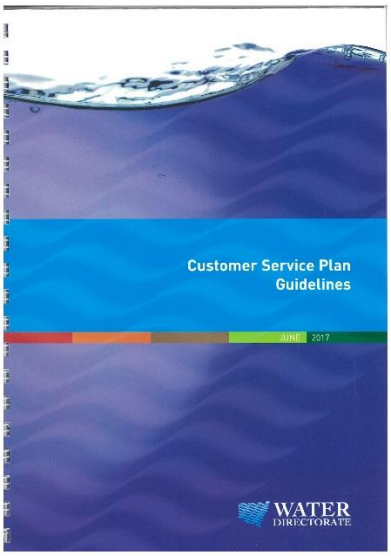
The following 3 publications are revisions:

- *Drought Management Guidelines*
- *O&M Manual for SPSs*
- *S64 Guidelines*

In 2016/17 we facilitated 2 forums: at the LGNSW Water Management Conference at Broken Hill; and at the IPWEA NSW Conference at the Hunter Valley. In 2016/17 we were involved in sponsoring four awards: at the IPWEA NSW Engineering Excellence Awards; at the LGNSW Excellence in Environment Awards; the WIOA Operator of the Year Award; and the joint AWA Ozwater Conference Attendance Award for a young water professional.

LATEST PUBLICATION: CUSTOMER SERVICE PLAN GUIDELINES

A new publication titled *Customer Service Plan Guidelines* is our latest publication to be distributed to member Councils.



Many thanks to former Executive Committee member Tony Holmes for sharing Shoalhaven Water's Customer Service Plan as the basis for this guideline. Thanks also to the Policy Subcommittee and Daryl McGregor for peer review. All Water Directorate publications are free to member Councils by logging in to the Members Area and going to the Bookshop.

MORE PUBLICATIONS IN THE PIPELINE

Six more publications are nearing completion and will be distributed over the coming months. They include:

- *Telecommunication Installations on Council Infrastructure Guidelines Part 1 – with Qld WD*
- *O&M Manuals for Water Pumping Stations*
- *O&M Manual for Water Reticulation*
- *O&M Manual for Sewer Reticulation*
- *Telecommunication Installations on Council Infrastructure Guidelines Part 2 – see item page 2*
- *Smart Metering Guidelines*

NEW INITIATIVE - NSW WATER LEADER PROGRAM SCHOLARSHIP

The Water Directorate and the International WaterCentre (IWC) are partnering to offer a half scholarship valued at $5,750, to participate in the next intake of the IWC Water Leadership Program. This award-winning professional development program starts in December and runs for nine months. The program requires a commitment of 15 days on average spread over nine months and includes two intensive training sessions in Brisbane in February and July 2018.

For scholarship information and application go to the wesbite.

Middle managers should apply by 30 September.

One half scholarship is on offer to applicants currently working for a NSW Water Directorate member Council. Applicants must also currently be working in an engineering team or program management role in which they have the potential to enable the development of others, and be able to meet the other criteria outlined here.

A hard copy of the flyer was included in the mail out to member Councils. The flyer can be downloaded from this page.

Or contact Brian McIntosh, Education Director, IWC phone 0458 855 945 or email Brian here.

SUBMISSION TO DEPT OF COMMUNICATIONS & THE ARTS ON POSSIBLE AMENDMENTS TO TELECOMMUNICATIONS CARRIER POWERS AND IMMUNITIES

In July, a 40 page submission was prepared by Colin Biggers and Paisley Lawyers for the Water Directorate. CBP is currently preparing a new publication for the Water Directorate titled *Third Party Infrastructure on Water Supply Reservoirs Guidelines – Part 2, Legal Aspects (Telecommunications Act 1997 and Best Practice Protocols)*

It was timely that CBP could assist the Water Directorate with this submission, which has been uploaded to our new website. The submission recommends that the DCA urgently convene a consultation process with the water industry to protect the safety of drinking water; safety of personnel; and to address appropriate exemptions for reservoirs; and structural overloading.

LGNSW WATER MANAGEMENT CONFERENCE, DUBBO, 4-6 SEPTEMBER

LGNSW Water Management Conference delegates are invited to register online here. This year's program will include the popular Water Directorate Forum again on the afternoon of Day 1. The Forum is an opportunity to discuss any water issue that you choose with a panel of Executive Committee members.

The Forum starter topics and panellists include:

- urban water reform and productivity commission/ Graham Kennett
- new developer guidelines/ David Oxenham
- short and long life planning for individual assets/Bruce Logan
- dealing with Telcos and mobile infrastructure/ Jason Ip

For more info contact Administration Officer, Communications and Events, Karen Rolls on 9242 4050 or email her here.

SAM SAMRA AWARD UPDATE

As reported in last month's newsletter, LGNSW, DPI Water and the Water Directorate have created an annual memorial award to honour the great work done by Sam Samra over his long career.

Awards will be presented at this year's LGNSW Water Management Conference dinner at Dubbo to the most improved LWU in each of four categories and to the overall most improved LWU. The five winners were determined by rigorous analysis of a decade of data recorded in the NSW Water Supply & Sewerage Performance Monitoring Reports. The data analysis process was developed by DPI Water.

Eight LWUs will be announced in August as being the two most improved council water utilities over ten years in each of four service provider categories. The four service provider categories are:

- Most Improved Small Water Supply
- Most Improved Large Water Supply
- Most Improved Small Sewerage
- Most Improved Large Sewerage

The Water Directorate will host the Sam Samra Award on our new website where there is a conspicuous button on the menu panel.

11TH NATIONAL ABORIGINAL AND TORRES STRAIT ISLANDER ENVIRONMENTAL HEALTH CONFERENCE, CAIRNS, 4-7 SEPTEMBER

Colleagues from around Australia will share their involvement in programs focused on improving Aboriginal and Torres Strait Islander environmental health. For more information go to the website.

EXECUTIVE COMMITTEE

The remaining dates are:
14 September
1,2 November

Gary Mitchell
Executive Officer
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