



Planning,
Industry &
Environment

Town Water Risk Reduction Program

Stakeholder Advisory Panel

Meeting 7 | 28 July 2021



What we will cover today

Preliminaries

- Acknowledgement of country
- Welcome
- Outcomes and actions arising

Updates

- Regulatory framework (workshop overview, roadmap and next steps)
- IWCM pilots

Discussion

- Regional collaboration – next steps

Other matters

- Engaging on water efficiency
- Engaging on State Water Strategy
- Panel member issues
- Next meeting and a look ahead

Outcomes and actions arising

- LGNSW Conference postponement.
- Other feedback is reflected in the Roadmap document.



Update

Regulatory framework - workshop overview,
roadmap and next steps

Roadmap to an improved regulatory framework

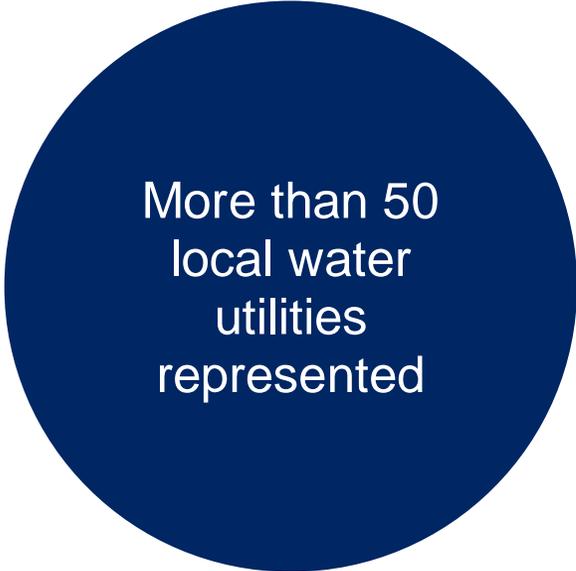
- Roadmap launch webinar on 4 August 2021 (postponed from 29 July).
- A survey will be distributed to the sector to seek feedback on the roadmap.
- Stakeholders will also be able to email feedback directly to the program inbox.

Roadmap - Engagement

23 interviews – 2 virtual workshops – 5 regional roadshow workshops
June 2021



Over 260
individuals
participated in
developing this
Roadmap



More than 50
local water
utilities
represented



Co-regulators,
industry and
private sector
involvement

Roadmap – Sector objectives

Local water utilities, the department and other co-regulators will continue to ensure:

- Safe and secure water supply to protect public health and the environment, and to support economic development and liveability.
- Effective sewerage services to protect public health and the environment.
- Services that meet customer needs, expectations and preferences.
- Financially sustainable water utilities with efficient and affordable pricing for services.

Roadmap – Regulatory objectives

The department's regulatory objectives are:

- driving the supply of safe and secure water and sewerage services
- supporting the protection of public health
- supporting the protection of the environment
- protecting the interests of customers and the community.

We will achieve our regulatory objectives by requiring and enabling local water utilities to:

- implement robust, evidence-based strategic planning for water supply and sewerage services
- manage local water utility risks in strategic and effective ways
- implement operational risk management, including sound and safe operation and maintenance of systems
- implement robust emergency and incident management
- make fit for purpose infrastructure investments
- protect and promote the interests of customers through efficient and affordable pricing
- be financially sustainable.

Other NSW Government regulators have their own regulatory objectives.

Roadmap – Regulatory principles

The department's regulatory principles support and influence the way we engage with local water utilities and perform our regulatory functions.

- We will focus on outcomes and be flexible and proportionate
- We will prioritise according to risk
- We will be fair and accept accountability
- We will be transparent
- We will work collaboratively with other regulators
- We will actively seek feedback and opportunities to improve

Roadmap – Regulatory framework

For each of the three key regulatory functions, and our better regulation approach, we identify:

- What does success look like?
- What have we heard?
- What will we do to improve?

Strategic planning

- Requiring local water utilities to prepare and implement strategic planning.
- Promoting best practice pricing, including assessing eligibility for dividend payments to councils' general revenue.

Technical assessment and approvals

- Approvals under section 60 of the *Local Government Act 1993*.
- Inspections of water and sewerage systems.
- Concurrence of Liquid Trade Waste approvals.
- Technical support for local water utilities during emergencies and incidents.

Performance monitoring

- Risk, performance and compliance monitoring.
- Inspections of water and sewerage systems.
- Collection of data and information from local water utilities.
- Publishing data and information collected from local water utilities.
- Analysis and response of local water utilities performance over time.
- Data coordinator for local water utilities' Australian Government reporting obligations.

Better regulation

Roadmap - Timeline



Roadmap

Comments and questions

Update
IWCM pilots

IWCM pilot EOI assessment criteria

The Panel endorsed this criteria for TWRRP pilots on 26 May 2021:

1. How well does the pilot address one or more clear problems, barriers or risks?
2. How well does the pilot align with TWRRP focus areas and objectives?
3. How likely is the pilot to contribute to systemic or scalable improvements and risk management across the sector?
4. Can the pilot be undertaken within the life of the Program?
5. Are there sufficient resources (cost and people) to undertake the pilot?

IWCM pilot EOs received by theme

Streamlining the IWCM process	Testing specific components of IWCM	Regional approaches
Griffith City Council	Cowra Shire Council	Central NSW JO Water Utilities Alliance
Narromine Shire Council	Blayney/Cabonne/Orange and Central Tablelands Water	
Richmond Valley Shire Council		
Riverina Water	Namoi JO	
Shoalhaven Water		

IWCM pilot EOLs received

Organisation(s)	What is proposed	Where does this fit in regulatory roadmap?
Blayney/Cabonne/Orange w/Central Tablelands Water	Catchment based regional town water planning focussing on aligning climate change modelling & hydrological data used in Regional Water Strategies (RWS)	<ul style="list-style-type: none"> Review of DPIE Water's LWU secure yield analysis guidelines, methods and data. Collaborate in the design of outcomes-focused requirements for strategic planning (regional approach)
Central NSW JO	A regional approach to Integrated Water Cycle Management planning building on the collaborative work done through the development of the RWS.	<ul style="list-style-type: none"> Collaborate in the design of outcomes-focused requirements for strategic planning (regional approach)
Cowra	Test a more flexible approach to IWCM population analysis for demand analysis	<ul style="list-style-type: none"> Collaborate in the design of outcomes-focused requirements for strategic planning (flexible approach)
Griffith	Develop a streamlined IWCM based on issues most relevant to local community/council needs	<ul style="list-style-type: none"> Collaborate in the design of outcomes-focused requirements for strategic planning (flexible approach)

IWCM pilot EOs received (continued)

Organisation(s)	What is proposed	Where does this fit in regulatory roadmap?
Namoi JO	Water security assessment of each town water supply headworks systems to inform individual council IWCMs (re: opportunities for improved local or interconnected regional water supply options).	<ul style="list-style-type: none"> Collaborate in the design of outcomes-focused requirements for strategic planning (flexible and regional approach)
Narromine Shire	Participate to co-design components of the new framework for IWCM strategies	<ul style="list-style-type: none"> TBC following further discussions
Riverina Water	Participate to co-design components of the new framework for IWCM strategies	<ul style="list-style-type: none"> TBC following further discussions
Richmond Valley	Integrate IWCM with Integrated Planning and Reporting (IP&R) framework	<ul style="list-style-type: none"> Improve the integration of local water utilities strategic planning with the IP&R Framework Review of DPIE Water's LWU secure yield analysis guidelines, methods and data.
Shoalhaven Water	Use existing SBP as a case study for streamlining IWCM requirements.	<ul style="list-style-type: none"> Collaborate in the design of outcomes-focused requirements for strategic planning (flexible approach)

IWCM pilot next steps

- In early August:
 - The TWRRP team will meet with individual applicants to confirm the final scope of their project and discuss support requirements.
- By the end of August each applicant will be sent a letter from the Director TWRRP and Director Water Utilities setting out:
 - The agreed scope of the pilot (including outputs and timeframes).
 - Agreed support from the TWRRP/DPIE Water (including identified departmental contacts).
 - Opportunities to participate in related working groups/project teams to enhance outcomes and ensure learnings are shared during the pilot process.
- By the end of August: Commence implementation of pilots.

Discussion

Regional collaboration – next steps

Consultation

- **June 2021:** As part of Griffith and Dubbo face to face regional workshops.
- **2 August:**
 - 1.5 hour online workshop open to all interested stakeholders, with targeted invitations to participants of the June Queanbeyan, Tamworth and Coffs Harbour online regional workshops.
 - Focus of this workshop is to identify opportunities for specific collaborative projects which can reduce risk.
 - **Note:** This workshop will also explore potential support by State Government/State Owned Corporations as many of the risks faced by LWUs that can be addressed through collaboration are similar.

Regional Collaboration Coordinator (RCC)

- The TWRRP team will appoint a part-time RCC for up to 12 months to facilitate collaboration between LWUs through targeted pilots.
- The focus of the role will be to facilitate direct, multi-council collaboration on specific projects that reduce risk, identified in consultation with the sector.
- Additionally, the role will coordinate the evaluation of these projects, in consultation with a project team of key stakeholders (including Water Directorate, LGNSW, water utility reps, JO and county council reps).
- This approach will be used to test the process of coordinating collaboration between LWUs, through a centralised role (similar to that of the QWRAP program).

Questions

- What issues should we be mindful of with respect to the proposed Regional Collaboration Coordinator approach?
- Do you have any comments or concerns about the proposed implementation and evaluation approaches?

Engaging with LWUs on the NSW Water Efficiency Program



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Department of Planning, Industry and Environment

Engagement approach for State Water Strategy

TWRRP engagement summary – July 2021

TWRRP engagement summary – June/July 2021

Date	Who we met with	Issues covered
21/06/21	Griffith City Council	Potential IWCM pilot project
22/06/21	Namoi JO	Potential IWCM pilot project and section 60 issue
23/06/21	Infrastructure NSW	State of Infrastructure report
28/06/21	NSW Health	Working better together under our current regulatory arrangements
01/07/21	Central NSW JO and DPIE Water RWS team	Regional Water Strategies update and TWRRP
06/07/21	NSW Health and LWU Team	Section 60 and the use of recycled water for gravel roads in the Namoi JO
07/07/21	Water Directorate	Regional issues workshop
15/07/21	Central NSW JO	Regional collaboration – next steps
16/07/21	Water Directorate and LGSNW	Reflections on the workshops and our next steps.
16/07/21	Water Directorate	Regional collaboration – next steps and IP&R/IWCM project
21 & 22/07/21	Water NSW Customer Advisory Groups (Lachlan and Barwon)	State Government/SOC support under TWRRP

Upcoming significant engagements

July

- Webinar – Launch of our Roadmap to an improved regulatory framework
- EUSFA Sub-Committee meeting – present with Brendan Guiney on emergency and incident management for regional water utilities

August

- Workshop – Regional collaboration and state government support
- AWA Regional Conference – Breakfast

Feedback from/issues
raised by Panel members

Next meeting and a look ahead

Next meeting and a look ahead

- Next meeting is scheduled for **Wednesday 25 August 2021** at 9.30am
 - Working Groups update
 - Dam Safety NSW
- **September:**
 - Councillor training
 - IP&R/IWCM linkages
 - Regional collaboration update
 - State Government support update
- **October:**
 - Outcome from LGNSW Conference.
 - AWA Regional Conference breakfast update.
- **Have more to say?** Email the team at regional.town.water@dpi.nsw.gov.au