

Tweed Shire Council Water Supply – Action Plan Page 1

Summary

In 2012-13, Tweed Shire Council implemented all the water supply requirements of the *NSW Best-Practice Management Framework* and its performance has been [to be completed by Council].

Key actions from Council's Strategic Business Plan:

- Insert achievements for Key Action 1 here for Tweed Shire Council
- Insert achievements for Key Action 2 here for Tweed Shire Council

INDICATOR		RESULT ²		COMMENT/DRIVERS	ACTION
	Best-Practice Management Framework	Implemented all the Best-Practice Requirements ¹	Very good	Implementation demonstrates effectiveness and sustainability of water supply business. 100% implementation is required for eligibility to pay an 'efficiency dividend'.	
CHARACTERISTICS					
5	Connected property density	45 per km of main Highest ranking (1, 1)		A connected property density below 30 can significantly increase the cost per property of providing services, as will also a high number of small discrete water supply schemes.	
9	Renewals expenditure	0.3% Low ranking (4, 4)	May require review	Adequate funds must be programmed for works outlined in the Asset Management Plan – page 3 of the 2012-13 NSW Performance Monitoring Report.	FOR INDICATORS 9 to 56 Where ranking is low, investigate reasons including past performance and trends, develop remedial action plan and summarise in this column.
10	Employees	1.8 per 1,000 props Lowest ranking (5, 3)	May require review		
SOCIAL - CHARGES					
12	Residential water usage charge	225 c/kL High ranking (2, 2)	Good	Benefits of strong pricing signals are shown on page 5 of the 2012-13 NSW Performance Monitoring Report.	
13	Residential access charges	\$138 per assessment High ranking (2, 1)	Good		See 16.
14	Typical residential bill ³ (TRB)	\$534 per assessment High ranking (2, 1)	Good	TRB should be consistent with projection in the financial plan. Drivers – OMA Management Cost and Capital Expenditure.	See 43.
15	Typical developer charges	\$12580 per ET Highest ranking (1, 1)	Good		
16	Residential revenue from usage charges	75% of residential bills High ranking (2, 2)	Good	≥ 75% of residential revenue should be generated through usage charges.	
SOCIAL – HEALTH					
19	Physical quality compliance	Yes Highest ranking (1, 1)	Very good		
19	Chemical quality compliance	Yes Highest ranking (1, 1)	Very good		
20	Microbiological compliance ⁴	Yes Highest ranking (1, 1)	Very good	Critical indicator. LWUs should develop a risk based water quality management system.	

1. Review of Council's TBL Performance Report and Preparation of an **Action Plan** to Council required annually.

Strategic Business Plan review and update required after 4 years. **Financial Plan** update and report to Council required annually.

New IWCM Strategy required after 8 years. **Development Servicing Plan** review and updating is required after 5 years.

Liquid Trade Waste Regulation Policy in accordance with the 'NSW Liquid Trade Waste Regulation Guidelines, 2009' required by June 2011.

2. The ranking relative to similar size LWUs is shown first (Col. 2 of TBL Report) followed by the ranking relative to all LWUs (Col. 3 of TBL Report).

3. Review and comparison of the 2013-14 **Typical Residential Bill (Indicator 14)** with the projection in your Strategic Business Plan is **mandatory**. In addition, if both indicators 43 and 44 are negative, you must report your proposed 2014-15 typical residential bill to achieve full cost recovery.

4. **Microbiological compliance (Indicator 20)** is a **high priority** for each NSW LWU. Corrective action for non-compliance (≤97%), or any 'boil water alerts' must be reported in your Action Plan. Refer to pages 7, 8 and 26 of the 2012-13 NSW Water Supply and Sewerage Performance Monitoring Report (www.water.nsw.gov.au).

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INDICATOR		RESULT		COMMENT/DRIVERS	ACTION
SOCIAL – LEVELS OF SERVICE					
25	Water quality complaints	4.2 per 1,000 props Median ranking (3, 4)	Satisfactory	Critical indicator of customer service.	
26	Service complaints	23.6 per 1,000 props Low ranking (4, 4)	May require review	Key indicator of customer service.	
27	Average frequency of unplanned interruptions	27 per 1,000 props Median ranking (3, 3)	Satisfactory	Key indicator of customer service, condition of network and effectiveness of operation.	
30	Number of main breaks	4 per 100km of main Highest ranking (1, 1)	Very good	Drivers – condition and age of water mains, ground conditions.	
32	Total Days Lost	2.7% Median ranking (3, 4)	Satisfactory		
ENVIRONMENTAL					
33	Average annual residential water supplied	176 kL per prop Median ranking (3, 2)		Drivers – available water supply, climate, location (Inland or coastal), pricing signals (Indicator 3), restrictions.	
34	Real losses (leakage)	60 L/c/d Median ranking (3, 2)	Satisfactory	Loss reduction is important where an LWU is facing drought water restrictions or the need to augment its water supply system.	
ECONOMIC					
43	Economic Real Rate of Return (ERRR)	0.6% Median ranking (3, 3)	Satisfactory	Reflects the rate of return generated from operating activities (excluding interest income and grants). An ERRR or ROA of $\geq 0\%$ is required for full cost recovery.	
44	Return on assets (ROA)	-0.2% Median ranking (3, 4)		See 43.	
45	Net debt to equity	3% High ranking (2, 1)	Good	LWUs facing significant capital investment are encouraged to make greater use of borrowings – page 13 of the 2012-13 NSW Performance Monitoring Report.	
46	Interest cover	1 Median ranking (3, 3)	Satisfactory	Drivers – in general, an interest cover > 2 is satisfactory.	
47	Loan payment	\$184 per prop Highest ranking (1, 1)	Very good	The component of TRB required to meet debt payments. Drivers – expenditure on capital works, short term loans.	
49	Operating cost (OMA)	\$429 per prop Median ranking (3, 2)	Satisfactory	Prime indicator of the financial performance of an LWU. Drivers – development density, level of treatment, management cost, topography, number of discrete schemes and economies of scale.	Review components carefully to ensure efficient operating cost.
51	Management cost	\$186 per prop Lowest ranking (5, 4)	May require review	Typically about 40% of the OMA. Drivers – No. of employees. No. of small discrete water schemes.	
52	Treatment cost	\$79 per prop Low ranking (4, 2)	May require review	Drivers – type and quality of water source. Size of treatment works	
53	Pumping cost	\$47 per prop Median ranking (3, 2)	Satisfactory	Drivers – topography, development density and location of water source.	
55	Water main cost	\$30 per prop Highest ranking (1, 1)	Very good	Drivers – age and condition of mains. Ground conditions. Development density.	
56	Capital expenditure	\$166 per prop Median ranking (3, 3)	Satisfactory	An indicator of the level of investment in the business. Drivers – age and condition of assets, asset life cycle and water source.	