

# Tweed Shire Council Sewerage – Action Plan Page 1

## Summary

In 2015-16, Tweed Shire Council implemented all the sewerage outcomes required by 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 <sup>2</sup>		COMMENT/DRIVERS	ACTION
	<b>Best-Practice Management Framework</b>	Implemented all the Best Practice Required Outcomes <sup>1</sup>	Very good	Implementation demonstrates effectiveness and sustainability of water supply and sewerage business. 100% implementation is required for eligibility to pay an 'efficiency dividend'.	Finish preparing the 30-year IWCM Strategy, Financial Plan and Report in accordance with the July 2014 IWCM Check List ( <a href="http://www.water.nsw.gov.au">www.water.nsw.gov.au</a> ).
<b>CHARACTERISTICS</b>					
5	Connected property density	44 per km of main	Higher than the statewide median of 38	A connected property density below about 30 can significantly increase the cost per property of providing services.	
7	Renewals expenditure	0.5% Median ranking (3, 3)	Satisfactory	Adequate funds must be programmed for works outlined in the Asset Management Plan – page 3 of the 2014-15 NSW Performance Monitoring Report.	<b>FOR INDICATORS 7 to 57</b> Where ranking is low, investigate reasons including past performance and trends, develop remedial action plan and summarise in this column.
8	Employees	2.2 per 1,000 props Lowest ranking (5, 4)	May require review		
<b>SOCIAL – CHARGES</b>					
12	Typical residential bill <sup>3</sup> (TRB)	\$805 per assessment Median ranking (3, 5)		TRB should be consistent with projection in the financial plan. Drivers – OMA Management Cost and Capital Expenditure.	
13	Typical Developer Charges	\$6430 per ET Median ranking (3, 2)	Good		
14	Non-residential sewer usage charge	160c/kL Low ranking (4, 3)	May require review		
<b>SOCIAL - HEALTH</b>					
16	Sewerage coverage	99% Highest ranking (1, 1)	Very good		
17	Percent sewage treated to tertiary level	98% Median ranking (3, 3)	Satisfactory		
18	Percent of sewage volume that complied	89% Low ranking (4, 4)	May require review	Key indicator of compliance with regulator.	
19	Sewage treatment works compliant at all times	5 of 8		Key indicator of compliance with regulator.	
<b>SOCIAL – LEVELS OF SERVICE</b>					
21	Odour Complaints	1.5 per 1,000 props Lowest ranking (5, 5)	May require review	Critical indicator of customer service and operation of treatment works.	
22	Service complaints	9 per 1,000 props Median ranking (3, 3)	Satisfactory	Key indicator of customer service.	
23a	Average Duration of Interruption	240 minutes Lowest ranking (5, 5)	May require review	Key indicator of customer service, condition of network and effectiveness of operation.	
25	Total Days Lost	4.7% Low ranking (4, 5)	May require review		

1. Council needs to annually 'roll forward', review and update its 30-year total asset management plan (TAMP) and 30-year financial plan, review Council's TBL Performance Report and prepare an **Action Plan** to Council. The Action Plan is to include any actions identified in Council's section 61 Reports from DPI Water. Refer to pages 21, 98 and 102 of the 2015-16 NSW Water Supply and Sewerage Performance Monitoring Report.

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INDICATOR		RESULT		COMMENT/DRIVERS	ACTION
<b>ENVIRONMENTAL</b>					
26	Volume of sewage collected per property	241 kL		Compare sewage collected to water supplied.	
		Low ranking (4, 4)			
27	Percentage effluent recycled	9%	May require review	Key environmental indicator. Drivers – availability of potable water, demand, proximity to customers, environment.	
		Low ranking (4, 3)			
28	Biosolids reuse	100%	Very good	Key environmental indicator.	
		Highest ranking (1, 1)			
32	Net Greenhouse gas emissions (WS & Sge)	450 t CO <sub>2</sub> /1000 props	May require review	Drivers – gravity vs pumped networks, topography, extent of treatment.	
		Low ranking (4, 4)			
34	Compliance with BOD in licence	100%	Very good	Key indicator of compliance with regulator requirements.	
		Highest ranking (1, 1)			
35	Compliance with SS in licence	100%	Very good	Drivers – algae in maturation ponds, impact of drought.	
		Highest ranking (1, 1)			
36	Sewer main breaks and chokes	1 per 100km of main	Very good	Drivers – condition and age of assets, ground conditions.	
		Highest ranking (1, 1)			
37a	Sewer overflows to the environment	11 per 100km of main	Satisfactory	Drivers – condition of assets, wet weather and flooding.	
		Median ranking (3, 4)			
39	Non-residential percentage of sewage collected	29%		For non-residential, compare % of sewage collected to indicator 43 (% of revenue).	
		High ranking (2, 1)			
<b>ECONOMIC</b>					
43	Non-residential revenue	17%	May require review	See 39 above.	
		Low ranking (4, 4)			
46	Economic Real Rate of Return (ERRR)	1.5%	May require review	Reflects the rate of return generated from operating activities (excluding interest income and grants). An ERRR or ROA of ≥ 0% is required for full cost recovery.	
		Low ranking (4, 3)			
46a	Return on assets	1.4%		See 46.	
		Low ranking (4, 3)			
47	Net debt to equity	-2%		LWUs facing significant capital investment are encouraged to make greater use of borrowings – page 14 of the 2014-15 NSW Performance Monitoring Report.	
		High ranking (2, 2)			
48	Interest cover	5		Drivers – in general, an interest cover of > 2 is satisfactory.	
		Highest ranking (1, 1)			
48a	Loan payment	\$90 per prop	Satisfactory	The component of TRB required to meet debt payments. Drivers – expenditure on capital works, short term loans.	
		Median ranking (3, 2)			
50	Operating cost (OMA)	\$514 per prop	May require review	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 carefully to ensure efficient operating cost.
		Low ranking (4, 5)			
52	Management cost	\$176 per prop	Satisfactory	Drivers – number of discrete schemes, number of employees. Typically about 40% of OMA.	
		Median ranking (3, 4)			
53	Treatment cost	\$174 per prop	Satisfactory	Drivers – type and level of treatment, economies of scale.	
		Median ranking (3, 4)			
54	Pumping cost	\$95 per prop	May require review	Drivers – topography, development density, effluent recycling.	
		Low ranking (4, 5)			
56	Sewer main cost	\$56 per prop	Satisfactory	Drivers – topography, development density, effluent recycling.	
		Median ranking (3, 3)			
57	Capital expenditure	\$170 per prop	Satisfactory	An indicator of the level of investment in the business. Drivers – age and condition of assets, asset life cycle.	
		Median ranking (3, 3)			

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 2016-17 **Typical Residential Bill (Indicator 12)** with the projection in your Strategic Business Plan is **mandatory**. In addition, if both indicators 46 and 46a are negative, you must report your proposed 2017-18 typical residential bill to achieve full cost recovery.