

## 2012/2013 OPERATIONAL PLAN

The County Council model has proven to be a very effective institutional arrangement for the provision of water supply as the governance arrangement of the Council, comprising elected representatives from each of the constituent councils, maintains a close relationship between the community expectations and the policy decisions of the Council.

Council considers that its pricing is cost effective and the 2010/2011 NSW Water Supply & Sewerage Performance Monitoring Report, issued by the NSW Office of Water (NOW), reports that Council was operating with full cost recovery. However, due to a considerable decrease in water sales as a result of the continued above average rainfall in the region, reduction in interest earnings from investments, and increased depreciation costs due to revaluation of assets, it is now estimated that Council will complete 2011/2012 with a net operating deficit of \$205,800. This follows on from an operating deficit in 2010/2011 in excess of \$600,000. As well, Council recently incurred flood damage to trunk mains estimated at \$500,000 for which the State Government has refused to provide funding assistance.

Due to the significant reduction in water consumption, a forecast rise of 9% in energy costs in 2012/13 and other cost pressures such as increased depreciation, in order to maintain its 30 year financial plan and capital works programme, Council's 2012/2013 Operational Plan provides for an increase in the annual availability charge for a standard 20mm service from \$160.00 per year to \$200.00 per year, with larger services increasing respectively. Consumption charges are to increase by 8% from \$1.84 to \$1.99 with residential and rural consumption charges increasing by 50% for usage over 450 kilolitres.

Council has a dedicated focus on consumer expectations and, through its pricing policy, consumers are receiving a water supply of high quality and reliability and this is wholly attributable to the pricing policy being able to fund an ongoing programme of infrastructure renewal and upgrade.

Council is endeavouring to embrace Best Practice Pricing of Local Water Utility services as outlined in the NOW Best Practice Management of Water Supply and Sewerage Guidelines.



## CHAIRMAN RETIRES

After 29 continuous years representing Cabonne Council on the Council of Central Tablelands Water, including the past 17 years as Chairman, Clr Farr OAM has announced his retirement from local government.



Clr John Farr OAM has had a distinguished career in local government and during his 17 years as Chairman of Central Tablelands Water the Council has embarked on a significant capital works programme, valued at approximately \$18 million.

On behalf of Councillors, Staff and Central Tablelands Water consumers we wish Clr Farr all the best for the future.



General Manager Tony Perry congratulating the Chairman John Farr OAM, on receiving the Shires Association award for Continuous Service in Local Government.

## 2012-2013 WATER CHARGES

WATER CHARGES (PER KILOLITRE)	Residential and Rural	First 450 kilolitres per year	\$1.99
		After 450 kilolitres per year	\$2.99
WATER CHARGES - QUANDIALLA (PER KILOLITRE)		Non Residential	\$1.99
		Industrial	\$1.99
		Standpipe Sales	\$5.40
WATER CHARGES - QUANDIALLA (PER KILOLITRE)		First 200 kilolitres per quarter	\$1.42
		After 200 kilolitres per quarter	\$2.35
		Standpipe Sales	\$6.20
AVAILABILITY CHARGES (PER ANNUM)		20mm	\$200.00
		25mm	\$313.00
		32mm	\$512.00
		40mm	\$800.00
		50mm	\$1,250.00
		80mm	\$3,200.00
		100mm and over	\$5,000.00
AVAILABILITY CHARGES QUANDIALLA		Fire Service (restricted to fire use only)	\$200.00
		Unconnected built upon properties	\$100.00
	Connected or disconnected – 20mm Per Annum		\$464.00

## MONITORING YOUR WATER USAGE

Central Tablelands Water reads your meter and issues your water account every three (3) months and calculates the amount of water that has been used since the last reading.

Monitoring your water usage on a regular basis will help you understand how much water you are using and alert you to any unusual spikes in water consumption that may be the result of a water leak at your property.

**If a break or leak occurs on the property side of the water meter, repairs are the property owner's responsibility and you should contact a licensed plumber immediately. Any water which passes through the meter (including water lost through leaks) will be charged to the property owner.**

## 2012 FLOOD DAMAGE

On Thursday evening, 1 March 2012, severe flooding washed out Council trunk mains in five (5) locations where the trunk mains traverse local creeks and the Belubula river between Mandurama and Canowindra. The veracity of the water was such that it washed away the concrete piers and steel pipes. Council's ground water source at Gooloogong was brought into operation to supply a number of towns and villages within Council's supply network until repairs could be completed and, in order to maintain water delivery to a number of other towns and villages, temporary poly pipe lines were placed in the damaged locations also until permanent repairs can be completed. Council's operational staff worked tirelessly and long hours, under extremely difficult conditions, to restore the water supply and ensure minimal impact on consumers.

A full assessment of the damage has been carried out together with an estimation of the costs to effect permanent restoration of the pipelines. It is anticipated that the final restoration costs across the five (5) river and creek crossings could be in the vicinity of **\$500,000**. The restoration work will involve drilling under the river and creek beds and/or replacing the concrete piers that were washed away.

Council is completely dismayed and concerned that advice has been received that Council does not qualify for Natural Disaster Recovery Funding from the State Government due to the fact that Council, as a local government water utility, is classified by Treasury as a "trading undertaking".

Council's understanding is that grants are available to meet additional costs of emergency work to restore essential services and town water supply should be high up on the list of essential services.

For Council to find an estimated \$500,000 out of an already strained budget that has been affected dramatically over the past two years due to seasonally wet conditions will mean that Council's capital works programme of asset renewal and upgrade will be severely impacted.



**DAMAGE TO CTW TRUNK MAINS MARCH 2012**

## YOUR WATER ACCOUNT

There are a number of payment options available to CTW customers, and these are detailed on the bottom of your current account.

### Having Trouble Paying Your Account?

If you are unable to pay your account by the due date you can contact us to make an alternative payment arrangement to suit your circumstances.

### Tenants and Landlords

Property owners will receive all water accounts and are responsible for their payment.

A number of landlords have lease agreements that stipulate that the tenant is responsible for the water usage or consumption charge. The billing of tenant's is the owners or agents responsibility.

**Central Tablelands Water will not be involved in any arrangement to collect money from tenants.**

### DEFT Payment System

As CTW closed its DEFT account in July 2010, consumers must ensure that when making a payment at any Australia Post outlet they present their current account for scanning.

Consumers using the Bpay facility should ensure that they are using the correct Bpay Biller code and reference number, as shown on your payment slip on your current account.

Any payments made using DEFT will not be sent to CTW, and you will be responsible to recover these funds with your financial institution.



Central Tablelands Water is a proud member & supporter of the Savewater!® Alliance. Visit the [savewater.com.au](http://savewater.com.au) website for a wealth of information on water conservation for around the home, business, farm or school.

## FOR 24 HOUR EMERGENCY SERVICE, PLEASE PHONE:

Blayney, Carcoar, Lyndhurst, Mandurama, Millthorpe	<b>(02) 6368 2208</b>
Canowindra, Cargo, Cudal, Eugowra, Manildra, Cowra Rurals	<b>(02) 6344 1147</b>
Grenfell, Quandialla	<b>(02) 6343 2232</b>



**MAINS RENEWAL WORK 2011**