

Item 10: Operations

10.1 Rural Customer Water Fill Stations Upgrades

REPORT BY THE MANAGER WATER AND SEWER
TO 16 JUNE 2021 ORDINARY MEETING
GOV400088, WAT500087

RECOMMENDATION

That Council:

- 1. receive the report by the Manager Water and Sewer on the Rural Customer Water Fill Stations Upgrades;**
- 2. commence registering customers for the use of the Rural Customer Water Fill Stations following completion of upgrades; and**
- 3. prepare a report in six months reviewing the introductory period, Customer Water Fill Station procedures and operational costs.**

Executive summary

A grant received from the Federal Government under the Drought Communities programme has allowed the upgrade to the Customer Water Fill Stations in the region. The upgrade to the water filling stations allows Council the opportunity to better manage risk of water supply to customers. The following report recommends Council commence registering users who can prove a rural address to access the fill stations.

Disclosure of Interest

Nil.

Detailed report

A grant received from the Federal Government under the Drought Communities programme has allowed the upgrade to the Rural Customer Water Fill Stations in the region. The existing fill points have been available to rural users without fees or registration, meaning Council hasn't had the ability to track the water usage by user.

The upgrades to the fill stations are designed to give emergency water supply for domestic use for rural customers. The new stations will have outlet options of 25mm (same as existing) and a larger outlet of 50mm meaning there will be higher flow rates, and an improved efficiency for customers. This report recommends that Council implement a registration process to ensure only eligible users are accessing the emergency potable water supply.

After the replacement, the rural water fill stations will have an automated system that has the capability to gather registration details for each user. As such, it is recommended that Council should commence registering customers who can prove their rural address. This requirement is in

line with our *Drinking Water Management System* as it discourages inappropriate use and allows Council to better manage risk relating to our water supply.

Once the fill stations are operational, rural customers can register with Council to access the water. They will prove their rural address in our Local Government Area and they will then be able to access the water without fees.

To register, customers will phone or visit Council in person, provide an email address, name, and residential address. The email address will then be assigned a registration number, and the customer issued with a swipe card. Customers can also use their email to login to the Standpipe Control App. Customers who have not registered will not be able to collect water from the Rural Fill Stations.

After an introductory period of six months staff will undertake a review of the operating costs to determine whether any cost recovery strategies need be introduced. The review will consider customer feedback, staff resourcing and water usage. It should be noted that any fees in the future would be in line with current residential user charges which represent value for money and parity between rural and urban customers.

It is therefore proposed that Council introduce the requirement to register to access the water fill stations once the upgrades are complete. It is also recommended that staff will prepare a further report in six months following the introductory period reviewing operational and resourcing costs.

Community Plan implications

Theme	Protecting Our Natural Environment
Goal	Provide total water cycle management
Strategy	Identify and implement innovative water conservation and sustainable water usage management practices

Strategic implications

Council Strategies

Australian Drinking Water Guidelines (2011)

Council Policies

Drinking Water Quality Policy - Deliver water to our customers that complies with the health related criteria in the Australian Drinking Water Guidelines

Legislation

Public Health Act 2010
Public Health Amendment Act 2017

Financial implications

The Filling station upgrades were funded by the Drought Communities Programme grant. If Council chooses to proceed with charging fees, this will a new revenue income for 40000.

CLAIRE CAM
MANAGER WATER AND SEWER

GARRY HEMSWORTH
DIRECTOR OPERATIONS

28 May 2021

Attachments: Nil

APPROVED FOR SUBMISSION:

BRAD CAM
GENERAL MANAGER