

WIDE BAY
water



A Business Unit of  Fraser Coast
REGIONAL COUNCIL

ANNUAL OPERATIONS REPORT

A LOOK BACK



2021/22



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OVERVIEW

Wide Bay Water (WBW) is a Commercial Business Unit of the Fraser Coast Regional Council (FCRC) providing water and sewerage services to the Fraser Coast.

This Annual Operations Report has been prepared in accordance with s190 of the Local Government Regulation 2012.

The report provides a summary of WBW's major activities over the 2020/21 reporting year, including an assessment of our performance against the financial and non-financial targets defined in the WBW Annual Performance Plan 2020/21.

About us

Wide Bay Water is the registered service provider for the Fraser Coast, providing water and sewerage services in Hervey Bay, Maryborough and surrounding communities.

Services provided include management of water storages including the safe operation of the region's referable dams, management of two bulk water supply schemes and customers, water treatment and distribution, sewerage collection and treatment and effluent reuse.

WBW remains a proactive member of the water industry, contributing to research and innovation, improvements in service delivery, and partnership services with other water utilities.

WBW is governed by an Executive Management Team, and Non-Executive Advisory Committee that consists of external members and Councillors and is appointed under s264 of the

Local Government Regulation 2012. The organisation continues to adopt best-practice standards in service and performance delivery that support its operations and their compliance with the broad regulatory environment in which it operates. WBW hold third party accreditations in Quality (ISO 9001) and Food Safety (ISO 22000).

WBW's Scientific Services Laboratory is accredited by the National Association of Testing Authority (NATA) to standard ISO17025. The Laboratory continues to provide an extensive range of testing services for internal and external customers under the business name WaterOne Laboratory Services.

WBW's Engineering unit provides services and support to internal and external customers in the form of strategic planning, development services, design of pump stations and treatment plants, network modelling, delivery of capital development projects and operational technical support.

Annual Performance Plan

The WBW Annual Performance Plan 2020/21 was resolved by Council at its Special Meeting No. 3 held on Tuesday 23 June 2020.

The Annual Performance Plan (the Plan) was established in accordance with the requirements of section 175 (2) of the Local Government Regulation 2012. The Plan outlines the nature and extent of WBW's operations, its vision and objectives, and the financial and non-financial performance targets that guided its operations in the 2020/21 year.

No changes were made to the Performance Plan during 2020/21.

Local directions

There were no local government directions issued to WBW during 2020/21.



OBJECTIVES

Vision

Our vision is to be a customer-focused Business Unit of Council delivering sustainable water, sewerage and waste services to build better communities for the Fraser Coast.



 Pulgul Sewage Treatment Plant

Business objectives



Lifestyle

A safe and vibrant community that promotes a preferred place to live.



Governance

An effective organisation providing excellent service delivery through strong leadership, democratic principles and effective management of people, assets and finances.



Built environment

Resilient regional infrastructure that will support and cater for future growth.



Natural environment

Minimise our environmental impact by preserving the unique natural environment the Fraser Coast has to offer.



Prosperity

A strong, diversified and resilient economy that supports growth and long term employment.



GOVERNANCE STRUCTURE & COMMITTEE



Cliff Searle
CHAIRMAN

Cliff was admitted as a Member of the Association of Hydraulic Services Consultants Australia (Qld) Inc. (AHSCA) in 1993 and in 2015 was awarded a life membership.

In 1985, Cliff was elected as an Alderman for the Hervey Bay City Council and re-elected in 1989. During his six-year period in Council, his major focus was water and sewerage.

Cliff operated his own hydraulic design business, Water Wise Design Pty Ltd up until January 2015 at which time he decided it was time to retire.

Cliff is an avid golfer and spends many days enjoying his favorite pastime.



Lance Stone

Lance is a graduate of the Australian Institute of Company Directors. He is Managing Director of a group of Community Based Organisations, private companies and social enterprises.

Lance is currently the:

- Treasurer - Maryborough Chamber of Commerce
- Deputy Chair - Wide Bay Water and Waste Services
- MD - Fraser Coast Training Employment Support Service Inc. (TESS) RTO # 1826
- MD - Maisie Kaufmann Learning Centre Inc. RTO #5205
- MD - Coral Sea Training RTO #32221
- MD - Fraser Coast Palliative Care and Active Plus Life-Style Options
- MD - BAYS Inc.

Lance's other community interests include; family, sport, youth mental health, life-long learning, homelessness, social justice and social inclusion.



David Lee

Representing Division 9, Councillor David Lee has over thirty years' experience in the health sector including the armed forces and fifteen years as a Chief Executive Officer. David's background and training in commerce, governance and law has well equipped him in representing Division 9, which includes a high representation of business premises, tourism hotspots, short-term accommodation and suburban dwellings. Division 9 in Hervey Bay takes in Scarness and sections of Torquay, Pialba and Kawungan including Seafront Oval, Scarness and Torquay Esplanade parklands, Apex Park and beach areas.

Along with his membership on the Wide Bay Water and Waste Services Advisory Committee, David is a Director in the Not for Profit Sector and an Independent member of the Fraser Coast Regional Council Audit Committee.



Paul Truscott

Paul is the Councillor representing Division 3 which stretches from the Bruce Highway in the west to the Mary River in the south and Saltwater Creek in the north. Division 3 holds some iconic local landmarks including the Maryborough Airport, the Original Maryborough Site, ANZAC Park (Ululah) and the Maryborough Hospital.

Paul is a fifth-generation local to Maryborough and has years of multi-level government experience in addition to working in and managing private business. Paul is incredibly passionate about Maryborough, the Fraser Coast and the opportunities available in the region.



Peter Borrows

Peter is Director of Kedron Consulting Pty Ltd, Independent Director of Murrumbidgee Irrigation Ltd (MI) and a Director of Hughenden Irrigation Project Corporation Pty Ltd.

Peter is a member of MI Board's Infrastructure.

Committee and a member of the Remuneration and Nominations Committee. Peter is MI's alternate delegate for the National Irrigators' Council.

Peter's qualifications include; Graduate Diploma in Business Administration and Bachelor of Engineering. Peter is also a Fellow with Australian Institute of Company Directors and a Fellow with the Institute of Engineers.



Randal McLellan

Dr Randal McLellan holds a number of Board positions in various capacities and has a particular interest in efficient and effective corporate governance to help organisations achieve their objectives.

Dr McLellan served two terms as a Councillor for the Hervey Bay City Council from 1997 to 2004.

Dr McLellan is also a Graduate of the Australian Institute of Company Directors (GAICD). Dr McLellan also has a interest in coastal and marine issues and in his spare time enjoys travel, boating, camping and fishing.



GOVERNANCE STRUCTURE & COMMITTEE



EXECUTIVE TEAM



Mark Vanner
DIRECTOR

Mark was appointed to the position of Director in January 2019 to provide leadership, strategic direction and management of Council’s water, wastewater and waste functions.

Commencing his professional career in fields of biotechnology and medical device manufacturing, Mark joined Council in 2006 in the area of catchment and bulk water management. Mark has been a member of the Executive Team since 2012.

Mark holds a Bachelor Degree in Aquatic Resource Management, Master of Environmental Management, Graduate Certificate in Professional Legal Studies and is currently completing his Master of Business Administration.

Mark is a Graduate of the Australian Institute of Company of Directors (GAICD) and during the year was a Director of Football Queensland Wide Bay.



Darren Smith
EXECUTIVE MANAGER NETWORK
OPERATIONS AND MAINTENANCE

Darren joined Council in 2006 in the position of Operations Manager and was appointed to the role of Executive Manager of Network Operations and Maintenance in May 2019. He leads multidisciplinary teams responsible for the safe and efficient delivery of water and sewerage services to connected properties within the Fraser Coast community and ensures sustainable maintenance management practices for all operational assets. In 2018 he successfully completed a Diploma in Leadership and Management from AIM.

Darren has gained 35 years engineering experience after commencing his career with BHP as a mechanical engineering trainee in 1986 where he was dual indentured to obtain his Fitting and Turning Trade Certificate and an Associate Diploma of Mechanical Engineering. During his employment with BHP and then Linde Gas, he predominantly held positions in asset maintenance management with responsibilities for heavy engineering steel and gas sites including large industrial wastewater treatment plants. This diverse career path has provided Darren with a very broad and in-depth level of skills, knowledge and he now has 17 years’ experience in the Australian water industry.

Member attendance at Committee meetings

Cliff Searle	9
Lance Stone	6
Peter Borrows	9
Randal McLellan	9
Paul Truscott	3
David Lee	7

Committee meeting dates 01/07/20 – 30/06/21

21 August 2020
18 September 2020
23 October 2020
11 December 2020
19 February 2021
26 March 2021
23 April 2021
20 May 2021
25 June 2021



EXECUTIVE TEAM



Cameron Ansell EXECUTIVE MANAGER PROCESS OPERATIONS

With 19 years' experience in the water industry across the agricultural and Local Government sectors, Cameron as Executive Manager of Process Operations, leads a team operating Council's water and sewerage treatment plants, recycled water scheme's and the WaterOne Laboratory.

Cameron gained 16 years of considerable operational experience in delivering safe drinking water supplies and sewage treatment services on behalf of various communities. He holds an Associate Degree in Engineering (Environmental) and is currently completing a Bachelor of Engineering (Environmental), both through the University of Southern Queensland.



Trevor Dean EXECUTIVE MANAGER ENGINEERING AND TECHNICAL SERVICES

Trevor has worked for Council since 1995 and has held management roles since 2005. Trevor leads the Engineering and Technical Services team that predominately works in the planning and project delivery aspects of the water business; he has had experience in Asset Management Systems, Process Engineering, Electrical Engineering and Environmental aspects having managed teams responsible for these functions.

He was awarded an Associate Degree in Civil Engineering in 2001 and a Bachelor of Engineering (Civil) in 2006, both from the University of Southern Queensland. He is both a Registered Professional Engineer Queensland (RPEQ) and a Registered Professional Engineer (RPEng). In addition, he is a board member of the Institute of Public Works Engineers Queensland (IPWEAQ), member of the Queensland Water Directorate Technical Reference Group, member of the WBBROC Urban Water Technical Committee and a PRINCE2 Practitioner.

As Executive Manager of Engineering and Technical Service, Trevor is responsible for managing an interdisciplinary team that facilitate WBW's interaction with private developers, undertake short and long term planning, deliver infrastructure projects and provide guidance on environmental licencing and compliance matters.



Megan Gibbs BUSINESS SERVICES MANAGER

Megan joined Fraser Coast Regional Council in June 2020 and was appointed to the role of Business Services Manager in January 2021. Megan holds Bachelor Degrees in Commerce and Behavioural Science from Griffith University. Megan is also a Certified Practising Accountant (CPA).

Prior to joining Fraser Coast Regional Council, Megan gained 15 years of experience in financial management in the commodities sector.



Umur Natus-Yildiz EXECUTIVE MANAGER WASTE SERVICES

Umur leads the Fraser Coast Waste Services team, overseeing the implementation and continuous improvement of Council's Waste Strategy 2019-2029. The team manages and operates Council's Maryborough Landfill and the Nikenbah Waste Transfer Stations as well as associated operational contracts to service waste bins, transport waste, operate reuse and recycling facilities and to process green waste.

Previously, Umur led the Brisbane City Council's Resource Recovery Innovation Alliance and managed the Waste Contracts Renewal Project with \$3 billion worth of waste services contracts. Along with his high-performance team, Umur received the 2017 Lord Mayor's Award of Excellence in the category 'Value for Money'.

Prior to joining local government Umur held advisory roles at Queensland Treasury Corporation and the Local Government Association of Queensland. From 1995 to 2018 Umur was also consultant and project manager to over 100 waste management projects in 19 countries.

Umur holds a Civil Engineering Master of Science (Honours) from Darmstadt University of Technology and a Master of Business Administration from Deakin University.



PERFORMANCE SUMMARY

Key Financial Performance

2020/21 Annual Financial Performance Indicators and Targets

Indicator	Frequency	Unit	Target	June 20/21	Explanation	Calculation
Operating Surplus Ratio	Annual	%	>20%	27.8%	Indicates the extent to which revenues (utility charges, fees & charges etc.) raised cover operational expenses (employee, materials & services, depreciation & loan interest payments) which is then available for capital funding or other purposes. It represents % of profit each \$ of revenue generates.	Net result (excluding capital items) divided by total operating revenue (excluding capital items)
Dividend ratio	Annual	%	>20%	13.3%	The dividend payout ratio is the amount of dividends paid to owners (FCRC) relative to the amount of total net income of the entity. The amount that is not paid out in dividends is held to fund growth. The amount that is kept is called retained earnings.	Dividend/Net Operating Profit After Tax
Debt servicing ratio (I&R / revenue)	Annual	%	<30%	13.0%	The debt service coverage ratio, also known as "debt coverage ratio", is the ratio of cash available to debt servicing for loan interest & principal payments. It is used as a measurement of an entity's ability to produce enough cash to cover its debt repayments. It is the % of revenue used to repay debt.	Interest & Redemption Payments / Revenue
Interest Cover (EBITDA/interest expense)	Annual	Times	>8	17.6	Times interest coverage ratio is a measure of an entities ability to honor its debt payments. It may be calculated as either EBIT or EBITDA divided by the total interest payable.	EBITDA (earnings before interest, tax, depreciation & amortisation) / Interest Expense
Total Distribution to FCRC	Annual	\$m	\$11.25			
- Dividends			2,000,000	2,000,000	Paid to Owner (FCRC) from after tax profits	Refer "Dividend Ratio" above
- Tax			8,400,000	9,277,539	Paid to Owner (FCRC)	In accordance with LGTER regime legislation
- Competitive Neutrality			849,882	840,807	In accordance with the Competitive Neutrality principles contained in Local Govt. Act 2009 & Local Govt. Regulation 2012	Based on calculated 5 year ave. debt margin on QTC borrowing rate

Key Financial Performance

2020/21 Annual Financial Performance Indicators and Targets

Hervey Bay and Maryborough	Unit	Target	Actual
Water			
Continuity and reliability of water supply			
Time for restoration of service within five hours – percentage of unplanned incidents	%	95%	100%
Minimum water pressure at the property boundary for 99% of connected properties (on enquiry or complaint)	kPa	200	>200
Minimum flow at the property boundary for 90% of connected properties (on enquiry or complaint)	L/min	>20	>20
System water loss	ILI	1.5	0.99
Water quality			
Water at the point of delivery will meet National Health and Medical Research Council Health Guidelines for Australian Drinking Water	%	100%	99.3% #1
Water quality at point of delivery (physical and chemical parameters) will meet National Health and Medical Research Council Aesthetic Drinking Water Guidelines	%	>95%	99.9%
New service connections – water			
Installation of all 20mm and 25mm diameter service connections within maximum 20 working days	%	95%	90.1% #2
Service connections greater than 25mm diameter:			
a. Design and notification of construction price (average time from completed application)	Working days	<10	5
b. Construction time (average time from payment of fees subject to building and development regulations being met)	Working days	<20	18.6
Sewerage			
Effective transport of waste effluent			
Total sewage overflows per 100km main	Number	<10	0.24
Sewage overflows on to customer property per 1,000 connections	Number	<5	0.3
Sewer odour complaints per 1,000 connections	Number	<10	1.1
Effluent complies to Environmental Licence	%	100%	99.7% #3
Sewerage reuse on land for 90% of the year	%	100%	100%
New service connections – sewer			
Completion of new sewer connections:			
a. Design and notification of construction price (average time from completed application)	Working days	<10	3.5
b. Construction time (average time from payment of fees) subject to building and development regulations being met	Working days	<20	12.8
Queensland Government – Reportable indicators			
QG 4.5 Total water main breaks per 100km of water main	Number	<20	5.6
QG 4.6 Total sewerage main breaks and chokes per 100km sewerage main	Number	<60	6.1
QG 4.7 Incidence of unplanned interruptions to supply per 1000 connected properties	Number	<100	28.2
QG 4.8 Average response time for incidents causing an interruption to supply	Minutes	<60	43
QG 4.9 Average response time for incidents causing an interruption to sewerage collection	Minutes	<60	37
QG 4.10 Drinking water quality complaints per 1000 connected properties	Number	<5	1.9
QG 4.11 Total water and sewerage complaints per 1000 connected properties	Number	<40	19.3

#1 Forty (40) parameter exceedances for THMS, and one (1) parameter exceedance for E.Coli.

#2 Delays due to significant increase in applications from previous 500 to 850 which is reflective of significant construction activity. Target has been reviewed to 90%, which will be reflected in the 21/22 Annual reporting.

#3 1 Conductivity exceedance – Pulgul, 2 Conductivity exceedances – Eli Creek, 2 PH exceedances - Howard

OPERATIONAL SUMMARY

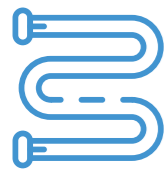
Water



1,150.4 km
total water mains



40,491
connected water



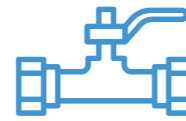
13 km
of new distribution network
water mains construction



964
new services

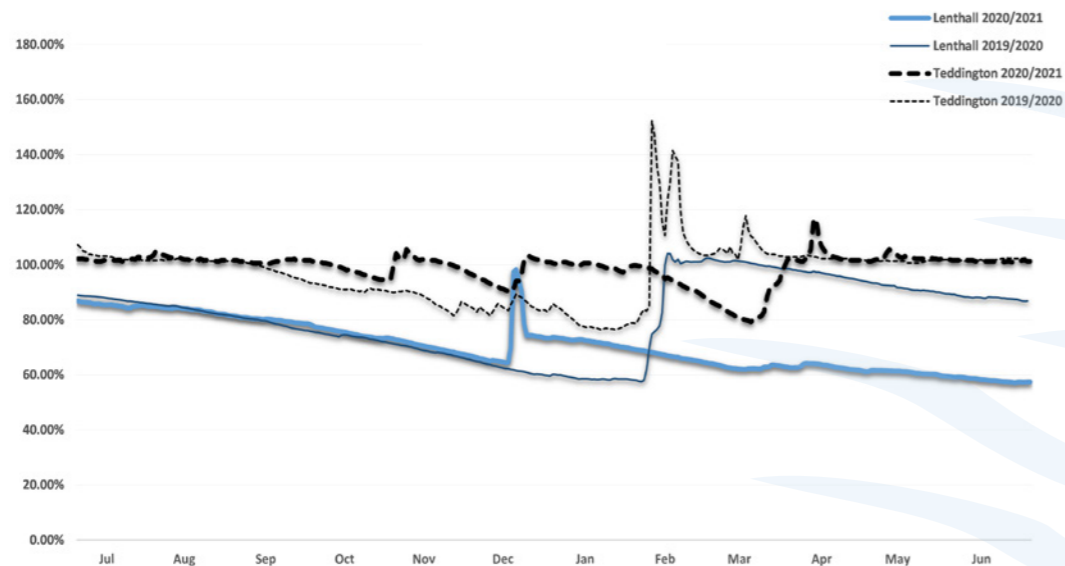


10,071 ML
potable water treated and
delivered to customers



3523
water meters

Reservoir Levels

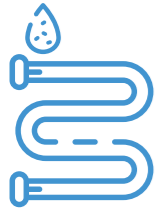


Water testing at Teddington Water Treatment Plant



OPERATIONAL SUMMARY

Engineering



805.4 km
total sewerage mains



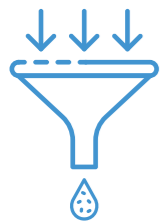
6,026.7 ML
sewerage collected from
customers across FCRC



4.1 km
gravity sewer mains
relined



33,837
connected sewage
services



7.9 km
new gravity collection sewers
constructed by developers



38.6 km
sewer network cleaned and
CCTV inspected

Aubinville Sewage Treatment
Plant refurbishment and Inlet
Works replacement



OPERATIONAL SUMMARY

Engineering



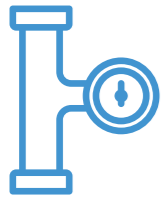
\$30.4M

capital investment into the Fraser Coast's water and sewerage infrastructure



Major growth projects

Burgowan to Takura Trunk Watermain Eli Waters Pumping Station & Rising Main



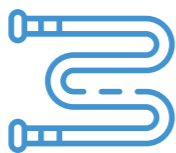
Major renewal projects

- Teddington WTP clear water pump replacements, Maryborough Queen and Victory Streets water main replacements, Maryborough
- Nikenbah STP membrane replacements, Hervey Bay
- Hunter & Carolyn Streets water main replacements, Hervey Bay Sewer relining, Maryborough & Hervey Bay
- Residential meter replacements, Hervey Bay & Maryborough



Major improvement projects

Improvement to reservoir access systems, Hervey Bay & Maryborough
Teddington WTP backup generator installation, Maryborough



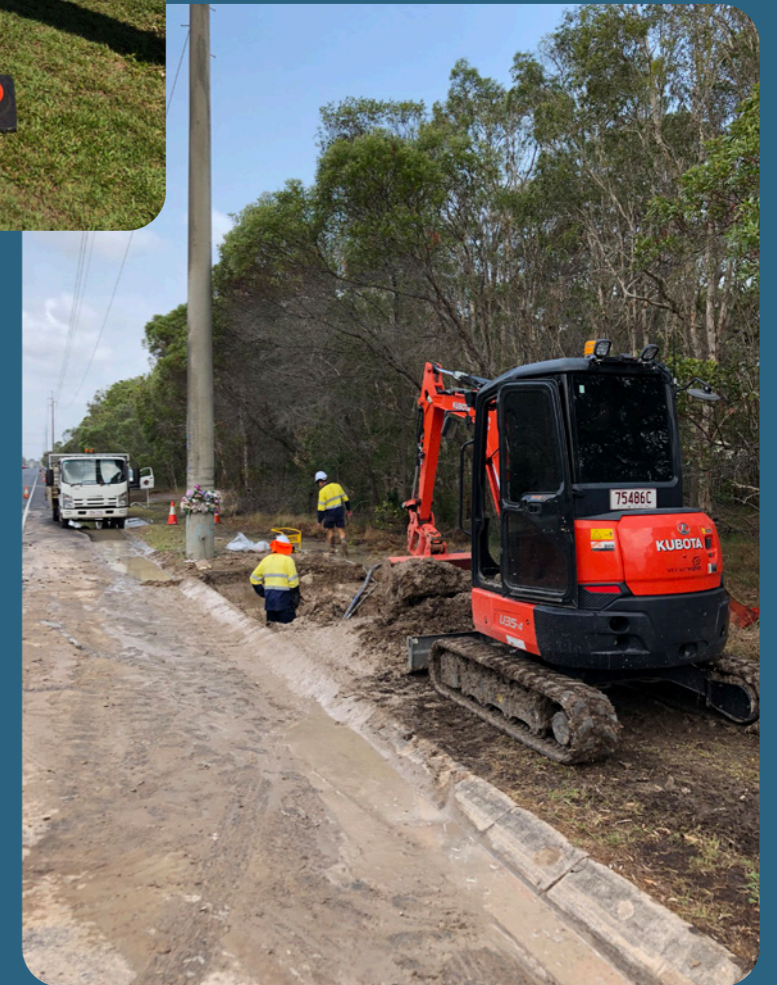
Major projects

Aubinville STP refurbishment and Inlet Works replacement, Maryborough
Urraween Reservoir liner and floating cover replacement, Hervey Bay

Smoke testing



300mm Water Main Repair.



OPERATIONAL SUMMARY

Environment



Compliance

No outstanding matters from four compliance inspections.



Community education

A total of 17,893 community members educated on the importance of waste minimisation and water conservation, in which 5,263 were direct participants and 12,630 were indirect participants.



Clean Up Australia Day

WBW organised events at two sites this year.



Education Centre at the Material Reuse Facility



Clean Up Australia Day 2021



56

Statutory Environmental Reports prepared and submitted within statutory timeframes to the Department of Environment and Science.



12

Statutory Environmental Reports prepared and submitted within statutory timeframes to the Department of Regional Development, Manufacturing and Water.



Maryborough Landfill Cell 2



OPERATIONAL SUMMARY

Reuse



100% Achieved

combined reuse percentage on the Fraser Coast of 100% of Average Dry Weather Flow received at the regions STPs.



Effluent reuse

4875ML Effluent Reuse treated effluent recycled for use on agriculture, sports fields, golf courses and industry.



5447m³

biosolids were beneficially reused and applied to WBW Plantations and approved Third Party Land.



Third Party Usage

Made up the largest proportion of effluent reuse over the reporting period at 52% of total reuse volume. Third party usage at Maryborough was managed under an allocation roster during dry conditions between March and April to ensure continuity of supply.



 Eli Creek Sewage Treatment Plant



 Christensen's New Hardwood Plantation

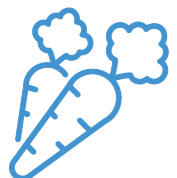


OPERATIONAL SUMMARY

Reuse



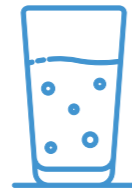
ISO 9001
Quality Management Certification



ISO 22000
Food Safety Management Certification

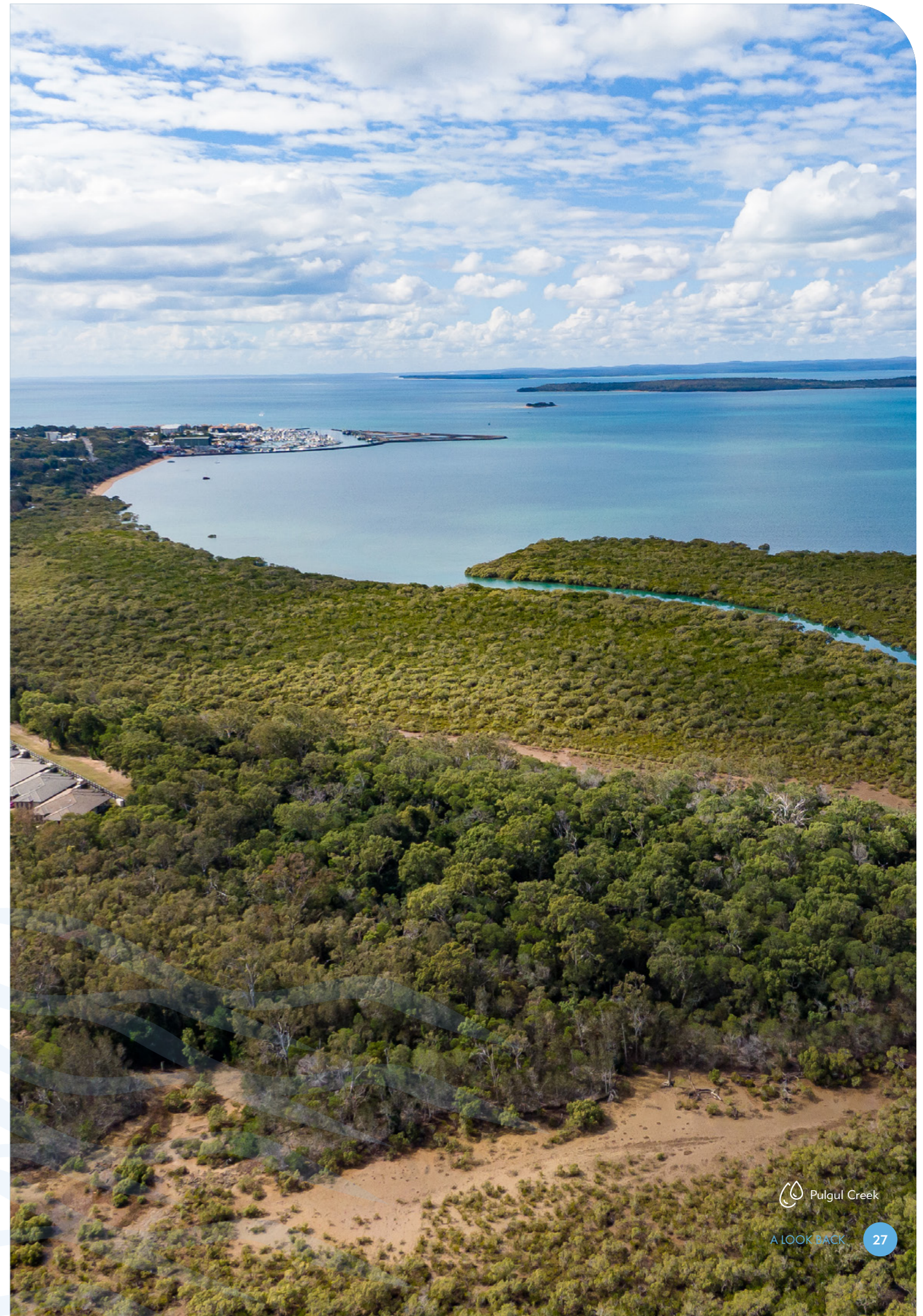


ISO 17025
Laboratory Management Certification



Improvement initiative implemented


Quality Awareness program implemented
HACCP Refresher training completed by the Drinking Water Quality Management Team





water today / water tomorrow

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