

4.07 Water and Sewerage Services

Directorate	Assets and Operations
Responsible Officer	Director Assets and Operations

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Record of Administrative Amendments

<u>Amendment Version No.:</u>	<u>Description of Administrative Amendment</u>	<u>Date Reviewed</u>
<u>5.2</u>	<u>Version placed on public exhibition (D25/37738)</u>	<u>May 2025</u>
<u>5.1</u>	<u>Review of policy in accordance with Section 165 of the Local Government Act 1993</u> <u>Workshopped with Councillors on 30 April 2025</u>	<u>March 2025</u>
<u>5</u>	<u>Adopted by Council (D22/71447)</u>	<u>29/06/2022</u>

1 Introduction

1.1 Scope

The extraction, treatment and supply of drinking water, the collection and treatment of sewage, the disposal of effluent and the use of recycled water.

The policy demonstrates commitment to the following strategic guiding principles:

- Efficient and effective | we actively search for more efficient ways to deliver our services, innovation is encouraged and rewarded.
- Equitable and inclusive | we consider the needs of all stakeholders, nurturing a culture of collaboration, consultation and communication in council business practices and service delivery and demonstrating organisational values.
- Responsive | improved operational agility to respond to emerging and unexpected changes by increasing our network resilience and cross connectivity.
- Financially sustainable | provision of services are 'fit for purpose', financial modelling is undertaken regularly.
- Accountable | clear accountability set for reporting, explaining, and answering for the consequences of decisions.

1.1.2 Purpose

The purpose of this policy is to define the principles that guide decisions to achieve appropriate, affordable, cost-effective, and sustainable water supply and sewerage services.

1.2.3 Definitions

Term	Definition
Guidelines for best practice management	A framework for the management of water supply and sewerage in NSW endorsed by the NSW Government and containing the elements of integrated water cycle management, strategic business planning, regulation and pricing of water supply, sewerage and liquid trade waste, water conservation, drought management and performance monitoring.
Levels of Service	Levels of Service (LOS) define the standards set for the delivery of water supply and sewerage services in relation to customer service, environment, assets, pricing and public health. LOS are defined in our Strategic Business Plan for Water Supply and Sewerage, with targets set for measurable indicators such as minimum water pressure, duration of unplanned interruptions, emergency response times, typical residential bills and water quality compliance.
Integrated Planning and Reporting Framework.	The IP&R Framework begins with the community's, not councils, aspirations for a period of at least 10 years. It includes a suite of integrated plans that set out a vision and goals and strategic actions to achieve them. It involves a reporting structure to communicate progress to council and the community as well as a structured timeline for review to ensure the goals and actions are still relevant.

2 Legislation

- *Local Government Act 1993*
- *Public Health Act 2010*
- *Protection of the Environment Operations Act 1997*
- *Water Management Act 2000*
- *Environmental Planning and Assessment Act 1979*

Dams Safety Act 2015

23 Implementation

2.3.1 Strategic planning policy statement

Our mission is to provide reliable water and sewerage services that meet the present and future needs of the community whilst protecting public health and our natural environment.

To achieve this, we will maintain a Water and Sewer Strategy that considers all aspects of our business.

Our strategy will propose management of assets and the resources required to meet required levels of service. This includes areas like service delivery, asset management, financial planning, pricing, workforce planning, drought management, emergency resilience and community engagement. It will be developed in line with NSW Government guidance on strategic planning and apply best practice water and business management principles.

We will work towards integrating our strategy with the Integrated Planning and Reporting Framework.

2.3.2 Drinking water quality policy statement

We are dedicated to the effective management of our drinking water supplies to ensure the consistent delivery of safe, high-quality water that meets the Australian Drinking Water Guidelines, as well as consumer and regulatory expectations. To support this commitment, we will maintain a Drinking Water Quality Management System aligned with the Framework for Management of Drinking Water Quality outlined in the Australian Drinking Water Guidelines, enabling us to effectively identify and manage risks to water quality. We are committed to managing our drinking water supplies effectively to provide safe, high-quality drinking water that consistently meets the Australian Drinking Water Guidelines, and consumer and other regulatory requirements.

We will maintain a Drinking Water Quality Management System based on the Australian Drinking Water Guidelines Framework for Management of Drinking Water Quality to effectively manage the risks to drinking water quality.

To achieve this, in collaboration with stakeholders and relevant agencies, we will:

- Apply a risk-based approach to identify potential water quality hazards, recognise hazardous events, and implement preventative measures throughout the entire delivery chain—from source water to the customer.

- Designate Critical Control Points from the identified preventative measures for hazards that pose significant risks, ensuring control measures are in place to eliminate or reduce those risks to acceptable levels.
- Conduct regular monitoring of drinking water quality and establish effective reporting systems to deliver timely, relevant information and build trust in the safety and management of the water supply.
- Incorporate the needs and expectations of customers, stakeholders, regulators, and employees into our planning processes.
- Develop robust contingency plans and maintain effective incident response capabilities.
- Engage in relevant research and development initiatives to enhance our understanding of water quality issues and system performance.
- Commit to continuous improvement by evaluating our performance against established Levels of Service and stakeholder expectations.

~~To achieve this, in partnerships with stakeholders and relevant agencies, we will:~~

~~use a risk-based approach in which potential water quality hazards are identified, hazardous events recognised, and preventative measures implemented at all points along the delivery chain from source water to the customer~~

~~establish Critical Control Points from among the preventative measures for those hazards that represent a significant risk and where control can be applied to eliminate or reduce the hazard to an acceptable level~~

~~establish regular monitoring of the quality of drinking water and effective reporting mechanisms to provide relevant and timely information, and promote confidence in the water supply and its management~~

~~integrate the needs and expectations of our customers, stakeholders, regulators and employees into our planning~~

~~develop appropriate contingency planning and incident response capability~~

~~participate in appropriate research and development activities to ensure continued understanding of drinking water quality issues and performance~~

~~continually improve our practices by assessing performance against our Levels of Service and stakeholder expectations.~~

All managers and employees in the supply of drinking water quality are responsible for understanding, implementing, maintaining, and continuously improving our Drinking Water Quality Management System.

2.73.3 Water recycling policy statement

We support and promote the responsible use of recycled water and the application of a management approach that consistently meets the *National Guidelines on Water Recycling*, as well as recycled water user and regulatory requirements.

To achieve this, in collaboration with stakeholders and relevant agencies, we will:

- Implement and maintain a Recycled Water Management System for each scheme, in alignment with the National Guidelines on Water Recycling.

- Acknowledge the importance of community involvement in decision-making and ensure that community expectations are considered and met.
- Apply a risk-based approach to identify and manage potential threats to recycled water quality.
- Conduct regular monitoring of control measures and recycled water quality, supported by effective reporting systems that deliver timely, relevant information and foster confidence in the supply and management of recycled water.
- Develop and maintain robust contingency plans and incident response capabilities.
- Drive continuous improvement by regularly assessing our performance against corporate goals and stakeholder expectations.

All managers and staff involved in recycled water supply are responsible for understanding, implementing, maintaining, and continually enhancing our Recycled Water Management Systems.

2.23.4 Responsibilities

2.2.13.4.1 Elected Council

- Approve policies and ordinances related to water quality, wastewater treatment, and infrastructure.
- Approve budgets for water and sewer department.
- Educate the public about water conservation, billing, or new policies.

2.2.23.4.2 Chief Executive Officer (CEO), Leadership Executive Group (LEG)

- Define and lead the long-term vision and direction of the utility.
- Ensure transparency and accountability.
- Represent the utility to the public, media, and government.
- Handle high-level public and political relations.

2.2.33.4.3 Manager Water and Sewer Services

- Ensure compliance with state and federal regulations (e.g., EPA standards).
- Supervise water treatment, sewer systems, maintenance crews, and technical teams.
- Oversee budgets and capital planning.
- Define and lead the long-term vision and direction
- Manage service delivery, including pressure, quality, and outage response.
- Hire, train, and manage staff and contractors.
- Ensure compliance with workplace safety and technical standards.
- Develop and manage operating budgets and capital improvement plans.
- Submit required compliance reports, sampling data, and inspections.

2.2.43.4.4 Water and Sewer Services

- Manage service delivery, including pressure, quality, and outage response.
- Ensure compliance with workplace safety and technical standards.
- Work closely with environmental and health agencies.
- Address customer complaints and service issues.
- Monitor and maintain infrastructure (e.g., pipes, pumps, treatment plants).

- Plan for preventive maintenance and emergency repairs.

- ~~implement and maintain a Recycled Water Management System for each recycled water scheme consistent with the *National Guidelines on Water Recycling*~~
- ~~recognise the importance of community participation in decision-making processes and the need to ensure that community expectations are met~~
- ~~use a risk-based approach in which potential threats to water quality are identified and controlled~~
- ~~establish regular monitoring of control measures and recycled water quality and establish effective reporting mechanisms to provide relevant and timely information, and promote confidence in the recycled water supply and its management~~
- ~~develop appropriate contingency planning and incident response capability~~
- ~~continually improve our practices by assessing performance against corporate commitments and stakeholder expectations.~~

All managers and employees involved in the supply of recycled water are responsible for understanding, implementing, maintaining, and continuously improving our Recycled Water Management Systems.

Responsibilities

Elected Council

Insert text here

Chief Executive Officer (CEO), Leadership Executive Group (LEG)

Insert text here

(insert Directorate or section details)

Insert text here

(insert position name details if applicable)

Insert text here

24 Supporting documents

2.3.14.1.1 BVSC Procedures that relate to this Policy

Procedure No.:	Procedure Name	External or Internal Procedure
4.07.01	Connecting to our Water or Sewer System	External
4.07.02	Water and Sewer Billing and Concessions	External

4.07.03	Liquid Trade Waste Policy/Regulation	External
4.07.04	Construction over and near Council underground assets	External

2.3.24.1.2 BVSC Policies that Relate to this Policy

Policy No.:	Policy Name
4.02	On-site sewage management

Note: Policy details may change from time to time. To ensure you are viewing the most recent version please view Council's adopted Policies and Procedures on Council website: www.begavalley.nsw.gov.au