

Appendix R

Consultation Phase - Feedback

ACTION TABLES

Community Consultation – from Tuesday, August 14, to Friday, September 14.

Note: Many actions need to occur before the commencement of the community consultation period. It is anticipated that information is supplied sufficiently early for people to read the document and formulate a reply prior to September 14.

1. Western Water staff

Action	When	Complete
Alert staff to Water Plan through Intranet	From 14/8	Yes –plan loaded onto Inflow
Talk about plan at staff cluster meetings	From 14/8	Yes
Conduct formal presentations -provide opportunity for staff to attend.	From 14/8	Yes – 5 information sessions held

2. Western Water Advisory and Reference Groups

Action	When	Complete
Construct database of group members	9/7	Yes
Prepare discs of draft plan	14/8	The draft Plan was loaded onto Western Water's website rather than distributed on CD, delivering savings in printing and postage.
Prepare cover letter	10/08	Yes
Prepare feedback form	10/08	Yes
Conduct mail out	14/8	Yes
Organise strategic planning day	13/7	Yes
Conduct strategic planning day	28/8	Yes

3. Local government

Action	When	Complete
Construct database of councils	9/7	Yes
Prepare discs of draft plan	14/8	The draft Plan was loaded onto Western Water's website rather than distributed on CD, delivering savings in printing and postage.
Prepare cover letter	10/08	Yes
Prepare feedback form	10/08	Yes
Conduct mail out	14/8	Yes
Organise council workshop	5/11	Yes
Conduct council workshop	5/11	No. the information session was cancelled due to lack of interest

4. General community

Action	When	Complete
Put Water Plan on the website	14/8	Yes
Prepare advertisements	14/8	Yes
Prepare media	Early/8	Yes
Prepare on-hold message	Early/8	No – This was considered unnecessary with water restrictions remaining a priority

5. Community groups

Action	When	Complete
Construct database of community groups	9/7	Yes
Prepare discs of draft plan	14/8	The draft Plan was loaded onto Western Water's website rather than distributed on CD, delivering

			savings in printing and postage.
	Prepare letter	10/08	Yes
	Prepare feedback form	10/08	Yes
	Conduct mail out	14/8	Yes

6. Media

	Action	When	Complete
	Prepare media release	Early/8	Yes
	Send out media release	14/8	Yes
	Conduct radio interviews on local radio.	From 14/8	Yes NRG radio 31 August

Draft water plan 2008-2013: **Feedback form**

Western Water's draft Water Plan sets the direction for projects and pricing for the period 2008-2013.

The Plan is designed to meet future demand, costs associated with ongoing water conservation and environmental management initiatives and the continued delivery of high standards of customer service.

Western Water welcomes your comments, which will be considered in preparing a final plan for submission to the independent Essential Services Commission.

Feedback will be accepted until Friday, 14 September 2007. The draft plan can be viewed or downloaded from Western Water's website www.westernwater.com.au.

Feedback can be submitted by mailing this form to Western Water, Water Plan, Reply Paid 2371, Sunbury DC, 3429 or via email feedback@westernwater.com.au.

Name: _____

Address: _____

Contact phone: _____

Are you a Western Water customer? _____

Comment:



Western Water
CAG/CRG Strategic Planning Day 2007
Tuesday, 28th August 2007
Rupertswood Mansion Sunbury

Key Outputs

Water Plan Feedback

- § **Endorsed approach to pricing** and reaffirmed that tier 3-step increase should be high.
- § Encouraged Western Water to continue to **re-negotiate fixed bulk entitlement** structure with Southern Rural Water.
- § **Environment:**
 - Appropriate to assume a strong position on sustainability and environment practices
 - Need effective means of communicating to customers what Western Water is doing, particularly as community expectation is increasing.
- § **Unaccountable water** – encourage Western water to continue to reduce the percentage of unaccountable water and the reduction to 8% was seen as a very positive outcome.
- § **Hardship policy** to continue to be evolved. Case by case approach being adopted with a strong emphasis on encouraging water conservation.
- § **Bores:**
 - Encourage Western Water to have a clear philosophy on use of bores and actively advocate its position
 - Important to ensure community equity and minimise opportunity cost to Western Water.

§ **Approach to greenhouse emission reductions** should assume a proactive approach without necessarily being an industry leader:

- A levy of \$5 per customer per year was considered a reasonable charge given the other drivers that have recently increased the price of water services
- Important to communicate how the revenue generated is being used
- Should explore option for voluntary \$ contributions on top of the set levy
- Explore ways to extend greenhouse reduction action back to the household
- Important to anchor greenhouse reductions to specific projects and seek to get runs on the board
- Explore including estimates of greenhouse emissions on water bills
- New plants should aim to capture and re-use the energy emissions that they create

§ **Biosolids**

- Actively encouraged to pursue ways to leverage economic value from the biosolids generated
- Over time need to change the mind set applied to biosolids, as typically it has been viewed as a 'cost' that is incurred to dispose of waste. Need to evolve thinking, a bit like what has happened to waste water over the past 10 years

§ **Stage 4 water restriction and other water conservation issues**

- Voluntary compliance is critical in the long run, therefore education and sensible supply side initiatives important
- Education of the community with respect to water conservation and restrictions should cater for the different needs of individuals eg non English speaking, new home owners, visitors to the area who may not be aware of the details of the restrictions etc
- The more simple the restrictions are the better
- There is a big brother feeling with water restrictions eg why is that person's lawn green etc
- Need to get a better understanding of what the community would like to see in place for restrictions, and what they will and will not accept. How long will imposed restrictions be effective. There is

an opportunity to learn from the experiences of others, eg
Brisbane

- Trigger levels for the different stages are based on a philosophy that it is going to rain. Are we living in reality in terms of our catchment levels, mother nature and population growth? Should there be a more permanent approach to water conservation adopted?
- Stage 3 restrictions were a tipping point for conservation action amongst the community. Perhaps stage 3 restrictions should be a permanent requirement
- The community need to appreciate that we have enough water if it is priced appropriately
- Level 4 restrictions will cause great distress amongst keen gardeners. Many gardeners may be prepared to make further personal sacrifices in order to have water available for their gardens. There may be a need to consider moving to per capita water rationing, as a way building equity into the impact of restrictions eg 140 litres per person day. This way individuals could decide how they wish to use their allocation. Such a system would need to be able to determine how many people living in the household.
- Residential customers should be kept informed of the efforts and achievements of business in terms of water conservation.



Department of
Sustainability and Environment

7 September 2007

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DX 210098

Mr John Wilkinson
Managing Director
Western Water
PO Box 2371
SUNBURY Vic 3429

Dear Mr Wilkinson

Exposure Draft Water Plan – 2008-2013

Thank you for submitting Western Water's draft 2008 Water Plan to the Department of Sustainability and Environment.

Your Corporation's draft Water Plan has been reviewed by officers of the relevant policy areas within the Office of Water and initial feedback provided for your consideration and response. I note that the Plan is consistent with Government's water policy.

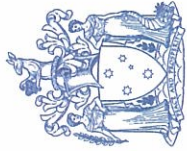
I appreciate your advice that most of the issues identified by the Department in its review are business as usual and are reflected in the Corporation's draft Water Plan.

I also understand you are currently liaising with the Department's Mr Grant Watkinson with regards finalising the recommended solution to the provision of a wastewater solution for the township of Mt Macedon as a priority under the *'Country Towns Water Supply and Sewerage Program'* during the coming regulatory period.

Yours sincerely

David Downie
General Manager
Office of Water

cc: Mr Greg Wilson, ESC
cc: Mr Leon Stackpole, EPA
cc: Mr David Sheehan, DHS



Department of Human Services

Incorporating: Health, Children, Community Services, Aged Care and Housing

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Melbourne Victoria 3001
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ADD / 07 / 24542

5 - SEP 2007

Our Ref:
Your Ref:

Mr John Wilkinson
Managing Director
Western Water
P.O. Box 2371
Sunbury DC VIC 3429

Dear Mr Wilkinson,

Re: **Draft Water Plan 2008-2013**

Thank you for your letter of 15 August 2007 and for providing a copy of your draft 2008-2013 Water Plan to the Department of Human Services for comment.

Following assessment of your Plan, the Department considers it to be adequate in relation to your obligations under the *Safe Drinking Water Act 2003*, subject to clarification of the following points:

Please redraft references to the undertakings for the Myrning and Lancefield water supplies, on page 62 of the draft Plan, to clarify that the Myrning undertaking has been completed and that works associated with the Lancefield undertaking will be completed before the 2008 Water Plan period commences.

Please redraft references to "greater than 99% compliance" for the bacteriological and chemical water quality standards, as shown on pages 5 and 62 of the draft Plan, to a more direct statement that drinking water supplied by Western Water will continue to or will always comply with the water quality standards.

Please redraft references to your five year Water Quality Improvement Plan to deliver improved taste and odour and improve established brand perception issues, on page 62 of the draft Plan, to clarify that this program is not an obligation under the *Safe Drinking Water Act 2003* and is therefore not attributable to the Act.

If you require further information please contact your liaison officer, Brian Labza, on (03) 9096 5088.

Yours sincerely

Jan Bowman
Assistant Director
Environmental Health

cc. A/Director Regulation (Water), Essential Services Commission
Manager Governance, Dept of Sustainability and Environment



Our Ref: SU004305

Mr John Wilkinson
Managing Director
Western Water
36 Macedon Street
PO Box 2371
SUNBURY VIC 3429

Dear Mr Wilkinson *John*

DRAFT WATER PLAN

Thank you for the opportunity to provide comment on your Draft Water Plan for the Essential Services Commission pricing review 2008-2013.

As you are aware, environmental obligations for water businesses are set out in the paper Principles to establish EPA environmental obligations for water businesses for the 2008-2013 pricing determination.

The water plan provides an opportunity to reduce environmental impacts whilst delivering economic benefits to your water business through increased resource efficiency. Careful planning for protection of the environment will reduce future risks and costs to water businesses.

Overall the draft plan has addressed the required obligations and puts your water business on a sustainable footing for the future. I am particularly pleased to see the following items in the draft water plan:

WATER CONSERVATION AND RESOURCE EFFICIENCY

EPA supports the measures proposed in the Water Supply Demand Strategy such as the reduction in unaccounted for water, asset replacement and showerhead exchange programs to deliver water conservation and improve resource efficiency.

SEWAGE MANAGEMENT

Implementing the waste hierarchy

EPA supports Western Water's commitment to achieve a target of 100% recycled water by 2013 and notes the proposed wastewater purification plant (WWPP) upgrades and measures aimed to achieve this. EPA is expectant that this target will be achieved by 2013 given that the commitment of 100% wastewater recycling was a feature of the previous water plan.



because this is our home

Treatment and disposal

EPA notes the new plant upgrades to the Melton and Bacchus Marsh WWPPs along with ongoing upgrades to the Sunbury, Gisborne and Woodend WWPPs to deliver improved treatment performance and ensure ongoing regulatory compliance.

Sludge and biosolids management

EPA supports Western Water's commitment to achieve 100% biosolids recycling for the entire 2008-2013 Water Plan and notes the expenditure required to achieve this.

Management of the sewerage system

EPA notes Western Water's commitment to review their sewerage system management plan and to have an Environmental Audit conducted on its implementation. EPA supports this and acknowledges Western Water's commitment to ensure that its ongoing sewerage management programs (pump station upgrades, new sewerage system design and existing system monitoring & auditing, emergency management etc) meet the *State Environment Protection Policy (Waters of Victoria)* requirements to eliminate dry weather spills and chronic leaks, and contain sewer flows associated with 1-in-5 year rainfall events.

Trade Waste

EPA supports Western Water's commitment to review their Trade Waste Strategy and conduct audits for the largest customers.

Management of odour, greenhouse gas emissions and noise

EPA commends Western Water's development of a Greenhouse Gas Reduction Strategy that will outline steps to take to become carbon neutral, and acknowledges the willingness to pay survey that indicates general support from Western Water's customers.

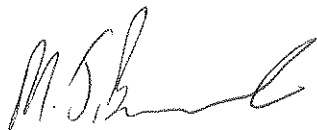
CATCHMENT, WATERWAY AND GROUNDWATER MANAGEMENT

EPA notes Western Water's continued monitoring and management of releases from storages as per bulk entitlement requirements.

EPA also acknowledges and supports Western Water's programs to maintain and protect biodiversity such as noxious weed control, tree planting, erosion control and stream frontage management.

EPA looks forward to working collaboratively with Western Water to ensure the Victorian community is living sustainably. If you have any questions, please do not hesitate to contact your regional client manager, Phonse Everard on 9695 2569 or Stephen Lansdell in the Water and Catchment Unit on 9695 2629.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M. Bourke', with a long horizontal flourish extending to the right.

MICK BOURKE
CHAIRMAN

4/10/2007

cc: Sean Crees, ESC; Jan Bowman, DHS; Philip Reed, DSE.

14 September 2007

Western Water
Water Plan
Reply Paid 2371
Sunbury DC, 3429

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Melbourne 3001 Victoria
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www.melbournewater.com.au

Dear Sir / Madam

WESTERN WATER DRAFT WATER PLAN 2008-2013

Thank you for the opportunity to provide comment on Western Water's draft Water Plan 2008-2013.

The draft Water Plan was considered against the requirements of your Statement of Obligations (SoO) as they relate to areas of interest to Melbourne Water concerning river and aquifer health.

Accordingly, Melbourne Water would like to see further detail included in the Water Plan regarding particular actions and budgets to meet the requirements of part 6 of the SoO. Specifically:

- **SoO section 28 River and Aquifer Health**

The status of the instrumentation and monitoring required in order to ensure compliance with environmental flow requirements under Bulk Entitlements needs to be clarified. If further actions and budget are required to achieve the necessary standard, for example as set out in Western Water's *Proposal for Flow Monitoring at Water Abstraction Works* (April 2005), this should be included in the Water Plan.

Given climate uncertainty and the prospect of more regular dry conditions, it is recommended that funds be set aside for environmental risk assessment and monitoring that may be associated with any qualification of rights application.

In relation to the Central Region Sustainable Water Strategy, it is not clear whether the draft Water Plan has taken into account the actions to address the environmental water needs of the Maribyrnong River (Central Region Sustainable Water Strategy actions 4.29a and 4.29c).

If you have any queries regarding these comments, please contact Phil Mitchell on 9235 1413.

Yours sincerely



PETER RANKIN
MANAGER CATCHMENTS