

Notice of Meeting

Water and Sewer Advisory Committee Meeting

A Water and Sewer Advisory Committee Meeting of Byron Shire Council will be held as follows:

Venue	Conference Room, Station Street, Mullumbimby
Date	Thursday, 30 May 2024
Time	11.30am

Phill Holloway
Director Infrastructure Services

I2024/795
Distributed 21/05/24



CONFLICT OF INTERESTS

What is a “Conflict of Interests” - A conflict of interests can be of two types:

Pecuniary - an interest that a person has in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to the person or another person with whom the person is associated.

Non-pecuniary – a private or personal interest that a Council official has that does not amount to a pecuniary interest as defined in the Code of Conduct for Councillors (eg. A friendship, membership of an association, society or trade union or involvement or interest in an activity and may include an interest of a financial nature).

Remoteness – a person does not have a pecuniary interest in a matter if the interest is so remote or insignificant that it could not reasonably be regarded as likely to influence any decision the person might make in relation to a matter or if the interest is of a kind specified in the Code of Conduct for Councillors.

Who has a Pecuniary Interest? - a person has a pecuniary interest in a matter if the pecuniary interest is the interest of the person, or another person with whom the person is associated (see below).

Relatives, Partners - a person is taken to have a pecuniary interest in a matter if:

- The person’s spouse or de facto partner or a relative of the person has a pecuniary interest in the matter, or
- The person, or a nominee, partners or employer of the person, is a member of a company or other body that has a pecuniary interest in the matter.

N.B. “Relative”, in relation to a person means any of the following:

- (a) the parent, grandparent, brother, sister, uncle, aunt, nephew, niece, lineal descends or adopted child of the person or of the person’s spouse;
- (b) the spouse or de facto partners of the person or of a person referred to in paragraph (a)

No Interest in the Matter - however, a person is not taken to have a pecuniary interest in a matter:

- If the person is unaware of the relevant pecuniary interest of the spouse, de facto partner, relative or company or other body, or
- Just because the person is a member of, or is employed by, the Council.
- Just because the person is a member of, or a delegate of the Council to, a company or other body that has a pecuniary interest in the matter provided that the person has no beneficial interest in any shares of the company or body.

Disclosure and participation in meetings

- A Councillor or a member of a Council Committee who has a pecuniary interest in any matter with which the Council is concerned and who is present at a meeting of the Council or Committee at which the matter is being considered must disclose the nature of the interest to the meeting as soon as practicable.
- The Councillor or member must not be present at, or in sight of, the meeting of the Council or Committee:
 - (a) at any time during which the matter is being considered or discussed by the Council or Committee, or

- (b) at any time during which the Council or Committee is voting on any question in relation to the matter.

No Knowledge - a person does not breach this Clause if the person did not know and could not reasonably be expected to have known that the matter under consideration at the meeting was a matter in which he or she had a pecuniary interest.

Non-pecuniary Interests - Must be disclosed in meetings.

There are a broad range of options available for managing conflicts & the option chosen will depend on an assessment of the circumstances of the matter, the nature of the interest and the significance of the issue being dealt with. Non-pecuniary conflicts of interests must be dealt with in at least one of the following ways:

- It may be appropriate that no action be taken where the potential for conflict is minimal. However, Councillors should consider providing an explanation of why they consider a conflict does not exist.
- Limit involvement if practical (eg. Participate in discussion but not in decision making or vice-versa). Care needs to be taken when exercising this option.
- Remove the source of the conflict (eg. Relinquishing or divesting the personal interest that creates the conflict)
- Have no involvement by absenting yourself from and not taking part in any debate or voting on the issue as of the provisions in the Code of Conduct (particularly if you have a significant non-pecuniary interest)

Committee members are reminded that they should declare and manage all conflicts of interest in respect of any matter on this Agenda, in accordance with the [Code of Conduct](#).

RECORDING OF VOTING ON PLANNING MATTERS

Clause 375A of the Local Government Act 1993 – Recording of voting on planning matters

- (1) In this section, **planning decision** means a decision made in the exercise of a function of a council under the Environmental Planning and Assessment Act 1979:
 - (a) including a decision relating to a development application, an environmental planning instrument, a development control plan or a development contribution plan under that Act, but
 - (b) not including the making of an order under that Act.
- (2) The general manager is required to keep a register containing, for each planning decision made at a meeting of the council or a council committee, the names of the councillors who supported the decision and the names of any councillors who opposed (or are taken to have opposed) the decision.
- (3) For the purpose of maintaining the register, a division is required to be called whenever a motion for a planning decision is put at a meeting of the council or a council committee.
- (4) Each decision recorded in the register is to be described in the register or identified in a manner that enables the description to be obtained from another publicly available document and is to include the information required by the regulations.
- (5) This section extends to a meeting that is closed to the public.

OATH AND AFFIRMATION FOR COUNCILLORS

Councillors are reminded of the oath of office or affirmation of office made at or before their first meeting of the council in accordance with Clause 233A of the Local Government Act 1993. This includes undertaking the duties of the office of councillor in the best interests of the people of Byron Shire and the Byron Shire Council and faithfully and impartially carrying out the functions, powers, authorities and discretions vested under the Act or any other Act to the best of one's ability and judgment.

BYRON SHIRE COUNCIL

BUSINESS OF MEETING

1. APOLOGIES

2. DECLARATIONS OF INTEREST – PECUNIARY AND NON-PECUNIARY

3. ADOPTION OF MINUTES FROM PREVIOUS MEETINGS

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4. STAFF REPORTS

Infrastructure Services

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5. LATE REPORTS

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BYRON SHIRE COUNCIL

ADOPTION OF MINUTES FROM PREVIOUS MEETINGS

3.1

ADOPTION OF MINUTES FROM PREVIOUS MEETINGS

Report No. 3.1 Adoption of Minutes from Previous Meeting

Directorate: Infrastructure Services

5 File No: I2024/752

RECOMMENDATION:

10 That the minutes of the Water and Sewer Advisory Committee Meeting held on 21 March 2024 be confirmed.

Attachments:

15

1 Minutes 21/03/2024 Water and Sewer Advisory Committee, I2024/400 , page 9 [9](#) 

Report

The attachment to this report provides the minutes of the Water and Sewer Advisory Committee Meeting of 21 March 2024 .

5

Report to Council

The minutes were reported to Council on

Comments

10

In accordance with the Committee Recommendations, Council resolved the following:

24-001 Resolved that Council adopts the following Committee Recommendations:

Report No. 4.1 IS Utilities Status Report - November 2023 - January 2024
File No: I2024/341

Committee Recommendation 4.1.1

That the Committee:

1. Notes the report.
2. Receives more detailed info on times per ET assessment and on the impact of that on planning assessment time, and on how times can be reduced.
3. Receives a copy of the Incident Response Plan and information on responses in January and February 2024.

24-002 Resolved that Council adopts the following Committee Recommendations:

Report No. 4.2 Response to Questions - Future Water Strategy
File No: I2024/435

Committee Recommendation 4.2.1

That the Committee:

1. Notes Council staff response to questions.

BYRON SHIRE COUNCIL

ADOPTION OF MINUTES FROM PREVIOUS MEETINGS

3.1

2. Includes Water Northern Rivers Alliance as a stakeholder.
3. Has a workshop early in the process where committee can express their views on res 23-120.)

Minutes of Meeting
Water and Sewer Advisory Committee
Meeting

Venue	Conference Room, Station Street, Mullumbimby
Date	Thursday, 21 March 2024
Time	11.30am



BYRON SHIRE COUNCIL

ADOPTION OF MINUTES FROM PREVIOUS MEETINGS

3.1 - ATTACHMENT 1

BYRON SHIRE COUNCIL

ADOPTION OF MINUTES FROM PREVIOUS MEETINGS

3.1 - ATTACHMENT 1

BYRON SHIRE COUNCIL

WATER AND SEWER ADVISORY COMMITTEE MEETING MINUTES
2024

21 MARCH

Minutes of the Water and Sewer Advisory Committee Meeting held on Thursday, 21 March 2024

File No: I2024/400

PRESENT:

Councillors:	Cr C Coorey	Audio-visual
	Cr M Lyon	Audio-visual
	Cr S Ndiaye	Present
	Cr D Dey	Present
Staff:	Phil Holloway (Director Infrastructure Services)	Present
	Cameron Clark (Manager Utilities)	Present
	Craig Purdy (Asset Engineer)	Present
	Dominika Tomanek (Minute taker)	Present
Community	Elia Hauge	Present
	David Fligelman	Present
	Ben Fawcett	Present
	Bruce Clarke	Present

Cr Ndiaye (Chair) opened the meeting at 11:40 am and acknowledged that the meeting was being held on Bundjalung Country.

BYRON SHIRE COUNCIL

ADOPTION OF MINUTES FROM PREVIOUS MEETINGS

3.1 - ATTACHMENT 1

BYRON SHIRE COUNCIL

WATER AND SEWER ADVISORY COMMITTEE MEETING MINUTES
2024

21 MARCH

ATTENDANCE VIA AUDIO-VISUAL LINK:

APOLOGIES:

There were no apologies.

DECLARATIONS OF INTEREST – PECUNIARY AND NON-PECUNIARY

Elia declared non-pecuniary interest. The nature of the interest being that In her role as a civil engineer at Greg Alderson Associates, she is working on a project related to one of Rous County Council's assets (pipeline landslip remediation). Her organisation has been engaged by NSW Public Works, not by Rous County Council.

David Fligelman declared a perceived non-pecuniary/pecuniary interest. The nature of the interest being that his consulting company is currently engaged in development of a Potable Reuse Investigation Study for Rous County Council.

Ben Fawcett declared a perceived non-pecuniary/pecuniary interest. The nature of the interest being that his residence is in close proximity to Laverty's Gap and the WTP.

ADOPTION OF MINUTES FROM PREVIOUS MEETINGS

Report No. 3.1 Adoption of Minutes from Previous Meeting
File No: I2024/342

Committee Recommendation:

**That the minutes of the Water and Sewer Advisory Committee Meeting held on 16
November 2023 be confirmed.** (Clarke/Fawcett)

The recommendation was put to the vote and declared carried.

BYRON SHIRE COUNCIL

ADOPTION OF MINUTES FROM PREVIOUS MEETINGS

3.1 - ATTACHMENT 1

BYRON SHIRE COUNCIL

WATER AND SEWER ADVISORY COMMITTEE MEETING MINUTES
2024

21 MARCH

BUSINESS ARISING FROM PREVIOUS MINUTES

Question from Cr Ndiaye re Ocean shores Transfer project – Cameron provided update.

STAFF REPORTS - INFRASTRUCTURE SERVICES

Report No. 4.1 **IS Utilities Status Report - November 2023 - January 2024**
File No: I2024/341

Committee Recommendation:

That the Committee:

- 1. Notes the report.**
- 2. Committee receive more detailed info on times per ET assessment and on the impact of that on planning assessment time, and on how times can be reduced.**
- 3. Committee receive a copy of the Incident Response Plan and information on responses in January and February 2024.** (Ndiaye/Hauge)

The recommendation was put to the vote and declared carried.

Cr Coorey left the zoom at 12:11 PM.

Cr Coorey returned to the Chambers at 12:31 PM.

Report No. 4.2 **Response to Questions - Future Water Strategy**
File No: I2024/435

Committee Recommendation:

That the Committee:

- 1. Notes Council staff response to questions.**
- 2. Includes Water Northern Rivers Alliance as a stakeholder.**
- 3. Has a workshop early in the process where committee can express their views on res 23-120.** (Coorey/Fligelman)

The recommendation was put to the vote and declared carried.

WSAC Water and Sewer Advisory Committee Meeting

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BYRON SHIRE COUNCIL

ADOPTION OF MINUTES FROM PREVIOUS MEETINGS

3.1 - ATTACHMENT 1

BYRON SHIRE COUNCIL

WATER AND SEWER ADVISORY COMMITTEE MEETING MINUTES
2024

21 MARCH

FOR INFORMATION ONLY

Report No. 6.1 **Utilities Digital Asset Management Plan (dAMP) Presentation**
File No: I2024/386

There being no further business the meeting concluded at 1:51 pm.

STAFF REPORTS - INFRASTRUCTURE SERVICES

**Report No. 4.1 Infrastructure Services Utilities Monthly
status Report - February - April 2024**

5 **Directorate:** Infrastructure Services
Report Author: Daniela Wilken-Jones, Utilities Admin Support Officer
File No: I2024/750

Summary:

10 This report summarises the performance of Utilities Department delivery for February –
April 2024.

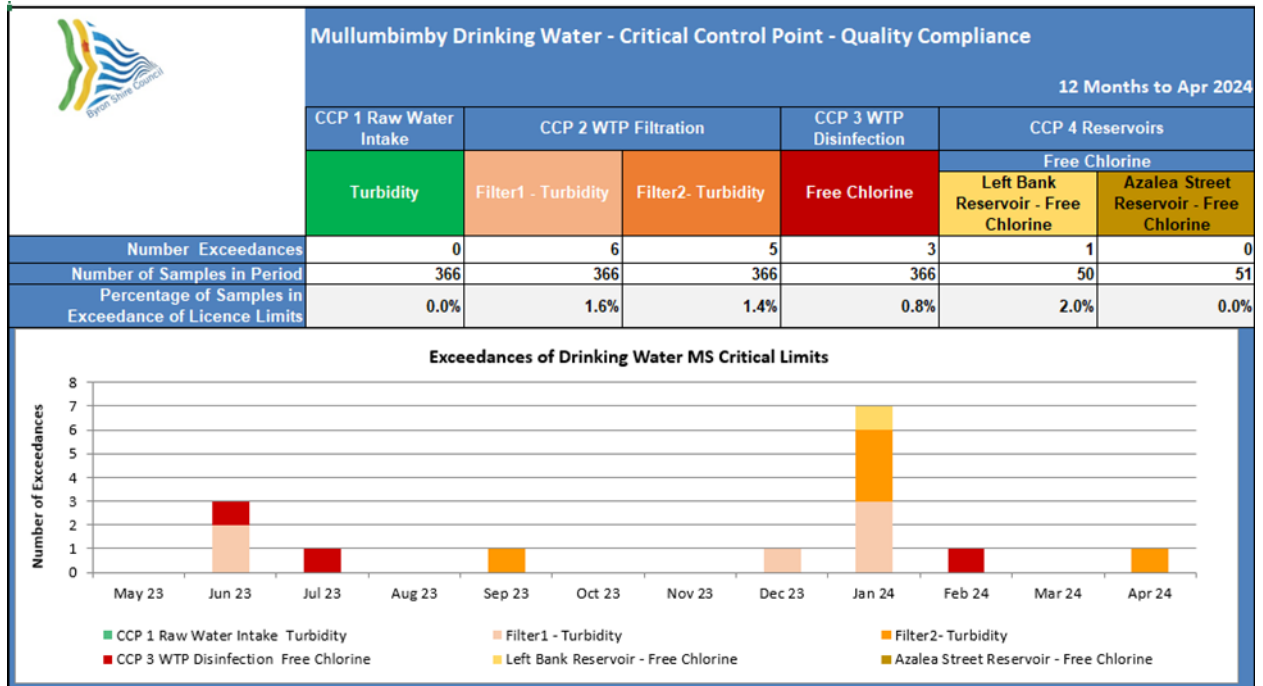
RECOMMENDATION:

15 **That the Water and Sewer Advisory Committee notes the report.**

Report

DRINKING WATER QUALITY

In February 2024 there was one (1), in March 2024 there were zero (0) and in April 2024 there was one (1) critical limit exceedance at Mullumbimby WTP.



5

From: WaterOutlook > Reports > Special > MONTHLY UTILITIES REPORTS > UTILITIES REPORT - Mullumbimby Drinking Water Quality

BYRON SHIRE COUNCIL

STAFF REPORTS - INFRASTRUCTURE SERVICES

4.1

CRITICAL LIMIT EXCEEDANCES				
Mullumbimby Drinking Water Supply Critical Control Points (CCPs)				
Last 12 Months				
Date Occurred	Description	Description and Cause of Issue	Action Taken to Remedy Situation	Action Taken to Prevent Reoccurrence
14/6/23 & 15/6/23	Turbidity Exceedance ' Filter 1 = 0.54 MTU & 0.94 NTU	Inline turbidity Instrument on Filter 1 found to be reading incorrectly on the 14/6/23.	The instrument was calibrated on 15/6/23 and readings returned to within operational limits.	Maintain regular calibration schedule of instruments and continue daily reads.
29/6/23	Chlorine Residual at CCP3 = 0.83mg/L	Issue with dosing system	SCADA alarm alerted operator who was able to rectify in a timely manner.	
12/7/23	Chlorine Residual at CCP3 = 0.93mg/L	Low Chlorine reading was due to inline instrument problem. As a safeguard the plant was stopped automatically when the low value was recorded. When the plant was attended, onsite test showed Chlorine reading was 1.55 mg/L free and 1.82 mg/L Total, well within guideline values.	Inline instrument maintenance undertaken to rectify underread.	Continued Maintenance on Inline Instruments and continual monitoring of SCADA alarms. Fail safe Plant stop trigger points in place for Chlorine and Turbidity.
14/9/23	Turbidity Exceedance ' Filter 2 = 0.83 NTU	Inline Turbidity Instrument on Filter No 2 found to be reading incorrectly (0.83 NTU) on the 14/9/23. Calibrated on the 15/9/23 and found to be reading correctly again. Finished water on this day 14/9/23 0.08 NTU Turbidity on combined Filters Out.	Continual Monitoring	Continual monitoring & planned maintenance
3/1/24	Chlorine Residual at Left Bank Reservoir = 0.04 mg/L	This was an instrument failure that lasted for half an hour. The trend of the residual level shows a sudden drop off then an equally sudden jump back up in the level. The chlorine residuals on that day measured by the operator were Free Chlorine: 1.81 mg/L Total Chlorine: 2.02mg/L	N/A	N/A
6/1/24 to 14/1/24	Turbidity Exceedance Filter 1 6/1 = 0.58 NTU 13/1 = 0.65 NTU 14/1 = 0.58 NTU	High turbidity in Filter 1 & 2 (3 exceedances at each filter) due to the inconsistent quality of the raw water. This was a result of the high rainfall since 23 December 2023.	Both Filters had been having trouble consistently producing low turbidity due to the rain events since December 23. We continued to flush the race to introduce better raw water for filtering. Also, alum and soda ash dosing adjustment were performed to try to get the best filtered water result. Backwashing of the Filter.	Continual monitoring & planned maintenance
12/1/24 to 15/1/24	Turbidity Exceedance Filter 2 12/1 = 0.55 NTU 14/1 = 1,29 NTU 15/1 = 1.55 NTU			Continual monitoring & planned maintenance
12/2/24	Chlorine Residual at Left Bank Reservoir = 0.91 mg/L	WTP was off due to high rainfall. Therefore, no freshly filtered and chlorinated water was coming into the finished water tanks at the filter, and over time the chlorine level dropped. This resulted in a residual Chlorine level below 1mg/L at Left Bank Reservoir. On the following day (13/2/24) the WTP was turned back on and the newly chlorinated water refreshed the finished water tanks and brought the chlorine residuals back up again.	After jar testing and changes to the dose settings the plant was restarted. The fresh chlorinated water brought the chlorine residuals back up above 1mg/L.	No action required because the plant was off and the retention time of the chlorine was adequate for effective disinfection.

BYRON SHIRE COUNCIL

STAFF REPORTS - INFRASTRUCTURE SERVICES

4.1

NSW Health Water Quality Monitoring

The tables below detail the performance of the water supply system over the last 12 months.

NSW Health Sampling Compliance Summary - Last 12 Months

Analysis Type	Guideline Value	Units	Mean	Min.	Max.	Sample Count	Exception Count	% Meeting Guidelines
Chemistry								
Aluminium	0.2	mg/L	0.01	0.01	0.02	15	0	100.0 %
Antimony	0.0030000...	mg/L	0.00	0.00	0.00	15	0	100.0 %
Arsenic	0.01	mg/L	0.00	0.00	0.00	15	0	100.0 %
Barium	2	mg/L	0.00	0.00	0.02	15	0	100.0 %
Boron	4	mg/L	0.01	0.01	0.02	15	0	100.0 %
Cadmium	0.002	mg/L	0.00	0.00	0.00	15	0	100.0 %
Calcium	10000	mg/L	21.91	3.30	25.60	15	0	100.0 %
Chloride	250	mg/L	16.13	14.00	19.00	15	0	100.0 %
Chromium	0.05	mg/L	0.00	0.00	0.00	15	0	100.0 %
Copper	2	mg/L	0.01	0.00	0.07	15	0	100.0 %
Fluoride	1.5	mg/L	0.05	0.05	0.05	15	0	100.0 %
Iodine	0.5	mg/L	0.01	0.01	0.02	15	0	100.0 %
Iron	0.3	mg/L	0.01	0.01	0.01	15	0	100.0 %
Lead	0.01	mg/L	0.00	0.00	0.00	15	0	100.0 %
Magnesium	10000	mg/L	1.31	0.84	2.80	15	0	100.0 %
Manganese	0.5	mg/L	0.00	0.00	0.00	15	0	100.0 %
Mercury	0.001	mg/L	0.00	0.00	0.00	15	0	100.0 %
Molybdenum	0.05	mg/L	0.00	0.00	0.00	15	0	100.0 %
Nickel	0.02	mg/L	0.00	0.00	0.00	15	0	100.0 %
Nitrate	50	mg/L	0.73	0.50	1.00	15	0	100.0 %
Nitrite	3	mg/L	0.05	0.05	0.05	15	0	100.0 %
pH	6.5 - 8.5		7.67	6.90	7.90	15	0	100.0 %
Selenium	0.01	mg/L	0.00	0.00	0.00	15	0	100.0 %
Silver	0.1	mg/L	0.00	0.00	0.00	15	0	100.0 %
Sodium	180	mg/L	15.80	12.00	25.00	15	0	100.0 %
Sulfate	250	mg/L	2.13	1.00	15.00	15	0	100.0 %
Total Dissolved ...	10000	mg/L	77.93	65.00	88.00	15	0	100.0 %
Total Hardness ...	200	mg/L	60.11	16.20	72.50	15	0	100.0 %
True Colour	15	Hazen Uni...	0.93	0.50	2.00	15	0	100.0 %
Turbidity	5	NTU	0.25	0.05	0.70	15	0	100.0 %
Uranium	0.02	mg/L	0.00	0.00	0.00	15	0	100.0 %
Zinc	3	mg/L	0.01	0.01	0.03	15	0	100.0 %
Microbiology								
E. coli	0	mpn/100 ...	0.50	0.50	1.00	213	2	99.1 %
Free Chlorine	0.2 - 5	mg/L	0.91	0.38	1.40	213	0	100.0 %
pH	6.5 - 8.5		7.74	7.30	8.30	204	0	100.0 %
Temperature	30	C	21.58	12.30	28.10	212	0	100.0 %
Total Chlorine	5	mg/L	1.04	0.48	1.58	213	0	100.0 %
Total Coliforms	0	mpn/100 ...	0.71	0.50	14.00	213	9	95.8 %
Turbidity	5	NTU	0.21	0.07	0.67	212	0	100.0 %

BYRON SHIRE COUNCIL

STAFF REPORTS - INFRASTRUCTURE SERVICES

4.1

Non-Compliances and Public Health Reportable Events

Detailed below are the non-compliances for the last 12 months.

Mullumbimby Scheme (BY01)

Site Code	Site Name	Date Collected	Characteristic	Value	Guideline Value	Units
200	McGoughans Lane Mullumbi...	28/11/2023	Total Coliforms	1	0	mpn/100 mL
200	McGoughans Lane Mullumbi...	12/12/2023	Total Coliforms	4	0	mpn/100 mL
200	McGoughans Lane Mullumbi...	19/12/2023	Total Coliforms	4	0	mpn/100 mL
200	McGoughans Lane Mullumbi...	23/04/2024	Total Coliforms	5	0	mpn/100 mL

Byron Schemes (BY02)

Site Code	Site Name	Date Collected	Characteristic	Value	Guideline Value	Units
200	Bay Street Byron Bay	09/01/2024	Total Coliforms	1	0	mpn/100 mL
500	Tweed Street Brunswick Heads	09/01/2024	Total Coliforms	1	0	mpn/100 mL
100	Byron Street Bangalow	19/03/2024	E. coli	1	0	mpn/100 mL
100	Byron Street Bangalow	19/03/2024	Total Coliforms	10	0	mpn/100 mL
500	Tweed Street Brunswick Heads	23/04/2024	Total Coliforms	14	0	mpn/100 mL

5 Incident Reports and Public Health Reportable Events

There were no water quality reportable events in February, March and April 2024.

There were two (2) NSW Health Sampling non-compliances in March 2024, however these were deemed to be sampling errors. There have been two (2) NSW Health Sampling non-compliances in April 2024. Details shown below.

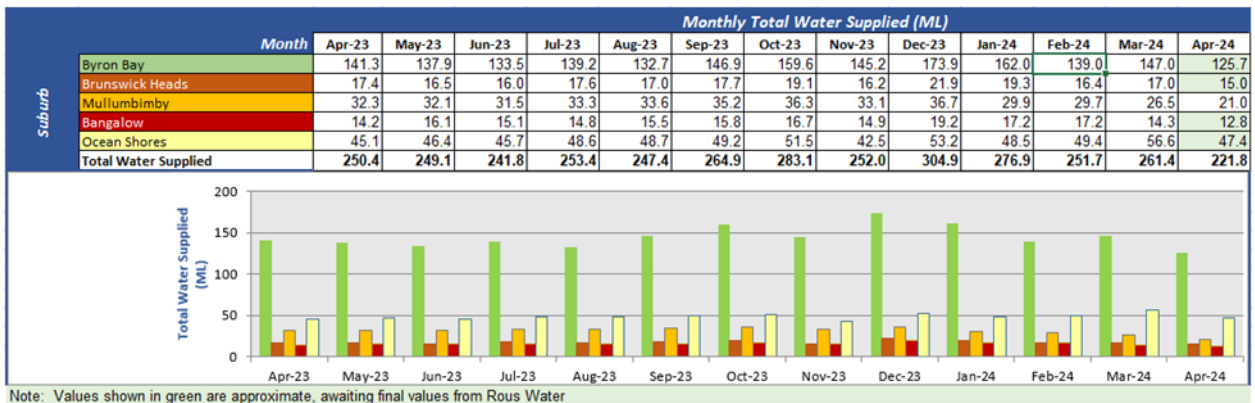
BYRON SHIRE COUNCIL

STAFF REPORTS - INFRASTRUCTURE SERVICES

4.1

NSWHealth Compliance Sampling – Incident Reporting Last 12 Months (from Jan 2024)				
Date Occurred	Description	Description and Cause of Issue	Action Taken to Remedy Situation	Action Taken to Prevent Reoccurrence
19/03/2024	BY02 100 – Byron Street, Bangalow E.Coli = 1 mpn/100 mL Total Coliforms = 10 mpn/100 mL	This non-conformance was determined to be a sampling error. Resampling showed zero Total Coliforms and Ecoli.	Resample results received March 22nd 4:45pm all results were at acceptable levels. However, there were issues with the timeliness of communication from NSW Health: NSW Health Pathology advised NSW Health of incident March 20th. NSW Health Pathology advised Byron Council of incident via email March 21st at 2:20pm. At this time, the Team Leader Water Operations undertook resample and delivered to lab. NSW Public Health unit called Byron Council operations engineer to advise of incident 4:30pm March 21st.	Followed up with NSW Health to address concerns with delayed notification process. Advised staff and contractors responsible for collecting water samples of exceedance and to ensure they follow correct sampling procedures.
23/04/2024	BY01 200 – McGoughans Ln, Mullumbimby Total Coliforms = 5 mpn/100 mL	Recent event – finalised incident report will be included in next month's report		
23/04/2024	BY02 500 – Tweed Street, Brunswick Heads Total Coliforms = 14 mpn/100 mL	Recent event – finalised incident report will be included in next month's report		

Shire Water Consumption



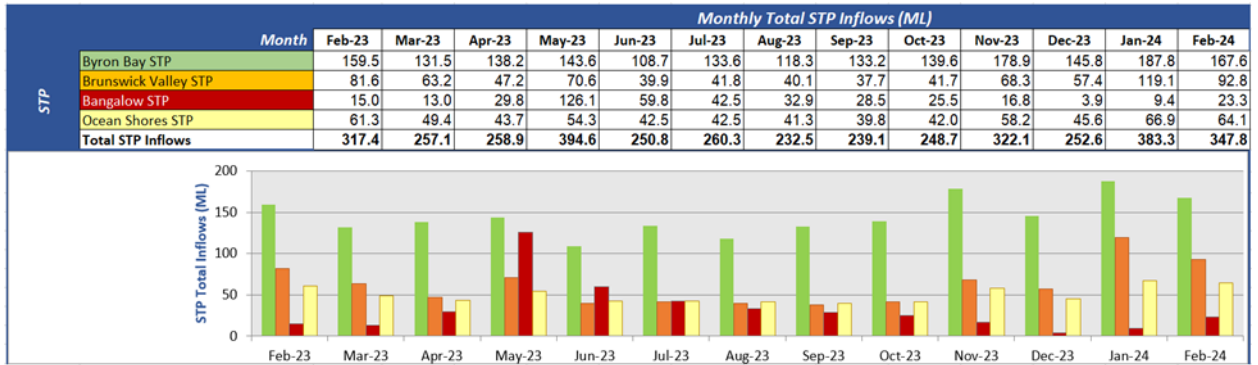
5 From: WaterOutlook > Reports > Special > MONTHLY UTILITIES REPORTS > UTILITIES REPORT - Water Usage and STP Inflows Summary

BYRON SHIRE COUNCIL

STAFF REPORTS - INFRASTRUCTURE SERVICES

4.1

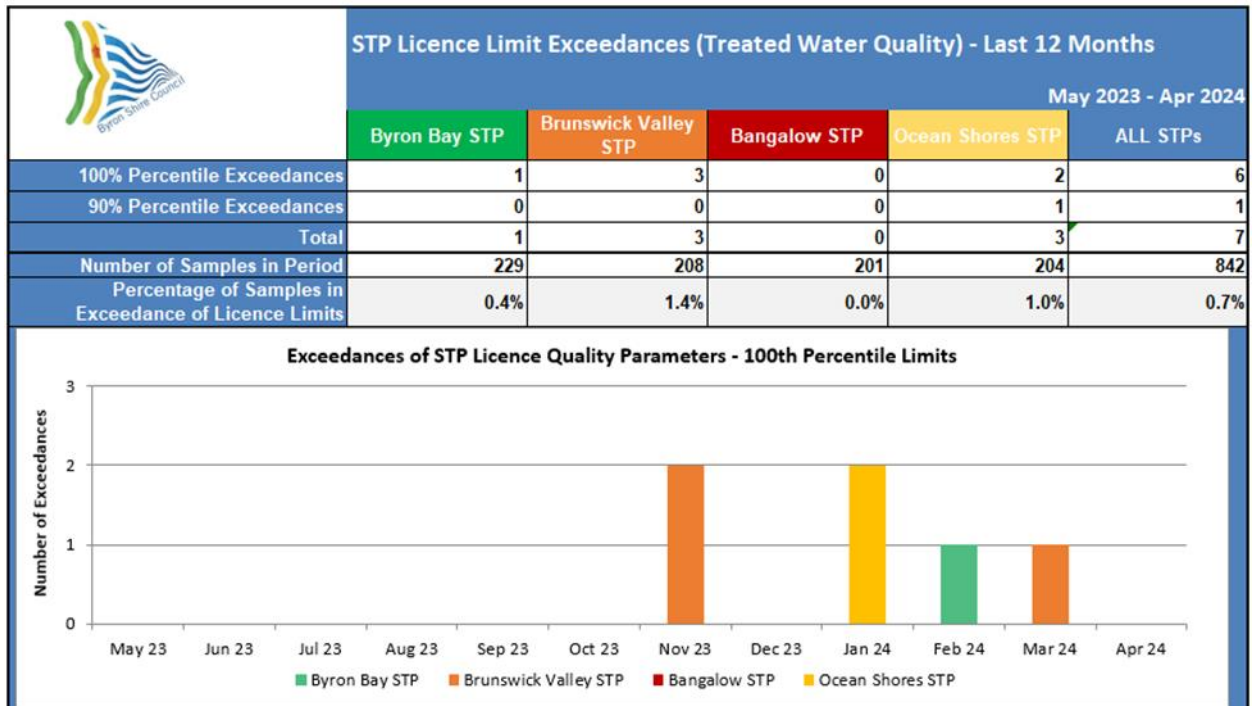
STP INFLOWS



From: WaterOutlook > Reports > Special > MONTHLY UTILITIES REPORTS > UTILITIES REPORT - Water Usage and STP Inflows Summary

5 STP Performance

There was one (1) STP licence 100 percentile limit exceedances in February and one (1) in March 2024 and zero (0) exceedances in April 2024.



BYRON SHIRE COUNCIL

STAFF REPORTS - INFRASTRUCTURE SERVICES

4.1

STP 100 th PERCENTILE LICENCE LIMIT EXCEEDENCES (TREATED WATER QUALITY) Rolling 12 Months				
Date Occurred	Description	Description and Cause of Issue	Action Taken to Remedy Situation	Action Taken to Prevent Reoccurrence
Byron Bay STP				
14/2/24	Faecal Coliform exceedance at EPA3 = 650cfu/100ml	Investigation found that the UV had a bank failure which did not alarm or record an issue due a communications failure in our Scada system.	This issue has now been rectified and a retest has recorded a result of 5cfu/100ml which is within normal operations. This is a reportable incident – full details below this table.	Our senior electrician has worked with our Scada maintenance contractor and rectified the issue and will now monitor the system.
Bangalow STP				
No Exceedances				
Brunswick Valley STP				
22/11/23	Exceedances at EPA1: Faecal Coliform >6000 cfu /100 ml & Ammonia 8.83 mg/ml	Investigation concluded that the Dissolved Oxygen sensor in the Bioreactor was not signalling to the blowers to ramp up and consequently the oxygen level was at zero (0) between 16:00 hours on Friday 17 until 16:00 hours Tuesday 21 Nov 2023. The high ammonia level also contributed to settling of solids making the effluent more turbid causing shielding in the UV disinfection process. This was compounded by the second bank being off in the UV.	The sensor problem was fixed and the oxygen levels were brought up to normal setpoint 0.6mg/L. Also, the UV banks were both set to manual for increased UV intensity.	Routine daily checks by operators must be carried out to pick up these problems. Checking on SCADA by the on-call operator over the weekends also must be done. This will be bought up in toolbox meetings so that all operators are aware of its importance.
27/03/24	Exceedances at EPA1: Faecal Coliform 1030 cfu /100 ml	Tweed Lab detected 1030 cfu/100mL from EPA 1 Brunswick Valley STP. Rainfall for the previous 24 hours had been heavy with Fair View Farm Mullumbimby recording 92 mm at 9 am on 27/03/24. The flow through the UV disinfection channel at the time of sampling was 80 L/second The high flow rate allowed insufficient time for more complete kill of the ecoli bugs.	The UV disinfection system was checked thoroughly for correct operation. EPA 1 was resampled on 10.30am 2/04/2024 and the result from Tweed laboratory was 190 cfu/100mL which is back within EPA licence conditions.	
Ocean Shores STP				
17/1/24	Faecal Coliform Exceedance 'EPA 3' of 1750 cfu /100 ml	Exceedance caused high rainfall event (200mm in 4 days). The ability of the UV disinfection was reduced due to a build-up of dead vegetation in the wetland system. Also, the high flow rate also reduced the effectiveness of the UV system.	During the event the UV system was cleared and cleaned to increase effectiveness. Monitoring of discharge point (EPA3) and receiving waters were tested until within operational limits.	UV to be cleaned regularly to limit the organic material building up in the unit also monitoring of the water quality going through the wetland.

BYRON SHIRE COUNCIL

STAFF REPORTS - INFRASTRUCTURE SERVICES

4.1

EPA Reportable Events

Refer to table above STP 100th Percentile License Limit Exceedances (Treated Water Quality) for details.

5 There was one (1) EPA reportable incident during February 2024 - Faecal Coliform exceedance at EPA3 = 650cfu/100ml on the 14/2/24.

There was one (1) EPA reportable incident during March 2024 - Exceedances at EPA1: Faecal Coliform 1030 cfu /100 ml on the 27/03/24.

There were zero (0) EPA reportable incident during April 2024.

CAPITAL WORKS

10 **Byron Shire Bioenergy Facility Project**

Council is awaiting the results of its Bioenergy Facility application submitted Jan.15/24 to the “Growing Regions Program Round 1.” As of the end of April 2024, Council was still awaiting the review results and announcements regarding whether its GRP application was successful.

15 Council was also notified in Feb. 2024 that the NSW Office of Local Government (OLG) approved Council’s Public Private Partnership (PPP) “Initial Assessment” submission. Council, should it so resolve, is now permitted to seek Requests for Expressions of Interest for a PPP style delivery model for the BEF.

20 One additional Commonwealth grant stream is expected in 2023 and might be potential funding sources for the BEF project. The Department of Infrastructure, Transport, Regional Development, Communications and the Arts new “Regional Precincts and Partnerships Program,” which has not yet been announced; that funding stream shall be reviewed and considered when more detailed information is available.

25 Either of these two grant funding streams, should they be successful, could be put to offsetting Council’s debt borrowing and/or the private equity needs of a PPP delivery model; equally, the Project could continue solely as a PPP, should Council determine and resolve that this is the best course of action.

SPS Renewals for Byron, Mullum, Ocean Shores & Bangalow

SPS	% COMPLETE	PUMPS DELIVERED	SWITCH-BOARD DELIVERED	COMPLETED SCOPE SUMMARY
SPS 1002	25	N/A	Delivered	Cast new switchboard pad (1830x1600x200), installed new 3x 63mm electrical conduits and new 25mm

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STAFF REPORTS - INFRASTRUCTURE SERVICES

4.1

				mains onto pumps, replace switchboard install 2x gateway for pump mounted VSD. Make good old switchboard plinth and penetrations into well and valve chamber.
SPS 1005	100	N/A	Delivered	Remove existing broken sealed surface and re-asphalt access road
SPS 1007	25	N/A	Delivered	MH and bypass connection installed. Remove pumps, Guide rails and lifting chains in preparation for coating, allow for EPOXY time. Remove ladder. Add spindle (SS316) on inlet valve. Replace risers in PE 125 and replace lifting chains in SS. Remove existing switchboard and concrete plinths including combined odour vent pole and plinth. Install new switchboard on new concrete pad (1960x1600x200). 3x63mm conduit 16mm electric main. Penos with 2 parts mega poxy (5-10mm). Replace odour with ground mount McBerns filter, try use same vent pipe. Relocate water service. Fix padlock cover on lid.
SPS 2002	0	N/A	Delivered	Replace risers PE125 through to the valve chamber, no need for valves. New Spindle on SS316
SPS 2004	100	N/A	Delivered	Replace existing DN150 gate valve in the 2002 rising main on outside of well
SPS 2010	25	N/A	Delivered	Replace risers PE180, DN150 outlet gate valves, check valves, Gibault and flanged spigot. Install new Switchboard pad (1600x1600x200). Installed 3 x 63mm

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4.1

				electrical conduits still need penos, install new board facing south. Install new 25mm electric mains to green boy approx. 120m away. Water Service Relocation.
SPS 3004	100	N/A	Delivered	Bypass completed, Epoxy Coating and crack injections completed, Stand pipe and ductile iron manifold updated to HDPE.
SPS 3010	10	N/A	Delivered	Replace risers PE125 from elbow on wet well to valve pit, DN150 outlet gate valves, check valves. DN150 inlet gate valve and Spindle to be checked when doing service, relocate water service.
SPS 3017	100	N/A	Delivered	Replace inlet gate valve, refurbish inlet pipe penetration
SPS 3021	10	N/A	Delivered	Replace DN125 risers, DN100 outlet gate valves, check valves, DN150 inlet gate valve, replace guide rails and brackets, relocate water service, remove vent pole and replace with McBerns odour filter, remove switchboard plinth and replace switchboard.
SPS 4007	N/A	N/A	Delivered	Removed from scope
SPS 5003	N/A	N/A	Delivered	Removed from scope
SPS 5014	25	N/A	Delivered	Cast new 600x600x200 switchboard plinth, install new 3x63mm conduits to pump well, removing existing conduits and grout. Possibly remove and make

BYRON SHIRE COUNCIL

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4.1

				good part of the fence. Install new electrical mains from green boy to board, install new switchboard and commission with electricians.
SPS 5017	25	N/A	Delivered	Replace DN125 risers, DN100 outlet gate valves, check valves and dismantling joints, DN150 inlet gate valve and spindle, remove switchboard plinth and replace switchboard on new elevated hardstand approximately 1m above wet well height. Replace vent pole with odour filter on new slab and run new conduits to suite. Relocate water service. Currently excavating and forming the new slab.
SPS 5020	10	N/A	Delivered	Supply and install 2 x new DN125 PE riser pipes through to the valve chamber, new gate valves and check valves, Gibault and flanged spigots. New gate valve DN150 on incoming gravity sewer. New slab for switchboard (3120x1000x200). Apply bitumen coat on spigot. Remove Ladder.
SPS 5022	10	N/A	Delivered	Supply and install new switchboard conduits 3 x 63mm to new concrete platform. Remove existing switchboard and concrete plinths and install new switchboard on new platforms. Design of new platform to be per previous flood platforms, length 2600 by 1200mm wide. Relocate water service. New Covers, grill and frames sealed for odour control. Modify existing plinth to suit new ground mount odour filter.

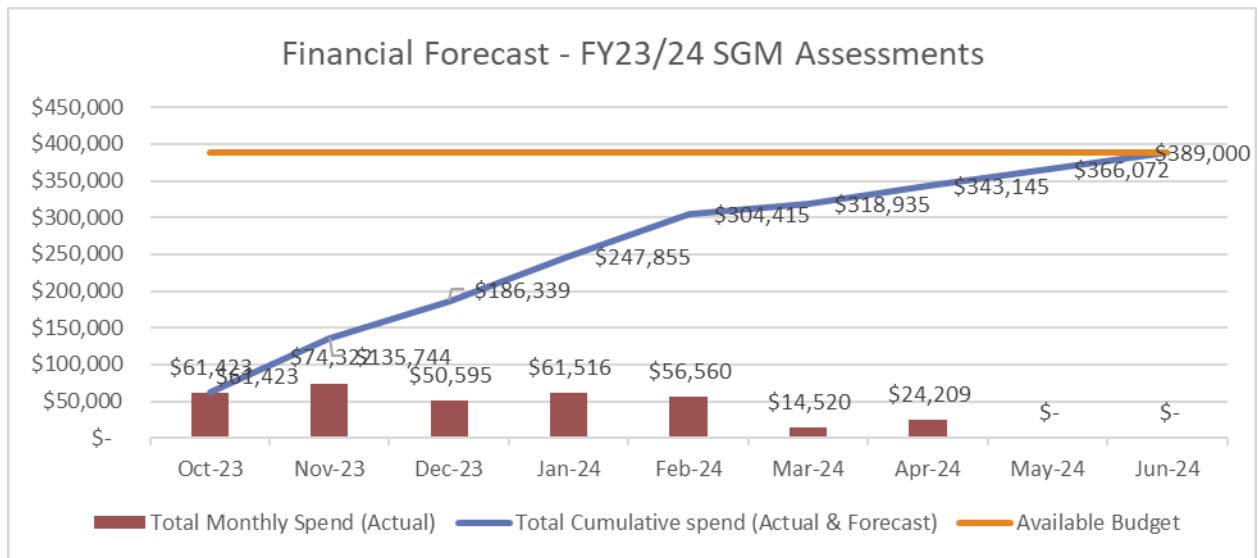
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STAFF REPORTS - INFRASTRUCTURE SERVICES

4.1

Condition Assessments – FY23/24

5 The condition assessment of gravity sewer mains and maintenance holes was awarded to Willow and Sparrow (Maintenance holes) and Subsurface Mapping Solutions (Mains). The Maintenance hole condition assessments are underway. The CCTV mains contract was awarded to Subsurface Mapping Solutions and work has commenced. The sewer catchments that fall within this scope are across Brunswick Heads, Suffolk Park, Byron Bay, Mullumbimby, and Ocean Shores. The initial indicative budgetary limit of \$370,000 was predicted to cover the costs for both CCTV assessments, MH visual assessments and condition assessment reporting. Additional funding of \$20,000 has been allocated to Subsurface Mapping Solutions to complete the scope of works due to a higher level of mains cleaning required to facilitate the CCTV inspections.



Building Condition Assessments

15 The condition assessment of several building structures in the Byron Shire was awarded to Willow and Sparrow and work is nearing completion. The buildings include several structures across the multiple sewerage treatment plants and other structures owned and operated by Council including shelters. The work will give Council an understanding of the current state of the buildings and any remedial work that is required to maintain an acceptable standard for their workers and the general public.

20 Water Main Replacements – Supply and Installation: Fletcher St, Carlyle St and Bangalow Rd Byron Bay; and Azalea St Mullumbimby

Work accomplished in the period:

Site 01 Carlyle Street – Byron Bay

- Works are completed, and we are currently awaiting on WAX plans from the contractor CivilCS

Site 02 Azalea Street – Mullumbimby

BYRON SHIRE COUNCIL

STAFF REPORTS - INFRASTRUCTURE SERVICES

4.1

- CivilCS have finished laying DN300 DICL and DN200 DICL pipes along Azalea Street and have reached the top of Reservoir Road;
- Pressure Testing of the DN200 and DN300 DICL Pipe has been delayed due to the wet weather onsite affecting the productivity of laying the PE400 Trunk Main. CIVILCS to proposed a new date for pressure testing;and
- Due to wet weather and rock excavation conditions this month, the productivity of laying and butt welding of the PE400 trunk main has been affected;
- CivilCS are currently in the process of Butt welding and laying the remainder of the PE400 trunk main pipe.



Figure 1: PE400 Trunk Main Rock Excavation



Figure 2: PE400 Pipe String Butt Welded

10

Site 03 Fletcher Street– Byron Bay

- CivilCS have commenced work along Fletcher Street;
- Traffic and Pedestrian controls are in place to ensure safety at all times. Daily inspection of traffic and pedestrian movements are recorded by Site supervisor;
- Lawson Street was successfully directionally drilled on the 02/05/2024;
- CivilCS hit rock at CH42 to CH90 which has affect onsite work productivity;

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4.1

- The existing stormwater pipe at chainage 42.409 was discovered to have a leak that required CivilCS to patch with Megapoxy;
- An unknown underground electrical service conduit has been discovered onsite @ Ch 83. Detail E will need to be shifted over to be compliant with WSA standards.



Figure 3: Fletcher St – Excavated Rock along CH60



Figure 4: Fletcher St – Saw Cut Markings CH45-90

5

Site 04 Bangalow Road – Byron Bay

- Lambert services have completed the additional service and surveying along Bangalow Road. Updated service plans and survey have been provided ready for review from Planit and CivilCS;
- 10
- VMS board to be set up this week to notify the community;
 - Planit Consulting are working closely with the Contractor (CivilCS) and Byron Shire Council to complete the watermain replacement projects.

Reservoir Roof Replacement Works

Work accomplished in the period:

- 15
- The project is currently in the post completion period.

BYRON SHIRE COUNCIL

STAFF REPORTS - INFRASTRUCTURE SERVICES

4.1

- Planit are working with Council staff to monitor the works and ensure any defects are rectified by the contractor as required.

Water Reservoir Slope Stability Works – Byron Bay and Ocean Shores

Work accomplished in the period:

- 5
- The project is currently in the defect's liability period.
 - Planit are working with Council staff to monitor the works and ensure any defects are rectified by the contractor as required.

Byron STP inlet works remediation.

Work accomplished in the period:

- 10
- The project is currently in the defect's liability period.
 - Planit are working with Council staff to monitor the works and ensure any defects are rectified by the contractor as required.

Paterson St Reservoir Replacement

Work accomplished in the period:

- 15
- A surveyor and service location / potholer undertook additional information collection on the 9th April 2024. This updated information was received on 28th April 2024 for updates to the design package. Planit Consulting need to prepare a variation and confirm the scope of works for this next stage of the design package.
- 20
- Concept Plans for the site upgrade including bypass and access have now been prepared.
 - Michael Salu (SSE) has been engaged to develop a concept structural design (to be used for community consultation, planning approvals and liaison with Telcos). This is due to be completed in early February.

Telcos – Paterson: NO CHANGE FROM MAY 2023

- 25
- A meeting was held with BMM Group (who act on behalf of all major Telcos)
 - o BSC and BMM have agreed on a concept design for the antenna locations and Telco access to the antennas – being from a Telco gantry off the side of the reservoir, NOT via the BSC stairs and roof.
 - o Planit to provide survey and concept design to BMM to allow them to proceed with planning approvals and draft design of the access and antenna connections.
- 30
- Works on site are subject to a new license agreement

Mullumbimby Trunk Water Main (Detailed Design)

Work accomplished in the period:

- The IFC Plans, SiD Report, Review of Environmental Factors are now completed and have been issued to NSW Public Works.
- 5
- The project scope and plans has been separated into the main contract and 2 separable portions. Updated information has been provided in the contract documents accordingly. Planit have commenced the booster pump station RFQ, but this is yet to be completed.

West Byron Water Main

10 Work accomplished in the period:

- Survey with service location has now been completed.
 - Based on the survey an additional survey brief has been prepared and quotes received. Additional potholing/service location and survey pickup is organized for 9/15/16th of May.
- 15
- The project has been updated to include a separable portion for the works crossing the Belongil Creek.
 - At this stage both an REF and EIS will be required for this project. The existing purchase order is only for a REF, however as it stands the following may be required:
 - o EIS for the Belongil Creek crossing (on the bridge)
- 20
- o REF for all other areas.

This shall commence once the survey information is provided, and it is determined whether the mapped Coastal Wetland is impacted from the proposed works.

- Michael Salu from SSE has now been engaged for structural design of the engineering brackets at Belongil Creek.

25 **Main Arm Road Concept Water Main**

Work accomplished in the period:

- Planit has now prepared a Concept Design package of the replacement water main (currently DN100 to be replaced with a DN150 pipe). This has had some minor updates following the survey being provided.
- 30
- Planit has coordinated a survey of the existing services and the main and undertaken one day of potholing. Additional potholing is organized for 9/5/2024 prior to plans being completed.

Beech Street Concept Water Main

Work accomplished in the period:

- Planit has now prepared a Concept Design package of the replacement water main (currently DN100 to be replaced with a DN150 pipe).
- 5
- Survey & Service locating is organized for 8/5/2024.
 - Service Location and Potholing is organized for 9/5/2024.

Ocean Shores Odour Study

Work accomplished in the period:

- 10
- Planit has identified locations for additional investigation prior to commencement of odour logging and Ferrous Chloride dosing.
 - Planit has shortlisted odour logging companies to undertake odour testing in the defined locations. Additionally, Planit has engaged ENV Solutions for installation of the odour logging equipment.

Report No. 4.2 Incident Response Plan and Information Update

Directorate: Infrastructure Services

Report Author: Cameron Clark, Manager Utilities

5 **File No:** I2024/763

Summary:




This report summarises the incident response plan and associated response in January and February 2024 rain events.

10

RECOMMENDATION:

That the Water and Sewer Advisory Committee notes the report.

15 **Attachments:**

- 1 Water and Sewerage Services Incident Management Protocol January 2016 Edition 7.5, E2016/5866 , page 35 
- 2 116.2024.13.1 Ocean Shores STP Licence # 784- EPA incident self-report Ref 27136, E2024/9655 , page 55 
- 20 3 116.2024.14.1 Byron Bay STP Licence # 3404 EPA incident self-report Ref 27704, E2024/18444 , page 58 

Report

Water and Sewerage Incident Response Plan attached. [E2016/5866](#)

Two notifiable incidents reported to the EPA for January and February 2024.

1. Wet Weather Bypass Ocean Shores STP. January 2024. [E2024/9655](#)

5 The north of Byron Shire LGA experienced heavy rainfall between 15 to 18 January 2024:

- o 180.2mm recorded at BOM weather station 58040: Mullumbimby (Fairview Farm);
- o The Ocean Shores STP rain gauge registered 205.5 mm for the same period.

This significant rainfall exceeded stormwater system capacity which resulted in inflow and infiltration into the sewerage network beyond the maximum capacity of the STP.

10 On Monday 15 January 2024 (7.40 pm), Council operators were notified (via SCADA) that a process bypass at the Ocean Shores Sewage Treatment Plant (STP) had occurred. Treatment was reinstated once flow rates were within the treatment capacity of the plant on 16 January 2024 (9.00 am).

15 The STP went into bypass later that day from (1.30 pm) until (6.00 am) the following morning 17 January 2024 when it was put back online because the inflows had reduced sufficiently. However, it did go out again for another 5 hours from Wednesday 17 January (8.20 am) until (1.30 pm).

20 During this time, all flows underwent primary screening and passed through the UV system. All raw sewage and stormwater was discharged via primary screening and UV treatment. No untreated sewage was discharged into the surrounding environment.

2. Faecal exceedance Byron Bay STP. February 2024. [E2024/18444](#)

On the 14 February 2024, Byron Shire Council recorded a Faecal Coliform exceedance at the Byron Bay STP 'EPA Identification #1 – Discharge to wetland' with a result of 650 cfu/100mL.

25 An immediate resample was undertaken on the 16th February 2024 which recorded 370 cfu/100mL.

The cause of this exceedance was due to a minor fault within the UV treatment at the Byron Bay STP. Repairs of the UV unit were undertaken on the 20th February 2024.

30 An additional resample was undertaken on 21st February 2024 which recorded a faecal coliform level of 5 cfu/100 mL. No untreated sewage was discharged into the surrounding environment.



WATER AND SEWERAGE SERVICES

POLLUTION INCIDENT RESPONSE MANAGEMENT PLAN

EPA Licences 572; 784; 830; 2522; 3404; 13266

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INTRODUCTION

This **INCIDENT MANAGEMENT PROTOCOL** must be understood by all Water and Sewerage staff, Indoor and Outdoor, and anyone working in and around Water and Sewer services. The aim of this document is to assist in dealing with Incidents ranging from minor interruptions of routine activities to major emergencies that place the public and environment in danger.

Incident management starts by understanding the following definitions:

Routine Activity - In this protocol, a **Routine Activity** is any event or situation that usually occurs during the normal course of a working day. This includes routine operation, preventative and planned maintenance, housekeeping and so on.

Capital Works Activity - This is any activity associated with the design, construction, installation, commissioning or testing of new plant, equipment and/or instruments.

Incident - An unexpected event or occurrence is defined as an **Incident**. This applies to any activity that is routine or associated with capital works projects. An Incident satisfies **any** one of the following:

- there is a threat to life and limb; or
- there is a threat to public health; or
- there is an immediate threat to the environment; or
- there is real damage to property; or
- normal conditions i.e. routine operation cannot be resumed within 4 hours.

Resolving an Incident - An Incident is considered to be 'resolved' once 'normal' operating or working conditions are resumed. This means that the problem has been fixed, the investigation is complete and all of the relevant/required details have been recorded.

The Responsible Person - The WRS staff member who initially witnesses or becomes aware of an Incident and is referred to in this protocol as the '**Responsible Person**'. All incidents will have a responsible person.

Coordinator – Where the protocol mentions the Coordinator it refers to the Team Leader or Officer who has, in normal circumstances, responsibility for operation of the asset or activity. Coordinator can **also be taken to mean the rostered On Call Officer if the incident occurs after hours.**

HOW TO DEAL WITH AN INCIDENT

All Incidents are notified in accordance with the procedure below:

1. Arrange for emergency services as required;
2. **The relevant operational Coordinator / Team Leader is to be notified of all incidents as soon as practicable (if the incident occurs outside working hours the On-Call Officer is to be notified);**
3. Assist the Coordinator / Team Leader to resolve Incident ensuring that 'normal' operating or working conditions are resumed;
4. Supply the operational Coordinator / Team Leader with written details of the Incident at the commencement of the next working day.
5. The operational Coordinator / Team Leader to inform the Manager Utilities.

For quick reference see the Flow Chart at the end of the document.

You may obtain assistance from fitters, electricians, engineers, your Team Leader, Team Leaders of other sections, emergency services such as Ambulance, Fire Brigade or Police, etc. as necessary.

Above all, the Responsible Person is accountable for ensuring their safety and the safety of others that may be nearby.

NOTIFICATION PROCEDURE

The notification procedure is followed in conjunction with **How to deal with an INCIDENT**

ESCALATION LEVELS

1. Operational Team Leader / On-Call Officer;
2. Manager Utilities;
3. Director of Infrastructure Services
Note: *The Mayor and General Manager are to be notified by the Director Infrastructure Services of any incidents that endanger or actually injure the public, or when the media might become involved.*

A maximum time limit of 15 minutes applies at any level in the notification process. If any person cannot be contacted for 15 minutes, the Incident must be escalated to the next level.

You may escalate through the process quicker if you feel it is necessary (See Table 1 for Contact List).

IF THERE IS THREAT TO LIFE AND LIMB

The Responsible Person must:

- Remove yourself from the risk/danger area.
- Assess whether assistance from emergency services such as Ambulance, Fire Brigade or Police is required;
- If emergency assistance is required, you '*the responsible person*' must ensure that **emergency services** are contacted immediately by:
 - Dialing **000** (you may also dial 112 on your mobile phone wherever there is a mobile service);
 - Asking for Ambulance, Fire Brigade, Police, Hazardous Materials (HAZMAT), Emergency Services or a combination;
 - Giving a clear description of the location, including the nearest crossroad and identifiable landmarks; and
 - Giving a clear description of the Incident, how many are injured, what damage is done etc.
 - Wait on the line until they say they have made contact in case further information is required.
 - Notify the Incident to the Operational Team Leader / On-Call Officer
- You may escalate through the process quicker if you feel it is necessary. (See Table 1 for Contact List).
- Secure the site to prevent others from entering the danger area until emergency services or council staff arrive at the scene, do not move any items unless it is obvious that they are life threatening or moving them will not destabilise the site.
- You may obtain assistance as necessary to secure the site.
- Assist the Operational Team Leader / On-Call Officer to resolve Incident ensuring that 'normal' operating or working conditions are resumed;
- Supply the Operational Team Leader / On-Call Officer with written details of the Incident.

IF THERE IS A RISK TO PUBLIC HEALTH

The Responsible Person must:

- Notify the Operational Team Leader / On-Call Officer of the Incident;
- Obtain assistance as necessary to secure the site and minimise the risk;
- The procedure for the control of overflows/bypasses/spills (sewage, chemical, fuel, etc.) at the site should be carried out in the following way:
 - For Toxic substances or unidentified substances:**
 - Seek medical attention for those who may be affected.
 - Seal off area and vacate the site.
 - Contact HAZMAT on 000 (or 112 on mobile) and explain the details of the spill.
 - Contact the Fire Brigade, Police or Emergency Services or a combination to assist;
 - Determine their expected time of arrival on site.
 - Do not attempt to collect or stop the leak.
 - Contact the Operational Team Leader / On-Call Officer and give details of what is happening.
- The Operations Team Leader / On-Call Officer is to contact Council's Environmental Health Officers (See Table 2 for Contact List);
- Council's Environmental Health Officer is to investigate; report and contact the Department of Health as required.
- Assist the Operational Team Leader / On-Call Officer to resolve Incident ensuring that 'normal' operating or working conditions are resumed;
- Supply the Operational Team Leader / On-Call Officer with written details of the Incident (use Asset Maintenance Record Sheet).
- The incident must be escalated as soon as possible to the Director Infrastructure Services, who will determine the media requirements.

Note: In terms of water breaks special care may be required for dialysis patients please refer to document attached or appended #242591 to Council staff only.

Please also refer to Australian Standard AS3500 1.2-1998 Section 11.

IF THERE IS IMMEDIATE THREAT TO THE ENVIRONMENT

The Responsible Person must:

- Notify the Operational Team Leader / On-Call Officer;
- Obtain assistance as necessary to secure the site and minimise the impact on the environment;
- The procedure for the control of overflows/bypasses/spills (sewage, chemical, fuel, etc.) at the site should be carried out in the following way:

For Toxic substances or unidentified substances:

- Refer to "IF THERE IS A THREAT TO PUBLIC HEALTH"

For Potentially Harmful Environmental substances:

- Attempt to stop the flow at the leaking container/source by placing sand or soil in the shape of a bund or levee.
 - If possible place absorbent type materials over the spill to soak up the substance and store in a container.
 - If a large spill provide bund or cut off walls at points along the flow direction to prevent the substance escaping into waterways, this may have to be done in several spots to store the quantity spilled.
 - Seek advice from senior staff on method of removal that could involve using specialist contractors.
- The Operational Team Leader / On-Call Officer is to contact Council's Environmental Health officers (See Table 2 for Contact List);
 - Council's Environmental Health officer will organise an inspection and sampling if required;
 - Assist the Operational Team Leader / On-Call Officer to resolve Incident ensuring that 'normal' operating or working conditions are resumed;
 - Supply the Operational Team Leader / On-Call Officer with written details of the Incident.
 - The Coordinator is to report the Incident to the Manager Utilities who will report to the EPA within 7 days, in accordance with Part 5.7 of the Protection of the Environment Operations Act 1997;
 - The Manager Utilities must notify all relevant authorities of incidents causing or threatening material harm to the environment immediately after the Manager Utilities becomes aware of the incident in accordance with the requirements of Part 5.7 of the Act;
 - If there is threat to the Brunswick River and Estuary, report the Incident to the NSW Food Authority. (See Table 2 for Contact List);
 - If there is a threat to the Maori Creek from the Bangalow STW including a bypass or overflow incident, call Rous Water and forward a copy of the incident report to them.
 - The Manager Utilities will escalate the incident as soon as possible to the Director Infrastructure Services, who will if required; contact the General Manager and the Mayor to determine the media requirements.

IF THERE IS REAL DAMAGE TO PROPERTY/ASSETS

The Responsible Person must:

- Notify the Operational Team Leader / On-Call Officer of the Incident;
- Obtain assistance as necessary to secure the site and minimise the damage and prevent any further damage;
- Assist the Operational Team Leader / On-Call Officer to resolve Incident ensuring that 'normal' operating or working conditions are resumed;
- Supply the Operational Team Leader / On-Call Officer with written details of the Incident.
- The Manager Utilities will escalate the incident as soon as possible to the Director Infrastructure Services, who will if required; contact the General Manager and the Mayor to determine the media requirements.
- The Manager Utilities will contact the Manager of Finance as soon as possible to report the Incident and organise an inspection of the site for insurance purposes (See Table 2 for Contact List).

IF NORMAL SERVICES CANNOT BE RETURNED WITHIN 4 HOURS

The Responsible Person must:

- Notify the Operational Team Leader / On-Call Officer of the Incident;
- Obtain assistance as necessary to return services to normal;
- The Operational Team Leader / On-Call Officer is to advise Administrative Staff of the situation so they may provide information to customer inquiries;
- Assist the Operational Team Leader / On- Call Coordinator to resolve Incident ensuring that 'normal' operating or working conditions are resumed;
- Supply the Operational Team Leader / On-Call Officer with written details of the Incident.
- The Manager Utilities will escalate the incident as required to the Director Infrastructure Services, who will if required contact the General Manager and the Mayor to determine any media requirements.

IMPORTANT NOTES

Visitors

All site visitors including but not limited to:

- Council staff;
- Contractors;
- Consultants;
- Temporary Staff;
- Representatives from other government agencies, etc.

must either be accompanied at all times by a member of staff **or** inducted/instructed to escalate incidents to the operational Coordinator or site Operator.

Providing Incident Reports

- It is the Responsible Person's role to provide a written report on an Incident **within 24 hours** of the event.
- The report will include any or all of the following information:
 1. The cause, time and duration of the event;
 2. The type, volume and concentration of every pollutant discharged as a result of the event;
 3. The name of employees or persons, who witnessed the event; and
 4. The name, address and business hours telephone number of employees and every other person (of whom the responsible person is aware) who witnessed the event;
 5. Action taken by the responsible person in relation to the event, including any follow-up contact with any complainants;
 6. Details of any action taken or proposed to be taken to prevent or mitigate against a recurrence of such an event;
 7. Any other relevant matters.
- This is to be submitted to the Operational Team Leader / On-Call Officer.
- Copies of this report must be provided to the Manager Utilities by the Operational Team Leader / On-Call Officer as soon as possible.

Transferring Responsibility

The Responsible Person **must at all times** be aware that they are responsible for resolving the Incident.

If the responsibility is to be transferred, the person to whom the Incident is being transferred must be clear that the responsibility for resolving the Incident now rests solely with them. This must be clearly stated and mutually agreed.

If at any time the Responsible Person is not clear about the responsibility for resolving the Incident, they must inform the Operational Team Leader / On-Call Officer who will assist. The Responsible Person must keep the Operational Team Leader / On-Call Officer informed about the Incident and what is being done to resolve it.

Generally speaking, the Responsible Person is most likely to be an Operator or Maintenance Person. In some cases, the Responsible Person may be the Operations Team Leader / On-Call Officer.

The Operational Team Leader / On-Call Officer may only be the Responsible person by:

- Identifying the Incident personally; or
- Agreeing to accept responsibility.

It is the **Coordinator's / Team Leader role to transfer responsibility** to the appropriate person as required.

If a member of the indoor staff receives notification of an incident they must immediately notify the Operational Team Leader / On-Call Officer who then becomes responsible for assessing the Incident, contacting emergency services if required, and then transferring responsibility for the Incident to an appropriate employee.

In circumstances where a person has relevant expertise, that person may assume responsibility for resolving the Incident but only after mutual agreement with the Operational Team Leader / On-Call Officer.

Pollution Incident Response Management Plan

This Incident Management Protocol covers the entire Water and Sewerage operations of Byron Shire Council. It has been reviewed and updated to incorporate the specific requirements of Part 5.7A of the POEO Act and the Protection of the Environment Operations (General) Regulation 2009.

In particular the requirements of clause 3.2 of the EPA Guideline: Preparation of Pollution Incident Response Management Plans have been applied. The risk assessments have been undertaken for each licence site. Chemical manifests and maps of each licence site have also been prepared and are contained in Appendix One of this updated protocol.

CONTACT LISTINGS

TABLE 1 – ESCALATION CONTACT LIST

A maximum time limit of 15 minutes applies at any level in the notification process. If any person cannot be contacted for 15 minutes, the Incident must be escalated to the next level.

ESCALATION LEVELS

1. Coordinator / Team Leader or On-Call Officer [After Hours];
2. Manager Utilities;
3. Director Infrastructure Services.

Note: *The Mayor and General Manager are to be notified by the Director Infrastructure Services of any incidents that endanger or actually injure the public, or when the media might become involved.*

ESCALATION LEVEL	POSITION	NAME	MOBILE	SITE	
1	Reticulation & Pump Station Team Leader [Working Hours]	David Parkinson	0408 537 121	Byron Depot 6685 9317	
	Water Team Leader [Working Hours]	Neil Ulrick	0409 365 178	Byron Depot 6685 9316	
	Asset Maintenance Systems Officer	Fleet Edwards	0427 284 897	Byron Depot 6685 9326	
	Environment and Recycling Systems Officer	Bryan Green	0428 280 730	Byron Depot 6685 9322	
	Team Leader Mechanical Maintenance	Marc Prosser	0417 773 183	Byron Depot 6685 9318	
	Sewer Treatment Team Leader [Working Hours]	Ray Collins	0417 210 011	Byron Depot 6685 9302	
	Team Leader Electrical Maintenance	James McQuaker	0408 425 490	Offsite	
	[After Hours] ON - CALL COORDINATOR			0439 603 935	
	Team Leader Waste Services	TBA	0437 402 447	Myocum Tip 6684 4870	
2	Manager Utilities	Peter Rees	0417 464 716	Byron Depot 6685 9306	
3	Director Infrastructure Services	Phil Holloway	0407 299 926	Mullumbimby 6626 7103	

BYRON SHIRE COUNCIL

TABLE 2 – ASSISTANCE AND REPORTING CONTACT LIST

DESCRIPTION	NAME	MOBILE	PHONE	EMAIL
EXTERNAL AGENCIES / AUTHORITIES				
FIRE AND RESCUE		-	000	
EPA HOTLINE		-	131 555	info@environment.nsw.gov.au
EPA GRAFTON	Scott Ensbey	0427 019 152	6640 2500	grafton@environment.nsw.gov.au Scott.Ensbey@environment.nsw.gov.au
WORKCOVER AUTHORITY		-	131 050	
BYRON DISTRICT HOSPITAL		-	6685 6200	
ROUS WATER		-	6623 3800	rousoperations@rouswater.nsw.gov.au
NSW FOOD AUTHORITY		-	1300552406	contact@foodauthority.nsw.gov.au
NORTHERN RIVERS AREA HEALTH SERVICE	SULLIVAN Geoff	0414 569 516	6620 7525	Geoff.Sullivan@ncahs.health.nsw.gov.au
DPI WATER	HENNESSEY Chris	0429 863 123	6627 0113	Chris.Hennessy@water.nsw.gov.au
ESSENTIAL ENERGY Faults and Emergencies		-	132 080	
DEPARTMENT of COMMERCE Lismore		-	6626 5600	
COUNCIL STAFF				
COUNCIL EMERGENCY AFTER HOURS			6622 7022	
ENVIRONMENTAL HEALTH OFFICERS	BINGHAM Michael	0407 454 699	6626 7057	Michael.bingham@byron.nsw.gov.au
	BARRATT Justine	0409 344 997		Justine.barratt@byron.nsw.gov.au
	CRAWFORD Julie			Julie.crawford@byron.nsw.gov.au
PUMP OUT SERVICES	Ballina Pumping Service	0437 963 976	6683 4843	ballinapumping@bigpond.com
	Tox Free Specialised Services	0417 790 722	6674 8841	a.morris@toxfree.com.au n.veivers@toxfree.com.au
	Summerland Environmental	0429 662 127	6687 2880	summerland@solo.com.au
SEWER MAINTENANCE TEAM	Team phones:	0448 247 868 0419 801 539 0418 603 721		
MAINTENANCE FITTERS	Dave Williams Adrian Smith Shane Howell	0417 213 405 0408 418 383 0417 455 157	6685 9318	marc.prosser@byron.nsw.gov.au (Team Leader)
SEWERAGE SYSTEM OPERATORS	Jeff Arthur Chris Rutherford	0417 778 974 0417 774 305	6685 9302	ray.collins@byron.nsw.gov.au (Team Leader)
WATER SYSTEM OPERATORS	ULRICK Neil	0409 365 178	6685 9316	neil.ulrick@byron.nsw.gov.au
	TAYLOR Dominic	0428 864 821		Dominic.Taylor@byron.nsw.gov.au
	HARTLEY Paul	0408 022 369		Paul.Hartley@byron.nsw.gov.au
	STUBBINGS Matt	0418 452 374		Matthew.stubbings@byron.nsw.gov.au

BYRON SHIRE COUNCIL

DESCRIPTION	NAME	MOBILE	PHONE	EMAIL
SCADA/ ELECTRICAL	McQUAKER James	0408 425 490		james.mcquaker@byron.nsw.gov.au chris.pearson@byron.nsw.gov.au
	PEARSON Chris	0409 111 265		
	MEEHAN Justin	0447 480 186		
SENIOR ENGINEER SYSTEM PLANNING	BAULCH Dean	0418 463 885	6685 9305	dean.baulch@byron.nsw.gov.au
MANAGER UTILITIES	REES Peter	0417 464 716	6685 9306	peter.rees@byron.nsw.gov.au
MANAGER FINANCE	Manager	-	6626 7000	
MEDIA COMMUNICATIONS OFFICER	JOHNSTON Donna	0419 609 189	6626 7320	Donna.johnston@byron.nsw.gov.au
CONTRACTORS				
PUMP OUT SERVICES	Ballina Pumping Service	0437 963 976	6683 4843	ballinapumping@bigpond.com
	Tox Free Specialised Services	0417 790 722	6674 8841	a.morris@toxfree.com.au n.veivers@toxfree.com.au
	Summerland Environmental	0429 662 127	6687 2880	summerland@solo.com.au
ELECTRICAL CONTRACTORS	Steve Hayman Darren Stapleton	0414 801 598 0428 627 026	6680 1598	
BASHFORTHS CONTRACTING	John Bashforth Martin Tolley	0418 889 770	6685 1337	
MEDIA CONTACT LIST				
ABC North Coast	Talkback		1300659994	-----
	Lismore office		6627 2011	abcnorthcoast@your.abc.net.au
	Newsroom		6627 2030	news.lismore@abc.net.au
Bay FM			6680 7999	info@bayfm.org
Radio 900 2LM / 100.9 ZZZ FM			6624 2433	zzz2lm@bigpond.net.au

**INCIDENT MANAGEMENT PROTOCOL
BRIEF STEP BY STEP GUIDELINE**

This brief step by step guideline does not replace, but is to be used in conjunction with, the Incident Management Protocol.

The person who initially witnesses or becomes aware of an incident is the **Responsible Person** to carry out the following steps.

- If there is a threat to the Brunswick River and Estuary, the Oyster Growers are to be advised immediately through the NSW Food Authority. The time and date of notification is to be recorded.
- Advise the Coordinator as soon as possible with details of reportable incidents or to request assistance.
- If there is a threat to the environment take action to minimize the effect.

Coordinator / Team Leader

It is the Coordinator's / Team Leader's responsibility to carry out the following steps.

- Advise Council's Environmental Health Officers when necessary.
- Advise the Manager.
- If there is a threat to the environment, take action to minimise the effect.

Manager Utilities

Provide a written report to the EPA in accordance with licence conditions.

If there was a threat to the Brunswick River and Estuary, NSW Food Authority to receive a copy.

PIRMP REVIEW AND TESTING

This Protocol is to be tested on an annual basis (at least once every 12 months).

It is recommended that the testing is carried out by the operators, using a desktop simulation with practical exercisers or through an incident drill. All contacts, including names and numbers, are to be reviewed and updated as required.

Plans must also be tested within one month of any pollution incident occurring, in the light of that incident, whether the information included in the plan is accurate and up to date, and the plan is still capable of being implemented in a workable and effective manner.

TESTING METHOD	COMMENTS	TESTER NAME	TESTING DATE
Simulation provided and assessed by External Reviewer			January 2016

PROTOCOL AMENDMENT RECORD

This Protocol is Council's Water and Waste Service Department Incident Management Protocol for dealing with incidents ranging from minor interruptions to routine activities, to major emergencies placing the public and environment in danger.

The amendment code indicated is 'A' for additional script 'M' for modification and 'O' for omission of script.

Amendment Sequence No.	KEY TOPIC ADDRESSED IN AMENDMENT	Amendment Code	Author Name	Amendment Date
Edition 6	All	A, M & O	Dean Baulch	15 October 2003
6.1	Update NSW Shellfish Program contact person (Table 2). Delete departed Council employees (Table 3).	M	Dean Baulch	04 May 2004
Edition 7	All	A, M & O	Dean Baulch	01 March 2006
7.1	Update contacts (Table 2). Delete departed Council employees (Table 3).	M & O	Dean Baulch	18 April 2008
7.2	Update contacts (Table 2) Delete departed council employees (Table 3)	A, M & O	Julie Griffin / Dean Baulch	December 2008
7.3	Update contacts (Table 2) Delete departed council employees (Table 3) Updated Positions and titles to reflect WS Operations restructure Removed Mayor from escalation protocol	A, M & O	Peter Rees	March 2011
7.4	Update contacts Update protocol to include EPA requirements for Pollution Incident Response Management Plans	A, M & O	Peter Rees	August 2012
7.5	Update contacts (Council restructure) Update protocol to include annual testing regime.			January 2016

See #537957 – Distribution List

INCIDENT RESPONSE FLOW CHART

APPENDIX ONE – RISK ASSESSMENTS

Byron Bay Sewage Treatment Plant Risk Assessment (document E2012/2193)
Byron Bay Plant Layout (document DM682237)
Byron Bay Chemical Manifest (document DM1261073)
Brunswick Valley Sewage Treatment Plant Risk Assessment (document E2012/2191)
Brunswick Valley Plant Layout (document 1164757)
Brunswick Valley Chemical Manifest (document DM1261073)
Bangalow Sewage Treatment Plant Risk Assessment (document E2012/2194)
Bangalow Plant Layout (document #DM761777)
Bangalow Chemical Manifest (document DM1261073)
Ocean Shores Sewage Treatment Plant Risk Assessment (document E2012/2192)
Ocean Shores Plant Layout (document DM526947)
Ocean Shores Chemical Manifest (document DM1261073)



Ref: #E20241/9655
116.2024.13.1
Contact: Jason Stanley

12th February 2024

NSW EPA
info@epa.nsw.gov.au

Dear Sir / Madam,

Reference: EPA Licence # 784 - Byron Shire Council self-report, wet weather process exceedance for faecal coliforms above the hundred percental at Ocean Shores STP EPA Ref: 27136

(a) The cause, time and duration of the event

The north of Byron Shire LGA experienced heavy rainfall between 15 to 18 January 2024:

- 180.2mm recorded at BOM weather station 58040: Mullumbimby (Fairview Farm);
- The Ocean Shores STP rain gauge registered 205.5 mm for the same period.

This significant rainfall exceeded stormwater system capacity which resulted in inflow and infiltration into the sewerage network beyond the maximum capacity of the STP.

On Monday 15 January 2024 (7.40 pm), Council operators were notified (via SCADA) that a process bypass at the Ocean Shores Sewage Treatment Plant (STP) had occurred. Treatment was reinstated once flow rates were within the treatment capacity of the plant on 16 January 2024 (9.00 am). The STP went into bypass later that day from (1.30 pm) until (6.00 am) the following morning 17 January 2024 when it was put back online because the inflows had reduced sufficiently. However, it did go out again for another 5 hours from Wednesday 17 January (8.20 am) until (1.30 pm).

During this time all flows underwent primary screening and passed through the UV system.

(b) The type, volume and concentration of every pollutant discharged as a result of the event

All raw sewage and stormwater was discharged via primary screening and UV treatment.

No untreated sewage was discharged into the surrounding environment.



TRADITIONAL HOME OF
THE BUNDJALUNG PEOPLE

ALL COMMUNICATIONS TO BE
ADDRESSED TO THE GENERAL MANAGER
PO Box 219 Mullumbimby NSW 2482 (70-90 Station Street)
E: council@byron.nsw.gov.au
P: 02 6626 7000 F: 02 6684 3018
www.byron.nsw.gov.au ABN: 14 472 131 473

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(c) The name, address and business hours telephone number of employees or agents of the licensee; or a specified class of them, who witnessed the event.

Marc Prosser	BSC On-call Coordinator	0439 603 935
Dominic Taylor	STP Coordinator	0428 864 821
Chris Rutherford	STP operator	0417 778 974

(d) The name, address and business hours telephone number of every other person (of whom the licensee is aware) who witnessed the event, unless the licensee has been unable to obtain that information after making reasonable effort;

None.

(e) Action taken by the licensee in relation to the event, including any follow-up contact with any complainants.

- During and after the incident, operators monitored and adjusted treatment to correct high faecal coliform count in effluent.
- Council operators carried out additional sampling at the effluent discharge point (EPA3) and in addition, monitoring of water quality upstream and downstream of the STP outfall at:
 - Brunswick Valley upstream of Ocean Shores STP (Federation bridge Mullumbimby)
 - Brunswick Valley downstream of Ocean Shores STP (Massey Greene Boat Ramp, Ocean Shores)

(f) Details of any measure taken or proposed to be taken to prevent or mitigate against a recurrence of such an event;

- Take wetland offline to reduce vegetation load that is breaking up and flowing with the effluent to the UV disinfection.

Yours sincerely



Cameron Clark
Manager Utilities

Enc:

- Tweed Laboratory Centre Certificates of analysis:

BYRON SHIRE COUNCIL

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- 240260-OS STP Results 17/01/24
- 240294-OS STP Results 19/01/24
- 240336-OS STP & Receiving Water Results 25/01/24

Summary of Testing Results:

Limits	EPA 3							
	BOD5	Thermotolerant Coliforms	GO	NH3-N	pH	SS	TN	TP
90 th %ile Max	15	200		5		20	15	1.0
100 th %ile Min					6.5			
100 th %ile Max	35	600	10	10	8.5	40	25	3
Units	mg/L	cfu/100mL	mg/L	mg/L	pH units	mg/L	mg/L	mg/L
20/12/2023	3.3	100	<2	0.68	7.0	3.0	1.71	0.14
3/01/2024	<1	410	<2	2.70	7.2	3.0	3.54	0.18
17/01/2024	2.4	1750	<2	3.10	6.9	4.0	4.21	0.23

Parameter	Upstream of OS STP BR07 - Federation Bridge Boat Ramp	Downstream of OS STP BR04 - Ferry Reserve Boat Ramp
	Thermotolerant Coliforms	Thermotolerant Coliforms
Units	cfu/100mL	cfu/100mL
23/01/2024	740	50



Council Reference: #E2024/18444
 EPA Reference: 116.2024.13.1
 Contact: Jason Stanley

22nd February 2024

NSW EPA
info@epa.nsw.gov.au

Dear Sir / Madam,

Reference: EPA Licence # 3404 - Byron Shire Council self-report, faecal coliforms above 100 percentile concentration limit at Byron Bay STP EPA Ref: 27136

(a) The cause, time and duration of the event

On the 14th February 2024, Byron Shire Council recorded a Faecal Coliform exceedance at the Byron Bay STP 'EPA Identification #1 – Discharge to wetland' with a result of 650 cfu/100mL.

An immediate resample was undertaken on the 16th February 2024 which recorded 370 cfu/100mL.

The cause of this exceedance was due to a minor fault within the UV treatment at the Byron Bay STP. Repairs of the UV unit were undertaken on the 20th February 2024.

An additional resample was undertaken on 21st February 2024 which recorded a faecal coliform level of 5 cfu/100 mL.

(b) The type, volume and concentration of every pollutant discharged as a result of the event

No untreated sewage was discharged into the surrounding environment.

(c) The name, address and business hours telephone number of employees or agents of the licensee; or a specified class of them, who witnessed the event.

Jason Stanley	Operations Engineer	0408 553 182
Dominic Taylor	Acting Team Leader Treatment Systems	0428 864 821
Chris Rutherford	STP operator	0417 778 974



TRADITIONAL HOME OF
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- (d) The name, address and business hours telephone number of every other person (of whom the licensee is aware) who witnessed the event, unless the licensee has been unable to obtain that information after making reasonable effort;**

None.

- (e) Action taken by the licensee in relation to the event, including any follow-up contact with any complainants.**

- Council operators carried out additional sampling at EPA Identification #1 – Discharge to wetland'
- Council electricians investigated and repaired the fault within the UV treatment unit at the Byron Bay STP.

- (f) Details of any measure taken or proposed to be taken to prevent or mitigate against a recurrence of such an event;**

- Council electricians have undertaken a full review of UV related alarms in Council's SCADA system across all Sewage Treatment Plants to mitigate against a recurrence of this fault.
- The Byron Bay STP UV system is planned for full service in March 2024.

Yours sincerely



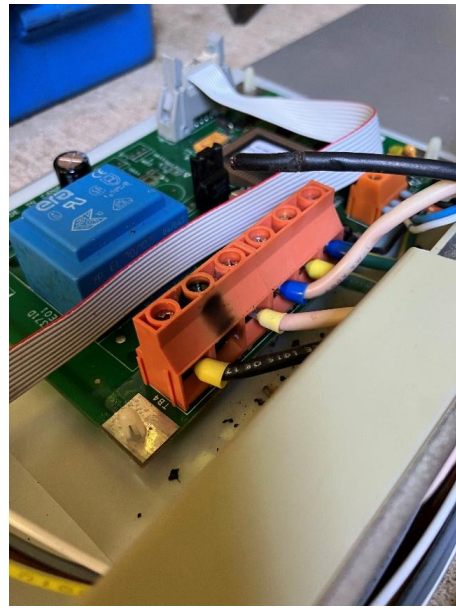
Cameron Clark
Manager Utilities

Enc:

- Tweed Laboratory Centre Certificates of analysis:
 - 240641 Byron STP Results 14/02/2024
 - 240674 Byron STP Results 16/02/2024
 - 240769 Byron STP Results 21/02/2024

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Photos from Byron Bay UV treatment system investigation



FOR INFORMATION ONLY

Report No. 6.1 Development Assessment

Directorate: Infrastructure Services

5 **Report Author:** Dean Baulch, Principal Engineer, Systems Planning

File No: I2024/746

Summary:

10 The Utilities assessment process operates concurrently with the Development Application process and generally finishes well before the Planning Department completes its report. Utilities assessments currently average 80 days, aligning with the Council's key performance indicator (KPI) that no more than 15% of development applications exceed 100 days.

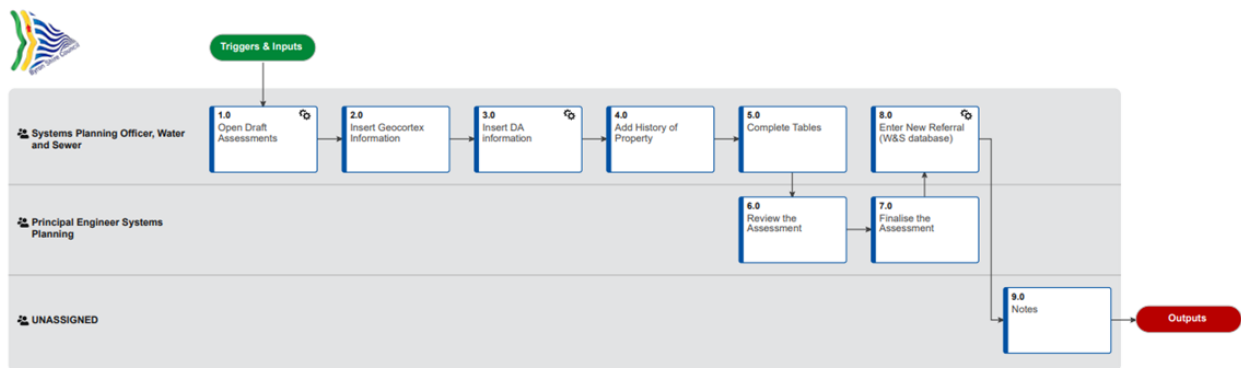
15 Effective coordination between the Planning Department and Utilities is maintained through a live priority spreadsheet, ensuring timely completion of assessments and adherence to deadlines.

Report

At the Council Meeting of 18 April 2024 it was resolved (Res No.24-161) that the Committee:

- 5 2. *Receives more detailed info on times per ET assessment and on the impact of that on planning assessment time, and on how times can be reduced.*

The flow chart for processing an Equivalent Tenement assessment for a Development Application; Complying Development or s68 application is shown as follows:



10 Once the Utilities staff receive a referral the clock will commence. The clock is based on calendar days, not business days.

Processing times are dependent on available resources, generally only one (1) FTE is available for assessment. If there is an influx of applications then the assessment time will increase, if the one FTE is on leave, then the assessment time will increase. If there are more resources provided then the assessment time will decrease.

15 Assessment times also increase when applicants don't submit essential information and staff are required to request additional information from applicants.

20 Assessment times for the Utilities component do not affect nor impact the total assessment times for Development Application. The assessment by Utilities is done concurrently and 99% of the time it is completed well before the Planning Department have their report ready.

Council has set the KPI that there should be no more than 15% of all development applications over 100 days old. Utilities currently average 80 days to close an assessment.

25 Coordination between the Planning Department and Utilities is well established with a 'live' priority spreadsheet informing all participants when deadlines require additional effort to complete assessments.