













Service Level Agreement Reporting: Byron Shire Council

Bulk Water Supply

Performance indicator	Service level	Responsibility	Resp. Person	Target	Result to 30 Jun 2019	Comment	Status at 30 Jun 2019
A1.2 Water quantity and security							
Bulk supply of treated water to You (annual demand).	In accordance with the projections contained in the Future Water Strategy dated 2014.	Rous County Council	SC			Annual demand met. Usage provided to Council in monthly reports.	 Green
Bulk supply of treated water to You (peak day demand).	In accordance with the projections contained in the 'Rous County Council Long Term Peak Day Demand Forecast' dated February 2013.		SC	100% of the time		No restrictions on supply or inability to meet bulk supply point demands	 Green
Assist in the compilation of future iterations of both the Future Water Strategy and Long Term Peak Day Demand forecast.	Keep accurate records of retail customer usage, in accordance with Table A1.6.3 and the Office of Water's minimum data requirements and data format.	Constituent Councils					
A1.2.3 Reservoir service and notification levels							
Maintain supply to meet agreed average daily demand to Your supply reservoirs.	In accordance with Table A1.2.3	Rous County Council	BrF	100% of the time		Byron Bay reservoir dropped below 65% on 08/07/2019 (7:30pm to midnight)	 Amber
	Planned departures advised min. 7 days prior	Rous County Council	BrF	100% of the time		Advised on St Helena 525 main shutdown 18/09/2019 for works on 09/10/2019	 Green
	Unplanned departures reported within 1 hour of the incident being observed by RCC	Rous County Council	BrF	100% of the time		Unplanned shut down of Nightcap advised on 25/10/2019 Advised of potential impact of Mt Nardi fire 11/11/2019 - updated 12/11/2019	 Green
Calibration of the level sensors at Your reservoirs.	Annually.	Rous County Council	BrF	Once a year			 Green
A1.2.4 Measurement of bulk water supply							
Measurement of water supplied.	Flow meters operational at all points of supply.	Rous County Council	SC	100% of the time	100%	No flowmeter downtime recorded in SCADA	 Green
	Daily records made.	Rous County Council	SC	100% of the time	100%	Flow data recorded continuously in SCADA	 Green
Flow meter read for billing purposes.	Monthly.	Rous County Council	SC	100% of the time	100%	Flow data recorded continuously in SCADA	 Green
Flow meter maintenance/renewal.	Continuously monitor and action any faults detected by the self-verification.	Rous County Council	SC	100% of faults detected repaired	100%	Pulse output failed on Coopers Shoot meter. No impact on flow measurement.	 Green
	Inaccurate meters repaired or replaced.	Rous County Council	SC	100% of faulty meters repaired or replaced	100%	All meters passed verification for accuracy	 Green
	As per manufacturer's recommendations.	Rous County Council	SC	100% of scheduled meters maintained or renewed	100%	No meters scheduled to be replaced this financial year	 Green

Performance indicator	Service level	Responsibility	Resp. Person	Target	Result to 30 Jun 2019	Comment	Status at 30 Jun 2019	
Flow meter calibrated.	Meet or exceed NMI R 49-1 Class 1 accuracy at time of installation.	Rous County Council	SC	100% of flowmeters meet or exceed requirement at time of installation	100%	All bulk meters meet or exceed NMI R 49-1 Class 1 accuracy		Green
Compliance actions and processes (including field inspection, checks and reporting).	As required to ensure that individual meters or populations of meters satisfy the requirements of this Agreement.	Rous County Council	SC	100% compliance - no outstanding actions	100%			Green
Flow meter electronic verification (self-verifying).	Every 3 years in accordance with the manufacturer's recommendations.	Rous County Council	SC	No outstanding deficiencies or compliance matters	100%	All self-verifying bulk meters verified as per schedule. Rous currently investigating further roll-out of self-verifying bulk flow meters.		Green
Flow meter electronic verification (non-verifying).	Annually in accordance with the manufacturer's recommendations.	Rous County Council	SC	Once a year		All non-verifying bulk meters are verified annually between May and June		Green

A1.2.5 Demand Management

Regional Demand Management Plan in place.	Jointly developed and compliant with NSW Best-Practice Management of Water Supply and Sewerage Framework produced by the NSW Department of Primary Industries – Water.	Rous County Council & Constituent Councils	AL	Plan considered to be compliant.		Existing plan remains in place and operational		Green
	Sets out roles and responsibilities of all parties.	Rous County Council & Constituent Councils	AL	Roles and responsibilities clearly defined for all parties.		Yes, defined in existing plan.		Green
	Provide secretariat services for the preparation and management of the plan.	Rous County Council	AL	Plan is in place and being implemented in accordance with funding.		Yes, implementation of the existing plan continues until a new plan adopted.		Green
Revise Regional Demand Management Plan.	Every 4 years.	Rous County Council and Constituent Councils	AL	Completed in 17/18		Regional Demand Management Plan adopted in June 2018.		Green

A1.2.6 Restriction of supply

A1.2.6.1 Drought Management Plan

Regional Drought Management Plan in place.	Jointly developed and compliant with NSW Best-Practice Management of Water Supply and Sewerage Framework produced by the NSW Department of Primary Industries – Water.	Rous County Council and Constituent Councils	AL	Regional Drought Management Plan in place.		In place. Adopted in August 2016.		Green
	Local Drought Management Plans consistent with Regional Plan.	Constituent Councils						
Revise Regional Drought Management Plan.	Every 4 years.	Rous County Council and Constituent Councils	AL			Adopted in August 2016.		Not Currently Applicable

A1.2.7 Continuity of supply

Emergency management and continuity of supply procedures in place.	Structured restriction and restoration of services.	Rous County Council and Constituent Councils	AL	Plan in place and compiled with.		No changes required.		Green
Contact details current.	Reviewed every Liaison Committee meeting.	Rous County Council and Constituent Councils	AL	Contact details updated as required at 4 meetings each year		Not updated at Nov 2019 mtg.		Amber

A1.2.8.1 Water filling stations

Notification of interruption from agreed performance targets	Planned interruptions advised minimum 7 days prior to action.	Rous County Council	SC	100% of the time	90%	Planned interruption to water supply affected Bangalow Fill Station and users were not advised. Consideration of WFS interruptions now included in interruption checklist. Notice is attached to WFS of upcoming interruptions.		Amber
	Unplanned interruptions advised maximum 1 hour after the incident is observed by Rous County Council.		SC	100% of the time	50%	Advice of unplanned interruptions is not always given to WFS users. This is above service level given to rural customers - Suggest remove from SLA		Amber
Duration of interruption from agreed performance targets	Planned interruptions are a maximum 8 Hours duration.	Rous County Council	SC	100% of the time	90%	Planned interruptions on bulk water supply pipelines typically take longer than 8 hours due to time to drain and refill the pipelines.		Amber
	Unplanned interruptions are a maximum 24 hours after the incident is observed by Rous County Council.		SC	100% of the time	100%	No unplanned interruptions on Rous infrastructure affecting WFS greater than 24 hours.		Green

Performance indicator	Service level	Responsibility	Resp. Person	Target	Result to 30 Jun 2019	Comment	Status at 30 Jun 2019
-----------------------	---------------	----------------	--------------	--------	-----------------------	---------	-----------------------

A1.2.9 Notification of departures from targets and reporting of incidents - quantity

Notification of departure from agreed water quantity targets (including reservoirs).	Planned quantity departures advised a minimum 7 days prior to action.	Rous County Council	GMO	100% of the time		Notified 18/09/2019 of planned shut down of St Helena 525 main on 9/10/2019		Green
	Unplanned quantity departures advised a maximum 1 hour after the incident is observed by Rous County Council.		GMO	100% of the time		Unplanned water supply interruption at Nightcap advised 25/10/2019 (did not result in departure from agreed water quantity targets) Emailed re potential impact to NCWTP 11/11/2019 - update sent 12/11/2019 & 18/11/2019		Green
Notification of incidents in area of responsibility that may impact on the bulk water supply.	Critical incident: Notification in accordance with the emergency management and continuity of supply procedures.	Constituent Councils						
	Non-critical incident: To the group email address within 24 hours of incident being observed/reported.	Constituent Councils						
	Reported to next scheduled Liaison Committee meeting.	Rous County Council and Constiuent Councils	GMO	Incidents reported as required at each of the 4 meetings held in a year				Green

A1.2.10 Responsibility for infrastructure access

Safe workplace provided.	Facility owner to advise the other party of the following: (i). Nature and duration of the hazard or restriction on access (ii). Restrictions that apply during this time (iii). Any changes to the restrictions due to modifications or improvements; (iv). That the facility has been restored to a safe or normal operation status.	Rous County Council	GMO	Advice provided as required.		No occurrences.		Green
		Constituent Councils						
Instances of planned activities unable to be carried out due to access restriction.	Reported to next scheduled Liaison Committee meeting.	Rous County Council	GMO	Instances reported as required at each of the 4 meetings held in a year.		No occurrences.		Green

A1.3 Water Quality

Water supplied by Us to You.	In accordance with the Rous County Council Drinking Water Quality Management System.	Rous County Council	GMO	100% of the time		See below.		Green
	Meets Australian Drinking Water Guidelines.	Rous County Council	GMO	100% of the time		Complied		Green
Drinking Water Management System approved by the NSW Ministry of Health.		Rous County Council	GMO	Annual Report completed on schedule		Annual report submitted 4 Jan 2019.		Green
Bulk water supply water quality parameters for bulk sell points.	Free chlorine residuals at sell points	Rous County Council	GMO	100% of the samples		See below		Green

A1.3.3 Notification of departure from targets and reporting of incidents - quality

Notification of departure from agreed water quality targets.	Notification of <i>E. coli</i> is made a maximum of 2 hours after positive result received by Rous County Council.	Rous County Council	BrF	100% of the time		No occurrences		Green	
	Minimum free chlorine residual:								
	- Less than target and isolated: Monthly Report.		GMO	Instances reported as required by 15th of each month.					Green
	- Less than target for two consecutive weeks: maximum 24 hours after second consecutive result received by Rous County Council.		BrF	100% of the time		No occurrences			Green
	- Less than 0.2 mg/L: maximum 4 hours after result received by Rous County Council.		BrF	100% of the time		No occurrences			Green
	All other parameters:								
	- Maximum 24 hours after result received by Rous County Council.		BrF	100% of the time		pH exceedance at Yamble Dr Res Inlet on 18/11/2019 Email sent 14/11/2019 warning of elevated pH in network			Amber
	- Summary of exceptions notified by Monthly Report.		GMO	Instances reported as required by 15th of each month.					Green


Performance indicator	Service level	Responsibility	Resp. Person	Target	Result to 30 Jun 2019	Comment	Status at 30 Jun 2019
-----------------------	---------------	----------------	--------------	--------	-----------------------	---------	-----------------------

A1.4 Development standards

A1.4.1 Land rezoning


Remittance of all developer charges collected by You on Our behalf.	Monthly reconciliation of number of ETs and associated DA consent conditions.	Constituent councils					
---	---	----------------------	--	--	--	--	--

A1.4.2 Development Control and applications

Provision of Development Control and Applications	On a quarterly basis, we will provide You with GIS information on our: (a). bulk supply infrastructure, (b). future water sources (c). existing catchment areas, and (d). the extent of Our reticulated supply.	Rous County Council	SC	GIS information provided 4 times per year.		Data supplied quarterly.		Green
---	---	---------------------	----	--	--	--------------------------	---	-------

A1.5 Catchment management

A1.5.1 Catchment Management Plans

Develop Catchment Management Plan.	Risk based plans prepared for each of the Rous County Council Regional Water Supply Catchment areas, in consultation with the constituent councils and other relevant stakeholders.	Rous County Council & Constituent Councils	AA	Plans in place for each water supply catchment		In place and operational.		Green
Develop Catchment Management Plan implementation plan.	For each Catchment Management Plan.	Constituent councils						