



Launceston community views considered in future sewerage plans

More than half of Launceston's residents support TasWater's option of rationalising the city's seven sewage treatment plants down to one, according to a recent survey undertaken to get community views on the three major options being considered by TasWater.

A business case to decide which option is to be fully scoped was presented to TasWater's Board in December.

"The Launceston Sewerage Improvement Project (LSIP) will be one of the state's largest investments in upgrading and rationalising urban sewerage infrastructure," TasWater's CEO, Michael Brewster, said.

"It is likely to take at least seven years to complete from planning to construction and with an estimated cost of around \$90 million for the first stage, it was important for us to begin engaging with the Launceston community to give them information about the options we have been considering and

ask their views on where their preferences lie," he said.

The project will address ageing infrastructure at the city's seven sewage treatment plants – Ti Tree Bend, Newnham, Hoblers Bridge, Norwood, Prospect, Riverside and Legana. Together, these service the greater Launceston area of 75,000 residents and businesses.

While early concept planning has been underway since 2013, TasWater commenced stakeholder and community engagement in mid 2014 to understand the views of the Launceston community.

The three main options – to upgrade each plant, to rationalise from seven plants to one major plant, or to close most plants and re-use treated wastewater through a new plant south of Launceston – were outlined to the community in person, in local media, online and through a survey.

Major rationalisation had the strongest support, with 53 per cent of those surveyed supporting rationalisation, or rationalisation with upgrade or re-use elements. The main reasons mentioned for supporting this option were its lower cost, perceived value for money, the benefit of having new infrastructure and the advantages of being able to use some of the existing infrastructure.

The options associated with upgrading sites were supported by around 42 per cent of the community (respondents could choose more than one preference).

For more information about LSIP, TasWater has information on its website at www.taswater.com.au/Community--Environment/Water---Sewerage-Improvement-Projects/LSIP

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This newsletter is produced by TasWater to discuss emerging water industry news and developments. Together with our customer newsletters, it can be found on our website at www.taswater.com.au. If you prefer to receive this newsletter electronically, please email us at communications@taswater.com.au

Capital program to deliver major economic benefits for Tassie businesses

Tasmanian businesses will benefit over the coming decade as TasWater gears its capital expenditure to more than \$100 million each year to upgrade water and sewerage infrastructure.

“In 2013-14 we spent \$78 million on capital works around Tasmania and 79 per cent of our suppliers and contractors for these works were Tasmanian-based businesses,” TasWater’s General Manager Asset Management, Andrew Moir, said.

“Apart from the obvious economic benefits for local firms, fit-for-purpose upgrades over the coming decade will largely bring all of our infrastructure up to appropriate standards without any gold plating,” he said.

According to TasWater, the top priorities will be improving water quality in more than 20 townships that cannot consume or need to boil their water, and addressing poorly performing chlorination and fluoridation systems.

For sewerage services, the key priorities are improving sewage treatment to meet environmental standards and upgrading the sewage network, including pump stations. Rationalisation of treatment plants will be a particular focus in urban areas in Launceston and Hobart.



Altus contractor, Jesse Dunn



Fingal Water Treatment Plant under construction

MAJOR PROJECTS STARTING UP:

- King Island Water Supply Upgrade, \$15.6 million, treatment plant at Grassy and pipeline to Currie
- Flinders Island, \$11 million, treatment plants at Whitemark and Lady Barron
- Margate Water Supply Stage 2, \$5.2 million, part of a project to supply additional treated water to the Blackmans Bay, Margate and Snug areas
- Kingborough Sewerage Project, \$44 million, upgrade of Blackmans Bay Sewage Treatment Plant, decommissioning plants at Electrona and Margate and a pipeline to take effluent to Blackmans Bay
- Hamilton, Ouse and Tunbridge Water Supply, \$5.9 million
- Ridgeway Dam upgrade project, \$15 million, safety improvements
- Tolosa Water Supply Project \$24 million, construction of storage tanks
- Rosebery water and sewerage upgrades, \$15 million, new water and sewerage treatment plants
- Ti Tree Bend Sewage Treatment Plant digester upgrade, \$4 million, upgrades to existing digesters
- Ringarooma Valley Water Scheme, \$10.5 million, pipeline and water treatment plant supplying drinking water to Ringarooma, Legerwood, Branxholm and Derby
- Conglomerate Dam Upgrade, \$4.2 million, upgrades to dam wall
- Mole Creek Water Treatment Plant, \$2.8 million, supply of treated water to Mole Creek
- Burnie sewerage and treatment upgrades, \$7.3 million
- Bridport Waste Water Treatment Plant, \$4.9 million, establishment of a water reuse scheme.

MAJOR PROJECTS COMPLETED IN 2014

- Westbury Water Treatment Plant, \$8 million, delivering water to Westbury, Hagley and Exton
- Lauderdale Sewerage Project, \$8.2 million, delivering reticulated sewerage and reducing the risk of environmental impact from septic tank deterioration
- Taroona-Sandy Bay sewage pipeline and the Taroona Sewage Plant decommissioning project, \$5 million, reducing the risk of environmental damage
- Forth-Paloona Treated Water Supply, \$9.5 million, delivering treated water to Kelcey Tier, Melrose and Paloona
- Deloraine sewage treatment upgrade, \$3.8 million, treatment plant improvements
- Bracknell Water Treatment Plant, \$2.7 million, delivering treated water to Bracknell
- Fingal Water Treatment Plant, \$3.9 million, delivering treated water to Fingal.

Proposed 2015-18 water prices aim for equity

More than 95 per cent of TasWater's customers will be paying the same price for the same service by 2018 – two years ahead of schedule – if TasWater's draft Price and Service Plan (PSP) 2015-18 is accepted by the Tasmanian Economic Regulator.

Pricing and service levels for water and sewerage services are proposed by TasWater and assessed and approved by the Economic Regulator for each regulatory period. Since the first water industry reform in 2009, TasWater and its predecessor water corporations steadily worked towards achieving pricing equity after inheriting thousands of pricing rates.

According to TasWater's CEO, Michael Brewster, there has been some progress since 2009 in moving customers from many different prices to one for each service. While around 72 per cent of customers are paying target tariff prices for water, only 35 per cent are for sewerage services.

“In each price and service regulatory period, more and more customers are moved up or down to what we call the target tariff, Mr Brewster said.

“Most customers moving upwards are now paying a fair price for their services. For those customers who should be paying less, we hope to accelerate that process by reducing the price over and above the target tariff by a third each year in 2015, 2016 and 2017.”

The draft PSP sets out the proposed pricing transition for different customer groups, summarises the proposed capital expenditure program and the expected outcomes, and presents key policies for the second regulatory period.

The PSP is a critical part of TasWater's major requirement to bring ageing and poorly performing assets up to acceptable standards.

TasWater's draft Price and Service Plan can be seen online at www.taswater.com.au/Your-Account/Price---Service-Plan/Price-and-Service-Plan

The PSP is currently being assessed by the Tasmanian Economic Regulator which plans to consult publicly in early 2015. For more information, go to www.economicregulator.tas.gov.au

Zero Harm mandate delivers safety improvements



TasWater's Peter Burnaby at work in Blackmans Bay

The total number of injuries experienced by TasWater employees at work is falling as employees feel increasingly empowered to live up to the organisation's new Zero Harm mandate, according to Cathy Cuthbertson, TasWater's People and Safety General Manager.

“Since the start of this financial year, we've seen a 25 per cent decrease in our Total Recordable Injury Rate and a 49 per cent decrease in the Lost Time Injury Rate,” Ms Cuthbertson said.

“While this is a very pleasing trend, we remain highly committed to turning our safety culture around to one in which every employee goes home safely at the end of the work day to be with the people they care for,” she said.

“Our Zero Harm program has us addressing every aspect of the workplace, from the way people think about and approach each job through to ensuring the processes and systems support a safe workplace.”

“We are also placing a greater emphasis on no-blame reporting, so that we can be confident about the information we are gathering.”

Ms Cuthbertson said the data from an increased reporting focus is being used to address infrastructure shortcomings that are placing people at risk. An example of this is the \$5 million switchboard replacement program to bring electrical infrastructure up to safe and appropriate standards.

“...we've seen a 25 per cent decrease in our Total Recordable Injury Rate and a 49 per cent decrease in the Lost Time Injury Rate.”

Report highlights water quality journey

For the first time, a statewide report on the state of Tasmania's drinking water has been prepared by TasWater for the Department of Health and Human Service (DHHS). It will be used by DHHS to inform the Economic Regulator's annually produced State of the Industry Report.

Taswater's report to the health regulator gives a detailed view of how every drinking water system performed in 2013-14 and clearly illustrates the vital need to invest in the state's water systems.

The report will be used by TasWater to prepare its annual Drinking Water Quality Management Plan and to guide the organisation's annual corporate plan and each Price and Service Plan. Some of the key performance outcomes in 2013-14 are shown below.

FACTS & FIGURES



76

DRINKING WATER SYSTEMS



6,380 KMS

WATER MAINS



200,000

WATER CONNECTIONS



60

WATER TREATMENT PLANTS AND DOSING STATIONS

2013-14 performance	TasWater	Regulator's benchmark
Towns on permanent boil water notices	19	0
Towns on permanent public health alerts (do not consume)	3	0
Towns on temporary boil water notices (all year)	4	0
Towns on temporary boil water notices (short terms)	4	0
Systems meeting microbiological compliance	94%	100%

Vision and priorities unveiled in TasWater's first corporate plan

Vision	A trusted and respected provider of essential services that is making a positive difference to Tasmania.				
Core Business	<ul style="list-style-type: none"> The sourcing, treatment and delivery of reliable, quality water to our customers The collection, transportation, treatment and safe return of wastewater to the environment 				
Value Drivers	Customer & Community Value	People & Culture	Quality of Product & Service	Business Systems & Processes	Financial & Commercial Performance
Strategic themes	"Customer focussed and part of the community"	"One TasWater"	"Long term asset managers"	"Fit-for-purpose and enabling"	"Financially Sustainable"
Strategic Objectives	Be a trusted & respected provider of essential services	Develop capable, empowered & accountable people committed to zero harm	Provide products & services that deliver positive outcomes for Tasmania	Build fit-for-purpose consistent systems that enable 'best for business' outcomes	To deliver sustainable financial outcomes that enhance the state's economic prosperity
Key Measures	Customer & community perceptions of TasWater	Safety performance & positive culture	Environment, public health and service delivery performance	Operational effectiveness	Performance against key financial objectives

As part of its transition to a single statewide organisation delivering water and sewerage services, TasWater has released its Corporate Plan 2015-18. The plan will guide and measure TasWater's objectives over the coming years and sets key drivers in the delivery of TasWater's core business.

A strategic framework was developed to summarise and illustrate the organisation's vision, core business, value drivers, strategic objectives and key measures (see above).

Since its development, TasWater employees also helped develop and articulate the organisation's values:

- Honest and straightforward** – upholding the values and behaviours of TasWater in every action
- Getting it right** – developing responsible solutions for continuous improvement in all we do
- Long term thinking** – delivering outcomes that are in the best interests of the Tasmanian community
- Working together** – working together as one to meet the expectations of our customers
- Taking ownership** – taking personal responsibility for meeting our commitments.

You can see TasWater's Corporate Plan 2015-18 by downloading a copy at taswater.com.au/About-Us/Publications.

Important dates



JANUARY 2015

OTTER releases Price & Service Plan 2015-18 for consultation



THURSDAY 26 FEBRUARY, HOBART

TasWater Industry Briefing for stakeholders

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