seqwater
WATER FOR LIFE

Queensland Bulk Water Supply Authority, *trading as* Seqwater

Service Provider ID: 507

DROUGHT MANAGEMENT PLAN

Date of issue: 14 August 2009

CERTIFICATION OF DROUGHT MANAGEMENT PLAN

Service Provider Name: Queensland Bulk Water Supply Authority, trading as Seqwater.

Service Provider ID: 507

I certify that the attached document is the Drought Management Plan for the Queensland Bulk Water Supply Authority, trading as Seqwater.

Certified by: ....

Peter Borrows (Signature)
Chief Executive Officer
Queensland Bulk Water Supply Authority,
trading as Seqwater

Date: .....

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1.0 INTRODUCTION

Over recent years it has become clear that our current water usage across Queensland is not sustainable. Our water resources are under increasing pressure as a result of climate change, population growth and increasing customer demand. The Queensland Bulk Water Supply Authority, trading as Seqwater, together with the State Government is taking steps to ensure we have sustainable water supply systems for future generations.

Seqwater is responsible for bulk water supply to the southeast Queensland water grid, and supply of water for stock and agricultural purposes to rural properties. As a consequence of recent water reform and subsequent asset transfers from other water utilities, Seqwater inherited a small number of customers that take minor amounts of both raw and treated water from their network.

In relation to this small number of customers, Seqwater is a registered Service Provider for the purpose of the Water Supply (Safety and Reliability) Act 2008 (the Act). All Service Providers in Queensland are required under the Act to prepare and submit for registration, a Drought Management Plan (DMP) for each scheme in which the service provider supplies water to customers.

Seqwater's principal operations including bulk water supplies to southeast Queensland and the supply of water for stock and agricultural purposes, are governed by SEQ Water Market Rules separate contractual agreements either with the Grid Manager or individual landholders. The requirement to prepare a DMP therefore only relates to the small number of retail customers whom are supplied water directly from Seqwater assets.

This document demonstrates the Water Service Provider's commitment to sustainable water management as well as constituting its Drought Management Plan. It includes aspects of pre-drought water conservation planning which involves permanent water conservation measures that will allow our community to achieve permanent water efficiency savings.

The key component of the strategy is the drought management provisions. The drought management provisions detail the restrictions and actions to be implemented during various stages of drought events which are withdrawn or incrementally lifted as the drought recedes.

2.0 POLICY STATEMENT

The Queensland Bulk Water Supply Authority, trading as Seqwater, regards the long-term sustainability of our water resources as an issue of primary importance.

Seqwater has adopted the targets for per capita water consumption currently being developed for all of Southeast Queensland by the Queensland Water Commission, to ensure future generations have a cost effective, sustainable water supply system. These targets are summarised below in Table 2.1.

TABLE 2.1: Target Water Consumption Levels.

Restriction Name	Restriction Level	Target Water Consumption (L/person/day)
Permanent Water Conservation Level	1	230
Medium Level Water Restrictions	2	200
High Level Water Restrictions	3	170
Extreme Level Water Restrictions	4	140

3.0 PURPOSE

The purpose of this strategy is to:

a) To encourage Seqwater's customers and the wider community to conserve water and use it wisely;
b) To outline the Seqwater approved plan for regulating the use of water from Water Service Provider's water supply system during periods of water shortage;
c) To identify other water sources and actions that Water Service Provider will consider during periods of extreme drought to maintain essential water services sufficient to ensure minimum health requirements.

4.0 SERVICES & SYSTEMS OVERVIEW

4.1 REGISTERED WATER SERVICE

The Queensland Bulk Water Supply Authority, trading as Seqwater, is a registered Service Provider for the purpose of the Water Supply (Safety & Reliability) Act 2008.

An overview of the services provided by Seqwater and the controlling regulatory framework in which it operates are provided below in Table 4.1.

TABLE 4.1: Seqwater Services and Controlling Documents.

Water Service	Customers	Drought Management Controlling Documents
Bulk urban water supply to SEQ	SEQ Water Grid Manager	Interim Resource Operating Licenses (IROLs) SEQ Water Market – The Market Rules and System Operating Plan and QWC Water Conservation Levels
Irrigation water supply to agricultural customers	Various agricultural land holders	Interim Resource Operating Licenses (IROLs) Individual contracts with irrigation customers
Recreational water supply to minor scheme at five dam sites	Various retail water customers	This Drought Management Plan Customer Service Standards

As can be seen from Table 4.1, Seqwater's principal operations of bulk urban water supply and irrigation supply are governed by the Interim Resource Operations Licenses and by contractual arrangements with customers, through the SEQ Water Market Rules and contracts with agricultural users.

As a consequence of recent water reform and subsequent asset transfers from other water utilities, Seqwater inherited a small number of "retail" customers taking minor amounts of both raw and treated water without formal agreements. These minor customers are located at five existing dam sites and draw a small amount of water directly from Seqwater bulk storages which is locally treated prior to supply. The water demand of these minor customers is almost insignificant compared to the total yield of their respective dam catchments, which were designed to service much larger water demands from a regional context, i.e. the SEQ Water Grid and rural irrigation schemes.

The minor customers to which this DMP applies receive a retail water service and are located in four different Local Government Areas (LGAs) as indicated in Table 4.2.

TABLE 4.2: Types of Service & LGA.

Scheme Name	Scheme Type	LGA
Atkinson Dam	Retail Water	Somerset Regional Council
Maroon Dam	Retail Water	Scenic Rim Regional Council
Moogerah Dam	Retail Water	Scenic Rim Regional Council
Borumba Dam	Retail Water	Gympie Regional Council
Little Nerang Dam	Retail Water	Gold Coast City Council

4.2 NATURE AND EXTENT OF WATER SERVICES

The nature and extent of services provided by Seqwater, are summarised in Tables 4.3 and 4.4. Estimates of average water demand based on approximate population numbers is provided below in Table 4.5. No growth in population or water consumption is expected at any of the small schemes.

TABLE 4.3: Overview of Schemes

Scheme Name	Customers Served		Customer Description
	Connec-tions	Persons	
Atkinson Dam	4	<20	1 caravan park and 3 private dwellings
Maroon Dam	3	<100	1 outdoor and 2 church related education facilities
Moogerah Dam	6	<100	1 outdoor education centre and 5 private dwellings
Borumba Dam	1	<100	1 caravan park
Little Nerang Dam	1	<20	1 temporary construction site and offices

TABLE 4.4: Nature of Services

Water Supply	Nature of Service (tick as appropriate)				
Scheme Name	Potable	Non-Potable	Pressurised On Demand	Constant Flow	Dual Reticulation
Atkinson Dam		✓		✓	
Maroon Dam		✓		✓	
Moogerah Dam		✓		✓	
Borumba Dam		✓		✓	
Little Nerang Dam		✓		✓	

TABLE 4.5: Projected Demand

Water Supply Services		
Scheme Name	Water Demand ML / annum	
	Current	5 years
Atkinson Dam	≈2	≈2
Maroon Dam	≈11	≈11
Moogerah Dam	≈11	≈11
Borumba Dam	≈11	≈11
Little Nerang Dam	≈2	≈2

4.3 INFRASTRUCTURE DETAILS

The infrastructure used to supply water to each of these small schemes are minor and considered ancillary to Seqwater's core operations of bulk water supply to the SEQ Water Grid. A schematic concept of the water supply infrastructure relevant to this DMP and its interaction with the water grid is provided below in Figure 4.1.

Table 4.5 outlines the infrastructure used for water supply. GIS layouts of the various bulk water schemes headworks are provided in the Seqwater Strategic Asset Management Plan (2009).

TABLE 4.5: Summary of Water Supply Infrastructure

Minor Scheme Name	**Atkinson Dam**	**Maroon Dam**	**Moogerah Dam**	**Borumba Dam**	**Little Nerang Dam**
Local Water Treatment Plant	Atkinson Dam (recreational) WTP	Maroon Dam WTP 100 kL/day	Moogerah Dam WTP 90 kL/day	Borumba Dam WTP 20 kL/day	N/A
Reservoir	Atkinson Dam Header Tank 450 kL	Maroon Dam Treated Water Tanks 66 kL	Moogerah Treated Water Tank	Borumba Dam Treated Water Tanks 44 kL	N/A
Main purpose of Dam	Irrigation supply	Irrigation supply and bulk urban water supply to Rathdowney, Kooralbyn & South Maclean	Swanbank Power Station, irrigation supply and bulk urban water supply to Boonah & Kalbar	Irrigation supply & bulk urban water supply Gympie & Noosa	Bulk urban water supply to water grid

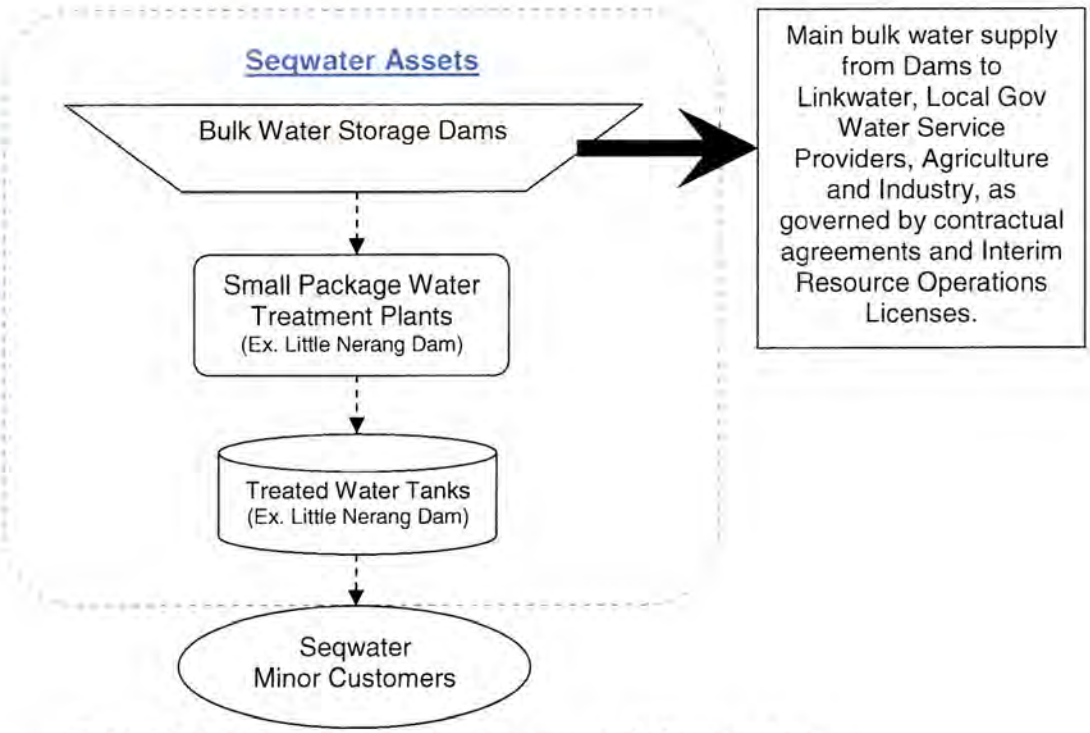

FIGURE 4.1: Schematic of water supply infrastructure

4.4 WATER SOURCES ASSESSMENT

Bulk water planning and analysis of water sources in southeast Queensland is undertaken by the Queensland Water Commission (QWC) and is detailed in the Draft Southeast Queensland Water Strategy developed by QWC (2008).

The small number of Seqwater customers in the schemes covered under this DMP demand an almost insignificant volume of water compared to the total yield of the respective dam catchments, which were designed to service much larger water demands from a regional context. Specific assessment of yield and environmental flow based on these small demands would not be meaningful. Yield assessment of Seqwater dams from a regional context is provided in the Strategic Asset Management Plan (Seqwater: 2009).

The primary alternative water source that would be appropriate for these small schemes would be private onsite rainwater tanks. Negotiation with the various customers will take place in the future to assess the feasibility of this option.

The appropriate emergency water source for use during periods of extended low rainfall would be to road tanker water from an approved location in the SEQ Water Grid, with approval from the Grid Manager. This would be an appropriate strategy considering the Water Grid has been planned as an integrated regional system with diversified water sources to maximise reliability.

4.5 WATER CONSUMPTION

Water consumption in each of the minor schemes to which this DMP applies is almost insignificant compared to the total available no-failure yield of the respective dams; as these dams were designed to service much larger water demands for bulk water supply to townships, agriculture and industry from a regional context.

There is minimal potential for growth in population or water demand at each of the schemes. No further discussion on water consumption within each scheme will be provided in this DMP.

5.0 DROUGHT MANAGEMENT PLAN

5.1 GENERAL

This Drought Management Plan addresses both Seqwater's ongoing water conservation strategy and its drought response plan. It is important that the community understands the difference between the two. Restrictions which are part of the water conservation strategy are ongoing and intended to ensure that we adopt sustainable water use practices as part of our normal way of life. Restrictions which are introduced in response to a drought or other temporary water shortage event will only be implemented to various levels during the drought or event and will be lifted when conditions return to normal.

Given the small customer base of Seqwater, the regional water restriction framework currently being developed by QWC has been adopted for use across all of Seqwater's minor water supply schemes. This strategy ensures a consistent approach and equity regarding access to water resources across the region.

5.2 WATER RESTRICTIONS TRIGGER LEVELS

Seqwater has adopted the regional water restriction trigger levels and per capita water consumption targets currently being developed for all of southeast Queensland by QWC. These are likely to be further developed in the future by QWC, and as such specific details regarding allowable water uses at each level have not been provided in this DMP.

Table 5.1 provides a direct extract from the QWC Drought Exit Strategy Information Kit (2008) and provides an overview of the current water restriction trigger levels developed by QWC. These have been adopted for all Seqwater small water supply schemes. Ongoing discussion with QWC is required to ensure the most recent restriction trigger levels and uses are implemented.

TABLE 5.1: Trigger Levels & Consumption Targets (QWC: 2008)

Restriction level	Trigger[1]	Residential Target (litres/person/day)	Key elements[2]
Extreme (Level 6)	Contingency Only	140	Outdoor: Bucketing, no car washing. Indoor: As at present.
High	40%	170	Outdoor: Limited hosing using town water, Car washing reintroduced. Indoor: As at present.
Medium	50%	200	Outdoor: Limited efficient irrigation using town water reintroduced. Indoor: Additional efficient use.
Permanent Water Conservation	60%	230	Permanent restrictions to prevent water wastage.

Notes:
1. Proportion of combined capacity of Wivenhoe, Somerset and North Pine Dams
2. Restrictions apply to town water supplies only.

6.0 IMPLEMENTATION

The Queensland Water Commission (QWC) is responsible for drought management for all urban water supplies in southeast Queensland. As part of this responsibility QWC have developed (or developing) strategies for effective implementation of regional drought management requirements.

In managing the minor water supply schemes covered under this DMP, Seqwater aims to mirror the implementation requirements developed by QWC for all of southeast Queensland. This DMP implementation strategy is outlined below.

6.1 DROUGHT MANAGEMENT RESPONSE TEAM

Water Service Provider has established the following Drought Management Response Team to be convened by the Chairperson on an "as needs" basis to oversee the implementation of restrictions, review performance, conduct post event reviews and recommend any changes to the Drought Management Plan. The Drought Management Response Team will be guided by the actions and approach of the QWC for the Water Grid and associated Urban Distribution Water Entities to the management of urban water supplies under water conservation and drought conditions.

Chairperson:	Chief Executive Officer (CEO)
Team Members:	Executive General Manager Operations (EGMO) Designated Local Area Water Operations Manager

6.2 AUTHORISING PROVISIONS

Authorisation to impose and withdraw restrictions and to grant exemptions is determined by the EGMO in consultation with QWC. Typically the same level of restriction will be imposed for Seqwater's minor schemes as will be imposed for all of southeast Queensland by QWC. The CEO or approved delegate is the only authorised person who is able to initiate a prosecution as a result of a breach of The Act.

6.3 ENFORCEMENT

Seqwater will enforce the water restrictions by way of field inspection, customer education and monitoring of water usage. The general policy will be to issue warnings and educate users as to more efficient ways to manage water. Repeat offenders whom demonstrate a significant disregard for the water restrictions may be fined or have their supply reduced to levels which are consistent with actions initiated by the local government water service provider in which the customers supply is geographically based. The CEO or approved delegate is the only person authorized to initiate prosecution or actions as outlined.

6.4 EXEMPTIONS

Exemptions to restrictions at each Level may be granted in writing by Seqwater if it considers that reasonable grounds for such exemptions have been presented to it in writing on the application form in Appendix 1 to this plan. Any exemptions granted under this authority may be granted unconditionally or on specific conditions and exemptions may be granted either totally or in part to the extent specified in Seqwater's approval notification letter. In most if not all cases, exemptions granted should be for a specified period of time

not exceeding the term of the particular level of restrictions for which the exemption is granted. When restrictions are granted, unless otherwise specifically stated in the letter of approval, all approved exemptions should automatically be withdrawn when the level of restriction change and customers seeking further exemptions must re-apply. Customers granted exemptions should be provided with a letter of approval specifying details of the exemption, the reason for the exemption and the duration of the exemption. This not only makes administration of the process easier but ensures customers have documentation to produce if challenged.

6.5 COMMUNICATIONS PLAN

Due to the small number of customers and wide geographical distribution, it is proposed that notification of water restriction be via direct communication to the various customers. This would be further supported by the regional communication strategy that would be implemented by QWC during periods of water restriction.

The types of direct communication that will be used by Seqwater to inform customers will include specific mail out or letter box drop to all customers as well as placement of water restriction signage at the main access road to each of the dams. Signage should dictate the level of restriction and an indication of the permitted water uses.

6.6 MONITORING PLAN

For implementation of water restrictions, the Drought Management Response Team will monitor combined dam storage levels in consultation with the Grid Manager and QWC as is required for normal operation of the SEQ Water Grid. When storage levels pass trigger levels the appropriate water restriction level will be implemented.

The Drought Management Response Team will also monitor water consumption in each of the minor schemes, via the output flow metre at each water treatment plant, for assessment of compliance against the per capita water consumption targets.

Spot visual monitoring of water use within each scheme will also be provided to ensure appropriate use of water by customers.

APPENDIX 1

Exemption Application Form

Office Use Only
PN# .....
Ref# .....
Registration Number: .....

All correspondence to:
Queensland Bulk Water Supply Authority
240 Margaret Street
Brisbane QLD 4000
PO Box 16146, City East QLD 4002

EXEMPTION REQUEST FORM

Queensland Bulk Water Supply Authority, trading as Seqwater

Applicant's Name: _____

Business Trading Name: _____

Property Details:

_____
Lot Number:

_____
Street Number:

_____

_____
Suburb: Postcode:
UBD Reference:

Customer Details

_____
Name:

_____
Address:

_____
Suburb: Postcode:
Contact Numbers:

_____
Home:

_____
Business:

_____
Mobile:

_____
After hours:

Category of Water Restriction to which the exemption is Requested: (Please tick)

- ☐ Residential or Commercial Garden
- ☐ Public Gardens
- ☐ Sportsgrounds
- ☐ Ponds and lakes
- ☐ Fountains and Water Features
- ☐ Private Pools and Spas
- ☐ Public Pools and Spas
- ☐ Mobile Spas
- ☐ Water Toys
- ☐ Dams and Tanks
- ☐ Mobile Water Tankers
- ☐ Commercial Market Garden / Nursery
- ☐ Motor Vehicle Cleaning
- ☐ Commercial Car Washes
- ☐ Motor Dealer Vehicle Cleaning
- ☐ Food Transport Vehicle Cleaning
- ☐ Boat Motor Cleaning
- ☐ Hard Surface Cleaning
- ☐ Windows/Building Facades/Walls etc.
- ☐ Dust suppression
- ☐ Construction Industry
- ☐ Animal Husbandry
- ☐ Commercial Poultry Farms

Facsimile: _____

For use if applicant is a Company
Registered Company name:

_____

Company Trading Name:

_____

Registered Head Office Address:

_____

ABN: _____

Exemption Information

The following additional information is required in order to determine whether an exemption may be granted:

Is the exemption sought (Please tick):

☐ Temporarily

☐ For the term of the current level of restrictions

Reason for seeking an exemption:

Please note that the principle reasons for seeking an exemption are:

☐ To avoid an inequitable impact upon the livelihood of the applicant.

☐ An adverse effect on public health and safety

Please provide details and attach any specific documents to support your request.

Conditions for Granting an Exemption

If this exemption is granted, I agree to:

- Authorise the water business to publicly disclose any relevant details of the exemption;
- Adhere to all the specific requirements contained within the exemption; and
- Provide appropriate access (as required) to enable the water business to assess the initial application and monitor the ongoing adherence to any exemption conditions.
- Any other specified conditions as determined by the Water business.

Signature of Applicant: _____

Name (Print): _____

Company Title: _____

(if applicable)

Date: _____

Exemptions

In certain circumstances, a water business may consider granting an exemption to water restrictions upon an application being made by a customer.

The overriding objective is to maximise water conservation during times of restriction, while at the same time, endeavouring to ensure that no customer segment or individual is disproportionately impacted by water restrictions.

Applications for an exemption must be made either on this form or in writing.

All approved exemptions may be logged on a register, where the public may seek clarification over the status of an exemption. The only information which will be made public is:

- The site address for which the exemption is granted;
- Details of the terms of exemption;
- Date approved and sunset date, if appropriate.

Approval of exemption terms is conditional to the applicant agreeing to:

- The exemption will be granted to a specific site address, or a particular person or organisation, or in special circumstances, both a particular person or organisation AND a particular site;
- Where applicable, signage will be provided by the water business to be prominently displayed;
- Co-operating with any random audit of site compliance for granted exemptions, to ensure alternative arrangements are being adhered to;
- Re-applying should the restriction level change.

Office Use Only

On receipt, this form shall be forwarded to the Drought Management Response Team for processing.

Please ensure the following actions are completed:

☐ • Ensure the application is entered into the Restrictions Exemptions Data Base and registration number noted.

☐ • Approval: Yes / No EGM Operations
Signature: _____ Date: ___/___/___
If Yes, specify: _____

☐ • Advise the application by means of a standard letter if application is successful or advise by standard letter of non-approval.

☐ • Ensure a file is created in Restriction Exemption Data Base _____ completed.