

STATEMENT OF KAREN NOREEN WALDMAN

I, KAREN NOREEN WALDMAN, Chief Executive Officer of the Queensland Water Commission, 53 Albert Street, Brisbane in the State of Queensland affirm:

1. I refer to my statement affirmed and provided to the Queensland Floods Commission of Inquiry on 10 May 2011. Attached is a paginated bundle of exhibits referred to in this statement.
2. At paragraph 8.4 of my earlier statement I stated that I did not receive any communications from any Grid Participants under the Water Grid Emergency Response Plan during the 6 to 19 January 2011 flood event. It has now come to my attention that that is incorrect. I have today identified a number of communications from the Duty Manager of the WGM to me sent between 7 January 2011 and 10 January 2011 under the Emergency Response Plan. Exhibited as pages 1 to 15 are copies of those emails.

Affirmed by KAREN NOREEN WALDMAN on 16 May 2011 at Brisbane in the presence of:



Deponent



Witness

QFCI

Date:

27/05/11

JM

Exhibit Number:

503

Waldman Karen

From: NGComms [REDACTED] on behalf of Water Grid Emergency
Manager [REDACTED]
Sent: Friday, 7 January 2011 4:16 PM
To: Waldman Karen
Subject: TRIM: SEQ Water Grid incident briefing
Attachments: Incident notification - E. coli detection at The Gap - 222EST-6JAN11.pdf
TRIM Dataset: W1
TRIM Record Number: D/11/017758
TRIM Record URI: 226315

Colleagues

Please find attached a briefing for the Water Grid incident, E. coli detection at The Gap (SP300) - 222EST-6JAN11.

Incident severity: Alert

Regards

Chris Owens

Duty Manager

SEQ Water Grid Manager

Phone: [REDACTED]

Email: [REDACTED]

Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002

Visit: Level 15, 53 Albert St, BRISBANE

ABN: 14 783 317 630



Incident Notification: Alert - Incident notification - E. coli detection at The Gap - 2222EST-6JAN11

Minister agency: Minister for Natural Resources, Mines & Energy and Minister for Trade

INCIDENT DETAILS:

Event: E. coli detection at The Gap (SP300) - 2222EST-6JAN11
Report date: 07/01/2011 09:10 AM
Lodging agency: SEQ WGM
Severity level: Alert
Incident status: Active
Next briefing: No further updates will be provided.

CONTACT DETAILS:

Contact: Chris Owens
Role: Rostered Duty Manager
Phone: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

Reason for briefing A new "alert" incident has been declared under the SEQ Water Grid Emergency Response Plan.

Asset Queensland Urban Utilities' SP300 reticulation sampling point

Location Booster Hut, Cnr Whitehead and Payne Rds, The Gap

Timing Queensland Urban Utilities notified SEQWGM in accordance with the SEQ Water Grid Emergency Response Plan at 10:22 PM, 6 January 2011, that there was a positive E. coli result (1 colony forming unit in 100 millilitres) at The Gap.

What we know E. coli is a health related parameter under the Australian Drinking Water Guidelines 2004. The presence of E. coli in a sample does not indicate that the drinking water is unsafe. However, it is an indicator to Drinking Water Service Providers to check that the water supply system is working properly.

The Office of the Water Supply Regulator was notified of the issue by Queensland Urban Utilities.

The Australian Drinking Water Guidelines 2004 state that the detection of any E. coli, in 100 millilitres of drinking water requires further action. Accordingly, Queensland Urban Utilities has undertaken further sampling of the area.

Further sampling was undertaken today, with samples returning a clear result.

What we are doing Queensland Urban Utilities are managing the incident as per the normal procedure.

Action required This information is for noting.



**SEQ Water Grid Emergency Management
R01 Minister's Notification**

Incident Map:

Waldman Karen

From: NGComms [REDACTED] on behalf of Water Grid Emergency Manager [REDACTED]
Sent: Monday, 10 January 2011 3:43 PM
To: Waldman Karen
Subject: TRIM: SEQ Water Grid incident briefing
Attachments: MIN - E.Coli detections.pdf
TRIM Dataset: W1
TRIM Record Number: D/11/017729
TRIM Record URI: 226285

Colleagues

Please find attached a briefing for the Water Grid incident, E.coli detection at Algester (SP244) - 1020EST-06JAN11, E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11.
Incident severity: Alert, Alert

Regards

Lee Hutchison

Duty Manager

SEQ Water Grid Manager

Phone [REDACTED]

Email: [REDACTED]

Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002

Visit: Level 15, 53 Albert St, BRISBANE

ABN: 14 783 317 630

16/05/2011



Incident Notification: Alert - MIN - E.Coli detections

Minister agency: Minister for Natural Resources, Mines & Energy and Minister for Trade

INCIDENT DETAILS:

Event: E.coli detection at Algester (SP244) - 1020EST-06JAN11, E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11
Report date: 10/01/2011 01:00 PM
Lodging agency: SEQ WGM
Severity level: Alert
Incident status: Active
Next briefing: An update will be provided if the situation escalates

CONTACT DETAILS:

Contact:
Role: WGM Duty Manager
Phone: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

Reason for briefing: Two new Alert level incidents have been declared under the SEQ Water Grid Emergency Response Plan.

Asset: Queensland Urban Utilities' Forest Lake Reservoir and reticulation system sample point in Algester.

Location: Forest Lake Reservoir and 15 Macaranga St Algester.

Timing: Samples were taken from the the above locations on 6 January 2011 with the SEQ Water Grid Manager notified by Queensland Urban Utilities at 10:03 AM, on 10 January 2011 of Initial E. coli detections at both sites.

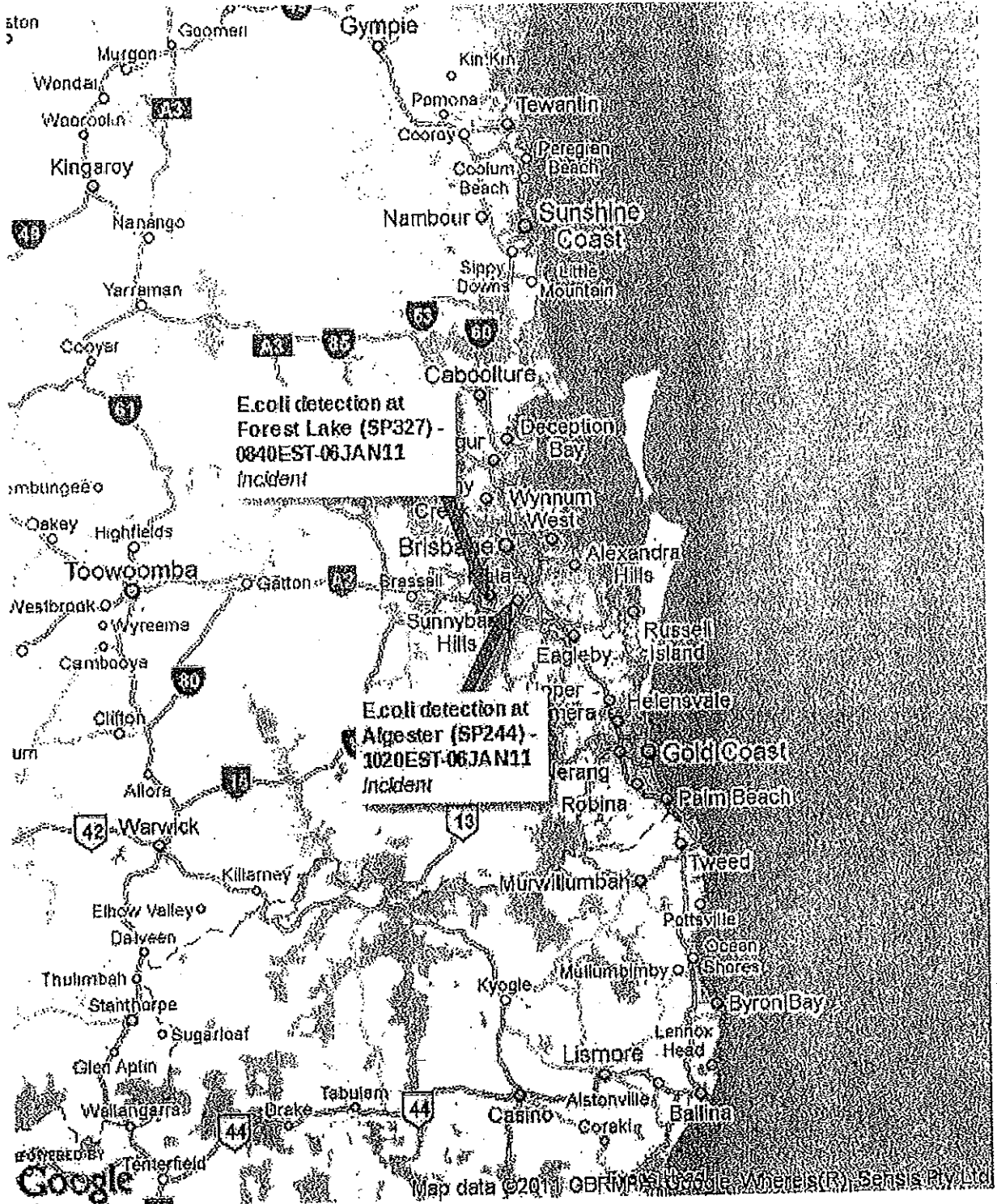
What we know: E. coli is a health related parameter under the Australian Drinking Water Guidelines 2004. The presence of E. coli in a sample does not indicate that the drinking water is unsafe. However, it is an indicator to Drinking Water Service Providers to check that the water supply system is working properly.

What we are doing: Queensland Urban Utilities is managing the incidents as per their normal procedures, and will notify the SEQ Water Grid Manager upon receipt of secondary water quality sample results.

Action required: This information is for noting.



Incident Map:



Waldman Karen

From: NGComms [REDACTED] on behalf of Water Grid Emergency
Manager [REDACTED]
Sent: Monday, 10 January 2011 5:22 PM
To: Waldman Karen
Subject: TRIM: SEQ Water Grid Incident briefing
Attachments: MIN - Atkinsons Dam WTP.pdf
TRIM Dataset: W1
TRIM Record Number: D/11/017730
TRIM Record URI: 226286

Colleagues

Please find attached a briefing for the Water Grid incident, Atkinsons Dam WTP inundation -1230EST-10JAN11.

Incident severity: Level 3

Regards

WGM Duty Manager

SEQ Water Grid Manager

Phone [REDACTED]

Email: [REDACTED]

Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002

Visit: Level 15, 53 Albert St, BRISBANE

ABN: 14 783 317 630



Incident Notification: Level 3 - MIN - Atkinsons Dam WTP

Minister agency: Minister for Natural Resources, Mines & Energy and Minister for Trade

INCIDENT DETAILS:

Event: Atkinsons Dam WTP inundation -1230EST-10JAN11
Report date: 10/01/2011 03:41 PM
Lodging agency: SEQ WGM
Severity level: Level 3
Incident status: Active
Next briefing: An update will be provided if the situation escalates

CONTACT DETAILS:

Contact:
Role: WGM Duty Manager
Phone: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

Reason for briefing A Level 3 incident has been called under the SEQ Water Grid Emergency Response Plan.

Asset Atkinsons Dam Water Treatment Plant

Location Atkinsons Dam

Timing Seqwater notified the Water Grid Manager of this incident at 12:30pm today.

What we know
The Atkinson Dam Water Treatment Plant bore and bank infiltration systems have been inundated by the local creek. The Seqwater operator checked the water quality this morning and was concerned that the water treatment process had failed. Both the raw and treated water had high turbidity.
Water from Atkinsons Dam Water Treatment Plant directly supplies approximately 20 people within the Atkinsons Dam recreation area from Seqwater's own water allocation and is an isolated scheme.
The Seqwater operator gave potential impacted people a verbal boil water notice once this was discovered.

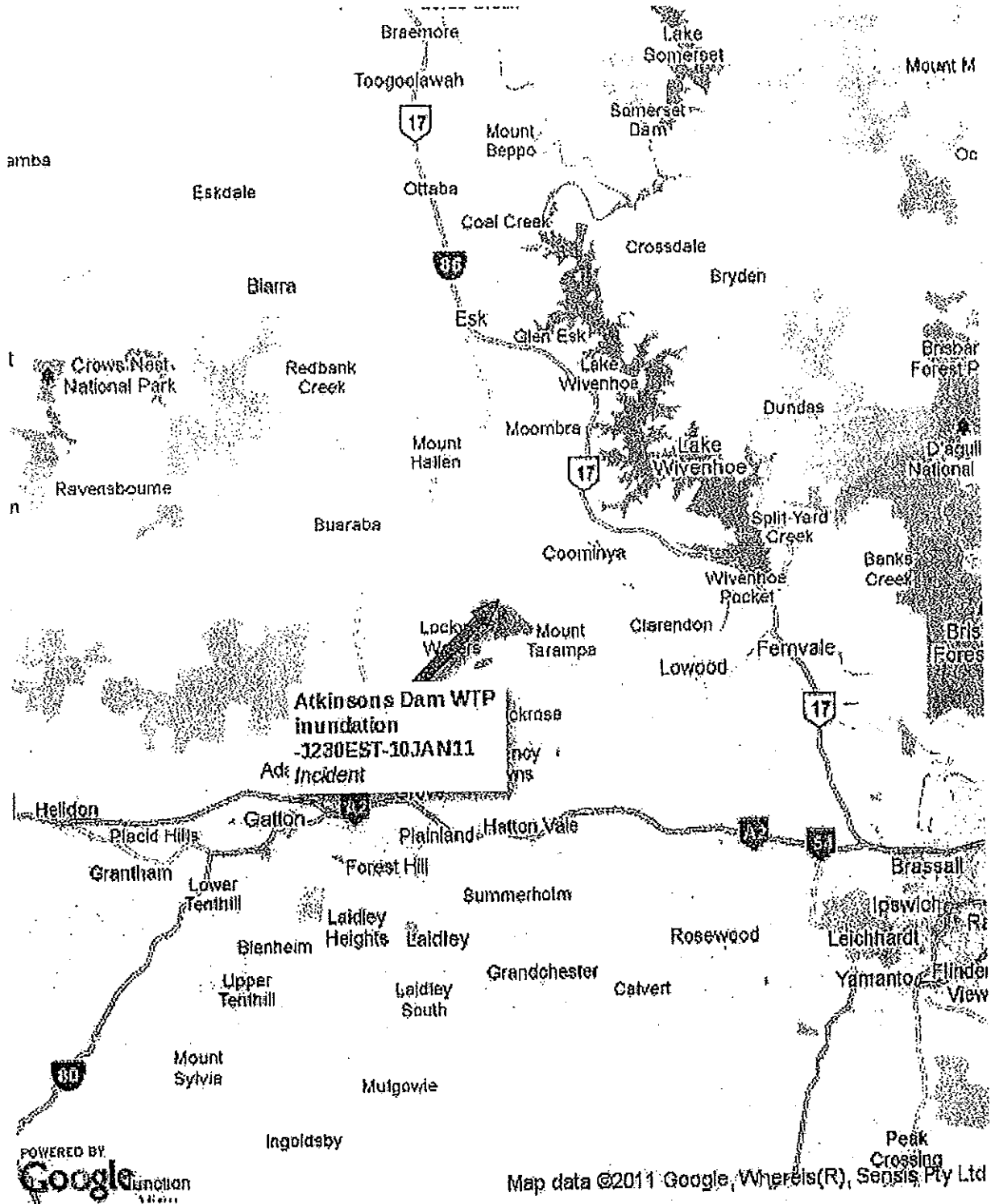
What we are doing
- Seqwater to empty and clean onsite tank.
- Seqwater will issue a written boil water notice until fresh water can be tankered in, to fill the emptied and cleaned tank.
- Appropriate water quality notices to be erected in public use recreation area.
- Water is to then be scoured through isolated distribution system until verified clean.
- Extra water quality testing is to be carried out throughout this process.
- The water treatment plant to be brought on line and water quality tested before water supply recommences to recreation area.

Action required This information is for noting.



SEQ Water Grid Emergency Management R01 Minister's Notification

Incident Map:



POWERED BY
Google

Map data ©2011 Google, Whereis(R), Sensis, Pty Ltd

Waldman Karen

From: NGComms [REDACTED] on behalf of Water Grid Emergency Manager [REDACTED]
Sent: Monday, 10 January 2011 5:41 PM
To: Waldman Karen
Subject: TRIM: SEQ Water Grid incident briefing
Attachments: MIN - Kilcoy, Jimna and Linville Inundation.pdf
TRIM Dataset: W1
TRIM Record Number: D/11/017731
TRIM Record URI: 226287

Colleagues

Please find attached a briefing for the Water Grid incident, Northern Region Asset Inundation - 1602EST-10JAN11.

Incident severity: Level 3

Regards

Lee Hutchison

Duty Manager

SEQ Water Grid Manager

Phone [REDACTED]

Email: [REDACTED]

Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002

Visit: Level 15, 53 Albert St, BRISBANE

ABN: 14 783 317 630



Incident Notification: Alert - MIN - Kilcoy, Jimna and Linville Inundation

Minister agency: Minister for Natural Resources, Mines & Energy and Minister for Trade

INCIDENT DETAILS:

Event: Northern Region Asset Inundation - 1602EST-10JAN11
Report date: 10/01/2011 04:42 PM
Lodging agency: SEQ WGM
Severity level: Alert
Incident status: Active
Next briefing: An update will be provided as further information becomes available

CONTACT DETAILS:

Contact:
Role: WGM Duty Manager
Phone: [REDACTED]
Mobile:
Email: [REDACTED]

Reason for briefing A new level 3 Emergency has been declared under the Water Grid Emergency Response Plan.

Asset Kilcoy, Linville and Jimna Water Treatment Plants

Location Kilcoy, Jimna, Linville

Timing Emergency declared following a 3:00PM teleconference between the Water Grid Manager, Queensland Urban Utilities (QUU) and Seqwater.

What we know Recent extreme weather has cut the power supply to the Kilcoy treatment plant. This prevents water from being treated and pumped to the town. There is a limited stored supply in the town's reservoir. Kilcoy has a population of approximately 1500.
Rising flood water has inundated infrastructure that draws the town's raw water supply at Jimna and Linville. There is a limited stored supply in the town's reservoirs.

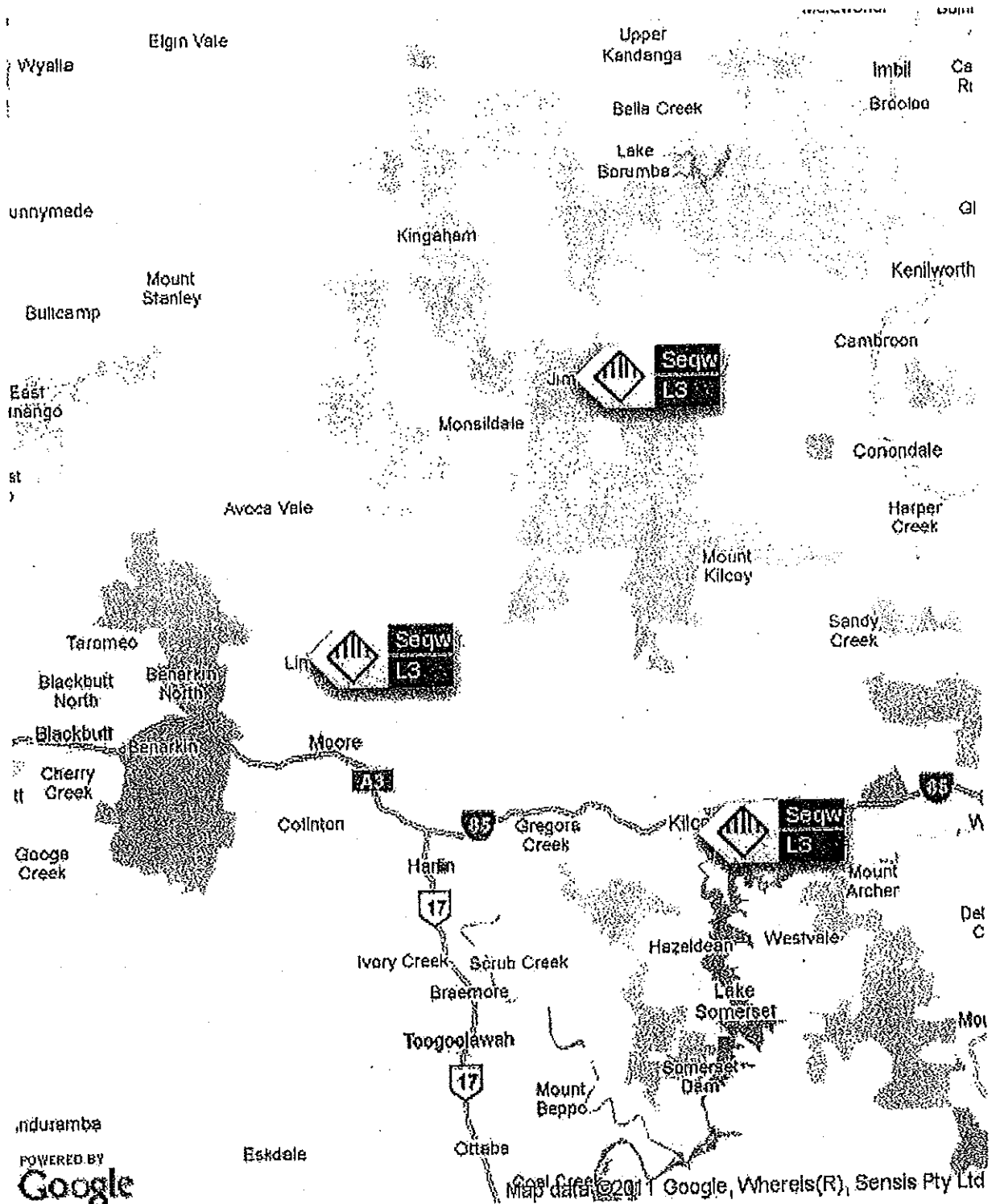
What we are doing Accessibility to impacted sites is currently restricted. Seqwater and Unity Water are working with the District Disaster Management Group for site access to further assess impacts and restore services at Kilcoy, Jimna and Linville. Energex will restore power to Kilcoy WTP as a priority once flood waters recede. Tankering is also being arranged and the media is being utilised to communicate a request for local residents to limit water usage until services are fully restored.

Action required Information is for noting



SEQ Water Grid Emergency Management
R01 Minister's Notification

Incident Map:



POWERED BY
Google

Waldman Karen

From: NGComms [REDACTED] on behalf of Water Grid Emergency
Manager [REDACTED]
Sent: Monday, 10 January 2011 11:10 PM
To: Waldman Karen
Subject: TRIM: SEQ Water Grid incident briefing - Withcott Water Supply Outage
Attachments: Withcott Supply Outage.pdf
TRIM Dataset: W1
TRIM Record Number: D/11/017732
TRIM Record URI: 226288

Colleagues

Please find attached a briefing for a new SEQ Water Grid level 3 incident.

Regards

Lee Hutchison

Duty Manager

SEQ Water Grid Manager

Phone [REDACTED]

Email: [REDACTED]

Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002

Visit: Level 15, 53 Albert St, BRISBANE

ABN: 14 783 317 630



Incident Notification: Level 3 - Withcott Supply Outage

Minister agency: Minister for Natural Resources, Mines & Energy and Minister for Trade

INCIDENT DETAILS:

Event:
Report date: 10/01/2011 10:17 PM
Lodging agency: SEQ WGM
Severity level: Level 3
Incident status: Active
Next briefing: Following further assessment by QUU, 11 January 2011

CONTACT DETAILS:

Contact:
Role: WGM Duty Manager
Phone: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

Reason for briefing A new level 3 Emergency has been declared under the Water Grid Emergency Response Plan

Asset Withcott Pumping Station and Reservoir

Location Withcott, Lockyer Valley

Timing Following heavy rainfall and flash flooding in the Lockyer Valley, 10 January 2011, Queensland Urban Utilities verbally notified the SEQ Water Grid Manager at 9:42PM of a likely interruption to water supply at Withcott, population of about 1,500.

What we know Flash flooding has caused significant destruction to Queensland Urban Utilities' Withcott pumping station. Queensland Urban Utilities have conducted an initial evaluation of the situation and it is likely that half the town may experience an interruption to supply with the pumps not being operational and the reservoir supply being very low.

Queensland Urban Utilities will further assess the situation during daylight hours on 11 January 2011, although they have arranged for a water tanker to be available in town at 6:00 AM.

Queensland Urban Utilities indicates that most of the residents have rain water tanks.

What we are doing Queensland Urban Utilities have prepared call centre scripting and have indicated that they will evaluate the pumps' operability tomorrow morning (11 January 2011).

The Water Grid Manager has briefed the SDCC Watch Officer and passed on Queensland Urban Utilities' contact details for any further information or assistance.

Action required Information is for noting.



SEQ Water Grid Emergency Management
R01 Minister's Notification

Incident Map:

