SPILLER #1

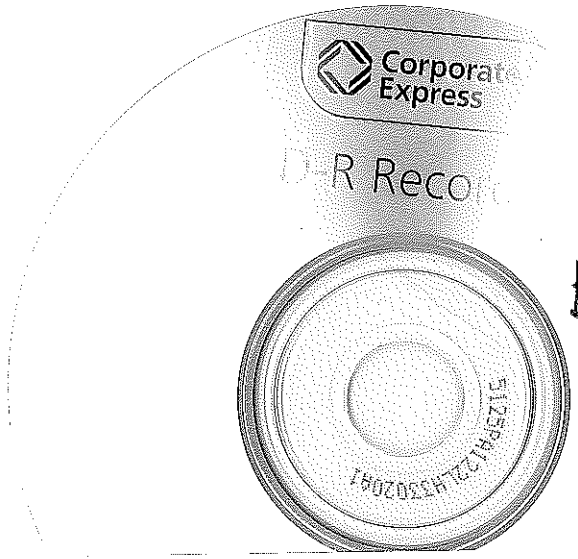

EXHIBIT COPY

QFCI

Date: 19/05/11 JM

Exhibit Number: 43

In the matter of the Commissions of Inquiry Act 1950, Commissions of Inquiry Order (No. 1) 2011
Queensland Floods Commission of Inquiry

First Statement by Daniel Thomas Spiller, sworn on 13 May 2011

1. I, Daniel Thomas Spiller of Level 15, 53 Albert Street, Brisbane, Queensland, the Director, Operations, of the SEQ Water Grid Manager (**Water Grid Manager**), state the following on oath.

2. In this statement to the Queensland Floods Commission of Inquiry, as required in the letter to me dated 26 April 2011 (**letter**), I:

   a. have provided all the information in my possession and identify the source or sources of that information; and

   b. make commentary and provide opinions I am qualified to give as to the appropriateness of particular actions or decisions and the basis of that commentary or opinion,

   in relation to the matters outlined in Topics 1, 2, 9 and 10 of that letter. The balance of the topics outlined in the letter will be addressed in a supplementary statement.

3. I address each of the topics to be dealt with in this first statement separately below.

4. In the request to me dated 26 April 2011, I have been asked to provide all documents, including emails, in relation to a broad number of issues. Given the volume of documents which have had to be searched in connection with the request (in excess of 15,000) and the time available (given that I was on leave when the request was received on 26 April 2011 and only returned to Brisbane on the evening of 5 May), I have done as thorough search as possible. However, I would like to make it clear that I have had to rely on the assistance of staff members of the Water Grid Manager to help me locate these documents. I have annexed the documents to the original of this statement in various Annexures. They are specifically referred to below and will be supplied with the hard copy of this statement.

Sig[redacted]..... Taken by:[redacted]

Daniel Thomas Spiller [~~Justice of the Peace~~/Solicitor]

5. In this statement I have also been asked to provide details of many discussions and other communications. I have done so to the best of my recollection, given the breadth of the requests and the time available. I do not have an exact or verbatim recollection of the words used in any of the discussions referred to herein. However, what I have done is to record my recollection about the effect of those discussions as best I can, where possible indicating who said what in any discussion.

TOPIC 1: MY QUALIFICATIONS AND PROFESSIONAL BACKGROUND

MY TERTIARY QUALIFICATIONS

6. I obtained a Bachelor of Built Environment (Urban and Regional Planning) in 1995 from the Queensland University of Technology.

7. I obtained a Master of Urban and Regional Planning in 1998 from the Queensland University of Technology. I spent most of 1996 studying for that Masters degree on a full time basis, prior to starting work with the Brisbane City Council in approximately November 1996 (see below).

8. I obtained a Master of Professional Economics in 2000 from the University of Queensland.

9. I obtained a Graduate Certificate in Applied Finance and Investment from the Securities Institute of Australia in 2005.

MY PROFESSIONAL BACKGROUND

10. I set out a chronology of my professional experiences below. In overall terms, my professional experience has involved examining what infrastructure exists (for each of my employers), examining what that infrastructure does and its objectives, what the

cost of the infrastructure is and how best to utilise the infrastructure in the most cost-effective manner. That can also involve planning for additional assets or for different institutional arrangements. In that sense, my planning and economics backgrounds are synthesised in the roles that I have held. In my current role (which is discussed further below) I complement the professional skills of the Water Grid Manager's Chief Executive Officer, Mr Barry Dennien, who has a very strong operational and engineering background.

11. From November 1996 to May 1999 I was employed as a Planning Officer with the Local Planning and Design Department at the Brisbane City Council.

12. I continued to be employed by the Council until March 2003. In June 1999, I was transferred to the Infrastructure Coordination Department as a Planning Officer. During this time, I was sent on secondment to Sinclair Knight Merz between July and September 2000 as a Planning Consultant.

13. Between April 2003 and July 2005, I was employed as an Economic Analyst by the Queensland Competition Authority.

14. Between August 2005 and September 2006, I was employed as a Senior Infrastructure Coordinator by the Office of Urban Management.

15. Between October 2006 and April 2008, I was employed as a Project Director (Special Projects) for the Queensland Water Commission (**QWC**).

16. Between May 2008 and July 2009, I was the Acting Executive Director, Regional Planning and Policy, for the QWC.

17. Between July 2009 and February 2010, I was the Acting Chief Executive Officer of the Queensland Water Commission.

Signed: [redacted]..... Taken by: [redacted]

Daniel Thomas Spiller [Justice of the ~~Peace~~/Solicitor]

18. Between February 2010 and June 2010, I returned to my role as the Acting Executive Director, Regional Planning and Policy, for the QWC.

19. On 5 July 2010, I commenced in the employment of the Water Grid Manager in my current role (discussed further below).

TOPIC 2: MY CURRENT POSITION AT THE SOUTH EAST QUEENSLAND WATER GRID MANAGER, A DESCRIPTION OF THAT ROLE AND MY RESPONSIBILITIES IN THAT POSITION

20. I am currently employed by the Water Grid Manager. My current position description is 'Director, Operations'.

21. The roles and functions of the Water Grid Manager are described in its second submission to the Commission of Inquiry.

22. My role is to ensure that the Water Grid Manager complies with requirements relating to the operation of the South East Queensland Water Grid (**Water Grid**). The Strategic Plan summarises these requirements as being to direct Water Grid operations to ensure a safe, secure and efficient water supply to South East Queensland (**SEQ**).

23. My role relates to the efficient and effective operation of the Water Grid as a system. It does not include direct responsibility for the operation of individual assets within that system, as the Water Grid Manager does not own or operate infrastructure.

24. I have overall operational responsibility, reporting directly to the Chief Executive Officer, Mr Dennien.

25. My responsibilities include:

Signed: [redacted] .....

Daniel Thomas Spiller

Taken by: [redacted]

[Justice of the ~~Peace~~/Solicitor]

a. approval of monthly Grid Instructions for Grid Participants (being entities that provide bulk water services to the Water Grid Manager or purchase bulk water from it);

b. preparation and implementation of the Water Grid Operating Strategy, which describes the expected operation of the Water Grid over a 12 month to five year period;

c. ensuring that the water quality delivered by the Water Grid is effectively and consistently managed, monitored and tested, including through the Water Grid Quality Management Plan;

d. identifying asset performance requirements and capability gaps, including through the preparation of an annual Water Grid Capability Assessment; and

e. development of short to medium term demand forecasts, for operational and financial purposes.

26. My role involves working and communicating with a broad range of stakeholders, including the appropriate responsible Ministers for the Water Grid Manager, the Board of the Water Grid Manager, Grid Participants, and the QWC.

TOPIC 9: THE PERFORMANCE OF THE SOUTH EAST QUEENSLAND WATER GRID MANAGER'S EMERGENCY ACTION ROOM DURING THE 6 TO 19 JANUARY 2011 FLOOD EVENT

27. From December 2010, the Water Grid Manager has managed all incidents using the OCA Incident Manager system. The OCA Incident Manager is an emergency management system that supports the management of contact information, incident logging, action tracking, communications, assets and mapping during an emergency.

Signed: [redacted]..... Taken b [redacted]

Daniel Thomas Spiller [Justice of the Peace/Solicitor]

28. I attach as **Annexure** E to this statement, a copy of the OCA Incident Manager information log. That document shows all of the relevant communications of the Emergency Management Team during the 6 to 19 January 2011 flood event.

29. A Water Grid Emergency Management Team (**EMT**) managed the whole of Water Grid response in accordance with the Water Grid Emergency Response Plan (**ERP**) (which is discussed in more detail below in the next topic and annexed at that point). The EMT is located in an Emergency Management Room at the Water Grid Manager's premises.

30. The EMT had no responsibility in relation to dam operations.

31. Grid Service Providers and Distribution Service Providers managed the asset specific issues in accordance with any instructions from the EMT and with their own emergency response plans.

32. The Water Grid ERP specifies six steps of an emergency response. My recollection of the relevant events and of the performance of the EMT for each of the six steps is as follows.

Step 1: Identify and assess incident severity

33. A range of incidents had been declared prior to 6 January 2011 and were still active at that time. I had been involved in the management of most of these incidents, having been the Water Grid Manager Duty Executive Manager from 28 December 2010 to 4 January 2011.

34. On 6 January 2011, an Alert level incident was declared as a result of planned releases from Wivenhoe Dam. At that time, advice from Seqwater was that releases would ramp up to about 300 cubic metres per second. Seqwater advised that this would limit

total flows to just under 400 cubic metres per second. At these rates, the releases were not expected to result in a high level water supply emergency. An incident was declared so that potential risks were formally monitored.

35. On 10 January 2011, the incident related to dam releases was escalated from Alert to Level 3. This decision followed advice from Seqwater that releases were expected to increase to at least 2,600 cubic metres per second. Seqwater advised that, at that stage, releases would be kept below 3,500 cubic metres per second and that the combined flows in the lower Brisbane River would be limited to 4,000 cubic metres per second. Seqwater advised that this was below the limit of urban damage in the City reaches.

36. This escalation followed teleconferences at 9.30pm on 9 January 2010 and 8.30am on 10 January, which I chaired. Discussions related to landslips, accessibility of sites and the need to maximise reservoir storages. Representatives from Seqwater and the DERM participated.

37. On 10 January 2010, separate Level 3 incidents were declared due to asset inundation, including interruption to power supply power to the Kilcoy Water Treatment Plant and asset inundation at Linville and Withcott.

38. On 11 January 2011, the incident related to dam releases was escalated to a Level 4 Emergency. This escalation reflected the increasing risk of water supply and water quality issues.

Step 2: Notify

39. Key stakeholders were formally notified of incidents by email from OCA Incident Manager. Emails were distributed to the Minister and his key advisers and representatives of DERM, Treasury and the QWC.

Signed: [redacted] .....

Daniel Thomas Spiller

Taken by: [redacted]

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40. Key stakeholders were also notified by phone call. I cannot now recollect all of those phone calls.

41. I participated in a briefing to the Minister and his advisers on 10 January 2010. I provided updates to his advisers throughout the events that occurred in that week.

42. Written and verbal updates were provided throughout the event, including by Mr Dennien to Mr Bradley and to the State Disaster Management Group as appropriate. These emails are reflected in the OCA Incident Manager logs. Separate detailed briefings were prepared by officers of DERM, who were located with the EMT.

Step 3: Establish command and control

43. From 6 to 10 January 2011, the Alert level incident for dam releases was monitored through the Water Grid Manager Duty Manager process.

44. I was in regular communications with Mr Rob Drury throughout this period, in relation to functions of the Water Grid Manager under the final draft Communications Protocol.

45. On 10 January 2011, an EMT was established to manage the incidents outlined above.

46. The structure of the EMT was generally agreed at the teleconference at 0830 on 10 January 2011 and was formalised through emails from OCA Incident Manager and myself.

47. The structure of the EMT as of 11 January 2011 is illustrated in the diagram at Annexure E. The EMT was based on the structures described in the ERP, with some adjustments to reflect the extent and severity of emerging water supply impacts.

48. In relation to the functions of the Emergency Manager, the Chief Executive Officer of the Water Grid Manager, Mr Dennien, determined that:

Signed: [redacted]..... Taken [redacted]

Daniel Thomas Spiller [Justice of the Peace/Solicitor]

a. I would be the Emergency Manager, with responsibility for the technical and operational elements of the role defined in the ERP;

b. he would be responsible for the external communications elements of the role defined in the ERP, including interface with the State Disaster Management Group as appropriate; and

c. [redacted] Director, Risk and Technology, would be the Executive Coordinator, responsible for the operation of the Emergency Management Room and for coordinating input from the various Technical Coordination Teams outlined below.

49. In relation to the technical coordination function, it was determined that multiple teams would be required in order to address multiple issues concurrently. These teams were:

a. Water quality;

b. Stand-alone towns;

c. Chemical supplies management;

d. Water balance;

e. Resource coordination; and

f. Communications and demand management.

50. The technical coordination groups were primarily resourced from the Water Grid Manager and Service Providers, based on capacity and availability. For example, the water quality and water balance groups were chaired by officers of LinkWater. From

Signed: [redacted].....

Daniel Thomas Spiller

Taken by: [redacted]

[Justice of ~~the Peace~~/Solicitor]

13 January 2011, officers of DERM and QWC provided assistance in relation to stand-alone towns.

51. The extent of involvement of individual groups varied during the event, depending upon current and emerging issues. The most active were water quality and stand-alone towns.

52. The EMT structure was reviewed and adjusted as appropriate, in consultation with key stakeholders. Changes reflected a range of factors, including roles, hours worked, expertise and developing events. Key changes include:

    a. from 13 January 2011, as part of relief arrangements, I handed over responsibility as Emergency Manager to the Chief Executive Officers of LinkWater and WaterSecure (working on a shift basis);

    b. from 14 January 2011, I shared responsibility for external communications functions of the Emergency Manager with Mr Dennien; and

    c. from 16 January 2011, [redacted] assumed all responsibilities of the Emergency Manager.

53. Representatives of Seqwater, LinkWater and Queensland Urban Utilities were located in the EMT for key periods.

54. Other key stakeholders were represented on the EMT or participated in technical coordination groups. At various times, this included representatives of DERM (to Deputy Director General level) and Queensland Health.

Signed: [redacted].....

Daniel Thomas Spiller

Taken by [redacted]

[Justice ~~of the Peace~~/Solicitor]

55. From 10 January 2011, the EMT was structured for 24/7 operation as required. Staff were rostered to key roles, through the Emergency Room Coordinator and Communications Coordinator (refer diagram at Annexure E1546).

56. On the morning of 11 January 2011, the EMT was relocated from the offices of the Water Grid Manager to the offices of LinkWater due to flood impacts. LinkWater made available a large conference room, a meeting room, break out areas and desks. Interconnection and teleconference facilities were available, ensuring that the activities of the EMT were interrupted for a short period only.

57. The OCA Incident Manager system was operational throughout the event, ensuring ongoing communications despite some interruptions to the Water Grid Manager email system.

Step 4: Manage the emergency

58. On 11 January 2011, key issues being managed across the Water Grid included:

    a. A range of water treatment plants (**WTPs**) being off-line, due to power supply being interrupted or the plants being isolated. WTPs impacted included Canungra, Kooralbyn, Jimna, Linville, Kilcoy, Lowood, Esk, Somerset, Kenilworth, Woodford and Caboolture plants. Water conservation was prompted in these areas, through the media.

    b. Emerging chemical shortages where WTPs were not accessible due to route inundation. WTPs impacted included Mt Crosby and Landers Shute. Disaster management groups provided assistance with deliveries.

    c. Treated water in storage was maximised, subject to available water treatment plants and by way of instruction of Distribution Service Providers.

Signed: [redacted].....

Daniel Thomas Spiller

Taken by [redacted]

[Justice of the Peace/Solicitor]

59. By 12 January 2011, waters within the Lockyer and Somerset regions began to recede. Crews and bottled water were flown into Withcott and other isolated towns. Boil Water Notice requirements for the Somerset and Lockyer local government areas began to be considered as a pre-emptive measure, in consultation with Queensland Health.

60. From 13 to 15 January 2011, issues that were being managed included:

    a. Turbid raw water quality resulted in potential quality issues for treated water from the Mt Crosby West Bank WPT. While overall quality was within the management limits, two of twelve filters were not. Following urgent high level teleconferences, Queensland Health confirmed that continued operation at this level was appropriate.

    b. Production from the Mt Crosby WTPs was restricted, due to the turbid raw water and a mechanical issue at the Mt Crosby East Bank WTP. These interruptions resulted in treated water storages being depleted to critical levels, despite water being transferred into central SEQ from the Sunshine and Gold Coasts. Contingency planning was commenced, for implementation in the event that supply could not be maintained.

    c. Production from the North Pine WTP was restricted due to poor raw water quality.

    d. A diesel pump was installed at Lowood to provide a temporary supply of raw water to the plant, which supplies some parts of Somerset Regional Council area and the entire Lockyer Valley Regional Council area.

    e. Bottled water continued to be supplied to towns without reticulated supplies, often by air.

Signed: ..[redacted]..... Taken by: ...[redacted]

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61. The response involved all elements of the Water Grid. Without infrastructure delivered since 2005, it is highly unlikely that water could have continued to be supplied to the areas of Brisbane, Logan and Ipswich without interruption or the need for a boiled water notice. Key actions included:

    a. maximising transfers into the central area through the Northern Pipeline Interconnector, Eastern Pipeline Interconnector and Southern Regional Water Pipeline;

    b. operating the desalination plant at or near full capacity, supplying high quality water for transfer into the central area; and

    c. establishing standpipes along the Western Corridor Recycled Water Scheme to supply recycled water for clean-up purposes, including in areas where supply from the Lowood WTP had been interrupted.

62. The EMT managed this response by way of a schedule of meetings with relevant Grid Participants and agencies. Many representatives participated in these meetings by way of teleconference. The team also established links with the State Disaster Coordination Group, District Disaster Management Groups and Local Disaster Management Groups.

63. The conferences initiated by the EMT are summarised below. This summary excludes meetings arranged by other parties, such as disaster management groups.

Date and time	Participants	Subject
1/01 – 11am	Water Grid Manager (**WGM**), Queensland Urban Utilities (**QUU**), LinkWater,	Current incidents regarding Capalaba and Mt Crosby WTPs.

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Daniel Thomas Spiller [Justice of the ~~Peace~~/Solicitor]

Date and time	Participants	Subject
	Seqwater, WaterSecure	
2/01 – 11am	WGM, QUU, LinkWater, Seqwater	Current incidents regarding Capalaba and Mt Crosby WTPs.
2/01 – 2pm	WGM, QUU, LinkWater, Seqwater	Current incidents regarding Capalaba and Mt Crosby WTPs.
3/01 – 9am	WGM, QUU, LinkWater, Seqwater	Current incidents regarding Capalaba and Mt Crosby WTPs. Mt Crosby WTP incident to close.
9/01 – 11am	WGM, QUU, WaterSecure, Seqwater, LinkWater, Allconnex Water	Impact of rainfall events on Water Grid operations. Turbidity being experienced in raw water at Mt Crosby WTPs. Lowood WTP turbidity high. Watching brief to be maintained.
9/01 – 9:30pm	WGM, Seqwater, DERM	Dam releases and flooding. Discussion had around Seqwater release strategy and potential impacts.
10/01 – 8:30am	WGM, Seqwater	Dam releases and flooding. Discussion had around Seqwater release strategy and potential impacts. EMT established.
10/01 – 11am	WGM, Seqwater, QUU, WaterSecure, LinkWater, DERM	For Grid connected WTPs, impacts from increase turbidity associated from extreme weather. General situation update regarding production, demand and storage. Chemical deliveries discussed with alternative routes assistance requested from EMT. For stand-alone supplies, current status discussed and actions agreed. EMT requested to assist prioritization of helicopter to provide access to the Kilcoy supply. Need for boil water notices reinforced where required.

Signed [redacted] .....

Daniel Thomas Spiller

Taken by: [redacted]

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Date and time	Participants	Subject
10/01 – 12:30pm	WGM, Bureau of Meteorology (**BOM**), Minister, Department of Premier and Cabinet (**DPC**), DERM, Office of the Water Supply Regulator (**OWSR**), Seqwater	Situation update.
10/01 – 3pm	WGM, Seqwater, QUU	For stand-alone supplies, status update. Jimna, Linville and Kilcoy areas of greatest impact. Carting to Jimna to commence. QUU to arrange bottled water. No advice from Energex as to when power might be restored to the Kilcoy WTP. Communications arrangements agreed.
10/01 – 4pm	WGM, Seqwater, QUU, Unitywater, LinkWater	General situation update regarding production, demand and storage. Advised that the Capalaba WTP was not operational, with supply being sourced from alternative sources. Mt Crosby West Bank WTP on stand-by. Kenilworth WTP offline. Tankering to be arranged by Unitywater. Two sites running short of lime. Seqwater directed to escalate power supply issue with Energex.
11/01 – 7:30am	WGM, QUU, Seqwater, DERM, Allconnex Water, Unitywater, LinkWater	General situation update. For stand-alone supplies, situation discussed. Working group expanded and prioritised.
11/01 – 2:15pm	WGM, LinkWater, Seqwater, QUU, Unitywater	Grid connected situation update. Advised that the Mt Crosby East Bank WTP was isolated, with two and half days supply of chemicals onsite.
12/01 –	WGM, LinkWater,	General situation update, with a focus on stand-alone

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Daniel Thomas Spiller

Taken by [redacted]

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Date and time	Participants	Subject
7:30am	Seqwater, QUU, Unitywater	supplies.
12/01 – 10pm	WGM, Qld Health, DERM, Seqwater, LinkWater, two external water quality advisors	Discussion and agreement of course of action regarding water quality public health impacts associated with high turbidity in the source water of the Mt Crosby WTPs.
13/01 – 7:30am	WGM, LinkWater, Seqwater, QUU	General situation update, with a focus on reservoir storage levels and stand-alone supplies. QUU to coordinate boil water messaging as supply restored to isolated towns.
13/01 – 12:30pm	WGM, LinkWater, Seqwater, QUU	General situation update.
13/01 – 4pm	WGM, LinkWater, Seqwater, QUU	General situation update.
13/01 – 9pm	WGM, LinkWater, Seqwater	Teleconference to discuss Mt Crosby WTP turbidity levels and impacts on production.
14/01 – 6:30am	WGM, LinkWater, Seqwater	Update on the operation of the Mt Crosby WTPs and the treated water storages. Supply meeting demand, with increase in demand for clean down purposes unknown. Water balance team leading contingency planning for potential interruptions to supply.
14/01 – 7:30am	WGM, LinkWater, Seqwater, QUU	General situation update, with a focus on reservoir storage levels and stand-alone supplies.
14/01 – 10am	WGM, LinkWater, Seqwater, QUU, Qld Health, OWSR	General situation update, with a focus on reservoir storage levels and stand-alone supplies. Supply continuing to meet demand. More detailed discussion of

Signed: [redacted].....

Daniel Thomas Spiller

Taken by [redacted]

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Date and time	Participants	Subject
		demand management options.
14/01 – 12pm	WGM, LinkWater, Seqwater, QUU	General situation update, with a focus on reservoir storage levels and stand-alone supplies. North Pine WTP raw water back up pump requested of Seqwater, enabling that plant to increase supply.
14/01 – 3pm	WGM, LinkWater, Seqwater, QUU	General situation update, with a focus on reservoir storage levels and stand-alone supplies.
15/01 – 7:30am	WGM, LinkWater, Seqwater, QUU, Unitywater	General situation update, with a focus on stand-alone supplies. Unitywater seeking EMT to arrange for permission to utilize purified recycled water for clean up purposes. QUU requesting EMT to liaise with Queensland Police Service (**QPS**) regarding access to pipes in Grantham.
15/01 – 12pm	WGM, LinkWater, Seqwater, QUU, Unitywater	General situation update, with a focus on stand-alone supplies.
16/01 – 7:30am	WGM, QUU, LinkWater, Allconnex Water, Seqwater, Unitywater, WaterSecure	General situation update, with a focus on stand-alone supplies. Focus on reticulated mains status within the distribution network.
17/01 – 7:30am	WGM, LinkWater, Seqwater, QUU, Unitywater	General situation update, with a focus on stand-alone supplies. QUU is working through Grantham pipeline with QPS escort.
19/01 – 6pm	WGM, LinkWater, Seqwater, QUU	General situation update, with a focus on the Lowood WTP.
19/01 – 7pm	WGM, LinkWater,	Lowood WTP update. Pump running but loss of electricity from lightning strike in storm. Requested

Signed: [redacted] .....

Daniel Thomas Spiller

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[Justice of ~~the Peace~~/Solicitor]

Date and time	Participants	Subject
	Seqwater, QUU	priority restoration of power.
20/1 – 8am	WGM, QUU, Seqwater	General situation update, with a focus on the Lowood WTP. Re-iterated the need for a secondary pump to be sourced for the Lowood WTP by Seqwater.
21/1 – 1pm	WGM, LinkWater, Seqwater, QUU	General situation update. Mt Crosby WTP dewatering issues continuing. Turbidity increasing may require shutdown of WTP.

Step 5: Manage the recovery

64. By the morning of 16 January 2011, supply had been restored to approximately 95 percent of Queensland Urban Utilities' customers. Key issues from 16 January 2011 until emergency closure were as follows:

    a. until 24 January 2011, Boil Water Notices for Lockyer and Somerset Council regions and Marburg;

    b. until 18 February 2011, repairs to the Lowood raw water pump;

    c. ongoing intensive water quality sampling; and

    d. consideration of dewatering options for the Mt Crosby and North Pine WTPs.

65. The EMT was operational until 27 January 2011, when the Water Grid Manager transitioned back to normal, on call, arrangements.

66. A number of other high level incidents occurred over the following months, including an interruption to power supply to the Mt Crosby WTPs (determined to be a Level 5 emergency). These incidents were managed in accordance with the ERP.

Signed: [redacted] .....

Daniel Thomas Spiller

Taken by: [redacted]

[Justice of the Peace/Solicitor]

67. By the end of March 2011, the operation of the Water Grid has stabilised sufficiently for the desalination plant to the return to minimum production. In this mode, it produces about 50 megalitres per week (compared to its capacity of 135 megalitres per day).

Step 6: Improvement actions

68. These are discussed in my response to topic 10.

TOPIC 10: THE EXISTENCE OF, AND PERFORMANCE OF, ANY EMERGENCY ACTION PLAN HELD BY THE SOUTH EAST QUEENSLAND WATER GRID MANAGER DURING THE 6 TO 19 JANUARY 2011 FLOOD EVENT

69. The only emergency action plan held by the Water Grid Manager that I am aware of is the SEQ Water Grid Emergency Response Plan (**ERP**) prepared by the Water Grid Manager, a copy of which is attached to this statement as Annexure F1.

70. It is important to recollect that the ERP had been previously tested in an independent review of that plan by an emergency and disaster recovery consultancy called MC2 Pacific International (**MC2 Pacific**) in or around March 2010. That is discussed in more detail below.

71. Under the Market Rules, the Water Grid Manager, relevantly, is responsible for the preparation of an ERP. Market Rule 4.24 provides that:

'(a) The Water Grid Manager must prepare, implement and maintain a Water Grid Emergency Response Plan which specifies:

(i) incidents which must be reported to the Water Grid Manager;

(ii) response levels for types of incidents reported to the Water Grid Manager;

Signed: [redacted] .....

Daniel Thomas Spiller

Taken by [redacted]

[Justice of the Peace/Solicitor]

(iii) escalation and notifications paths for each response level;

(iv) reporting and monitoring requirements for each response level;

(v) responsibilities for preparing and issuing public statements (if required) for each response level;

(vi) any changes to the process for the issue of Grid Instructions following a reported incident;

(vii) the process for operation of the Water Grid following a Water Supply Emergency Declaration;

(viii) the process for preparing, issuing and amending Operating Instructions following a Water Supply Emergency Declaration;

(ix) arrangements (where applicable) for providing the Water Grid Manager with access to Grid Service Provider operated control rooms, real-time information, equipment and personnel following a Water Supply Emergency Declaration; and

(x) any other matter the Water Grid Manager considers appropriate.'

72. The ERP is a detailed plan in the event of an emergency which affects the supply of water in SEQ. It applies to all Grid Participants and, in particular, to:

a. the Water Grid Manager;

b. the Queensland Bulk Water Supply Authority (trading as Seqwater);

c. the Queensland Manufactured Water Authority (trading as WaterSecure);

Signed: .. [redacted] .....

Daniel Thomas Spiller

Taken by [redacted]

[Justice of ~~the Peace~~/Solicitor]

d. the Queensland Bulk Water Transport Authority (trading as LinkWater);

e. Distribution Service Providers, including Queensland Urban Utilities.

73. On 2 December 2008, the original version of the ERP was approved by the then Deputy Premier and Minister for Infrastructure and Planning (version 1).

74. On 29 October 2009, an amended version of the ERP was submitted to the Minister for approval. The amendment followed an annual review of the approved Water Grid ERP, in accordance with Section 4.25 of the Market Rules.

75. As part of that annual review, the ERP and all changes made to it were circulated to all Grid Participants and other stakeholders for review and comment. Other stakeholders included Emergency Management Queensland, the Queensland Police Service, Queensland Health, DERM, the Office of the Water Supply Regulator and the QWC.

76. Submissions by entities in relation to the ERP were positive, and indicated that the Grid Participants believed they were effectively complying with the letter and intent of the Plan. For example, the LinkWater submission stated that the current ERP represented a marked improvement from the previous version. LinkWater had found that the notifications, forms, situational reports, action checklists and other templates were an important resource.

77. On 1 December 2009, the revised plan was adopted as the interim ERP, prior to a training and validation period (interim version).

78. In March 2010, an exercise, Exercise Matrix, was conducted in which external consultants were engaged to simulate various emergencies over a two day period to test the adequacy of the ERP. The Exercise Matrix scenario was set to stretch the capacity

Signed: ... [redacted] .....

Daniel Thomas Spiller

Taken by [redacted]

[Justice of ~~the Peace~~/Solicitor]

of the Water Grid, with multiple Level 3 and 4 incidents. It involved the following organisations, either as higher control, observers or exercised parties:

a. Water Grid Manager;

b. LinkWater;

c. Seqwater;

d. WaterSecure;

e. Queensland Urban Utilities;

f. Gold Coast Water;

g. Moreton Bay Regional Council;

h. Queensland Police Service;

i. Emergency Management Queensland;

j. DERM; and

k. Queensland Health.

79. Exercise Matrix was facilitated and assessed by MC2 Pacific. A number of recommendations for further improvement were made, all of which were discussed between the various agencies prior to being incorporated into version 2.

80. The MC2 Pacific report describing, and evaluating the results of, the testing is annexed at Annexure F97. This report was provided to the Minister, in accordance with Section 4.24(g) of the Market Rules.

Signed: [redacted] .....

Daniel Thomas Spiller

Taken b [redacted]

[Justice of the Peace/Solicitor]

81. On 13 August 2010, the Water Grid Manager submitted an amended version of the interim ERP to the Minister for final approval (version 2). The amendments reflected the outcomes of the testing and validation period, including the recommendations from MC2 Pacific.

82. On 23 September 2010, the Minister approved version 2 of the ERP.

83. On 23 November 2010, the Chief Executive Officer of the Water Grid Manager approved updated contact details in the ERP. This was the version which was in force as at the time of the 2010/2011 floods (version 2.1).

OCA

84. From December 2010, all incidents have been managed using the OCA Incident Manager system. Related communications are annexed at Annexure E.

85. OCA Incident Manager is a common emergency management system, which was implemented based on a recommendation following Exercise Matrix. It facilitates the effective implementation of the ERP, providing an all-in-one emergency management system that supports the management of contact information, incident logging, action tracking, communications, assets and mapping during an emergency.

86. OCA Incident Manager provides centralised control of all information to the EMT, resulting in:

    a. improved communications between it, Grid Participants and key stakeholders;

    b. reduced risk of miscommunication or misinformation;

    c. the ability to communicate en masse with key stakeholders via SMS or email;

Signed: [redacted]..... Taken by: [redacted]

Daniel Thomas Spiller [Justice ~~of the Peace~~/Solicitor]

d. faster response to changing situations; and

e. secure software platform, enabling remote access by all users across the Grid (ASIO T4 approved data centres utilised).

87. Benefits for the Grid Participants include:

a. live situational awareness, allowing faster assessment of emergency situations;

b. visibility and transparency for all incidents across the Water Grid, regardless of involvement;

c. a central repository of all emergency communication and related materials;

d. clear roles and responsibilities when managing an emergency;

e. a reduction in the use of email for emergency communications; and

88. I understand the OCA software system is utilised within the State Disaster Coordination Centre and the Queensland Police Service for Counter Terrorism operations, as well within Emergency Management Queensland. Queensland Health also utilises OCA software system.

89. Implementation followed a three month trial involving all Grid Service Providers and Distribution Service Providers.

90. In December 2010, formal user training workshops were held for between 80 and 90 users from the Water Grid Manager and all Grid Service Providers and Distribution Service Providers.

Training

Signed: [redacted]..... Taken [redacted]

Daniel Thomas Spiller [Justice of the Peace/Solicitor]

91. The Water Grid Manager has undertaken formal training for its staff and representatives from Grid Participants, in addition to Exercise Matrix. This training includes:

    a. November 2008, ERP training workshop;

    b. 2 December 2009, ERP workshop for senior executives;

    c. 8, 15 and 16 December 2009, ERP workshops for relevant officers;

    d. 28 January 2010, train the trainer workshop;

    e. 4 February 2010, EMT workshop (including Grid Participants);

    f. August 2010, participation in Exercise Mercury (Queensland Police Service) representing the Water Grid;

    g. December 2010, OCA Incident Manager training for 80 to 90 users;

    h. throughout 2010, training sessions for Water Grid Manager duty managers.

Application

92. In 2009-10, there were a total of 35 incidents that were rated as level 3 or higher under the interim ERP. From December 2009, incidents were managed in accordance with the interim ERP.

93. Since 1 July 2010, eighty incidents have been managed under the ERP, comprising:

    a. 56 Alert level incidents;

    b. 21 Level 3 emergencies;

Signed: [redacted].....

Daniel Thomas Spiller

Taken b[redacted]

[Justice of the Peace/Solicitor]

c. two Level 4 emergencies; and

d. one Level 5 emergency.

Performance

94. In my view, the ERP functioned very well during the course of the flood events in January 2011. It established structures and processes that were able to be adapted as circumstances changed, as outlined in response to Topic 9.

95. My view is confirmed by the preliminary outcomes of an after action review. This after action review is being undertaken as part of Step 6 (improvement actions) of the ERP.

96. The review is being carried out in two parts, being:

a. a first phase, which is focusing on 'technical' emergency management within the Water Grid (that is, a compliance audit against the ERP). It includes such factors as the use and useability of OCA Incident Manager, process and communication between the Incident Management Teams. The focus is on continual improvement for the short-term; and

b. a second phase, which will leverage the findings of the Commission of Inquiry and focus on the practical implementation of its recommendations. This phase may also focus on other broad strategic areas for the medium to long-term.

97. MC2 Pacific has been engaged to undertake the review, based on a variation to a contract that had already been awarded for the conduct of another annual exercise, Exercise Matrix II. The terms of reference and response by MC2 Pacific are annexed at Annexure F810.

Signed: [redacted]..... Taken [redacted]

Daniel Thomas Spiller [Justice of the ~~Peace~~/Solicitor]

98. MC2 Pacific has provided verbal advice on the first phase, following interviews with members of the EMT and representatives of all Grid Service Providers and Distribution Service Providers.

99. MC2 Pacific provided advice regarding each step of the emergency management process. The effect of this advice is as follows.

100. In relation to Steps 1 (identify and assess severity), 2 (declaration and notification) and 5 (recovery), MC2 Pacific considered that the process had been complied with and was effective. No improvements were recommended, though it noted that notification to some participants was not followed by a phone call in some instances.

101. In relation to Step 3 (establish command and control), MC2 Pacific considered that the process was effective and appropriate. It advised that there had been a strong understanding of the operational response and the role of the EMT, and that the technical groups and liaison role worked well. It recommended that the process could be improved by:

    a. more clearly communicating the composition of the EMT where key positions are rotated, such as occurred from 14 January 2011;

    b. further clarifying responsibilities for communications, especially in relation to wastewater issues which are not managed through the ERP;

    c. formalising the liaison roles with disaster management groups, including the liaison role with State Disaster Management Group as provided by Mr Dennien; and

    d. continuing to build relationships with disaster management agencies and groups, to ensure that they are aware of the role of the EMT.

Signed: ..... [redacted] .....
Daniel Thomas Spiller

Taken by: [redacted]
[Justice ~~of the Peace~~/Solicitor]

102. In relation to Step 4 (manage the emergency), MC2 Pacific considered that the process generally worked well. It recommended that the process could be improved by:

    a. regular teleconferences with communications officers from all relevant entities, as a means of distributing information;

    b. more regular updates to Grid Service Providers and Distribution Service Providers about strategic issues and responses, for officers not involved in the EMT teleconferences;

    c. more regular information to Grid Service Providers and Distribution Service Providers about the status of requests for assistance; and

    d. finalisation of the interim Boil Water Alert Protocol, which was developed with participants in late 2010 and distributed as a final draft on 23 December 2010 for use over the holiday period.

103. In relation to Step 6 (improvement actions), MC2 Pacific considered that the review process to be appropriate. Beyond the issues outlined above, it noted that the improvement actions should include:

    a. finalisation of the Water Grid Manager Business Continuity Plan;

    b. further training for Grid Participants on the OCA system; and

    c. prior preparation of basic communications material.

104. Many of the recommendations are underway. For example, an updated version of the boiled water protocol was distributed to participants in April 2011 for review and comment, prior to final consideration by the Grid Water Quality Technical Committee.

Signed: [redacted].....

Daniel Thomas Spiller

Taken b[redacted]

[Justice ~~of the Peace~~/Solicitor]

105. A report will be provided once stage two of the review is completed.

Entity Emergency Response Plans

106. The Market Rules require that Grid Service Providers and Distribution Service Providers prepare their own emergency response plans (**EERP**) ERPs that are consistent with the ERP.

107. The Water Grid Manager holds copies of each of these EERPs, as submitted to it for approval. These documents are annexed as Annexure F. Related correspondence is also annexed, including communications regarding the Water Grid Manager's approval.

108. Section 4.26 of the Market Rules states that each Grid Service Provider and Distribution Service Provider must, no later than one month after the date on which the ERP is approved, prepare and submit to the Water Grid Manager for approval an EERP for its Infrastructure (Grid Service Provider Emergency Response Plan) that is consistent with the ERP.

109. Section 4.27(a) states that each Distribution Service Provider must no later than 30 September 2010 submit to the Water Grid Manager for approval an emergency response plan (Distribution Service Provider Emergency Response Plan) for:

    (i) any portion of its infrastructure that connects with the Water Grid; or

    (ii) infrastructure associated with Isolated Supply Schemes,

    that is consistent with the ERP.

110. Sections 4.28 and 4.29 set out matters that must be included in these EERPs.

Signed: .....[redacted]..... Taken by [redacted]

Daniel Thomas Spiller [Justice of the Peace/Solicitor]

111. Section 4.30 sets out the process by which the Water Grid Manager comments on and approves Grid Service Provider and Distribution Service Provider Emergency Response Plans. It includes a provision for the Water Grid Manager to issue a Remedy Notice and a requirement. The Grid Service Provider or Distribution Service Provider must amend its Grid Service Provider Emergency Response Plan or Distribution Service Provider emergency response plan to address matters set out in a Remedy Notice and resubmit an amended emergency response plan to the Water Grid Manager for approval no later than ten business days after receipt of a Remedy Notice.

112. Section 4.31 states that each Grid Service Provider and Distribution Service Provider must review its approved Grid Service Provider Emergency Response Plan or Distribution Service Provider Emergency Response Plan within one month of the approval of any revision to the ERP in accordance with section 4.25 and submit the revised Grid Service Provider Emergency Response Plan or Distribution Service Provider Emergency Response Plan to the Water Grid Manager for approval under section 4.30.

113. On 30 September 2010, Mr Dennien wrote to the Chief Executive Officers of Grid Service Providers and Distribution Service Providers advising them that the Minister had approved the ERP and requesting that they submit updated versions of their EERPs, in accordance with the requirements of the Market Rules.

114. Updated plans were received from all participants within a month.

115. The Water Grid Manager undertook a review with the timeframes specified in the Market Rules. The results of this review were communicated to the providers by no later than 17 November 2010. For LinkWater, WaterSecure and Allconnex, the Water Grid Manager required minor issues to be remedied before its final approval.

Signed: [redacted].....

Daniel Thomas Spiller

Taken by: [redacted]

[Justice of the Peace/Solicitor]

116. Final approvals of Grid Service Provider and Distribution Service Provider Emergency Response Plans were as follows:

    a. 21 October 2010, Unitywater plan approved;

    b. 17 November 2010, Seqwater plan approved;

    c. 17 November 2010, Queensland Urban Utilities plan approved;

    d. 21 January 2011, LinkWater plan approved;

    e. 21 January 2011, WaterSecure plan approved; and

    f. 21 January 2011, Allconnex plan approved.

117. In my view, there was an effective response to water supply emergency by all Grid Participants. Water supply was maintained to about 95% percent of customers, despite impacts upon much of the Water Grid, as outlined in response to Topic 9.

All the facts and circumstances deposed to herein are within my own knowledge, save such as are deposed to from information only, and my means of knowledge and sources of knowledge appear in this my statement to the Commission.

Sworn by Daniel Thomas Spiller on 13 May 2011 at Brisbane in the presence of:

Signed: [redacted]
Daniel Thomas Spiller

Taken by: [redacted]
[Justice of the Peace/Solicitor]

SEQ Water Grid
safe · secure · sustainable

SEQ Water Grid
Emergency Management

Media update - 6 January 2011 -Dam releases

With recent heavy rainfall across South East Queensland and the forecast of more to come, releases are being made from some of the region's water storages. Gate operations at Wivenhoe Dam will be required. To minimise downstream impacts, these releases will commence when flood levels in the lower Lockyer Creek subside

Details
Local flows, and the expected Wivenhoe Dam release, may impact upon Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing for several days. Local councils should be consulted for detailed information on road crossing closures and other impacts. At this stage, no impacts are expected for Fernvale Bridge or Mt Crosby Weir Bridge. Water from Somerset Dam is being released into Wivenhoe Dam through a regulator valve, which may increase later today. A release through the gate at North Pine Dam is expected to commence later today. A release from Leslie Harrison is underway and may continue until the weekend. No water is currently being released from Hinze Dam. The Water Grid is working with local councils regarding the current releases and the likely impacts, which are being managed in accordance with approved flood management plans. Recreation update Dams are currently open for water-based recreational activities, however this may change depending on the weather. Visitors should check the Water Grid website (www.watergrid.com.au) for additional information for each recreation site. Gold Coast Desalination Plant Even though the regions dams are at or near full capacity, recent heavy rains have resulted in high sediment levels in the Brisbane River. These increased levels present challenges for water treatment plants like those at Mt Crosby, which are the main supply for Brisbane. The Gold Coast Desalination facility was recently brought up to full capacity to address the flood associated issues at Mt Crosby without compromising water security or quality for Brisbane. The Gold Coast Desalination facility is now operating at 33 per cent capacity to ensure the highest water quality for the South East Queensland region. ENDS Note to the Editor: While releases are being made from the region's water storages, routine updates will be provided. Community Assistance: Please direct the community to contact telephone - 1800 613 122. This number has been established for members of the public seeking information on which dams are spilling in South East Queensland. Members of the public seeking information on potential impacts in their local areas should direct inquiries to their local councils. AnchorAnchor About the SEQ Water Grid: Established in June 2008 in response to the crippling Millennium Drought, the AnchorAnchorSEQ Water Grid represents one of Australia's largest investments in water infrastructure. Through a network of climate resilient water sources, treatment facilities, new two-way pipes and existing pipelines, the SEQ Water Grid gives the South East Queensland region the ability to support water demands, water quality, economic prosperity and lifestyle - regardless of climate change and population growth. For further information on the Water Grid: www.watergrid.com.au For further details contact the SEQ Water Grid Communications Unit on: [redacted]

R02 Emergency notification acknowledgement lodged: Ack - Wivenhoe Dam Releases 6 JAN 10	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	06/01/2011 09:43 PM
Sent communication: Incident Notification Acknowledgement	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	06/01/2011 09:50 PM
Changed status from Action required to Completed	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	06/01/2011 09:51 PM
R02 Emergency notification acknowledgement lodged: ACK - E. coli detection at The Gap (SP300)	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	06/01/2011 10:18 PM

Sent communication: Incident Notification Acknowledgement	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	06/01/2011 10:30 PM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 06/01/2011 10:36 PM
Event(s) E. coli detection at The Gap (SP300) - 2222EST-6JAN11
Entry
Discussed incident in phonecall to Dan. Confirmed Alert. Will prepare Mins notification first thing tomorrow.

Task assigned to Duty Manager (Emergency Management - SEQ WGM) : Prepare Minister's Informal Notification report	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	06/01/2011 10:39 PM
Event Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10 finished	**Logged By**	SEQ WGM
	Date	07/01/2011 10:00 AM
Event E. coli detection at The Gap (SP300) - 2222EST-6JAN11 finished	**Logged By**	SEQ WGM
	Date	07/01/2011 10:00 AM
Email received: Technical Report W29	**Logged By**	[redacted] (first point of contact)
	Date	07/01/2011 07:15 AM
Task assigned to Incident Manager (Incident Management - Allconnex), Incident Manager (Incident Management - LinkWater), Incident Manager (Incident Management - Seqwater) : Teleconference to prepare for the weekend	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact)
	Date	07/01/2011 08:58 AM
R01 Minister's Notification lodged: Incident notification - E. coli detection at The Gap - 2222EST-6JAN11	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	07/01/2011 09:10 AM
Email received: Operational teleconference	**Logged By**	Dan Spiller
	Date	07/01/2011 09:10 AM
Email received: Operational teleconference	**Logged By**	Dan Spiller
	Date	07/01/2011 09:12 AM
Changed status from Action required to In progress	**Logged By**	Incident Manager (Incident Management - LinkWater) - Duty General Manager LinkWater (first point of contact)
	Date	07/01/2011 09:35 AM
Email received: Media update: dam releases - 7 January 2011	**Logged By**	[redacted]
	Date	07/01/2011 10:06 AM

SEQ Water Grid
Emergency Management

Changed status from In progress to Completed

Logged By Incident Manager (Incident Management - Seqwater) - [redacted] first point of contact)
Date 07/01/2011 10:51 AM

R20 Incident close-out lodged: Wivenhoe/Somerset Dam Releases - Close out report

Logged By Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact)
Date 07/01/2011 11:53 AM

Sent communication: Incident Close-out notification to stakeholders

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Date 07/01/2011 12:12 PM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Date 07/01/2011 12:14 PM
Log Type Event Log
Lodging agency SEQ WGM
Event(s) E. coli detection at The Gap (SP300) - 2222EST-6JAN11
Entry

Please note that this sample point SP300 The Gap is at the booster pump where water is pumped up to the Summit Reservoir where the water is re-chlorinated. No customers take water from this pipe. Water quality data shows plenty of chlorine and no bacteriological deterioration after the Summit Reservoir.

I am expecting the result of the re-sample about 3 prn this afternoon.

[redacted]
Principal Officer - Water Quality
Planning & Source Control
Queensland Urban Utilities
GPO Box 2765 Brisbane Qld 4001

Phone: [redacted]
Website :
www.urbanutilities.com.au

Brisbane Transit Centre - West Tower - Level 8
171 Roma Street, Brisbane Qld 4000

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Related Documents (1)

DWQ Incident report Part A - SP300 - signed 20110107.pdf

Email received: Drinking water quality incident report Part A - Ecoli detected at The Gap sampled 4 January 2011

Logged By [redacted]
Date 07/01/2011 12:14 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 07/01/2011 01:24 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Media interest related to the Wivenhoe Release incident over the past 24 hours has included:

- news grabs with ABC Gold Coast and ABC news
- interview with Channel 10
- interview with Channel 7
- three enquiries from Queensland Times
- enquiry from Courier Mail
- enquiry from 4KQ National and local
- enquiry from 97.3 River FM
- enquiry from Channel 10
- enquiry from 612 ABC Brisbane.

Media interest will continue to be monitored over the weekend and until releases are complete.

R20 Incident close-out lodged: Close out for E.coli detection at The Gap
Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Date 07/01/2011 03:58 PM

Email received: Technical Report W30
Logged By [redacted] (first point of contact)
Date 07/01/2011 04:06 PM

Sent communication: Ministerial Briefing notification
Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Date 07/01/2011 04:15 PM

Changed status from Action required to Completed
Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Date 07/01/2011 04:16 PM

Email received: 2nd Meeting - Impacts of dirty water events
Logged By [redacted] (first point of contact)
Date 07/01/2011 04:20 PM

Sent communication: Incident Close-out notification to stakeholders
Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Date 07/01/2011 04:28 PM

Email received: Media update: dam releases - 8 January 2011 **Logged By** [redacted]
Date 08/01/2011 10:26 AM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 08/01/2011 11:17 AM **Lodging agency** SEQ WGM
Event(s) Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10
Entry
Summary of status.

Regards,

Daniel Spiller

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Email received: 3rd Meeting - Impacts of dirty water events **Logged By** [redacted](first point of contact)
Date 08/01/2011 11:31 AM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 08/01/2011 12:06 PM **Lodging agency** Seqwater
Event(s) Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10
Entry
Copy of notes from Teleconference held today

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Related Documents (1)

Minutes of Meeting 20110108 Impact of Rainfall Event on Grid Operations.docx

Email received: Fw: Technical Report W32 — **Logged By** [redacted] (first point of contact) **Date** 09/01/2011 07:56 AM

Email received: Media update: dam releases - 9 January 2011 — **Logged By** [redacted] **Date** 09/01/2011 09:29 AM

Email received: Fw: Technical Report W34 — **Logged By** [redacted] (first point of contact) **Date** 09/01/2011 09:22 PM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 09/01/2011 10:47 PM
Event(s) Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10
Entry
Summary of phone call from [redacted] Seqwater, 10:37 PM, 9 January.

Mt Crosby weir - 2000 cumecs by 6:00 AM, 10 January.

At 1900 the weir goes under.

Shut weir off underway - putting down guard rail etc.

Public safety issue - councils have been / will be notified as part of the procedure.

Dan discussing with Brett M.

Event E.coli detection at Algester (SP244) - 1020EST-06JAN11 commenced — **Logged By** SEQ WGM **Date** 10/01/2011 10:00 AM

Event E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11 commenced — **Logged By** SEQ WGM **Date** 10/01/2011 10:00 AM

Event Atkinsons Dam WTP inundation -1230EST-10JAN11 commenced — **Logged By** SEQ WGM **Date** 10/01/2011 10:00 AM

Event Northern Region Asset Inundation - 1602EST-10JAN11 commenced — **Logged By** SEQ WGM **Date** 10/01/2011 10:00 AM

Event Rathdowney Reservoir commenced — **Logged By** SEQ WGM **Date** 10/01/2011 10:00 AM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 10/01/2011 07:15 AM **Lodging agency** SEQ WGM

SEQ Water Grid
Emergency Management

Event(s) Entry Wivenhoe Dam Releases 1230EST-06JAN11

Media update - 10 January 2011 - Wivenhoe Dam releases

Significant rainfall received across catchments has lifted Wivenhoe Dam's level to above 140 per cent and Somerset Dam to above 150 per cent. Although releases are being made, significant quantities of water have been held back to manage impacts downstream and allow for inflows which have occurred below Wivenhoe Dam.

Details
Overnight, this weather has inundated Fernvale Bridge and Mt Crosby Weir bridge together with a number of local roads. They join a number of other bridges already impacted, including Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing. In order to relieve the dam's flood storage compartment and with more rain forecast, controlled releases are being increased today from 116,000 megalitres per day to 150,000 megalitres per day. This will be done in consultation with the Bureau of Meteorology and local councils, utilising a strategy to limit impacts where possible downstream, noting that these releases are a necessity. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. Telephone - 1800 613 122 has been established for members of the public seeking information on which dams are spilling in South East Queensland. ENDS Note to the Editor: While releases are being made from the region's water storages, routine updates will be provided. Community Assistance: Please direct the community to contact telephone - 1800 613 122. This number has been established for members of the public seeking information on which dams are spilling in South East Queensland. Members of the public seeking information on potential impacts in their local areas should direct inquiries to their local councils. AnchorAnchor About the SEQ Water Grid: Established in June 2008 in response to the crippling Millennium Drought, the AnchorAnchorSEQ Water Grid represents one of Australia's largest investments in water infrastructure. Through a network of climate resilient water sources, treatment facilities, new two-way pipes and existing pipelines, the SEQ Water Grid gives the South East Queensland region the ability to support water demands, water quality, economic prosperity and lifestyle - regardless of climate change and population growth. For further information on the Water Grid: www.watergrid.com.au For further details contact the SEQ Water Grid Communications Unit on: Ph: [redacted]cid:image001.gif@01CB873F.38F327A0 This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government. This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

Email received: Media Update - Dam Releases - 10 January 2011 **Logged By** [redacted]
Date 10/01/2011 07:15 AM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log

Date 10/01/2011 09:39 AM
Event(s) Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10
Entry
Wivenhoe/Someset Dam Releases - 1800EST-17DEC10 escalated to Level 3 Emergency. Dan Spiller appointed as Emergency Manager. [redacted] appointed as Communications Manager.

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 10/01/2011 09:41 AM
Lodging agency SEQ WGM
Event(s) Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10
Entry
Teleconference held with Seqwater @ 0900h about dam releases.

Email received: 0830h Teleconference Notes
Logged By [redacted]
Date 10/01/2011 10:21 AM

Email received: Media update - Dam releases - 10 January 2011
Logged By [redacted]
Date 10/01/2011 10:41 AM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 10/01/2011 12:30 PM
Entry
Water Grid Update - teleconference held between

Minister

CEO and Chief Engineer Somerset Regional Council

Peter Bradley BoM

Ken Smith DP&C

Debbie Best DERM

[redacted]

Barry Dennien

Peter Borrows

R02 Emergency notification acknowledgement lodged: ACK - Forest Lake E.Coli
Logged By [redacted]
Date 10/01/2011 12:45 PM

Sent communication: Incident Notification Acknowledgement
Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Date 10/01/2011 12:48 PM

R02 Emergency notification acknowledgement lodged: Ack - E.Coli Algester
Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 10/01/2011 12:54 PM

Sent communication: Incident Notification Acknowledgement	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 12:56 PM
R01 Minister's Notification lodged: MIN - E.Coli detections	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 01:00 PM
Email received: Water Supply Issues - Somerset & Scenic Rims Region	**Logged By**	[redacted] (first point of contact)
	Date	10/01/2011 02:34 PM
Email received: FW: Drinking Water Quality incidents at SP244 Algester & SP327 Forest Lake - 6 January 2011	**Logged By**	SEQWGM Operations [redacted]
	Date	10/01/2011 02:54 PM
Task assigned to Duty Manager (Emergency Management - SEQ WGM) : Prepare Minister's Informal Notification report	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 03:30 PM
R02 Emergency notification acknowledgement lodged: Ack - Atkinson Dam WTP inundation	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 03:34 PM
R01 Minister's Notification lodged: MIN - Atkinsons Dam WTP	**Logged By**	System Administrator (System Admin) [redacted]
	Date	10/01/2011 03:41 PM
Sent communication: Incident Notification Acknowledgement - Atkinsons Dam WTP	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 03:41 PM
Sent communication: Ministerial Briefing notification	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 03:43 PM
Email received: Impacts of dirty water events	**Logged By**	[redacted] (first point of contact)
	Date	10/01/2011 03:48 PM
Email received: Impacts of wet weather events	**Logged By**	[redacted] (first point of contact)
	Date	10/01/2011 04:41 PM
R01 Minister's Notification lodged: MIN - Kilcoy, Jimna and Linville Inundation	**Logged By**	EMG Duty Manager (Emergency Management - SEQ WGM) [redacted]
	Date	10/01/2011 04:42 PM
Email received: Impacts of wet weather events	**Logged By**	[redacted] (first point of contact)
	Date	10/01/2011 04:46 PM

Email received: Water Supply Issues - Somerset & Scenic Rims Region	**Logged By**	[redacted] (first point of contact)
	Date	10/01/2011 04:49 PM
Email received: Water Grid Media Update - Dam Releases 10 January 2011	**Logged By**	[redacted]
	Date	10/01/2011 04:50 PM
Sent communication: Ministerial Briefing notification	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 05:21 PM
Sent communication: Ministerial Briefing notification	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 05:41 PM
Email received: MEDIA RELEASE: UPPER SOMERSET TOWNSHIPS URGED TO CONSERVE WATER	**Logged By**	[redacted]
	Date	10/01/2011 05:48 PM
R02 Emergency notification acknowledgement lodged: ACK - Northern Area Assets Inundation	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 06:00 PM
Sent communication: Incident Notification Acknowledgement	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 06:03 PM
Changed status from Action required to Completed	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 06:04 PM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 10/01/2011 09:24 PM
Lodging agency SEQ WGM

Entry
Notified via telephone by QUU of Supply Outage - Level 3 Emergency at Withcott (population about 1,500). Pump Station Destroyed reservoir very low. QUU Impact assessment first thing tomorrow morning. Initial information that approx half of Withcott without water supply. Incident will be in OCA post 0730h.

Details
Contacted SDCC and provided QUUs details for direct liaison Contacted Duty Comms who touched base with QUU comms about scripting, community messaging and other planned actions Contacted Duty Exec who briefed Director Operations Ministrial Briefing provided

Event Extreme Weather Event -2300EST-10JAN11 commenced	**Logged By**	SEQ WGM
	Date	11/01/2011 10:00 AM
Email received: Fwd: media alert - withcott	**Logged By**	[redacted]
	Date	11/01/2011 06:12 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 09:32 AM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11
Entry
Discussion with Water Grid Communications and QUU Communications to confirm QUU call centre is prepared with Q&As regarding conservation and supply in Kilcoy, Jimna and Linville

Logged By [redacted]
Log Type Event Log
Date 11/01/2011 10:22 AM
Lodging agency SEQ WGM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11
Entry
Draft Water Conservation Media Release sent to QUU

Details
Draft media release sent to QUU for approval. Approvals at WGM end complete. Awaiting response

R02 Emergency notification acknowledgement lodged: ACK-Withcott and Extreme Weather
Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Date 11/01/2011 10:31 AM

Task assigned to Incident Manager (Incident Management - Seqwater) : Need next Technical report ASAP
Logged By Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact)
Date 11/01/2011 10:33 AM

Task assigned to Incident Manager (Incident Management - Qld Urban Utilities) : Assign a representative to the Water Grid Emergency Management Team
Logged By Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
Date 11/01/2011 10:39 AM

Sent communication: Incident Notification Acknowledgement
Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Date 11/01/2011 10:44 AM

Task assigned to Incident Manager (Incident Management - Seqwater) : Stage 2 dam release scenario modelling
Logged By Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact)
Date 11/01/2011 10:48 AM

Logged By EMG Duty Manager (Emergency Management - SEQ WGM) - Scott Denner
Log Type Event Log
Date 11/01/2011 11:00 AM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Incident upgraded to level 4 by SEQWGM Duty Executive [redacted] to reflect situational changes

Logged By Duty Manager (Emergency Management - SEQ WGM) - Lee Hutchison
Log Type Event Log
Date 11/01/2011 11:01 AM
Lodging agency SEQ WGM

Entry
[redacted] BCP planning

Details
[redacted]to look into BCP requirements of the WGM offices for the next few days. Essential staff for onsite, overnight accom and sending home staff early etc.

Email received: Water Grid Update - Dam Releases - 11 January 2011
Logged By John Adcock
Date 11/01/2011 11:15 AM

Email received: Water Supply Issues - Somerset & Scenic Rim Regions
Logged By [redacted] (first point of contact)
Date 11/01/2011 11:40 AM

Email received: Impacts of wet weather events
Logged By [redacted] (first point of contact)
Date 11/01/2011 11:42 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 12:23 PM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11
Entry
Media release issued - RESIDENTS URGED TO CONSERVE WATER

Details
Media release issued - RESIDENTS URGED TO CONSERVE WATER

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 11/01/2011 12:24 PM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Call to [redacted] Police Incident Command Centre

Details
Dan Spiller called [redacted] Police Incident Command Centre to provide a wivenhoe dam release update.

Email received: RE: withcott update
Logged By [redacted]
Date 11/01/2011 12:31 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 12:33 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
High media interest

Details
High media interest currently includes requests from Channel 10, Channel 7, Brisbane Times, The Australian, Gold Coast Bulletin, 4BC, ABC National, Sydney Morning Herald, 2GB and River FM - all awaiting interviews and further details post the dam update sent this morning.

Logged By Duty Manager (Emergency Management - SEQ WGM) [redacted]
Log Type Event Log
Date 11/01/2011 12:37 PM
Lodging agency SEQ WGM
Entry
Watersecure Status

Following is a quick update on WaterSecure/Veolia's situation with respect to the weather:

Emergency Status: Level 2

Management:

[redacted] is Watersecures Incident Manager
[redacted]s Veolia's Incident Manager
All communication to be referred to the Incident Managers
Discipline leaders to manage their respective stakeholders

Details
Communication There is regular phone communication between the Incident Managers. There are conference calls with the WGM and other Grid participants on a regular basis through the day (the next is at 2pm). There are operational conference calls between the Veolia/WaterSecure Incident Managers and Operations Managers on a regular basis through the day (the next is at 3.30pm) Keith Davies and David Fullerton are kept upto date by regular phone calls with Phil Surtees An email will be sent out to the EMT on a regular basis by the Incident Manager for them to communicate with their respective staff and stakeholders. People: Safety comes first. All WaterSecures staff have been advised to go home. Veolia are sending home all non essential staff. Some of Veolia's operational staff are experiencing issues with attending site, however there is currently no resource shortage and Veolia are in the process of updating the whereabouts of all staff both those rostered and not. GCDA - no issues, we remain operational and ready to respond as required. WCRWP: We have lost some power to sites in along the western system all sites are available via UPS and we will continue to monitor via the SCADA system. Inspections are underway for low lying areas along the Brisbane river - Bundamba RWPS, Good RWPS, Gibson Island and Luggage Point. We will update on these inspections later today as we understand that the Brisbane River will peak later tonight or tomorrow. Inspections are also underway where we can get safe access along the western system. We suspect there will be some areas of significant erosion but we are not aware of any asset issues at this stage. Tarong made a request to supply water yesterday but power supply still has not been restored to Caboonbah and the diesel driven pump used to stop the tank overflowing is not keeping up with the backflow from Tarongs system. We are working with Tarong to mitigate any overflow. We have ceased supply along the pipeline and isolating the various tanks was undertaken last night to reduce any stress on the pipeline. If we can get access today we will also consider isolating the manual valves on the inlets and outlets to further mitigate any water loss if we have pipeline damage. Supply to Swanbank at 25MLD continues. Please feel free to contact me if I can help further. Phil Surtees Senior Operations Manager WaterSecure 0457527499 ********** WATERSECURE DISCLAIMER ********** This email is confidential. If received in error, please delete it from

your system. ********** WATERSECURE DISCLAIMER **********
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Email received: FW: WaterSecure/Veolias Incident Management update - STATUS LEVEL 2	**Logged By**	Dan Spiller
	Date	11/01/2011 12:37 PM
Email received: Single source supply towns	**Logged By**	[redacted]
	Date	11/01/2011 12:38 PM
Email received: FW: Water Grid Update - Dam Releases - 11 January 2011	**Logged By**	[redacted]
	Date	11/01/2011 12:40 PM
Email received: FW: information request	**Logged By**	[redacted]
	Date	11/01/2011 12:40 PM
Email received: FW: Water Grid Update - Dam Releases - 11 January 2011	**Logged By**	[redacted]
	Date	11/01/2011 12:40 PM
Email received: Technical Situation Report W39 (2).docx	**Logged By**	[redacted]
	Date	11/01/2011 12:46 PM
Email received: FW: BCC Innundation Maps for 5000m3/s	**Logged By**	Dan Spiller
	Date	11/01/2011 12:58 PM

Logged By EMG Duty Manager (Emergency Management - SEQ WGM) - Scott Denner **Log Type** Event Log
Date 11/01/2011 01:37 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11

Entry
1100 hrs - [redacted] attended SDCC telecon as Water Grid EMT representative. BoM provided hydrological update based on latest flow predictions from Wivenhoe and unregulated sources

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM **Log Type** Event Log
Date 11/01/2011 01:39 PM **Lodging agency** SEQ WGM

Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Barry Dennien on ABC national radio (to run at 2.00pm and 3.00pm)

Details
Interview with Barry Dennien on ABC national radio, to air at 2.00pm and 3.00pm today as part of a flood special. Barry talks about the role of Wivenhoe Dam and pushes conservation messaging for the whole of Brisbane.

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 01:43 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Dan Spiller on 4BC live

Details
Interview with Dan Spiller on 4BC live covering dam levels, release rates, monitoring and tides. Reassurance on Water Grid staffing.

Email received: FW: Media release re: heavy rain event
Logged By [redacted]
Date 11/01/2011 01:44 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 01:50 PM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Dan Spiller on Triple M / B105

Details
Interview with Dan Spiller on Triple M / B105 - discussing managing dam levels from Wivenhoe and conservation messages for all Brisbane residents

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 01:51 PM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11
Entry
Media coverage achieved with ABC, 4BC, Triple M and B105 - conservation messages consistent, asking all Brisbane residents to conserve water

Details
Media coverage achieved with ABC, 4BC, Triple M and B105 - conservation messages consistent, asking all Brisbane residents to conserve water

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 01:55 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Media coverage achieved with ABC, 4BC, Triple M and B105 - conservation messages consistent, asking all Brisbane residents to conserve water

Details
Media coverage achieved with ABC, 4BC, Triple M and B105 - conservation messages consistent, asking all Brisbane residents to conserve water

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 02:03 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Dan Spiller on ABC Sydney News (news grabs to be run thoughout the day)

Details
Interview with Dan Spiller on ABC Sydney News (news grabs to be run thoughout the day). The interview covered dam levels, Wivenhoe background (drinking water vs flood compartment), the release balancing act, providing security for the region and contact details for flooding information - referred to local councils.

Email received: Fw: Fwd: Sitrep 1 - 3
Logged By [redacted]
Date 11/01/2011 02:09 PM

Email received: Fw: Fwd: Sitrep 4
Logged By [redacted]
Date 11/01/2011 02:09 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 11/01/2011 02:11 PM
Lodging agency SEQ WGM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11
Entry
2:15pm phone hookup - Connected supply update

Email received: Impacts of wet weather events
Logged By [redacted] (first point of contact)
Date 11/01/2011 02:12 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Log Type Event Log
Date 11/01/2011 02:13 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
EMR discussion with Grid Participants for connected supply.

Details
Run Eastbank at 100ML a day until Eastbank runs out of chemicals and switch to Westbank. North pine hypo levels low. Need to order in additional hypo chemicals into Westbank and North Pine today. (Earl - Seqwater)

Email received: Fw: sitrep 4

Logged By [redacted]
Date 11/01/2011 02:14 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 02:21 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Pre-recorded interview with Barry Dennien on CFM and Mix FM - to mitigate rumours regarding water being unsafe to drink

Details
Pre-recorded interview with Barry Dennien on CFM and Mix FM - to mitigate rumours regarding water being unsafe to drink. Comments included confirmation on water being safe to drink and encouraged people to conserve water.

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 02:22 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Barry Dennien for print article in the Sydney Morning Herald

Details
Interview with Barry Dennien for print article in the Sydney Morning Herald. Interview included a backgrounder on Wivenhoe Dam, the flood buffer, dam levels and release rates

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 02:31 PM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Background briefing provided to New Scientist Magazine on Wivenhoe releases

Details
Background briefing provided to New Scientist Magazine on Wivenhoe releases

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 02:32 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Twitter is currently being monitored, rumours are rising surrounding the ability of Wivenhoe Dam wall to hold the water. The Water Grid Communciations Team has negated these rumours.

Details
Twitter is currently being monitored, rumours are rising surrounding the ability of Wivenhoe Dam wall to hold the water. The Water Grid Communciations Team has negated these rumours.

Email received: RE: Brisbane floods.

Logged By [redacted]
Date 11/01/2011 02:37 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 02:43 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Conservation media release drafted and with the Minister's Office for approval. Coverage already recieved across ABC, 4BC, Triple M, B105 and CFM via general interviews.

Details
Conservation media release drafted and with the Minister's Office for approval. Coverage already recieved across ABC, 4BC, Triple M, B105 and CFM via general interviews.

Logged By EMT Member (Emergency Management - SEQ WGM) - Lachlan Window
Log Type Event Log
Date 11/01/2011 02:43 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Emergency Management Battle Rhythm

Details
0800 - Daily EMT planning conf (WGM EMT staff) 0930 - Isolated Supplies Telecon (WGM, QUU, Seqwater) 1030 - Connected Supplies Telecon (WGM, LinkWater, Seqwater, Allconnex, QUU, UnityWater) 1130 - Releases and Flooding Telecon (WGM, Seqwater) 1600 - (reserved) Isolated Supplies Telecon(WGM, QUU, Seqwater) 1630 - (reserved) Connected Supplies Telecon(WGM, LinkWater, Seqwater, Allconnex, QUU, UnityWater) 1700 - EMT evening planning conf (WGM EMT staff) Invites will be sent out to place hold in all diaries until Saturday (Brett please) QUU will have a liaison officer on site for the majority of business hours Seqwater will have a liaison officer (Stan Stevenson) on site between 0900 - 1100 and 1530 - 1700) daily.

Email received: FW: Emergency Management 'Battle-rhythm"	**Logged By**	[redacted]
	Date	11/01/2011 02:43 PM
Email received: Re: Information on Wyaralong Dam	**Logged By**	[redacted]
	Date	11/01/2011 02:52 PM
Email received: FW: Drinking Water Quality Incident Report 11-01-2011	**Logged By**	[redacted]
	Date	11/01/2011 02:54 PM
Task assigned to Incident Manager (Incident Management - LinkWater), Incident Manager (Incident Management - Qld Urban Utilities) : Reservoir top up - maximise storage levels.	**Logged By**	Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
	Date	11/01/2011 03:01 PM
Email received: RE: Information on Wyaralong Dam	**Logged By**	[redacted]
	Date	11/01/2011 03:03 PM
Sent communication: Emergency Management - Meeting schedules for 12 Jan 11	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	11/01/2011 03:12 PM
Task assigned to Incident Manager (Incident Management - Unitywater) : Landers Shute WTP	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	11/01/2011 03:13 PM
R08 Situation Report lodged: Sit Rep 4 Extreme Weather Event	**Logged By**	Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
	Date	11/01/2011 03:37 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 03:46 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11

Entry
Engaged with the Queensland Police Facebook page - (80,745 fans to date) - sending all Water Grid updates to media contact at Queensland Police

Details
Engaged with the Queensland Police Facebook page - (80,745 fans to date) - sending all Water Grid updates to media contact at Queensland Police

Email received: Technical Situation Report W40.docx	**Logged By**	[redacted]
	Date	11/01/2011 03:58 PM
Email received: FW: Media Release: Allconnex System coping well - 20110111	**Logged By**	[redacted]
	Date	11/01/2011 04:06 PM

Email received: FW: UNITYWATER MEDIA UPDATE Update from Unitywater 11 January 2011 1600hrs	**Logged By**	[redacted]
	Date	11/01/2011 04:12 PM
Email received: RE: UNITYWATER MEDIA UPDATE Update from Unitywater 11 January 2011 1600hrs	**Logged By**	[redacted]
	Date	11/01/2011 04:15 PM
Email received: Wivenhoe Dam release update	**Logged By**	[redacted]
	Date	11/01/2011 04:19 PM
Email received: Request for logistic support - SEQ Water Grid	**Logged By**	[redacted]
	Date	11/01/2011 04:25 PM
Sent communication: Request for logistic support from SDCC	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	11/01/2011 04:30 PM
Email received: RE: Questions from The Australian Newspaper from Journalist [redacted]	**Logged By**	[redacted]
	Date	11/01/2011 04:33 PM
Email received: Update on conservation media release from Minister's Office	**Logged By**	[redacted]
	Date	11/01/2011 04:38 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 04:40 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
No further action at this stage on the water conservatoin media release, as discussed with the Minister's Office. Please note this media release has not been issued to media, although messaging has been included in radio interviews this afternoon.

Details
No further action at this stage on the water conservatoin media release, as discussed with the Minister's Office. Please note this media release has not been issued to media, although messaging has been included in radio interviews this afternoon.

R08 Situation Report lodged: Sit Rep 5 ExtremeWaether Event	**Logged By**	Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
	Date	11/01/2011 04:50 PM
Email received: Site Report Mt Crosby 1700hrs 11/01/2011	**Logged By**	[redacted]
	Date	11/01/2011 05:01 PM
Email received: RE: UNITYWATER MEDIA UPDATE Update from Unitywater 11 January 2011 1600hrs	**Logged By**	[redacted]
	Date	11/01/2011 05:02 PM

Email received: WaterSecure/Veolias Incident Management update No. 2 - STATUS LEVEL 2 — **Logged By** [redacted] (first point of contact) **Date** 11/01/2011 05:08 PM

Email received: Water Grid Update - Dam Releases - 11 January 2011 — **Logged By** [redacted] **Date** 11/01/2011 05:19 PM

Email received: FW: Water Grid Update - Dam Releases - 11 January 2011 — **Logged By** [redacted] **Date** 11/01/2011 05:37 PM

Email received: FW: UNITYWATER MEDIA UPDATE Update from Unitywater 11 January 2011 1600hrs — **Logged By** [redacted] **Date** 11/01/2011 05:40 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM — **Log Type** Event Log
Date 11/01/2011 05:58 PM — **Lodging agency** SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Dan Spiller on ABC Radio News

Details
Interview with Dan Spiller on ABC Radio News covering the background on Wivenhoe Dam, drinking water vs flood storage capacity, dam levels, rising river levels, working closely with BOM and councils, structural integrity, managing releases. The inflows coming in to the dam are two times the size of Sydney Harbour, the inflows going out are equal to one.

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM — **Log Type** Event Log
Date 11/01/2011 06:00 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Dan Spiller on ABC 612 - Wivenhoe Dam

Details
Interview with Dan Spiller on ABC 612 - Wivenhoe Dam background, drinking vs flood storage, levels, Kilcoy impacted, balancing act

Email received: Isolated town supply summary - 11111@1800.xlsx — **Logged By** [redacted] **Date** 11/01/2011 06:02 PM

R08 Situation Report lodged: Sit Rep 6 Extreme Weather Event — **Logged By** Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU **Date** 11/01/2011 06:03 PM

Sent communication: Atkinson Dam WTP update	**Logged By** [redacted] **Date**	11/01/2011 06:44 PM
Email received: Updated technical support report	**Logged By** [redacted] **Date**	11/01/2011 06:44 PM
Email received: FW: Request for logistic support - SEQ Water Grid	**Logged By** [redacted] **Date**	11/01/2011 06:45 PM
Email received: Re: LW - system changes for current supply incident	**Logged By** [redacted] **Date**	11/01/2011 06:46 PM
Email received: FW: Technical Report	**Logged By** [redacted] **Date**	11/01/2011 07:11 PM
Email received: Fw: Technical Report	**Logged By** [redacted] (first point of contact) **Date**	11/01/2011 07:31 PM
Email received: Courier Mail media response	**Logged By** [redacted] **Date**	11/01/2011 08:18 PM
Email received: Fw: Technical Report	**Logged By** [redacted] (first point of contact) **Date**	11/01/2011 09:05 PM
Email received: FW: Technical Report	**Logged By** [redacted] (first point of contact) **Date**	11/01/2011 09:17 PM
Email received: FW: Technical Report	**Logged By** [redacted] (first point of contact) **Date**	11/01/2011 10:09 PM
Email received: RE: QH advice on Lowood and Drinking water fact sheet	**Logged By** [redacted] **Date**	11/01/2011 10:11 PM
Email received: Wivenhow Dam update	**Logged By** Dan Spiller **Date**	11/01/2011 10:18 PM
Email received: Water Grid Update - Dam Releases - 10.30pm	**Logged By** [redacted] **Date**	11/01/2011 10:32 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 10:56 PM
Lodging agency SEQ WGM

Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Barry Dennien with ABC TV (phone interview)

Details
Interview with Barry Dennien with ABC TV (phone interview) - dicussing the break in the weather pattern, releases decreasing over night, drinking water vs flood water storage at the dam, reflection on dam levels at 17% only a few years ago.

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 10:58 PM
Entry
Interview with Barry Dennien on 4BC

Details
Interview with Barry Dennien on 4BC - dicussing the break in the weather pattern, releases decreasing over night, drinking water vs flood water storage at the dam, reflection on dam levels at 17% only a few years ago. Conservation messages also mentioned briefly.

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 10:59 PM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Barry Dennien on ABC Brisbane, [redacted] show

Details
Interview with Barry Dennien on ABC Brisbane, [redacted] show - dicussing the break in the weather pattern, releases decreasing over night, drinking water vs flood water storage at the dam, reflection on dam levels at 17% only a few years ago. Conservation messages also mentioned briefly.

Email received: Updated Wivenhoe Dam releases

Logged By Dan Spiller
Date 11/01/2011 11:42 PM

Email received: Fw: Technical Report

Logged By [redacted] (first point of contact)
Date 11/01/2011 11:57 PM

Logged By [redacted]
Log Type Event Log
Date 12/01/2011 12:03 AM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
SDCC has provided latest information on asset status and support requests to district disaster coordinators for their prioritisation. Email details below.

SEQ Water Grid
safe . secure . sustainable

SEQ Water Grid
Emergency Management

Details
SEQWater Grid Manager has contacted the SDCC with request for contact phone numbers for the DDC in Ipswich and Sunshine Coast. While this information should have come to the LDMG's, we are advised that SEQWater currently are at capacity and have been unable to interact at the local level. The following information is to be considered by the DDC and DDMG as a matter of urgency. The telephone number for the DDC has been given to the SEQWater Grid Manager, [redacted] MOB: [redacted] Please consider direction for water supply and forward request for assistance to the SDCC via the DDMG as is protocol. Scenic Rim Canungra WTP - Seqwater * WTP offline * Reservoir level - 94%, 2-3 days supply at current demand * Monitoring supply Beaudesert WTP - Seqwater * WTP online * Reservoir level - 86% * Monitoring supply South Maclean WTP - Seqwater * Being supplied by Logan City Council * Supply should continue as normal Kooralbyn WTP - Seqwater * WTP offline * Reservoirs full - 5-7 days supply * Monitoring supply Rathdowney WTP - Seqwater * WTP online, maybe run twice today * Reservoirs full, only 50kL in each though * Break in mains last night, reservoirs re-filled * Monitoring supply Moogerah WTP - Seqwater * Rec WTP offline * Tankering water Boonah-Kalbar WTP - Seqwater * WTP online and all going OK, river level high * Monitoring supply Somerset/Lockyer Valley No access to any WTPs. Some workers have been isolated on site. Jimna WTP - Seqwater * Power off, no access * 1m in reservoir, unsure of supply limit * Requesting bottled water * Monitoring levels * Awaiting access for water tankers Linville WTP - Seqwater * Power off, no access * Reservoir levels going OK * Requesting bottled water * Monitoring supply * Awaiting access for water tankers and water transfer pump Kirkleagh WTP - Seqwater * No access * Recreational plant, supply OK Kilcoy WTP - Seqwater * Power off, no access * 50% in town reservoirs - 24hr supply on current demand * No boosting for high level zones, loss of supply for some customers * Requesting bottled water * SDCC/DDC request in progress * Awaiting Energex and EMQ assistance to gain access to WTP Lowood WTP - Seqwater * Power off, no access * Unsure of raw water pumps or raw water cells flooded * > 80% reservoir storage If WTP out due to flooding for moderate period - affected towns and nearby reticulated estates requiring bottled water are Withcott, Helidon, Gatton, Grantham, Laidley, Forest Hill, Fernvale. Lowood Reservoir 1 empty due to burst on Minden main. Likely no supply NOW to the towns and nearby reticulated areas of Minden, Coolana, Tarampa, Brightview, Hatton Vale, Lockrose, Lowood West. Supply volumes held in service reservoirs in the Lowood scheme unknown. * Requesting bottled water * Town being evacuated * Unable to get close enough to confirm situation * Operator isolated and monitoring reservoir levels Urgent bottled water supply for drinking will be likely on 12/1/11. Fernvale QUU * Burst main is drainng reservoir - unsure of availavle volume * Requesting bottled water Helensvale Extate Withcott Table Top Estate Murphy's Creek QUU * Helidon Water Pump Station lost in floodwaters * Withcott reservoir empty and on supplies Table Top * Helidon P/S normally supplies Helensvale Estate * Requesting bottled water Esk WTP - Seqwater * Power off, no access * Seqwater reservoir levels - 98% * QUU pump station to Toogoolawah down - therefore no transfer to town reservoirs * Severe flooding * Requesting bottled water * WTP maybe available once access is possible Toogoolawah QUU * QUU pump station to Toogoolawah down - therefore no transfer to Toogoolawah * Severe flooding - can't access pump station * Requesting bottled water Somerset Township WTP - Seqwater * Currently offline, no external access * Will be operated by local dam operators if necessary Wivenhoe (recreation) WTP - Seqwater * Currently offline, no physical access * Will be operated if necessary Operations State Disaster Coordination Centre (SDCC) Phone: [redacted]
[redacted]This correspondence is for the named persons only. It may contain confidential or privileged information or both. No confidentiality or privilege is waived or lost by any mis transmission. If you receive this correspondence in error please delete it from your system immediately and notify the sender. You must not disclose, copy or relay on any part of this correspondence, if you are not the intended recipient. Any opinions expressed in this message are those of the individual sender except where the sender expressly, and with the authority, states them to be the opinions of the Department of Community Safety, Queensland. All reasonable precautions will be taken to respect the privacy of individuals in accordance with the Information Privacy Act 2009 (Qld). Details on how personal information may be used or disclosed by the Department of Community Safety, Queensland are available from www.communitysafety.qld.gov.au/info/privacy.htm
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Email received: Dam release update

Logged By Dan Spiller
Date 12/01/2011 05:37 AM

Email received: RE: Mt Crosby UPdate 12/1/2011 05:30

Logged By [redacted]
Date 12/01/2011 05:43 AM

Email received: Talking points - Wivenhoe Dam increased releases(2)	**Logged By** [redacted] **Date**	12/01/2011 05:57 AM
Email received: Talking points approved and attached.....	**Logged By** [redacted] **Date**	12/01/2011 06:01 AM
Email received: Talking Points for the Premier - Dam releases	**Logged By** [redacted] **Date**	12/01/2011 06:06 AM
Email received: Fw: Technical Report	**Logged By** [redacted]	first point of contact)
	Date	12/01/2011 06:07 AM
Email received: FW: Drinking water fact sheet	**Logged By**	Dan Spiller
	Date	12/01/2011 06:41 AM
Sent communication: Drinking Water fact sheet	**Logged By** [redacted] **Date**	12/01/2011 07:50 AM
Email received: MT Crosby Westbank Update 0800 12/1/2011	**Logged By** [redacted] **Date**	12/01/2011 08:16 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 12/01/2011 08:22 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
BCC Community Service announcement - drinking water quality

Details
BCC Community Service announcement - drinking water quality Liased with [redacted] - BCC Media Unit for approval of communicty Service Announcement regarding drinking water quality for BBC. Community Service Announcement below - 12 January, 2011 Brisbane City Council advises that water and sewerage treatment plans within Council boundaries are currently unaffected by this week's flooding event. Brisbane's water remains potable and does not need to be boiled before consumption. Residents are urged to conserve water as much as possible to ensure reservoirs remain in maximum supply, despite possible power disruptions. For further information, contact the SEQ Water Grid Manager on 1800 771 497.

Email received: FW: Technical Report W48	**Logged By** [redacted]	(first point of contact)
	Date	12/01/2011 08:22 AM
Email received: RE: COMMUNITY SERVICE ANNOUNCEMENT: Brisbane water and sewerage treatmentplants operating as normal	**Logged By** [redacted] **Date**	12/01/2011 08:22 AM

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 12/01/2011 08:30 AM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
The SEQWGM members of the Water Grid Emergency Management Team relocated from 53 Albert Street Brisbane to 200 Creek Street Brisbane (Link Water HQ) this morning due to flooding in the Brisbane CBD.

Email received: RE: Seqwater Storage Capacities Update at 8:00hrs on Wednesday 12 Jan 2011 **Logged By** [redacted]
Date 12/01/2011 08:38 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM **Log Type** Event Log
Date 12/01/2011 08:57 AM **Lodging agency** SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Media Requests - 12 January 2011

Details
Media Requests - 12 January 2011 Triple M - [redacted] Today Tonight - [redacted] - ABC Southern Queensland - [redacted] 4BC - [redacted] - ABC 612 - [redacted] CFM - (interview tomorrow - 6.50am) Ben - 2GB - [redacted] Steven - 4BC - [redacted]

Email received: Dam release update **Logged By** Dan Spiller
Date 12/01/2011 09:00 AM

Email received: Re: Information on Wyaralong Dam **Logged By** [redacted]
Date 12/01/2011 09:08 AM

Email received: Updated talking points - Wivenhoe Dam releases **Logged By** [redacted]
Date 12/01/2011 09:13 AM

Email received: RE: Information on Wyaralong Dam **Logged By** [redacted]
Date 12/01/2011 09:14 AM

Email received: Talking points - Releases **Logged By** [redacted]
Date 12/01/2011 09:19 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM **Log Type** Event Log
Date 12/01/2011 09:29 AM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Extreme Weather Event -2300EST-10JAN11
Entry

SEQ Water Grid
safe · secure · sustainable

SEQ Water Grid
Emergency Management

Water Conservation Media Alert

Details
Water Conservation Media Alert Water Conservation Media alert sent to Barry for final approval from Premiers. CC- Dan and [redacted] Awaiting confirmation that media alert can be sent out

Logged By Duty Manager (Emergency Management - SEQ WGM) [redacted] **Log Type** Event Log
Date 12/01/2011 09:37 AM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Contacted [redacted] as requested by [redacted] - RE. truck for lime delivery not needed through Gold Coast LDMG as Seqwater have organised their own courier. Peter confirmed no issues with cancellation.

Changed status from Action required to Completed **Logged By** Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
Date 12/01/2011 09:56 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 12/01/2011 10:05 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Teleconference with QLD Health. [redacted] Barry Dennein, Dan Spiller, John Bradley, [redacted] Jim Pruss, [redacted] (DG Health) and [redacted] (QLD Health)

Details
Discussion held around water balance for SEQ for next 24 hours. Focus on NTUs out of Mt Crosby to ensure water supply still safe to drink (gardia and crypto etc). Will need to run Crosby at 1 NTU to continue to operate. QLD Health decision was we could run Crosby targetting 1 NTU. Periods to 2 NTU tolerable if only short. Prolonged trend above 1.5 would require the group to get back together and discuss situation. More stable the flows the better. External advice from Dan and David to be provided by 7am next morning.

Sent communication: media release **Logged By** [redacted]
Date 12/01/2011 10:12 AM

Sent communication: Establishment of Technical Coordination Teams **Logged By** [redacted]
Date 12/01/2011 11:06 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM **Log Type** Event Log
Date 12/01/2011 11:12 AM **Lodging agency** SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11

Entry
Interview with Barry Dennien on ABC Southern Queensland

Details
Interview with Barry Dennien on ABC Southern Queensland, discussions included dam levels, inflows subsiding, height never seen before, Wivenhoe Dam safe, conserve water, resoviours, river levels up to 5.45 metres early tomorrow evening

Email received: test email

Logged By [redacted]
Date 12/01/2011 11:18 AM

Email received: test email 2

Logged By [redacted]
Date 12/01/2011 11:20 AM

Sent communication: Address failure of [redacted]

Logged By [redacted]
Date 12/01/2011 11:33 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Date 12/01/2011 11:34 AM
Log Type Event Log
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Conservation messaging sent to QUU communications team

Email received: Fw: Unitywater Technical Corod Team Reps

Logged By [redacted]
Date 12/01/2011 11:56 AM

Email received: Fwd: Delivery Status Notification (Failure)

Logged By [redacted]
Date 12/01/2011 12:00 PM

Sent communication: TELECONFERENCE SCHEDULE - IMPORTANT

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 12:10 PM

Task assigned to Incident Manager (Incident Management - Allconnex), Incident Manager (Incident Management - LinkWater), Incident Manager (Incident Management - Qld Urban Utilities), Incident Manager (Incident Management - Seqwater), Incident Manager (Incident Management - Unitywater), Incident Manager (Incident Management - WaterSecure) : TELECONFERENCE

Logged By Emergency Manager (Emergency Management - SEQ WGM) - BRG.QUU
Date 12/01/2011 12:14 PM

Email received: RE: IMPORTANT: Change to emergency contact email for WGM

Logged By ScriptingTeam [redacted]
Date 12/01/2011 12:21 PM

R08 Situation Report lodged: Sit Rep 1 Extreme Weather Event 12-1

Logged By Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
Date 12/01/2011 12:29 PM

Email received: FW: Media release: SEQ ENCOURAGED TO LIMIT HOUSEHOLD WATER USE TO HELP FLOOD RESPONSE

Logged By [redacted]
Date 12/01/2011 12:33 PM

Task assigned to Communications Duty Manager (Emergency Management - SEQ WGM) : Media Enquiry - Sunday Mail

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Date 12/01/2011 12:36 PM

Email received: Test

Logged By Rob Drury
Date 12/01/2011 12:37 PM

Email received: FW:

Logged By [redacted]
Date 12/01/2011 12:47 PM

Task assigned to Incident Manager (Incident Management - Seqwater) : Technical Situation Report by 3pm

Logged By Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact)
Date 12/01/2011 12:58 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 12/01/2011 01:06 PM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with [redacted] ABC 612

Details
interview covered Reading explanation for AHD, Explained mean sea level,Bremer and Lockyer River flows, port office gauge, BOM and their expereinced hydrologists and predictions for river levels, Peak inflows - 191 per cent at 7 pm, rains eased and caused window of opportunityat 11.30pm to reduce level. Interview also covered Wivenhoe Capacity as 225 % and that last 20% will send water to second spoillway. conservation of water messages also used. Interview took place at 11.45pm

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 12/01/2011 01:06 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Barry Dennien on Super Radio Network (2SM and 2HD)

Details
Interview with Barry Dennien on Super Radio Network (2SM and 2HD) - covering Wivenhoe background, 50% behind vs 50% infront (flows), why do we need to release?

Logged By	Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM	**Log Type**	Event Log
Date	12/01/2011 01:23 PM	**Lodging agency**	SEQ WGM
Event(s)	Extreme Weather Event -2300EST-10JAN11		

Entry
Communications team informs EMT members of concerns raised by 4BC listeners regarding water contamination. Media holding statement is being considered.

Details
Communications team informs EMT members of concerns raised by 4BC listeners regarding water contamination. Similar rumours/enquiries recieved yesterday 11.01.11. Media holding statement is being considered.

Sent communication: Update regarding Water Grid Supply Situation	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	12/01/2011 01:44 PM
Email received: Out of Office AutoReply: Update regarding Water Grid Supply Situation	**Logged By**	[redacted]
	Date	12/01/2011 01:45 PM
Email received: Fwd: Seqwater WTP Chemical Supplies	**Logged By**	[redacted]
	Date	12/01/2011 01:50 PM
Email received: Fwd: Water Treatment Plant contact details	**Logged By**	[redacted]
	Date	12/01/2011 01:52 PM
Email received: Fw: Emergency powers - re use of water	**Logged By**	Debbie Best
	Date	12/01/2011 02:31 PM
Changed status from Action required to In progress	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact)
	Date	12/01/2011 02:36 PM
Email received: FW: Media release QUU - drinking water supply	**Logged By**	COMMS WGM
	Date	12/01/2011 02:45 PM
Email received: Fw: Technical Report W49	**Logged By**	[redacted] (first point of contact)
	Date	12/01/2011 03:28 PM
Email received: update for approval please - thank Paul - will call now.	**Logged By**	COMMS WGM
	Date	12/01/2011 03:28 PM
Email received: Water Grid media update - 12 January 2011	**Logged By**	COMMS WGM
	Date	12/01/2011 03:28 PM

Email received: Volume of water in Linkwater reservoirs	**Logged By**	[redacted]
	Date	12/01/2011 03:28 PM
Email received: RE: Storage levels at 13:00hrs 12 Jan 2011 (Wednesday) -WIV, SOM & NP	**Logged By**	COMMS WGM
	Date	12/01/2011 03:28 PM
Email received: FW: Message from Emergency Manager	**Logged By**	Dan Spiller
	Date	12/01/2011 03:31 PM
Email received: Technical Report W50	**Logged By**	Rob Drury
	Date	12/01/2011 03:34 PM
Email received: Labour resources	**Logged By**	[redacted]
	Date	12/01/2011 03:36 PM
Sent communication: Chinchilla Boil Water notice - FYI	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	12/01/2011 03:49 PM
R08 Situation Report lodged: LinkWater SitRep	**Logged By**	Incident Manager (Incident Management - LinkWater) - Duty General Manager LinkWater (first point of contact)
	Date	12/01/2011 03:52 PM
Email received: Withcott	**Logged By**	[redacted]
	Date	12/01/2011 03:53 PM
Email received: Dam release update	**Logged By**	Dan Spiller
	Date	12/01/2011 03:54 PM
Email received: Esk - water use	**Logged By**	[redacted]
	Date	12/01/2011 03:54 PM
Email received: Fwd: Please post on OCA	**Logged By**	[redacted]
	Date	12/01/2011 03:59 PM
Sent communication: FYI - Esk Fire Brigades using town water from hydrants	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	12/01/2011 04:02 PM
Sent communication: Draft release for use of Desal Plant required ASAP	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	12/01/2011 04:12 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 12/01/2011 04:13 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Barry Dennien on ABC Statewide

Details
Interview with Barry Dennien on ABC Statewide - covering inflows and releases, other dam levels, drinking water supply safe to drink, please don't waste it as we will be needing lots of clean supplies to clean up

Sent communication: QUU has concerns with the constraints around Mt Crosby and SRWP being able to produce water
Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 04:26 PM

Sent communication: Response to QUU regarding Brisbane Water Balance
Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 04:48 PM

Sent communication: Transport Routes request to SDCC
Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 04:53 PM

Task assigned to [redacted] : Water Quality Technical group to discuss quality
Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 05:01 PM

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 12/01/2011 05:05 PM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
The watergrid.com.au website is down. This was reported to hosting provider and remedied by 1722 h.

Sent communication: Water Balance TCT
Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Date 12/01/2011 05:13 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 12/01/2011 05:14 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Barry Dennien on Melbourne talkback radio

Details
Interview with Barry Dennien on Melbourne talkback radio - covering Wivenhoe Dam levels, 50% below the wall 50% above in relation to release rates down the river, factors taken into account when releasing, Wivenhoe was designed with flood storage compartment

Task assigned to Incident Manager (Incident Management - LinkWater) : Water Balance working group

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Date 12/01/2011 05:14 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 12/01/2011 05:16 PM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Rumours: Enquiry from ABC Sunshine Coast regarding rumours from Energex staff that there are cracks in the Wivenhoe Dam wall and that it is about to break.

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 12/01/2011 05:24 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Draft media release sent to QUU for approval - Some rural residents temporarily without water

Email received: FW: Communication details

Logged By COMMS WGM
Date 12/01/2011 05:24 PM

Sent communication: QUU rep for Water Balance TCT onsite tomorrow from 8:30am

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 05:27 PM

Email received: FW: Communication details

Logged By COMMS WGM
Date 12/01/2011 05:35 PM

Email received: FW: Re: Urgent official advice request (via Dr Ashby at PA) - Is there E Coli and boiled water alert for Brisbane water?

Logged By COMMS WGM
Date 12/01/2011 05:46 PM

Email received: Water Grid media update - 12 January 2011

Logged By COMMS WGM
Date 12/01/2011 05:53 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 12/01/2011 06:30 PM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Called [redacted] of QUU seeking contact at Brisbane LDMG

Details
[redacted] name supplied with [redacted] as contact email.

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM **Log Type** Event Log
Date 12/01/2011 06:41 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Ministerial statement - Desal plant ramps up to supply quality drinking water

Details
Minister for Natural Resources, Mines and Energy and Minister for Trade The Honourable Stephen Robertson Wednesday, January 12, 2011 Desal plant ramps up to supply quality drinking water 12 JANUARY 2011 The Gold Coast Desalination plant at Tugun has increased output and is helping to ensure a continued supply of high quality drinking water for South East Queensland. The facility is currently operating at 66 per cent production capacity and this can be increased within hours if required, the Minister for Natural Resources, Stephen Robertson said today. Muddy floodwaters slow down conventional water treatment plants and can lead to taste and odour problems with drinking water. Pure treated water from the desal plant, which is piped to Brisbane via the Southern Regional Pipeline, is mixed with outputs from other treatment plants to ensure maximum quality water supply. "At this time of great uncertainty, the desalination plant and the water grid are being used to their full extent to provide safe, sufficient and secure drinking water supplies for South East Queenslanders", Mr Robertson said. The desal plant has played an ongoing role in maintaining water quality across South East Queensland since the current "big wet" event started back in October. It has operated at levels ranging from 33 per cent to 100 per cent depending on wet weather impacts on other treatment facilities. It also has allowed treatment plants at the Mount Crosby Weir in the Brisbane River to be cleaned of sediment. "The plant is doing exactly what it was designed to do and is proving to be an extremely valuable asset for water quality and water security," Mr Robertson said. Water supplies for Ipswich, Brisbane, Gold Coast and Sunshine Coast are currently safe and secure, despite the severe flooding. There is no need to boil water in most areas of the region. Boil water alerts have been issued in some smaller towns that have been badly affected by the flooding. In these areas, while town water supply remains in place or is being restored, it is possible that small amounts of floodwater have entered local systems. Queensland Health advises residents to boil water for three minutes as a precaution until testing can confirm the water supply has returned to usual standards. For more details on the desalination plant go to www.watergrid.com.au [redacted]

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 12/01/2011 06:56 PM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Call to QUU CIM regarding Gatton loss of water supply.

Details
Reservoirs 0% Lowood WTP loss of power. Energex to be called.

SEQ Water Grid
Emergency Management

Email received: Technical Report

Logged By Rob Drury
Date 12/01/2011 06:59 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 12/01/2011 07:02 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Called LV LDCC - priority for Energex

Details
Called Lockyer Valley LDCC requesting Energex prioritisation to restore power to the Lowood WTP. They thought the SDCC was best placed to assist....

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Log Type Event Log
Date 12/01/2011 07:05 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Called SDCC on [redacted] Spoke to [redacted] She said I had to go through the LDCC.....

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 12/01/2011 07:06 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
FW:

-----Original Message-----
From: [redacted]
Sent: Wednesday, 12 January 2011 6:56 PM
To: WaterGridMedia
Subject: FW:

My details here and interview details below.

Regards,

[redacted]
Assistant Media Advisor
Office of the Hon. Stephen Robertson MP
Minister for Natural Resources, Mines and Energy and Minister for Trade
[redacted]

safe secure sustainable

SEQ Water Grid
safe • secure • sustainable

SEQ Water Grid
Emergency Management

[redacted]
Sent: Wednesday, 12 January 2011 5:43 PM
[redacted]

[redacted] can you come back to me on this? Ta.

-----Original Message-----
[redacted]
Sent: Wednesday, 12 January 2011 5:43 PM
[redacted]

[redacted] is on it. [redacted]

----- Original Message -----
[redacted]
Sent: Wed Jan 12 17:32:59 2011
Subject: FW:

[redacted] - is there someone good you would suggest to do this? [redacted]

-----Original Message-----
[redacted]
Sent: Wednesday, 12 January 2011 5:32 PM
[redacted]
Subject:

[redacted] from fin review chasing river flow and damn level info (wivenhoe). Wants info and quotes pls. Maybe SEQ water rep? He's on [redacted] - chasing soon if possible. Thanks

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Details

[redacted] from fin review chasing river flow and damn level info (wivenhoe). Wants info and quotes pls. Maybe SEQ water rep? He's on [redacted] - chasing soon if possible. Thanks

Email received: FW:

Logged By COMMS WGM
Date 12/01/2011 07:06 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 12/01/2011 07:07 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Scott telecon to Brisbane LDMG

Details
Requested Barry Dennien to be appointed as a member to the Brisbane LDMG due to criticality of drinking water supply.

Email received: FW: Urgent - Community Service Announcement for Gatton and Laidley

Logged By COMMS WGM
Date 12/01/2011 07:08 PM

Email received: RE: Unitywater Water Conservation media release

Logged By COMMS WGM
Date 12/01/2011 07:11 PM

Sent communication: Technical situation report W51

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 07:12 PM

Email received: RE: Urgent - Community Service Announcement for Gatton and Laidley

Logged By COMMS WGM
Date 12/01/2011 07:14 PM

Sent communication: Ministers Office - Fin Review request

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 07:15 PM

Sent communication: Laidley and Gatton CSA - Awaiting Energex

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 07:21 PM

Email received: RE: Water statement

Logged By COMMS WGM
Date 12/01/2011 07:25 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 12/01/2011 07:31 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
LV LDMG [redacted]

Details
SPoke to Ian Flint regarding Energex prioritisation for restore of power to Lowwod WTP.

Sent communication: BCC Comms Team response to communications

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 07:38 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 12/01/2011 07:51 PM
Lodging agency SEQ WGM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Energex called ([redacted]

Details
Energex looking at feasibility of restoration of power to Lowood WTP. Will get back to us in 20-30 minutes.

Email received: Re: Formal request to Water Grid

Logged By [redacted]
Date 12/01/2011 07:54 PM

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 12/01/2011 07:57 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Communication approved by Water Grid CEO and comms team instructed to distribute approved message relating to this issue.

FW: Urgent - Community Service Announcement for Gatton and Laidley

-----Original Message-----
From: [redacted]
Sent: Wednesday, 12 January 2011 7:47 PM
To: WaterGridMedia
Subject: RE: Urgent - Community Service Announcement for Gatton and Laidley

[redacted]...anything yet????

We have about 2000 customers about to go down...and the Courier Mail website already is running a message from the local council on it.

Pls advise

[redacted]
GM Marketing and Communication
Queensland Urban Utilities
GPO Box 2765 Brisbane QLD 4001
[redacted]

>>> WaterGridMedia 12/01/2011 7:14 pm >>>
[redacted]

We are yet to hear back from Energex. Can you please hold back on this release until further notice. We are waiting to give some solution/time frame context.

Thanks
[redacted]

-----Original Message-----
From: [redacted]
Sent: Wednesday, 12 January 2011 6:49 PM
To: WaterGridMedia
Subject: Urgent - Community Service Announcement for Gatton and Laidley

URGENT CSA FOR APPROVAL

Please find attached the following CSA regarding expected loss of water supply to Gatton and Laidley area, for immediate review and approval.

QUU is seeking to post this on our website and advise local abc radio in order to encourage local residents to restrict water usage asap.

Regards,

[redacted]
Comms Coordinator
QUU Emergency Response Team
[redacted]

[redacted]
GM Marketing and Communication
Queensland Urban Utilities
GPO Box 2765 Brisbane QLD 4001
[redacted]**********
This message has passed through an insecure network.
Please direct all enquiries to the message author.
****

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Email received: FW: Urgent - Community Service Announcement for Gatton and Laidley

Logged By COMMS WGM
Date 12/01/2011 07:57 PM

Email received: RE: Urgent - Community Service Announcement for Gatton and Laidley

Logged By COMMS WGM
Date 12/01/2011 08:01 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 12/01/2011 08:05 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
[redacted] (ENERGEX) called from Gatton regarding restoration of power request for Lowood WTP

Details
Gave details of the Energex Network operations Centre in Brisbane to prioritise the work. Number [redacted] (option 3) to speak to shift manager.

Email received: RE: Water statement

Logged By [redacted]
Date 12/01/2011 08:07 PM

Sent communication: QH Response to water quality operations

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 08:11 PM

Sent communication: QH Further detail water quality

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 08:13 PM

Sent communication: Contact Details for Ipswich, Somerset and Lockyer Valley LDMG's

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 08:18 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 12/01/2011 08:20 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Spoke to [redacted] at QUU CIM that pump station would remain inoperable for the evening.

Details
Seqwater to have electrician on site first thing in monring to assess damage to pump station electrics. QUU looking at further bottled water drops. QUU ([redacted]) to notify Lockyer Valley. Jim Pruss to let Robin Lewis know.

SEQ Water Grid
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SEQ Water Grid
Emergency Management

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 12/01/2011 08:27 PM **Lodging agency** SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry

[redacted] from fin review chasing river flow and damn level info (wivenhoe). Wants info and quotes pls. Maybe SEQ water rep? He's on [redacted] - chasing soon if possible. Thanks

Logged By EMT Member (Emergency Management - SEQ WGM) - Chris Snape **Log Type** Event Log
Date 12/01/2011 08:38 PM
Entry

Fwd: WaterSecure chemical availability

All,

As mentioned to [redacted] Western Corridor have advised of available chemical supplies if current options don't work out. Supply for most chemicals has been secured, main issue for most sites now is access.

Cheers,
[redacted]

---------- Forwarded message ----------
From: [redacted]
Date: Wed, Jan 12, 2011 at 20:11
Subject: WaterSecure chemical availability
To:
[redacted]
Cc:
[redacted]

[redacted]

[redacted]

As discussed we have chemicals sitting at the Western Corridor plants which could potentially be used pending access and logistical details. So let us know if any of these are of interest and we can look into details.

Chemical	Luggage Point	Gibson Island	Bundamba
Aqueous Ammonia	4	12	21 kL
Sodium Hypochlorite	44	69	50 kL
Caustic Soda	43	57	52 kL
Sulphuric Acid	2	106	42 kL

			kL
Hydrogen Peroxide	7	24	13 tonnes
Lime	38	30	35 tonnes
Carbon Dioxide	21	14	23 tonnes
Polymer	Various		
Ferric Chloride	85	165	tonnes

We also have orders for various chemicals at Desal (egferric sulphate hypo and lime)and Western Corridor which could be potentially diverted if deemed appropriate. So please let us know if there is a specific need, particularly if you know access is OK. Will provide moreinfo on Desal stocks and planned deliveries tomorrow.

Cheers

[redacted]

Details
Western Corridor have advised of available chemical supplies if current options don't work out.

Email received: RE: Dam release update

Logged By Dan Spiller
Date 12/01/2011 08:38 PM

Email received: Fwd: WaterSecure chemical availability

Logged [redacted]
Date 12/01/2011 08:38 PM

Sent communication: Chemicals Available - Water Secure - Email

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 08:47 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 12/01/2011 08:55 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Response to The Australian regarding loss of supply. Directed the journalist to the QUU website to see the most recent supply media update.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log

Date 12/01/2011 10:00 PM

Event(s) Extreme Weather Event -2300EST-10JAN11

Entry [redacted] (QUU West) called to provide an update

Details

Storage in Ipswich all good. Marburg back online. Hagsleigh back on line. Lockyer Valley: Gatton would run out of water tonight (Lowwod pump), Laidley and Forest Hills had 2 days, Halidyn, Grantham, Placid Hills would run out tonight. Portsman Ridge OK, Withcott no supply - lost pump station washed away. Regency Downs and Kensington Grive fed from Lowwod. Brisbane Valley: Fernvale out tomorrow morning. Lindon and Tarampa out of water. Esk back online. Tooloolawah 4 days supply. Kilcoy, Jimna, Linville and Somerset storages OK. Warrego Highway back open Potable tankers into Gatton and Halidyn. Bottled Water drops to Linden, Lowood, Fernvale, Halidyn and Gatton.

Email received: Fwd: Boil order and Brisbane	**Logged By**	[redacted]
	Date	12/01/2011 10:10 PM
Email received: Fwd: Follow up from telecon	**Logged By**	[redacted]
	Date	12/01/2011 10:58 PM
Email received: Fwd: Paper showing turbidity vs crypto removal. Correlation isn't too bad.	**Logged By**	[redacted]
	Date	12/01/2011 11:00 PM
R08 Situation Report lodged: SitRep 5 - Extreme Weather Event - 13.01.11	**Logged By**	Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU
	Date	13/01/2011 12:26 AM
Email received: Record of teleconference 12 January 2011	**Logged By**	Dan Spiller
	Date	13/01/2011 12:39 AM
Email received: draft Media Statement - Residents and Business urged to use water wisely - REVIEW & APPROVAL REQUIRED	**Logged By**	COMMS WGM
	Date	13/01/2011 02:26 AM
Email received: Re: draft Media Statement - Residents and Business urged to use waterwisely - REVIEW & APPROVAL REQUIRED	**Logged By**	[redacted]
	Date	13/01/2011 02:55 AM
Email received: Update on Water Grid supply situation	**Logged By**	Dan Spiller
	Date	13/01/2011 03:31 AM
Email received:	**Logged By**	Rob Drury
	Date	13/01/2011 06:09 AM
Email received: FW: Update on Water Grid supply situation	**Logged By**	Barry Dennien
	Date	13/01/2011 06:32 AM

Email received: FW: Update on Water Grid supply situation	**Logged By**	Barry Dennien
	Date	13/01/2011 06:34 AM
Email received: FW: Wivenhoe Dam Flood Operations	**Logged By**	Barry Dennien
	Date	13/01/2011 06:34 AM
Sent communication: Forward Health teleconference	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 07:10 AM
Task assigned to Incident Manager (Incident Management - Seqwater) : WTP status summary requested	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] irst point of contact)
	Date	13/01/2011 07:13 AM
Changed status from Action required to Completed	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) [redacted]
	Date	13/01/2011 07:18 AM
Email received: FW: Water Grid media update - 12 January 2011	**Logged By**	COMMS WGM
	Date	13/01/2011 07:21 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 13/01/2011 07:30 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
John Bradley called seeking priorities for SDCC

Details
Mentioned Woodcott raw water pump station had been washed away. Potential to seek ADF support to relocate.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 13/01/2011 07:33 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Morning teleconference 7:30am. Update received of situation

Details
Production: Crosby 170-180, SRWP 90. Fine balance, would like Eastbank back online. Eastbank restoration update scheduled for 11:30am. Woodcott pump station washed away. Lowood, Seqwater sparkie onsite this morning. Water half way up switchboards. Warrego open but some bridges restricted to 5T. Kilcoy/Somerset - pump in bores, gaining in clearwater reservoir. Jimna plant not running. Linville 1 days supply. Esk 1-2 days supply. Toolgoolawah 1-2 days supply. Dayboro - continuing tankering. Increased emand seen by 20% with cleanup. Kenilworth - tankering continuing. 3 towns for boil water notices as supply restored. QUU to coordinate messaging.

Task assigned to Incident Manager (Incident Management - Seqwater) : Eastbank restoration status	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact)
	Date	13/01/2011 07:46 AM
Sent communication: WTP status update	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 08:16 AM
Email received: FW: Record of teleconference 12 January 2011	**Logged By**	Dan Spiller
	Date	13/01/2011 08:23 AM
Email received: RE: Storage levels at 07:00hrs 13 Jan 2011 (Thursday) -WIV, SOM & NP	**Logged By**	COMMS WGM
	Date	13/01/2011 08:27 AM
Email received: FW: Water Grid media update - 12 January 2011	**Logged By**	COMMS WGM
	Date	13/01/2011 08:33 AM
Email received: RE: GC desal interviews	**Logged By**	COMMS WGM
	Date	13/01/2011 08:33 AM
Sent communication: David Cunliff TDS Response Letter	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 08:38 AM
Email received: Isolated Town water Supplies	**Logged By**	[redacted]
	Date	13/01/2011 08:41 AM
Email received: FW: Corrected letter	**Logged By**	Dan Spiller
	Date	13/01/2011 08:43 AM

Logged By System Administrator (System Admin) - [redacted] **Log Type** Event Log

Date 13/01/2011 08:45 AM **Lodging agency** SEQ WGM

Event(s) Extreme Weather Event -2300EST-10JAN11

Entry

[redacted] called from Energex to check on status of Lowwod WTP.

Task assigned to Incident Manager (Incident Management - Seqwater) : URGENT - Request for summary of isolated supplies WTP status	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] first point of contact)
	Date	13/01/2011 08:46 AM
Sent communication: Updated letter from [redacted]	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 08:46 AM

Email received: FW: Water Grid media update - 12 January 2011

Logged By COMMS WGM
Date 13/01/2011 08:47 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Log Type Event Log
Date 13/01/2011 08:53 AM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Barry Dennien accepted onto Brisbane LDMG

Details
First meeting at 10am today, Barry is to attend.

R08 Situation Report lodged: Linkwater Sitrep 2

Logged By Incident Manager (Incident Management - LinkWater) - Duty General Manager LinkWater (first point of contact)
Date 13/01/2011 08:53 AM

Sent communication: New Boil water Notice -QUU - Lowood

Logged By [redacted]
Date 13/01/2011 08:54 AM

Email received: Re: Information on Wyaralong Dam

Logged By [redacted]
Date 13/01/2011 08:57 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 13/01/2011 09:01 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Update to EMT on the high media call volumes coming through QUU regarding Lockyer residents running out of water

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 13/01/2011 09:02 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Update to EMT regarding the text message and facebook virals detailing the water in Brisbane as unsafe to drink

Email received: FW: Water Grid media update - 12 January 2011

Logged By COMMS WGM
Date 13/01/2011 09:25 AM

Email received: Desalination information

Logged By COMMS WGM
Date 13/01/2011 09:33 AM

Logged By System Administrator (System Admin) - [redacted] **Log Type** Event Log
Date 13/01/2011 09:46 AM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Called place to Brisbane LDMG seeking advise on transport routes.

Details
Called Brisbane LDMG to get advise on open and closed roads for chemical deliveries to Mt Crosby. Are hearing conflicting messages that roads are closed but people are driving them. Require chemical deliveries to be made ASAP to continue production

Email received: Fwd: Update from [redacted]

Logged By [redacted]
Date 13/01/2011 09:50 AM

Email received: Fwd: Stand alone towns update

Logged By [redacted]
Date 13/01/2011 09:59 AM

Sent communication: back on line

Logged By [redacted]
Date 13/01/2011 10:05 AM

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 13/01/2011 10:07 AM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
WGM phone and email connectivity issues resolved.

Email received: Fwd: Map for Mt. Crosby access

Logged By LDCC LDCC [redacted]
Date 13/01/2011 10:11 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM **Log Type** Event Log
Date 13/01/2011 10:21 AM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Request from Triple M Sydney regarding the quality of water in the Brisbane River - enquiry referred to BCC.

[redacted]

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 13/01/2011 10:21 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Enquiry from Tweed Daily News regarding the capacity of the Gold Coast Desalination Plant - how important is it and how long will it be running. Emailed relevant Ministerial release

Email received: Fwd: Record of teleconference 12 January 2011
Logged By [redacted]
Date 13/01/2011 10:27 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 13/01/2011 11:12 AM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Dan Spiller on ABC Western Australia talking about the role Wivenhoe Dam played during the last three days, Wivenhoe's role in flood mitigation

Email received: Re: Confirmation of new address
Logged By [redacted]
Date 13/01/2011 11:16 AM

Email received: FW: Water Grid media update - 12 January 2011
Logged By COMMS WGM
Date 13/01/2011 11:17 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 13/01/2011 11:22 AM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Request for more information from Channel 7 regarding Wivenhoe releases. Briefing provided consistent with latest dam media update.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Log Type Event Log
Date 13/01/2011 11:24 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Called Charlie at EMQ (Logistics - SDCC) requesting support for chemical deliveries into Mt Crosby by air if no road route could be found.

[redacted]

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 13/01/2011 11:24 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry

[redacted] (Seqwater) setting up teleconference for 12:30pm with QUU for situation update.

Email received: Update on Stand alone towns	**Logged By**	[redacted] (first point of contact)
	Date	13/01/2011 11:26 AM
Changed status from In progress to Completed	**Logged By**	Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
	Date	13/01/2011 11:30 AM
Sent communication [redacted] contact details	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 11:38 AM
Sent communication: Update standalone towns	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 11:45 AM
Email received: Information on conserving water	**Logged By**	COMMS WGM
	Date	13/01/2011 11:55 AM
Email received: Teleconference Grid Wide Teleconference	**Logged By**	[redacted] (first point of contact)
	Date	13/01/2011 11:59 AM
Sent communication: Teleconference	**Logged By**	[redacted]
	Date	13/01/2011 12:02 PM
Email received: Isolated town water report	**Logged By**	[redacted]
	Date	13/01/2011 12:08 PM
Email received: FW: Water Grid media update - 12 January 2011	**Logged By**	[redacted]
	Date	13/01/2011 12:09 PM
Email received: RE: next teleconference	**Logged By**	Dan Spiller
	Date	13/01/2011 12:09 PM
Sent communication: Isolated township water report	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 12:15 PM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log

Date 13/01/2011 12:52 PM **Lodging agency** SEQ WGM

Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Extreme Weather Event -2300EST-10JAN11

Entry
Teleconference held 1230h - 1252h operational update.

Details
Mt Crosby - running on West bank - about 180MLD turbidity issues. East Bank not operating. Pump 15 ran for 10 minutes. Appears to be a bearing issue. Bearing on site (no timeframe for repair). Well D only one with lights. raw pumps at about 100MLD holding ground. Seqwater looking at icreasing to 120MLD. LinkWater lost comms with Mt Crosby. Chemicals, no issue for next 48hrs. Northern Update - Lowood pump issue. Gatton running out of water. Tankers to fill reservoir. Bottled Water comming in. Lowood pump not operating - drywell is submerged. Exploring options for a temporary pump - awaiting advice from fitters. Landers Shute running ok as is Kenilworth. Daybro - continuing to tanker - preparing plant for production. Supply holding ok.

Email received: Fw: Please review — **Logged By** [redacted] **Date** 13/01/2011 12:53 PM

Email received: RE: Information on conserving water — **Logged By** COMMS WGM **Date** 13/01/2011 12:55 PM

Email received: FW: Boiled Water Alert — **Logged By** COMMS WGM **Date** 13/01/2011 01:01 PM

Email received: FW: teleconference - updated details — **Logged By** Madonna Brennan **Date** 13/01/2011 01:02 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM **Log Type** Event Log

Date 13/01/2011 01:04 PM

Event(s) Extreme Weather Event -2300EST-10JAN11

Entry
Request from Triple M regarding water quality in the Brisbane.

Details
Request from Triple M regarding water quality in the Brisbane, wanting to go down and test the water with someone in a white coat. We advised that all residents are warned not to go into flood waters. Directed the journalist to further details on the QLD Health website.

Email received: Situation Report — **Logged By** Madonna Brennan **Date** 13/01/2011 01:06 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM **Log Type** Event Log

Date 13/01/2011 01:08 PM **Lodging agency** SEQ WGM

Event(s) Wivenhoe Dam Releases 1230EST-06JAN11

Entry

Request for infomation from Andrew Fraser at The Australian regarding releases from Wivenhoe and river levels. Sent dam updates and link to river levels on BOM website.

Details

Request for infomation from [redacted] at The Australian regarding releases from Wivenhoe and river levels. Sent dam updates and link to river levels on BOM website.

Email received: Technical Report W53	**Logged By** Rob Drury **Date** 13/01/2011 01:09 PM
Email received: FW: Technical Report W53	**Logged By** [redacted] (first point of contact) **Date** 13/01/2011 01:27 PM
Email received: FW: Technical Report W53	**Logged By** [redacted] first point of contact) **Date** 13/01/2011 01:32 PM
Email received: Minutes of Meeting Held at 0900 hours	**Logged By** Madonna Brennan **Date** 13/01/2011 01:32 PM
Email received: Re: Boiled Water Alert	**Logged By** [redacted] **Date** 13/01/2011 01:41 PM
Email received: RE:	**Logged By** COMMS WGM **Date** 13/01/2011 01:50 PM
Sent communication: Stand_Alone_Towns_Update_-_0730_130111.docx	**Logged By** EMT Member (Emergency Management - SEQ WGM) - [redacted] **Date** 13/01/2011 02:01 PM
Email received: RE: Boiled Water Alert	**Logged By** COMMS WGM **Date** 13/01/2011 02:01 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM **Log Type** Event Log

Date 13/01/2011 02:03 PM

Event(s) Wivenhoe Dam Releases 1230EST-06JAN11

Entry

[redacted] - The Australian - questions related to Seqwater staff refusing to go to work for safety reasons

Details

[redacted] - The Australian - has telephoned in relation to rumours that Seqwater staff refusing to go to work at the dams for safety reasons.

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 13/01/2011 02:03 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Boil water alert approved through QLD Health and DERM, sent back to QUU for issuing.

Sent communication: Stand_Alone_Towns_Update_-_0730_130111.docx

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 13/01/2011 02:07 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 13/01/2011 02:11 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Interview with Barry Dennien on Channel 7, regarding current water supply situation, role of the desalination plant, brining water from the North and South Coast, using the Water Grid to maintain supply, water 100 per cent safe to drink, using the army to get Mt Crosby back online, conserve water for the clean up

Details
Interview with Barry Dennien on Channel 7, regarding current water supply situation, role of the desalination plant, brining water from the North and South Coast, using the Water Grid to maintain supply, water 100 per cent safe to drink, using the army to get Mt Crosby back online, conserve water for the clean up

Sent communication: Technical Report W53

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 13/01/2011 02:14 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 13/01/2011 02:15 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Interview with Dan Spiller on ABC Gold Coast talking about the role of the desalination plant, Wivenhoe Dam levels and releases from Wivenhoe, role of the Water Grid

Details
Interview with Dan Spiller on ABC Gold Coast talking about the role of the desalination plant, Wivenhoe Dam levels and releases from Wivenhoe, role of the Water Grid

Email received: RE: Boiled Water Alert

Logged By COMMS WGM
Date 13/01/2011 02:17 PM

Email received: QUU Estimate for Water Demands during Clean up	**Logged By**	[redacted]
	Date	13/01/2011 02:25 PM
R08 Situation Report lodged: LinkWater SITREP No. 3	**Logged By**	Incident Manager (Incident Management - LinkWater) - Duty General Manager LinkWater (first point of contact)
	Date	13/01/2011 02:33 PM
Sent communication: Estimated water demands during event cleanup	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 02:34 PM
Email received: Road closures	**Logged By**	Madonna Brennan
	Date	13/01/2011 02:35 PM
Sent communication: Lockyer LDMG Meeting Minutes	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 02:44 PM
Email received: Latest update from Seqwater on Chemical Supplies	**Logged By**	[redacted]
	Date	13/01/2011 02:44 PM
Email received: Fwd: East & West Bank WTP's	**Logged By**	[redacted]
	Date	13/01/2011 02:46 PM
Sent communication: Situational Report Lockyer Valley Regional Council Sit Rep 11	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 02:52 PM
Sent communication: SEQWater Chemical Supply Status	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 03:12 PM
Sent communication: Road Closures and Load Carriage contact point at DERM	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 03:19 PM
Sent communication: Mt Crosby Turbidity Letter	**Logged By**	System Administrator (System Admin) - [redacted]
	Date	13/01/2011 03:32 PM
Sent communication: Mt Crosby WTP chem status	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 03:33 PM
Sent communication: Lockyer Situation Report	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 03:41 PM

[redacted]

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log

Date 13/01/2011 03:55 PM

Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Extreme Weather Event -2300EST-10JAN11

Entry

Start routine WoG teleconference. Completed at 1625 h

Email received: Meeting Agenda attached - teleconference details below	**Logged By** **Date**	Madonna Brennan 13/01/2011 03:57 PM
Email received: RE: Technical Report W53	**Logged By** **Date**	Rob Drury 13/01/2011 03:59 PM
Email received: Advice on availability of roads to water treatment plants	**Logged By** **Date**	[redacted] 13/01/2011 04:02 PM
Email received: Technical Report W53	**Logged By** **Date**	[redacted] 13/01/2011 04:06 PM
Email received: FW: Water Grid media update - 12 January 2011	**Logged By** **Date**	CQMMS WGM 13/01/2011 04:26 PM
Email received: FW: Water Grid media update - 12 January 2011	**Logged By** **Date**	COMMS WGM 13/01/2011 04:32 PM
Email received: Water Grid media update - 13 January 2011	**Logged By** **Date**	COMMS WGM 13/01/2011 04:34 PM
Sent communication: [redacted] updated contact details	**Logged By** **Date**	EMT Member (Emergency Management - SEQ WGM) - [redacted] 13/01/2011 04:35 PM
Email received: Revised - Water Grid media update - 13 January 2011	**Logged By** **Date**	CQMMS WGM 13/01/2011 04:36 PM
Email received: Seqwater approved - Water Grid media update - 13 January 2011	**Logged By** **Date**	COMMS WGM 13/01/2011 04:51 PM
Sent communication: Information Request from [redacted] - Lockyer Valley	**Logged By** **Date**	EMT Member (Emergency Management - SEQ WGM) - [redacted] 13/01/2011 05:06 PM
Sent communication: Teleconference-2010113-1600	**Logged By** **Date**	EMT Member (Emergency Management - SEQ WGM) - [redacted] 13/01/2011 05:13 PM

Sent communication: Water Supply outage Isolated town supply support request - 13-1-11.xlsx	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 05:19 PM
Email received: Asset based maintenance/general enquiry	**Logged By**	[redacted]
	Date	13/01/2011 05:26 PM
Email received: Water Grid media update - 13 January 2011	**Logged By**	COMMS WGM
	Date	13/01/2011 05:28 PM
Email received: FW: Water Grid media update - 13 January 2011	**Logged By**	COMMS WGM
	Date	13/01/2011 05:29 PM
Email received: FW: 1600 Water Release Update	**Logged By**	COMMS WGM
	Date	13/01/2011 05:30 PM
Sent communication: Energex access request to Bundamba AWTP	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 05:35 PM
Email received: FW: Information on Wyaralong Dam	**Logged By**	COMMS WGM
	Date	13/01/2011 05:37 PM
Email received: Attn Dan Spiller	**Logged By**	[redacted]
	Date	13/01/2011 05:46 PM
Email received: FW: QUU Media Release _ Water Rebate for Cleanup V4	**Logged By**	COMMS WGM
	Date	13/01/2011 05:52 PM
Email received: Re: Information on Wyaralong Dam	**Logged By**	[redacted]
	Date	13/01/2011 05:55 PM
Email received: FW: QUU Media Release _ Water Rebate for Cleanup V4	**Logged By**	COMMS WGM
	Date	13/01/2011 05:56 PM
Email received: FW: Water Quality Sitrep 4	**Logged By**	COMMS WGM
	Date	13/01/2011 05:58 PM
Sent communication: WQ Sit Rep	**Logged By**	[redacted]
	Date	13/01/2011 06:05 PM
Email received: QUU water drop update	**Logged By**	[redacted]
	Date	13/01/2011 07:48 PM

Sent communication: Acknowledge receipt — **Logged By** System Administrator (System Admin) [redacted]
Date 13/01/2011 08:05 PM

Email received: RE: Record of teleconference 12 January 2011 — **Logged By** Dan Spiller
Date 13/01/2011 08:30 PM

Email received: RE: Technical Report W55 — **Logged By** Rob Drury
Date 13/01/2011 08:49 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM — **Log Type** Event Log
Date 13/01/2011 08:51 PM — **Lodging agency** SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Summary of interview with Barry Dennien for the Guardian, London on Wivenhoe and its role in protecting Brisbane

Details
Barry Dennien, speaking with [redacted] the Guardian, London covered: the benchmark that is 1974 and what happened at the time, that Wivenhoe was built in response to 1974, the flood compartment of 1.45 million megalitres and the drinking water compartment of 1.20 million megalitres (equaling 5 Sydney Harbours), how the continued rain from Christmas filled the flood compartment separately 3 times. Also covered that the dams releases caused the minor flooding but the fact that we can control releases saved Brisbane. Key message was that without Wivenhoe Dam, Brisbane may have reached 8 metres - in contrast 1974 was only 5.45 metres.

Email received: FW: Technical Report W55 — **Logged By** [redacted]
Date 13/01/2011 08:52 PM

Email received: Update Stand Alone Towns — **Logged By** [redacted] (first point of contact)
Date 13/01/2011 09:04 PM

Email received: Re: Record of teleconference 12 January 2011 — **Logged By** [redacted]
Date 13/01/2011 09:08 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM — **Log Type** Event Log
Date 13/01/2011 09:12 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Live interview with Barry Dennien on the [redacted] show - ABC Brisbane.

Details
Barry Dennien to telephone ABC in the car on the way home - phoned [redacted]

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log

Date 13/01/2011 09:14 PM **Lodging agency** SEQ WGM

Event(s) Wivenhoe Dam Releases 1230EST-06JAN11

Entry

Teleconference with Seqwater and Linkwater about supply and demand - Mt Crosby Issues. Touched base with John Adcock post teleconference about being prepared for boil water notice discussions if situation escalates.

Details

West Bank Production at about 190 - 200MLD, Nth Pine - 100MLD, SRWP about 100MLD. Demand expected to be about 400MLD. Total storage at 148ML Dosing at Mt Crosby - big Alum doses. Plant is running at max given that the dam water is like river water at present (turbid). Don't want to push production too hard or risk losing flocking. Dan Spiller commented that he had no problem getting decision-makers together if NTU over 2NTU (treated). Seqwater to call Dan again at 2230-2300 if this is needed. Teleconference arranged for 0600h.

Email received: Re: Record of teleconference 12 January 2011	**Logged By**	[redacted]
	Date	13/01/2011 09:21 PM
Email received: FW: draft Media Statement - Residents and Business urged to use wate rwisely - REVIEW & APPROVAL REQUIRED	**Logged By**	COMMS WGM
	Date	13/01/2011 09:25 PM
Email received: FW: draft Media Release for approval by Minister's Office	**Logged By**	COMMS WGM
	Date	13/01/2011 09:26 PM
Email received: FW: draft Media Release_use water wisely_Minister's approval required	**Logged By**	COMMS WGM
	Date	13/01/2011 09:28 PM
Email received: Breakfast Teleconference	**Logged By**	[redacted] first point of contact)
	Date	13/01/2011 09:51 PM
Email received: Notes: Thursday, January 13	**Logged By**	[redacted]
	Date	13/01/2011 10:07 PM
Sent communication: Log removal data for Mt Crosby / North Pine request on behalf QLD Health	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 10:14 PM
Email received: Fwd: Chemical Supply Continuity	**Logged By**	[redacted]
	Date	13/01/2011 10:17 PM
Email received: River levels at 5pm tomorrow 14 January 2011	**Logged By**	COMMS WGM
	Date	13/01/2011 10:54 PM
Email received: Mt Crosby Update 2230 13/1/2011	**Logged By**	[redacted]
	Date	13/01/2011 11:34 PM

Email received: RE: Record of teleconference 12 January 2011 **Logged By** Dan Spiller
Date 14/01/2011 12:16 AM

Email received: **Logged By** COMMS WGM
Date 14/01/2011 12:36 AM

Email received: Demand management media release **Logged By** Dan Spiller
Date 14/01/2011 12:47 AM

R08 Situation Report lodged: SitRep9 - Extreme Weather Event - 13.01.11 **Logged By** Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU
Date 14/01/2011 12:53 AM

R08 Situation Report lodged: SitRep 10 - Extreme Weather Event - 14.01.11 **Logged By** Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU
Date 14/01/2011 03:21 AM

Email received: RE: Technical Report W55 **Logged By** Rob Drury
Date 14/01/2011 05:52 AM

Logged By Duty Manager (Emergency Management - SEQ WGM) [redacted] **Log Type** Event Log
Date 14/01/2011 06:30 AM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Teleconference held with Seqwater and Linkwater - supply is meeting demand.

Email received: RE: The Sunday Mail **Logged By** COMMS WGM
Date 14/01/2011 06:45 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM **Log Type** Event Log
Date 14/01/2011 06:46 AM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Request from Sunday Mail for 'Clean up/post emergency' story. Have postponed until next week.

Details
Request from Sunday Mail for 'Clean up/post emergency' story. Have postponed until next week.

Email received: Interview request **Logged By** COMMS WGM
Date 14/01/2011 07:00 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 14/01/2011 07:01 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Interview request from 2GB regarding increased releases from Wivenhoe.

Details
Dam update forwarded, interview not possible pre 8.00am. Also interviews within SEQ region are being prioritised (rather than Sydney broadcasts)

Sent communication: Priority Resquest - Road Access
Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 14/01/2011 07:16 AM

Logged By Emergency Manager (Emergency [redacted] - SEQ WGM) - [redacted]
Log Type Event Log
Date 14/01/2011 07:30 AM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Daily teleconference held as scheduled.

Email received: FW: Technical Report W55
Logged By Dan Spiller
Date 14/01/2011 07:36 AM

Email received: FW: file
Logged By Dan Spiller
Date 14/01/2011 07:44 AM

Email received: Updated water rebate media release
Logged By COMMS WGM
Date 14/01/2011 07:48 AM

Email received: Water Grid media update - 14 January 2011
Logged By COMMS WGM
Date 14/01/2011 08:13 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 14/01/2011 08:18 AM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Task issued to Julie Macpherson from DERM (re: Alum delivery to East Bank) who is assisting with transport route status updates. Should have an answer back on accessibility to East Bank WTP via Ipswich by 1230h. If not accessible then also expecting status update on availability next 24hrs. Asked to advise any load limits or other issues as well.

[redacted]

Email received: Updated rebate media release

Logged By COMMS WGM
Date 14/01/2011 08:56 AM

Email received: Situation Report 012

Logged By Madonna Brennan
Date 14/01/2011 09:01 AM

Sent communication: Teleconference 20110114-0730 Notes

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 14/01/2011 09:04 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 14/01/2011 09:11 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Media release sent from QUU regarding bottled water sent for input

Details
Media release sent from QUU regarding bottled water sent for input Verbal advice given that the release was ok to issue

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 14/01/2011 09:39 AM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Interview with Dan Spiller on ABC TV regarding Wivenhoe Dam's storage capacity

Details
Interview with Dan Spiller on ABC TV regarding Wivenhoe Dam's storage capacity - drinking water and flood storage capacity

Email received: Chemical Supplies Status 14/10/11

Logged By [redacted]
Date 14/01/2011 09:39 AM

Email received: Isolated towns report - 14111 @ 0930

Logged By [redacted]
Date 14/01/2011 09:40 AM

R08 Situation Report lodged: LinkWater SITREP 4

Logged By Incident Manager (Incident Management - LinkWater) - Duty General Manager LinkWater (first point of contact)
Date 14/01/2011 09:53 AM

Email received: Isolated Towns WTP update

Logged By [redacted] (first point of contact)
Date 14/01/2011 09:57 AM

Email received: Teleconferences

Logged By [redacted]
Date 14/01/2011 09:57 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Lee Hutchison
Log Type Event Log
Date 14/01/2011 10:00 AM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Damand management teleconference including with key external stakeholders (Qld Health and OWSR).

R08 Situation Report lodged: Sit Rep 12 Extreme Weather Event 14-1-11

Logged By Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
Date 14/01/2011 10:05 AM

Email received: Draft rebate media release

Logged By COMMS WGM
Date 14/01/2011 10:24 AM

Email received: Fwd: Proposed changes to emergency management roles

Logged By [redacted]
Date 14/01/2011 10:34 AM

Email received: FW: urgent

Logged By COMMS WGM
Date 14/01/2011 10:42 AM

Email received: Small Towns Working Group Notes

Logged By [redacted]
Date 14/01/2011 10:45 AM

Email received: Re:Contact details for Queensland Health

Logged By [redacted]
Date 14/01/2011 11:07 AM

Email received: FW: courier mail response

Logged By COMMS WGM
Date 14/01/2011 11:09 AM

Email received: FW: Courier Mail response

Logged By COMMS WGM
Date 14/01/2011 11:09 AM

Email received: Request to change time of submission for status update

Logged By [redacted]
Date 14/01/2011 11:11 AM

Sent communication: East Bank Access Update

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 14/01/2011 11:11 AM

Email received: Re: Fwd: RE: Urgent Task 001/2011 - Road access confirmation to Mt Crosby East Bank	**Logged By** **Date**	[redacted] 14/01/2011 11:14 AM
Email received: RE: 7.30 report	**Logged By** **Date**	COMMS WGM 14/01/2011 11:16 AM
Email received: Re: Small Towns Water Recovery Group	**Logged By** **Date**	[redacted] 14/01/2011 11:44 AM
Email received: Updated water wise media release	**Logged By** **Date**	COMMS WGM 14/01/2011 11:55 AM
Sent communication: Contact Details for QLD Health Water Quality	**Logged By** **Date**	EMT Member (Emergency Management - SEQ WGM) - [redacted] 14/01/2011 11:57 AM
Email received: FW: urgent courier mail response	**Logged By** **Date**	COMMS WGM 14/01/2011 12:10 PM
Email received: FW: Urgent heads up - Courier-Mail - who approves dam releases	**Logged By** **Date**	COMMS WGM 14/01/2011 12:25 PM
Sent communication: Water balance teleconference Notes 14 Jan 11	**Logged By** **Date**	EMT Member (Emergency Management - SEQ WGM) - [redacted] 14/01/2011 12:27 PM

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log

Date 14/01/2011 12:44 PM

Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Extreme Weather Event -2300EST-10JAN11

Entry

Noggin (OCA provider) notified about problem - emails received from some web email products contact winmail.dat attachments.

Email received: PRW for washdown purposes	**Logged By** **Date**	[redacted] 14/01/2011 12:56 PM
Task assigned to [redacted] Details of WTPs' retic areas	**Logged By** **Date**	IMT Member (Incident Management - LinkWater) - [redacted] 14/01/2011 01:22 PM
Email received: RE: Urgent Task 001/2011 - Road access confirmation to Mt Crosby East Bank	**Logged By** **Date**	[redacted] 14/01/2011 01:27 PM

[redacted]

Email received: PRW washown proposal and rules — **Logged By** [redacted] **Date** 14/01/2011 01:47 PM

Changed status from Action required to Completed — **Logged By** IMT Member (Incident Management - LinkWater) - [redacted] **Date** 14/01/2011 01:56 PM

Email received: Request for Contact Number - [redacted] — **Logged By** Madonna Brennan **Date** 14/01/2011 01:58 PM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 14/01/2011 02:00 PM **Lodging agency** SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
EM update - Supply/Demand is still holding.

Email received: Isolated town water supply update — **Logged By** [redacted] **Date** 14/01/2011 02:04 PM

Sent communication: Isolated towns supply update - urgent — **Logged By** EMT Member (Emergency Management - SEQ WGM) - [redacted] **Date** 14/01/2011 02:14 PM

Email received: Out of Office AutoReply: Isolated town water supply update — **Logged By** Jim Pruss **Date** 14/01/2011 02:15 PM

Email received: Sitrep 5 - Water Quality Technical Coordination Group — **Logged By** [redacted] **Date** 14/01/2011 02:18 PM

Sent communication: Isolated town water supply update — **Logged By** EMT Member (Emergency Management - SEQ WGM) - [redacted] **Date** 14/01/2011 02:25 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM **Log Type** Event Log
Date 14/01/2011 02:31 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Interview with Dan Spiller on 4BC

Details
Interview with Dan Spiller on 4BC, talking about the water from Wivenhoe Dam being released, 7 day plan, under the flood management manual, manual indicates that Brisbane historically has double flood events which is why we need to empty the dam within 7-9 days, all releases must take into account flows from the Lockyer Valley, need to maintain moderate levels in the dam

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 14/01/2011 02:34 PM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Interview with Dan Spiller with the Australian Geographic (print)

Details
Dan talked about the water from Wivenhoe Dam being released, 7 day plan, all releases must take into account flows from the Lockyer Valley, need to maintain moderate levels in the dam, 1979 benchmark date for SEQ, reason for Wivenhoe Dam being built, talked about flows on peak days, dam did what it was designed to do, flood storage, enabled water to be released in a controlled way, minimised impacts on downstream communities, without the dam many more houses would have been inundated, levels at Wivenhoe, weather bureau plays an important role in planning, forecast, river levels, tides, relationship with local councils also important with their local knowledge helping to manage the impacts, talked about the fuse plug as helping to maintain the integrity of the dam wall, impacts on water treatment and water quality

Email received: FW: Water quantity management.docx
Logged By Dan Spiller
Date 14/01/2011 02:38 PM

Email received: Boil water notice - Small towns - messaging efforts by QUU
Logged By [redacted]
Date 14/01/2011 02:54 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 14/01/2011 03:01 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
3pm teleconference

Details
Production: Westbank 232, Eastbank 120, North Pine 100 and SRWP 100 - total 552 Demand: 400

Email received: RE: Draft Radio Media Alert
Logged By COMMS WGM
Date 14/01/2011 03:03 PM

Email received: Meeting Minutes for LDMG Meeting held at 1600 hours on 13/01/11 and at 0900 on 14/01/11
Logged By Madonna Brennan
Date 14/01/2011 03:19 PM

Sent communication: Boil water notice - small towns - from QUU
Logged By EMT Member (Emergency Management - SEQ WGM) [redacted]
Date 14/01/2011 03:20 PM

Sent communication: Isolated town water supply update
Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 14/01/2011 03:26 PM

Sent communication: Sitrep 5 - Water Quality Technical Coordination Group	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	14/01/2011 03:34 PM
Email received: Re: Isolated town water supply update	**Logged By**	[redacted]
	Date	14/01/2011 03:44 PM
Email received: FW: questions	**Logged By**	COMMS WGM
	Date	14/01/2011 03:46 PM
Email received: Minutes - Status Update	**Logged By**	[redacted]
	Date	14/01/2011 03:49 PM
Email received: Lowood WTP	**Logged By**	[redacted]
	Date	14/01/2011 03:49 PM
R08 Situation Report lodged: Linkwater SITREP 5	**Logged By**	Incident Manager (Incident Management - LinkWater) - Duty General Manager LinkWater (first point of contact)
	Date	14/01/2011 03:56 PM
Email received:	**Logged By**	[redacted]
	Date	14/01/2011 04:00 PM
Email received: FW: Minutes - Status Update	**Logged By**	[redacted]
	Date	14/01/2011 04:01 PM
Email received: Flood water rebate - Allconnex - request to be kept in the loop regarding rebate actions	**Logged By**	COMMS WGM
	Date	14/01/2011 04:07 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log

Date 14/01/2011 04:10 PM **Lodging agency** SEQ WGM

Event(s) Wivenhoe Dam Releases 1230EST-06JAN11

Entry

Updated our contact details for members of media on recent releases posted to website.

For log.

Regards

AjM

Details

Updated our contact details for members of media on recent releases posted to website. For log. Regards AjM

[redacted]

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Log Type Event Log
Date 14/01/2011 04:10 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Call from [redacted] (Seqwater) Lowood temp diesel pump running.

Sent communication: Status Update 3:00pm Meeting Mt Crosby Water Balance Update	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	14/01/2011 04:10 PM
Email received: Fwd: Daily Chemical Update 2:00pm 14 Jan	**Logged By**	[redacted]
	Date	14/01/2011 04:21 PM
Email received: FW:	**Logged By**	[redacted]
	Date	14/01/2011 04:23 PM
Email received: FW: Urgent documents for SDMG meeting	**Logged By**	[redacted]
	Date	14/01/2011 04:24 PM
Sent communication: Daily Chemical Update 2:00pm 14 Jan	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	14/01/2011 04:34 PM
Email received: briefing note - ttached	**Logged By**	COMMS WGM
	Date	14/01/2011 04:35 PM
Email received: FW: briefing note - ttached	**Logged By**	COMMS WGM
	Date	14/01/2011 04:35 PM
Email received: FW: Bottled water delivered 13 14.1.11 due to floods.xlsx	**Logged By**	[redacted]
	Date	14/01/2011 04:37 PM
Sent communication: Teleconference	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	14/01/2011 04:39 PM
Email received: FW: Inclusion of QUU sewerage infrastructure status information in Small Towns, and related, reports	**Logged By**	[redacted]
	Date	14/01/2011 04:46 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Log Type Event Log
Date 14/01/2011 04:50 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Jim Pruss and [redacted] dialed into the Somerset LDMG (2:30) and Lockyer Valley LDMG (4pm)

[redacted]

R08 Situation Report lodged: QUU Sitrep 13 and Executive summary 13

Logged By Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU
Date 14/01/2011 04:51 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) [redacted]
Log Type Event Log
Date 14/01/2011 04:52 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry [redacted] confirmed to the Lockyer Valley LDMG (4pm) that a Boiled Water Notice is in place until further notice.

Sent communication: Daily Chemical Update 2:00pm 14 Jan
Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 14/01/2011 04:58 PM

Email received: Media Release - Non flood affected residents urged to use water wisely
Logged By COMMS WGM
Date 14/01/2011 05:02 PM

Sent communication: Google maps Lockyer Valley Road Conditions
Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 14/01/2011 05:06 PM

Email received: FW: Media Release - Non flood affected residents urged to use water wisely
Logged By COMMS WGM
Date 14/01/2011 05:07 PM

Email received: Out of Office: New report
Logged By Dan Spiller
Date 14/01/2011 05:14 PM

Email received: Media Response - The Australian - Hedley Thomas- FOR IMMEDIATE APPROVAL
Logged By COMMS WGM
Date 14/01/2011 05:14 PM

Email received: FW: Flight confirmation
Logged By [redacted]
Date 14/01/2011 05:32 PM

Email received: RE: Media Response - The Australian - Hedley Thomas- FOR IMMEDIATE APPROVAL
Logged By John Bradley
Date 14/01/2011 05:41 PM

Email received: RE: Media Response - The Australian - Hedley Thomas- FOR IMMEDIATE APPROVAL
Logged By John Bradley
Date 14/01/2011 05:42 PM

Email received: News page on website - edits
Logged By COMMS WGM
Date 14/01/2011 05:42 PM

[redacted]

Logged By Emergency Manager (Emergency Management - SEQ WGM) -[redacted]
Log Type Event Log
Date 14/01/2011 05:45 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Rob Zuberich (DERM) drove potential route to Eastbank for chemical deliveries.

Details
Called [redacted] Seqwater) to communicate route via Milton Rd And Centenary Mwy till closed though.

Email received: FW: Flight confirmation	**Logged By** [redacted] **Date**	14/01/2011 05:50 PM
Email received: Media response for approval please	**Logged By** **Date**	COMMS WGM 14/01/2011 05:52 PM
Email received: RE: Mt Crosby Weir Bridge damage	**Logged By** **Date**	COMMS WGM 14/01/2011 05:55 PM
Email received: Fwd: FW:	**Logged By** [redacted] **Date**	14/01/2011 05:59 PM
Email received: Re: Media response for approval please	**Logged By** [redacted] **Date**	14/01/2011 06:01 PM
Email received: Fwd: FW:	**Logged By** [redacted] **Date**	14/01/2011 06:05 PM
Email received: WATER GRID MEDIA UPDATE - 14 January 2011	**Logged By** **Date**	COMMS WGM 14/01/2011 06:18 PM
Email received: Media Update	**Logged By** **Date**	COMMS WGM 14/01/2011 06:27 PM
Email received: Text from website - for log	**Logged By** **Date**	COMMS WGM 14/01/2011 06:32 PM
Email received: RE: Mt Crosby Weir Bridge damage	**Logged By** **Date**	COMMS WGM 14/01/2011 06:42 PM
Email received: RE: Water quality in Woodford	**Logged By** **Date**	COMMS WGM 14/01/2011 06:43 PM
Email received: Responses on the Wivenhoe Performance from Water Grid Manager	**Logged By** **Date**	COMMS WGM 14/01/2011 07:06 PM

Email received: FW: URGENT docs	**Logged By**	[redacted]
	Date	14/01/2011 07:10 PM
Email received: FW: Urgent documents for SDMG meeting	**Logged By**	[redacted]
	Date	14/01/2011 07:11 PM
Email received: RE: FOR APPROVAL - Unitywater media update	**Logged By**	COMMS WGM
	Date	14/01/2011 07:16 PM
Email received: FW: Queensland Health response to letter dated 14 January 2011	**Logged By**	[redacted]
	Date	14/01/2011 07:26 PM
Email received: Hedley Thomas - the Australian response	**Logged By**	[redacted]
	Date	14/01/2011 07:30 PM
Email received: Wivenhoe - Courier Mail for [redacted]	**Logged By**	[redacted]
	Date	14/01/2011 07:35 PM
Email received: RE: Wivenhoe - Courier Mail for [redacted]	**Logged By**	John Bradley
	Date	14/01/2011 07:38 PM
Email received:	**Logged By**	Madonna Brennan
	Date	14/01/2011 08:07 PM
Email received: FW: Queensland Health response to letter dated 14 January 2011	**Logged By**	[redacted]
	Date	14/01/2011 08:08 PM
Sent communication: Sit Rep 013 and LDMG LVRC	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	14/01/2011 08:14 PM
Email received: Out of Office:	**Logged By**	Dan Spiller
	Date	14/01/2011 08:17 PM
Email received: FW: WATER GRID MEDIA UPDATE - 14 January 2011	**Logged By**	COMMS WGM
	Date	14/01/2011 08:34 PM
Email received: RE: Floods- Wivenhoe The Australian 140111 (4).doc	**Logged By**	COMMS WGM
	Date	14/01/2011 08:34 PM
Email received: Media response key messaging - the operation of Wivenhoe Dam during the flood event	**Logged By**	COMMS WGM
	Date	14/01/2011 09:02 PM

Email received: RE: PRW tanking for clean-up	**Logged By** [redacted] **Date**	14/01/2011 09:02 PM
Sent communication: PRW Tanking for cleanup	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	14/01/2011 09:10 PM
Email received: FW: Hedley Thomas - the Australian response	**Logged By**	COMMS WGM
	Date	14/01/2011 09:30 PM
R08 Situation Report lodged: QUU SitRep 14	**Logged By**	Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU
	Date	14/01/2011 09:39 PM
Email received: update and media release for approval - PRW to be used for cleanup	**Logged By**	COMMS WGM
	Date	14/01/2011 09:54 PM
Email received: FW: ATTACHED - update and media release for approval - PRW to be used for cleanup	**Logged By**	COMMS WGM
	Date	14/01/2011 09:55 PM
Event E.Coli Detection at Ashwell commenced	**Logged By**	QUU
	Date	15/01/2011 10:00 AM
Email received: Re: PRW tanking for clean-up	**Logged By** [redacted] **Date**	15/01/2011 12:44 AM
R08 Situation Report lodged: QUU StiRep 15	**Logged By**	Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU
	Date	15/01/2011 12:45 AM
R08 Situation Report lodged: QUU SitRep#16	**Logged By**	Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU
	Date	15/01/2011 04:58 AM
Email received: Mt Crosby Update 14 January 9:30pm	**Logged By** [redacted] (first point of contact) **Date**	15/01/2011 06:54 AM
Email received: Mt Crosby Update 14 January 9:30pm	**Logged By** [redacted] (first point of contact) **Date**	15/01/2011 06:57 AM
Email received: RE: Technical Report W57	**Logged By**	Rob Drury
	Date	15/01/2011 06:58 AM
Sent communication: Seqwater Technical Report W57	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	15/01/2011 07:04 AM

Email received: Fwd: Fwd:

Logged By [redacted]
Date 15/01/2011 07:18 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 15/01/2011 07:30 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Teleconference update

Details
Production: Westbank 232, Eastbank, 228, North Pine 90, NPI 10, SRWP 100. Westbank to be ramped back to 180 by 12pm. Lowood: temp pump running at 140l/s at 5am. More than demand. Balance tank now increasing up to 7%. QUU advised. Production from WTP good. Withcott main a couple of days to fix (QUU). 12pm teleconference to be held for situation update. PRW available for clean downs at Lowood, Bundamba. Unitywater also seeking permission to use PRW. WGM to raise with Qld Health. QUU requested WGM support to get QPS access to Grantham to check pipeline. This was done.

Email received: Fwd: URGENT docs

Logged By [redacted]
Date 15/01/2011 07:34 AM

Email received: SEQ Water Grid Media Report 15 January 2011

Logged By COMMS WGM
Date 15/01/2011 07:44 AM

Sent communication: Teleconference today at 12pm - Water balance update

Logged By Emergency Manager (Emergency Management - SEQ WGM) [redacted]
Date 15/01/2011 07:51 AM

Email received: Incidents / Alerts: Saturday, January 15

Logged By [redacted]
Date 15/01/2011 08:01 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) [redacted]
Log Type Event Log
Date 15/01/2011 08:20 AM
Lodging agency SEQ WGM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
[redacted] spoke to Gatton Police Station 8:15am

Details
[redacted] spoke to Gatton Police Station 8:15am about arranging access for QUU to check the pipeline between Gatton and Helidon. This goes through Grantham which has been declared a crime scene..

Sent communication: Gatton Police contact for QUU

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 08:33 AM

Email received: Proposed use of Class A+ recycled water for washdown purposes of flood residue	**Logged By** [redacted] **Date** 15/01/2011 08:36 AM
Email received: Re: Gatton Police contact for QUU to check pipeline through Grantham	**Logged By** MDM.QUU **Date** 15/01/2011 08:39 AM
Email received: FW: QUU Sitrep #16	**Logged By** [redacted] **Date** 15/01/2011 08:57 AM
Email received: FW: turbidities	**Logged By** [redacted] **Date** 15/01/2011 08:58 AM
Email received: Proposed use of Class A+ recycled water for washdown purposes of flood residue	**Logged By** [redacted] **Date** 15/01/2011 09:06 AM
Sent communication: Teleconference 7:30am 15 Jan Minutes	**Logged By** EMT Member (Emergency Management - SEQ WGM) - [redacted] **Date** 15/01/2011 09:14 AM
Email received: recycled water	**Logged By** [redacted] **Date** 15/01/2011 09:26 AM
Email received: Fw: Proposed use of Class A+ recycled water for washdown purposes of flood residue	**Logged By** [redacted] **Date** 15/01/2011 09:27 AM
Email received: FW: turbidities	**Logged By** [redacted] **Date** 15/01/2011 09:27 AM
Sent communication: Teleconference 7:30am 15 Jan Minutes	**Logged By** EMT Member (Emergency Management - SEQ WGM) - [redacted] **Date** 15/01/2011 09:30 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 15/01/2011 09:32 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
QUU focus areas for receovery next 24-48

Details
QUU supplied recovery focus areas for next 24-48 hours as Energex assistance to restore power to isolated QUU sites and mechanical and electrical resources to assist cleanup. Called [redacted] and let him know. [redacted] to let John Bradley know to assist potentially with SDCC prioritisation.

[redacted]

Email received: WATER GRID MEDIA UPDATE - 15 January 2011

Logged By COMMS WGM
Date 15/01/2011 09:45 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 15/01/2011 10:02 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Interview with Barry Dennien on ABC regarding Wivenhoe

Details
Interview with Barry Dennien on ABC regarding Wivenhoe releases, impact on Brisbane River levels, boil water for Lockyer and Somerset

Email received: Fwd: Proposed use of Class A+ recycled water for washdown purposes of flood residue

Logged By [redacted]
Date 15/01/2011 10:02 AM

Email received: FW: Water Quality Technical Coordination Group e-mail contact details

Logged By [redacted]
Date 15/01/2011 10:05 AM

Email received: FW: recycled water

Logged By COMMS WGM
Date 15/01/2011 10:11 AM

R08 Situation Report lodged: sitrep 17 Extreme Weather Event 15-1-11

Logged By Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
Date 15/01/2011 10:12 AM

Email received: Seqwater WTP update and OWSR response

Logged By [redacted]
Date 15/01/2011 10:18 AM

Email received: FW: Extra water for flood clean up

Logged By [redacted]
Date 15/01/2011 10:40 AM

Email received: Comment from Peter Borrows

Logged By COMMS WGM
Date 15/01/2011 10:52 AM

Email received: RE: Update on PRW media release

Logged By COMMS WGM
Date 15/01/2011 10:57 AM

Email received: FW: Mt Crosby Update 14 January 9:30pm

Logged By [redacted]
Date 15/01/2011 11:05 AM

[redacted]

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Log Type Event Log
Date 15/01/2011 11:09 AM
Event(s) E.Coli Detection at Ashwell
Entry
No Mins Office notification or GP acknowledgement to be sent

Details
Due to the ongoing Emergency situation across the Grid, it is deemed not necessary to send a Mins Office notification or GP acknowledgement (supported by Scott Denner).

Email received: FW: Water Quality Technical Coordination Group e-mail contact details
Logged By [redacted]
Date 15/01/2011 11:14 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 15/01/2011 11:23 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Interview with Dan Spiller on ABC 612 regarding Western Corridor Recycled Water Scheme

Details
Interview with Dan Spiller on ABC 612 regarding Western Corridor Recycled Water Scheme, including PRW being provided to communities to be used in clean up efforts

Email received: Fw: Seqwater WTP update and OWSR response
Logged By [redacted]
Date 15/01/2011 11:29 AM

Email received: FW: Water Quality Technical Coordination Group e-mail contact details
Logged By [redacted]
Date 15/01/2011 11:29 AM

Email received: FW: NEWS UPDATE - Most Sunshine Coast beaches reopen
Logged By COMMS WGM
Date 15/01/2011 11:32 AM

Sent communication: Class A+ approval from Qld Health
Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 11:53 AM

Sent communication: Use of PRW approval QH
Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 11:56 AM

Email received: RE: Class A+ approval from Qld Health
Logged By [redacted]
Date 15/01/2011 11:59 AM

Sent communication: Use of PRW approval QH

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 11:59 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 15/01/2011 12:00 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Teleconference update

Details
Production: WB 230, EB 230, NP 100, SRWP 100 Total 660. WB rating back soon to 170. Demand: at 11:30am 470. QUU comfortable with reservoir levels of cleanu up areas and expecting majority of clean up activity to finish late Monday. Lowwod pump still producing 140 l/s. 40% in balance tank. QUU not filling reservoirs at 140 l/s so investigating potential mains break or other issue. Getting 50 l/s into Gatton. Dayboro - 900 kl in storage. Next telecon Sunday 16th 7:30am

Email received: FW: Turbidity North Pine and Mt Crosby

Logged By [redacted]
Date 15/01/2011 12:01 PM

Sent communication: Approval Class A+ QH for Cleanup

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 12:03 PM

Email received: Class A+ recycled water washdown approval from QH

Logged By [redacted]
Date 15/01/2011 12:04 PM

Email received: QH Approval for PRW Use

Logged By [redacted]
Date 15/01/2011 12:11 PM

Email received: FW: Proposed use of Class A+ recycled water for washdown purposes of flood residue

Logged By [redacted]
Date 15/01/2011 12:12 PM

Email received: FW: QUU Sitrep #16

Logged By [redacted]
Date 15/01/2011 12:26 PM

Email received: attached - Briefing note to QH and QH approval letter

Logged By [redacted]
Date 15/01/2011 12:26 PM

Sent communication: PRW Cleanup application

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 12:29 PM

Sent communication: QUU Sitrep #17

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 12:30 PM

Email received: Isolated Towns and Wastewater Reports	**Logged By** [redacted] **Date**	15/01/2011 12:30 PM
Email received: FW: attached - Briefing note to QH and QH approval letter	**Logged By** [redacted] **Date**	15/01/2011 12:32 PM
Email received: WaterSecure Signed Approval PRW - Keith	**Logged By** [redacted] **Date**	15/01/2011 12:40 PM
Email received: Teleconference - 12:00pm Saturday 15/01/11	**Logged By** [redacted] **Date**	15/01/2011 12:43 PM
Sent communication: Isolated Towns and Wastewater Reports	**Logged By** **Date**	EMT Member (Emergency Management - SEQ WGM) - [redacted] 15/01/2011 12:47 PM
Email received: Incidents / Alerts: Saturday, January 15	**Logged By** [redacted] **Date**	15/01/2011 12:49 PM
Sent communication: Teleconference Minutes 15 Jan 12:00pm	**Logged By** **Date**	EMT Member (Emergency Management - SEQ WGM) - [redacted] 15/01/2011 12:59 PM
Email received: FW: Water Quality Technical Coordination Group e-mail contact details	**Logged By** [redacted] **Date**	15/01/2011 01:04 PM
Email received: FW: Water Quality Technical Coordination Group e-mail contact details	**Logged By** [redacted] **Date**	15/01/2011 01:05 PM
Email received: FW: Water Quality Technical Coordination Group e-mail contact details	**Logged By** [redacted] **Date**	15/01/2011 01:10 PM
Email received: FW: Water Quality Technical Coordination Group e-mail contact details	**Logged By** [redacted] **Date**	15/01/2011 01:10 PM
Email received: Fwd: Isolated Towns and Wastewater Reports	**Logged By** [redacted] **Date**	15/01/2011 01:36 PM
Email received: Re: Minutes 12:00 Teleconference 15 Jan	**Logged By** [redacted] **Date**	15/01/2011 01:41 PM
Email received: WQ Technical Coordination Group Sit Rep (Sit Rep 6), Saturday 15 January, 2011	**Logged By** [redacted] **Date**	15/01/2011 01:53 PM

Email received: Media Release_Water Grid gears-up for the clean-up_15.1.2011 APPROVAL REQUIRED	**Logged By** **Date**	COMMS WGM 15/01/2011 01:54 PM
Sent communication: Winmail.dat problem	**Logged By** **Date**	EMT Member (Emergency Management - SEQ WGM) - [redacted] 15/01/2011 02:03 PM
R08 Situation Report lodged: Water Quality Sitrep 06	**Logged By** **Date**	EMT Member (Emergency Management - SEQ WGM) - [redacted] 15/01/2011 02:12 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) [redacted]
Log Type Event Log

Date 15/01/2011 02:30 PM
Lodging agency SEQ WGM

Event(s) Extreme Weather Event -2300EST-10JAN11

Entry

[redacted] and Jim Pruss dialled in to the Somerset LDMG Telecon - WTPs in Locyer area are all working. Received approaval to dial in to future LDMGs should the situation deteriorate.

Email received: Re: Isolated Towns and Wastewater Reports	**Logged By** **Date**	[redacted] 15/01/2011 02:38 PM
Sent communication: QUU Sitrep documents	**Logged By** **Date**	EMT Member (Emergency Management - SEQ WGM) - [redacted] 15/01/2011 02:55 PM
Email received: RE: Media Release_Water Grid gears-up for the clean-up_15.1.2011 APPROVAL REQUIRED	**Logged By** **Date**	[redacted] 15/01/2011 02:59 PM
Email received: RE: Media Release_Water Grid gears-up for the clean-up_15.1.2011 APPROVAL REQUIRED	**Logged By** **Date**	COMMS WGM 15/01/2011 03:01 PM
Sent communication: QUU Sitrep documents	**Logged By** **Date**	EMT Member (Emergency Management - SEQ WGM) - [redacted] 15/01/2011 03:01 PM
Email received: FW: QUU Drinking water test results for Friday 14 January	**Logged By** **Date**	[redacted] 15/01/2011 03:10 PM
Email received: Media release: Water Grid gears-up for the clean-up	**Logged By** **Date**	COMMS WGM 15/01/2011 03:25 PM

Sent communication: Water Quality Sitrep 6	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	15/01/2011 03:33 PM
Email received: FW: Urgent reports	**Logged By**	[redacted]
	Date	15/01/2011 03:37 PM
R08 Situation Report lodged: QUU SitRep 18	**Logged By**	Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
	Date	15/01/2011 03:38 PM
Sent communication: QUU Sitrep 18 documents	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - Lachlan Window
	Date	15/01/2011 03:52 PM
Email received: Updated reports	**Logged By**	[redacted]
	Date	15/01/2011 03:53 PM
Email received: Website update	**Logged By**	COMMS WGM
	Date	15/01/2011 03:54 PM
Email received: FW: Class A+ Recycled Water for clean up - approval email embedded	**Logged By**	[redacted]
	Date	15/01/2011 03:56 PM
Email received: RE: Class A+ recycled water washdown approval from QH	**Logged By**	[redacted]
	Date	15/01/2011 04:10 PM
Email received: PRW trucks filling up at Lowood	**Logged By**	COMMS WGM
	Date	15/01/2011 04:16 PM
Email received: Interview - 4BC - Spike in water demand	**Logged By**	COMMS WGM
	Date	15/01/2011 04:30 PM

Logged By EMT Member (Emergency Management - SEQ WGM) [redacted] **Log Type** Event Log

Date 15/01/2011 04:33 PM

Event(s) Extreme Weather Event -2300EST-10JAN11

Entry

The Lockyer Valley LDMG teleconference was not held however Scott Denner passed on a situation report to Jane Gardiner.

Email received: Update on PRW use	**Logged By**	[redacted]
	Date	15/01/2011 04:38 PM

[redacted]

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 15/01/2011 04:46 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Interview with Barry Dennien on ABC Brisbane - Kelly-Higgins Devine

Details
Interview with Barry Dennien on ABC Brisbane [redacted]evine. Barry covered the recent peak in water usage relating to the clean-up, thanked water staff across the region, talked about the areas without water, helicopters taking in bottled water, covered boil water alerts, covered discoloured water, ensured residents that the water is safe to drink. Talked about damage to the water treatment plants over the last few days, every effort made to get them up and running again.

Sent communication: QUU Sitrep for DERM
Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 04:46 PM

Email received: Update on TMR Roads in the Lockyer Area
Logged By [redacted]
Date 15/01/2011 04:47 PM

Sent communication: QUU SITREP correction
Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 04:51 PM

Email received: Approved use of alternate water sources for flood washdown purposes
Logged By [redacted]
Date 15/01/2011 04:57 PM

Email received: Meeting Minutes 15/01/11
Logged By Madonna Brennan
Date 15/01/2011 05:24 PM

Sent communication: Lockyer LDMG Minutes
Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 05:31 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 15/01/2011 06:29 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
News grabs with Barry Dennien on Triple M

Details
News grabs with Barry Dennien on Triple M covering the 'Water Grid gears-up for the clean-up' media messages

Email received: FW: Media release: Water Grid gears-up for the clean-up

Logged By COMMS WGM
Date 15/01/2011 06:29 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Date 15/01/2011 06:30 PM

Log Type Event Log

Lodging agency SEQ WGM

Entry
Interview with Barry Dennien on 4BC

Details
Interview with Barry Dennien on 4BC covering the 'Water Grid gears-up for the clean-up' media messages

Sent communication: PRW and Recycled A+ approvals

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 06:39 PM

Email received: Evening update - 16.01.11 - for log

Logged By [redacted]
Date 15/01/2011 06:51 PM

Email received: Evening Update

Logged By COMMS WGM
Date 15/01/2011 07:01 PM

Email received: 16.01.11 Handover notes

Logged By COMMS WGM
Date 15/01/2011 07:46 PM

Email received: FW: www.watergrid.com.au site contact

Logged By SEQWGM Enquiries [redacted]
Date 15/01/2011 07:58 PM

Email received: Brisbane Water Consumption

Logged By CIM.QUU
Date 15/01/2011 08:01 PM

Sent communication: QUU demand verse storage graph

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 08:12 PM

Sent communication: Confirmation of receipt

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 08:19 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 10:24 PM

Log Type Event Log

Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Phone call from [redacted]

Details
E.coli reported at Ashwell school, Ipswich. Resample ordered. Reservoir manually chlorinated. Boosting station dosed. QUU to raise incident in OCA as an Alert.

R08 Situation Report lodged: QUU SitRep #19
Logged By Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU
Date 15/01/2011 11:21 PM

Event E.coli detection at Laidley commenced
Logged By SEQ WGM
Date 16/01/2011 10:00 AM

R08 Situation Report lodged: QUU SitRep 20
Logged By Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU
Date 16/01/2011 04:53 AM

Sent communication: QUU Sitreps 19 and 20
Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 16/01/2011 06:04 AM

Email received: RE: Technical Report W58
Logged By Rob Drury
Date 16/01/2011 06:37 AM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 16/01/2011 06:59 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Contacted QUU EMT - Confirmed with them that Lowood WTP was online.

Email received: Situation report 015, 2pm
Logged By Madonna Brennan
Date 16/01/2011 07:19 AM

Email received: TSRs 31' 32 and 33
Logged By [redacted]
Date 16/01/2011 07:23 AM

Email received: Situation Report 015 attached
Logged By Madonna Brennan
Date 16/01/2011 07:26 AM

Sent communication: QUU Sitreps 19 and 20
Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 16/01/2011 07:29 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) [redacted]

Log Type Event Log

Date 16/01/2011 07:30 AM

Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11

Entry
Morning teleconference with Grid Participants and other stakeholders (refer to Teleconference notes in OCA).

Email received: Courier Mail photographer - Access to Wivenhoe Dam control room	**Logged By** **Date**	COMMS WGM 16/01/2011 07:35 AM
Email received: RE: TSRs 31' 32 and 33	**Logged By** **Date**	Rob Drury 16/01/2011 07:48 AM
Email received: Dam Releases SitReps	**Logged By** **Date**	[redacted] 16/01/2011 07:52 AM
Task assigned to Incident Manager (Incident Management - Qld Urban Utilities), Incident Manager (Incident Management - Seqwater) : Fuel resupply Seqwater/QUU	**Logged By** **Date**	Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU 16/01/2011 07:56 AM
Email received: SEQ Water Grid Media Report 16 January 2011	**Logged By** **Date**	COMMS WGM 16/01/2011 07:56 AM
Sent communication: 20110116 Morning Teleconference Notes.doc	**Logged By** **Date**	EMT Member (Emergency Management - SEQ WGM) [redacted] 16/01/2011 08:08 AM
Sent communication: Closing out Tasks	**Logged By** **Date**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted] 16/01/2011 08:11 AM
Email received: FW: thoughts	**Logged By** **Date**	[redacted] 16/01/2011 08:36 AM
Email received: RE: Courier Mail photographer - Access to Wivenhoe Dam control room	**Logged By** **Date**	[redacted] 16/01/2011 08:36 AM
Email received: FW: Manning	**Logged By** **Date**	[redacted] 16/01/2011 08:36 AM
Email received: FW: thoughts	**Logged By** **Date**	[redacted] 16/01/2011 09:19 AM

[redacted]

Email received: FW: Urgent interim report	**Logged By**	[redacted]
	Date	16/01/2011 09:22 AM
Email received: disinfection residual	**Logged By**	[redacted]
	Date	16/01/2011 09:30 AM
Email received: Class A+ recycled water for washdown purposes	**Logged By**	[redacted]
	Date	16/01/2011 09:46 AM
Email received: Re: WQ results for samples taken yesterday (sat 15 jan)	**Logged By**	[redacted]
	Date	16/01/2011 09:49 AM
Email received: Approved use of PRW for washdown purposes	**Logged By**	[redacted]
	Date	16/01/2011 09:52 AM
Email received: FW: WQ results for samples taken yesterday (sat 15 jan)	**Logged By**	[redacted]
	Date	16/01/2011 09:55 AM
Email received: FW: Technical Report W58	**Logged By**	[redacted] (first point of contact)
	Date	16/01/2011 10:14 AM
Sent communication: Continued use of seqwgm@id.ngcomms.net address	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	16/01/2011 10:23 AM
Email received: FW: Queensland Urban Utilities Community Service Announcement Water supply	**Logged By**	COMMS WGM
	Date	16/01/2011 10:29 AM
Email received: FW: Skyjuice summary of assistance for Queensland flood situation	**Logged By**	[redacted] (first point of contact)
	Date	16/01/2011 10:35 AM
Email received: Copy QH briefing note - approval for conditions to operate WTPs with elevated treated drinking water turbidities	**Logged By**	[redacted]
	Date	16/01/2011 10:36 AM
Email received: Updated reoprt as at 10.30am	**Logged By**	[redacted]
	Date	16/01/2011 10:38 AM
Email received: FW: Urgent interim report	**Logged By**	[redacted]
	Date	16/01/2011 10:50 AM
Email received: RE: Seqwater WTP water quality update and risk assessment	**Logged By**	[redacted]
	Date	16/01/2011 10:52 AM

Email received: RE:_Approved_use_of_PRW_for_washdown_purposes	**Logged By**	[redacted]
	Date	16/01/2011 10:56 AM
Email received: Seqwater WTP update for Sunday Jan 16, 2011	**Logged By**	[redacted]
	Date	16/01/2011 10:58 AM
Email received: RE: Approved use of PRW for washdown purposes	**Logged By**	[redacted]
	Date	16/01/2011 11:00 AM
Email received: Please call the Water Grid Communications Unit [redacted]	**Logged By**	COMMS WGM
	Date	16/01/2011 11:04 AM
Email received:	**Logged By**	[redacted]
	Date	16/01/2011 11:05 AM
Changed status from Action required to Completed	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - BRG.QUU
	Date	16/01/2011 11:08 AM
Changed status from Action required to Completed	**Logged By**	Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
	Date	16/01/2011 11:09 AM
Email received: Revised at 11.20AM report	**Logged By**	[redacted]
	Date	16/01/2011 11:24 AM
Email received: Mt Crosby information for Channel 7 interview	**Logged By**	COMMS WGM
	Date	16/01/2011 11:25 AM
Email received: draft WQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16 Jan) for review	**Logged By**	[redacted]
	Date	16/01/2011 11:26 AM
Email received: WATER GRID MEDIA UPDATE - 16 January 2011	**Logged By**	COMMS WGM
	Date	16/01/2011 11:37 AM
Email received: resend of SitRep	**Logged By**	[redacted]
	Date	16/01/2011 11:46 AM
Email received: Re: draft WQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16 Jan)for review	**Logged By**	[redacted]
	Date	16/01/2011 11:48 AM

Logged By	EMT Member (Emergency Management - SEQ WGM) [redacted]	**Log Type**	Event Log
Date	16/01/2011 11:56 AM	**Lodging agency**	SEQ WGM

Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
[redacted] contacted QUU EM in order to verify QUU quoted statistics for active reticulater water supply to the household level. Result was estimate that 95% of households. Remainder expected to be ready by end of the day however Energex estimates no power until tomorrow afternoon.

Email received: RE: draft WQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16 Jan)for review
Logged By [redacted]
Date 16/01/2011 12:11 PM

R08 Situation Report lodged: LinkWater SITREP 6
Logged By Incident Manager (Incident Management - LinkWater) - Duty General Manager LinkWater (first point of contact)
Date 16/01/2011 12:30 PM

Email received: 11am Sunday 16 January 2011 - Roads update for Ipswich and Lockyer region
Logged By [redacted]
Date 16/01/2011 12:51 PM

Sent communication: Daily Teleconference Schedule Update
Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 16/01/2011 01:03 PM

Email received: LinkWater disinfection residual review
Logged By [redacted]
Date 16/01/2011 01:03 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 16/01/2011 01:07 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Interview with Channel Seven - pooled for Channel 10, 9 and ABC TV - Mt Crosby and water supply for South East Queensland

Details
Channel 7 conducted interview with engineer [redacted] at Mt Crosby Water Treatment Plant (10.30am) and Barry Dennien in LinkWater control room (1.00pm) Questions and responses from Mt Crosby interview included: Mt Crosby being an integral part of the grid, the plant was offline for just over 24hours on Wednesday, it's the main WTP for Brisbane, there is confidence in the infrastructure, some of the infrastructure is old but has been modernised, water coming from the Lockyer was 150 times dirtier than normal. Vision was of pump station. Questions and responses from LinkWater Control Room included: level of Wivenhoe, the dam worked as it was designed to, it was 600mm away from fuse plugs, plans for wet season, water supply full restored to Lockyer later today, want the dam back to 100% FSL, released managed by flood control centre to a rigid plan

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 16/01/2011 01:13 PM
Lodging agency SEQ WGM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Lockyer Valley LDMG dial in not required in future

Details
Chairman of the Lockyer Valley LDMG gave Scott Denner permission not to dial into future LDMG teleconferences unless Water situation deteriorates.

Email received: RE: draft WQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16 Jan)for review
Logged By [redacted]
Date 16/01/2011 01:20 PM

Email received: RE: draft WQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16Jan)for review
Logged By HEOC_PHIC HEOC_PHIC [redacted]
Date 16/01/2011 01:26 PM

Email received: Re:
Logged By [redacted]
Date 16/01/2011 01:35 PM

Email received: FW: QUU Drinking water test results
Logged By [redacted]
Date 16/01/2011 01:47 PM

Email received: FW: QUU Drinking water test results
Logged By [redacted]
Date 16/01/2011 01:48 PM

Email received: FinalWQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16 Jan)for review
Logged By [redacted]
Date 16/01/2011 01:55 PM

Email received: RE: QUU Drinking water test results
Logged By [redacted]
Date 16/01/2011 02:01 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) [redacted]
Log Type Event Log
Date 16/01/2011 02:14 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
QUU CIM called regarding Withcott.

Details
Main completed repair and charged. Withcott now filling at 1%, will take 10 hours to fill. Fernvale filling. Everyone has bottled water.

Email received: FW: Responses on the Wivenhoe Performance from Water Grid Manager
Logged By COMMS WGM
Date 16/01/2011 02:23 PM

Email received: Website updated - 16.01.11
Logged By COMMS WGM
Date 16/01/2011 02:33 PM

Email received: final email message of day from me (I hope), and WQ issues to track	**Logged By**	[redacted]
	Date	16/01/2011 02:44 PM
Email received: Re: early warning	**Logged By**	HEOC_PHIC HEOC_PHIC [redacted]
	Date	16/01/2011 02:55 PM
Email received: FW: DRAFT media release - Water Grid keeps fresh water flowing during flood crisis	**Logged By**	COMMS WGM
	Date	16/01/2011 03:11 PM
Email received: RE: levels update	**Logged By**	COMMS WGM
	Date	16/01/2011 03:17 PM
Email received: DRAFT - Proactive MEdia Release attached - Correct Formatting	**Logged By**	COMMS WGM
	Date	16/01/2011 03:20 PM
Email received: Water Supply for Standalone Towns and Wastewater Update	**Logged By**	[redacted]
	Date	16/01/2011 03:30 PM
Sent communication: Dam levels update	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	16/01/2011 03:31 PM
Sent communication: Water supply for standalone towns and wastewater update	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	16/01/2011 03:37 PM
Email received: URGENT report	**Logged By**	[redacted]
	Date	16/01/2011 03:41 PM
Sent communication: FYI - DERM report	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	16/01/2011 03:50 PM
Email received: RE: Water Supply for Standalone Towns and Wastewater Update	**Logged By**	[redacted]
	Date	16/01/2011 03:51 PM
Email received: Media Enquiry - Wivenhoe Dam releases	**Logged By**	COMMS WGM
	Date	16/01/2011 03:54 PM
Email received: LDMG Minutes 16 Jan 2011	**Logged By**	Madonna Brennan
	Date	16/01/2011 04:03 PM

Sent communication: Water supply for standalone towns doc documents as requested	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	16/01/2011 04:07 PM
Email received: RE: Floods- Wivenhoe The Australian 140111 (4).doc	**Logged By**	COMMS WGM
	Date	16/01/2011 04:10 PM
Sent communication: FYI - LV LDMG minutes	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	16/01/2011 04:17 PM
Email received: Update - Seqwater contact	**Logged By**	COMMS WGM
	Date	16/01/2011 04:28 PM
Email received: Re: Fwd: Water Supply for Standalone Towns and Wastewater Update	**Logged By**	[redacted]
	Date	16/01/2011 04:31 PM
Email received: Situation Report for 16 Jan 2011	**Logged By**	Madonna Brennan
	Date	16/01/2011 04:31 PM
Email received: Re: Water Supply for Standalone Towns and Wastewater Update	**Logged By**	[redacted]
	Date	16/01/2011 04:35 PM
Sent communication: FYI - LV LDMG Sitrep	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	16/01/2011 04:41 PM
Email received: FW: Floods- Wivenhoe The Australian 140111 (4).doc	**Logged By**	COMMS WGM
	Date	16/01/2011 05:19 PM
Email received: SEQWGM 'Enquiries' Inbox	**Logged By**	COMMS WGM
	Date	16/01/2011 06:05 PM
Email received: further questions from Hedley Thomas- The Australian	**Logged By**	COMMS WGM
	Date	16/01/2011 06:19 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 16/01/2011 06:34 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11

Entry
Called QUU CIM requesting next Sitrep

Details
Should receive in next half hour.

[redacted]

Email received: RE: Floods- Wivenhoe The Australian — **Logged By** COMMS WGM; **Date** 16/01/2011 07:07 PM

Email received: RE: Media Response - the Australian - Hedley 16 1 11 — **Logged By** COMMS WGM; **Date** 16/01/2011 07:47 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 16/01/2011 08:48 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Received call from QUU ([redacted]

Details
Re: Lowood temp pump. QUU are keen to get something a little more resilient in. They have heaps of bottled water there. Small problems now exist at Grantham and Withcott.

Email received: RE: FOR APPROVAL: Unitywater media update — **Logged By** COMMS WGM; **Date** 16/01/2011 09:53 PM

Email received: RE: FOR APPROVAL: Unitywater media update — **Logged By** [redacted]; **Date** 16/01/2011 09:56 PM

R08 Situation Report lodged: QUU Sitrep 23 — **Logged By** Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU; **Date** 16/01/2011 11:03 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 17/01/2011 06:25 AM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
QUU Sitrep distributed.

Sent communication: FYI - QUU Sitrep — **Logged By** Emergency Manager (Emergency Management - SEQ WGM) - [redacted]; **Date** 17/01/2011 06:26 AM

Changed status from Action required to Completed — **Logged By** Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact); **Date** 17/01/2011 07:02 AM

[redacted]

Changed status from Action required to Completed	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] first point of contact)
	Date	17/01/2011 07:03 AM
Changed status from Action required to Completed	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact)
	Date	17/01/2011 07:03 AM
Changed status from Action required to Completed	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact)
	Date	17/01/2011 07:04 AM
Changed status from Action required to Completed	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] first point of contact)
	Date	17/01/2011 07:05 AM
Changed status from Action required to Completed	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] first point of contact)
	Date	17/01/2011 07:05 AM
Email received: Atkinson Dam WTP inundation	**Logged By**	[redacted] (first point of contact)
	Date	17/01/2011 07:25 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 17/01/2011 07:30 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Teleconference update

Details
Production: WB 0, EB 170, North Pine 100, SRWP 100. Bulk sotrages full. Demand: 400 Withcott filling. Fernvale at 8% leaks and bursts about. Withcott at the end of the pipes, last to be charged. Grantham infrstructure needs to be checked, considerable damage. Working through pipelines with QPS as escort.

Email received: FW: Boil Water Position	**Logged By**	[redacted]
	Date	17/01/2011 07:32 AM
Email received: RE: early warning	**Logged By**	[redacted]
	Date	17/01/2011 07:33 AM
Email received: Seqwater WTPs update	**Logged By**	[redacted]
	Date	17/01/2011 07:45 AM

Email received: Incidents / Alerts: Monday, January 17 — **Logged By** [redacted] **Date** 17/01/2011 07:48 AM

Email received: QUU WQ results for Sun 16 Jan — **Logged By** [redacted] **Date** 17/01/2011 07:49 AM

Email received: Linkwater WQ results — **Logged By** [redacted] **Date** 17/01/2011 07:50 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted) **Log Type** Event Log
Date 17/01/2011 08:01 AM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Call to QUU CIM - Withcott power restored

Details
Just called QUU CIM [redacted] and informed them that [redacted] from Energex confirmed all power is restored from their side of things to Withcott.

Email received: Fwd: Situation Report for 16 Jan 2011 — **Logged By** [redacted] **Date** 17/01/2011 08:13 AM

Sent communication: LV LDMG update — **Logged By** Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Date** 17/01/2011 08:19 AM

Email received: Symantec Mail Security detected prohibited content in a message sent from your address (SYM:1657B097384240543911) — **Logged By** [redacted] **Date** 17/01/2011 08:21 AM

Sent communication: Water Grid Update for LV LDMG — **Logged By** Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Date** 17/01/2011 08:26 AM

Email received: RE: Water sampling for Lowood supply — **Logged By** Paul Burrell **Date** 17/01/2011 08:26 AM

Email received: RE: Technical Report W59 — **Logged By** Rob Drury **Date** 17/01/2011 08:27 AM

Email received: Lowood WTP — **Logged By** [redacted] **Date** 17/01/2011 08:41 AM

[redacted]

Email received: Media release - Dam operators explain operating decisions — **Logged By** COMMS WGM; **Date** 17/01/2011 08:52 AM

Email received: Re: FW: Boil Water Position — **Logged By** [redacted]; **Date** 17/01/2011 08:59 AM

Email received: New Graph - Flood story line — **Logged By** COMMS WGM; **Date** 17/01/2011 09:20 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 17/01/2011 09:27 AM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11
Entry
Draft media release sent to Minister Robertson's Office as requested. Media release: Dam operators explain operating decisions

Email received: FW: Water sampling for Lowood supply — **Logged By** [redacted]; **Date** 17/01/2011 09:27 AM

Email received: RE: Water sampling for Lowood supply — **Logged By** [redacted]; **Date** 17/01/2011 09:28 AM

Email received: Interim report for water and sewerage by SEQ Water Grid — **Logged By** [redacted]; **Date** 17/01/2011 09:50 AM

Email received: FW: ANCOLD Media Release — **Logged By** [redacted]; **Date** 17/01/2011 09:55 AM

Email received: FW: Interim report for water and sewerage by SEQ Water Grid — **Logged By** [redacted]; **Date** 17/01/2011 09:57 AM

Email received: RE: Water sampling for Lowood supply — **Logged By** [redacted]; **Date** 17/01/2011 09:57 AM

Email received: RE: Contact details — **Logged By** [redacted]; **Date** 17/01/2011 09:58 AM

Email received: FW: Seqwater WTP water quality update - AM Monday 17 Jan — **Logged By** [redacted]; **Date** 17/01/2011 10:07 AM

Email received: FW: WQ results for samples taken yesterday (sat 15 jan)	**Logged By**	[redacted]
	Date	17/01/2011 10:10 AM
Email received: Radio Interview - for Barry	**Logged By**	COMMS WGM
	Date	17/01/2011 10:13 AM
Email received: Re: Data from Mt. Crosby and Northpine treatment plants	**Logged By**	[redacted]
	Date	17/01/2011 10:23 AM
Email received: FW: FW: Interim report for water and sewerage by SEQ Water Grid	**Logged By**	[redacted]
	Date	17/01/2011 10:24 AM
Email received: Enquiries Inbox - clear	**Logged By**	COMMS WGM
	Date	17/01/2011 10:29 AM
R08 Situation Report lodged: Sit Rep 24 Extreme Weather Event 17-1-11	**Logged By**	Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
	Date	17/01/2011 10:37 AM
Email received: RE: Qld Times Ipswich enquiry	**Logged By**	COMMS WGM
	Date	17/01/2011 10:39 AM
Email received: RE: FW: Interim report for water and sewerage by SEQ Water Grid	**Logged By**	[redacted]
	Date	17/01/2011 10:42 AM
Email received: Re: News page on website - edits	**Logged By**	[redacted]
	Date	17/01/2011 10:47 AM
Email received: RE: FW: Interim report for water and sewerage by SEQ Water Grid	**Logged By**	[redacted]
	Date	17/01/2011 10:50 AM
Email received: QUU Drinking Water WQ results from Sun 16 January	**Logged By**	[redacted]
	Date	17/01/2011 10:59 AM
Email received: Recent Water Grid related clips	**Logged By**	COMMS WGM
	Date	17/01/2011 11:00 AM
Email received: WATER GRID MEDIA UPDATE - 17 January 2011	**Logged By**	COMMS WGM
	Date	17/01/2011 11:04 AM
Email received: RE: FW: Interim report for water and sewerage by SEQ Water Grid	**Logged By**	[redacted]
	Date	17/01/2011 11:07 AM

Email received: RE: FW: Interim report for water and sewerage by SEQ Water Grid	**Logged By** [redacted] **Date**	17/01/2011 11:09 AM
Email received: RE: Queensland Health response to letter dated 14 January 2011 - rules of PRW use	**Logged By** [redacted] **Date**	17/01/2011 11:10 AM
Email received: WQ information sharing	**Logged By** [redacted] **Date**	17/01/2011 11:15 AM
Email received: FW: Queensland Health response to letter dated 14 January 2011 - rules of PRW use	**Logged By** [redacted] **Date**	17/01/2011 11:17 AM
Email received: RE: FW: Interim report for water and sewerage by SEQ Water Grid	**Logged By** [redacted] **Date**	17/01/2011 11:18 AM
Sent communication: FYI - Latest QUU Sitrep #24	**Logged By** System Administrator (System Admin) [redacted] **Date**	17/01/2011 11:18 AM
Email received: SeqWater update of WTPs 9and testing) Mon 17 January	**Logged By** [redacted] **Date**	17/01/2011 11:22 AM
Sent communication: FYI - Latest QUU Sitrep #24	**Logged By** Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Date**	17/01/2011 11:23 AM
Email received: WQ information sharing - LinkWater clarification	**Logged By** [redacted] **Date**	17/01/2011 11:31 AM
Email received: draft WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 18	**Logged By** [redacted] **Date**	17/01/2011 11:49 AM
Email received: RE: Water sampling for Lowood supply	**Logged By** [redacted] **Date**	17/01/2011 11:52 AM
Email received: FW: draft WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 18	**Logged By** [redacted] **Date**	17/01/2011 11:53 AM
Email received: RE: Water sampling for Lowood supply	**Logged By** [redacted] **Date**	17/01/2011 11:54 AM
Email received: FW: Water sampling for Lowood supply	**Logged By** [redacted] **Date**	17/01/2011 11:56 AM

[redacted]

Email received: RE: FW: Media release - Dam operators explain operating decisions	**Logged By** **Date**	COMMS WGM 17/01/2011 12:06 PM
Email received: draft WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 18	**Logged By** **Date**	[redacted] 17/01/2011 12:16 PM
Email received: Website: WATER GRID MEDIA UPDATE - 17 January 2011	**Logged By** **Date**	COMMS WGM 17/01/2011 12:16 PM
Email received: DWQ Incident report Part A - Laidley - SP663 - 15 January 2011	**Logged By** **Date**	[redacted] 17/01/2011 12:44 PM
Email received: FW: Update for water quality sampling in QUU region - slowly expanding	**Logged By** **Date**	[redacted] 17/01/2011 12:49 PM
Email received: Jan 17 Updated Linkwater WQ results and reservoir Cl residuals	**Logged By** **Date**	[redacted] 17/01/2011 12:53 PM
Email received: DWQ Incident report Part A - Ashwell - SP404 - 14 January 2011	**Logged By** **Date**	[redacted] 17/01/2011 12:57 PM
Email received: Handover of Lead of WQ Technical Coord Group at 3pm today to Mark Crabtree (LinkWater)	**Logged By** **Date**	[redacted] 17/01/2011 01:06 PM
Email received: Bacteriological Data from Brisbane area - for 16 Jan	**Logged By** **Date**	[redacted] 17/01/2011 01:14 PM
Email received: Re: draft WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan18	**Logged By** **Date**	[redacted] 17/01/2011 01:16 PM
Email received: Re: draft WQ Technical Coordination Group SitRep (SitRep 8) for MonJan18	**Logged By** **Date**	[redacted] 17/01/2011 01:21 PM
Email received: FW: WATER GRID MEDIA UPDATE - 17 January 2011	**Logged By** **Date**	COMMS WGM 17/01/2011 01:34 PM
Email received: Re: Lowood WTP	**Logged By** **Date**	[redacted] 17/01/2011 02:08 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM

Log Type Event Log

[redacted]

Date 17/01/2011 02:28 PM **Lodging agency** SEQ WGM

Event(s) Extreme Weather Event -2300EST-10JAN11

Entry

Update from DRE's about retailer rebates status.

Details

Allconnex - media release to be issued offering a $100 rebate to households affected by flooding. Approx 12 homes Unitywater - media release to be issued offering tailored assistance, no flat rebate Queensland Urban Utilities - meeting this afternoon to discuss this issue. Update to be advised

R08 Situation Report lodged: SitRep 25 - Extreme Weather Event - 17.01.11	**Logged By** **Date**	Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU 17/01/2011 02:35 PM
Email received: FW: UNITYWATER CONCESSIONS STATEMENT	**Logged By** **Date**	COMMS WGM 17/01/2011 02:41 PM
Email received: Shall we remove sentence for media release??	**Logged By** **Date**	[redacted] 17/01/2011 02:45 PM
Email received: FW: Shall we remove sentence for media release??	**Logged By** **Date**	[redacted] 17/01/2011 02:46 PM
Email received: (4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	**Logged By** **Date**	COMMS WGM 17/01/2011 02:49 PM
Email received: (3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	**Logged By** **Date**	COMMS WGM 17/01/2011 02:49 PM
Email received: customer complaints	**Logged By** **Date**	[redacted] 17/01/2011 02:51 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log

Date 17/01/2011 03:14 PM

Event(s) E.coli detection at Laidley

Entry

Notified by QUU of another E. coli detection at Laidley. 2mpn at Laidley Depot. followup sample taken at the depot and another site about 100m away. Results expected tomorrow.

Logged By Emergency Manager (Emergency Management - SEQ WGM) [redacted] **Log Type** Event Log

Date 17/01/2011 03:16 PM **Lodging agency** SEQ WGM

Event(s) E.coli detection at Laidley
Entry
Alert level incident - E. coli detection at Laidley escalated to Level 3 Incident as per the Water Grid ERP.

Email received: (1) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	**Logged By**	COMMS WGM
	Date	17/01/2011 03:16 PM
Email received: (2) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	**Logged By**	COMMS WGM
	Date	17/01/2011 03:19 PM
Email received: (3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	**Logged By**	COMMS WGM
	Date	17/01/2011 03:26 PM
Email received: (4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	**Logged By**	COMMS WGM
	Date	17/01/2011 03:29 PM
Email received: Media enquiry - Wivenhoe Dam	**Logged By**	COMMS WGM
	Date	17/01/2011 03:33 PM
Email received: Media enquiry - Wivenhoe Dam	**Logged By**	COMMS WGM
	Date	17/01/2011 03:34 PM
Sent communication: QUU SITREP	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	17/01/2011 03:35 PM
Email received: RE: Qld Times Ipswich enquiry	**Logged By**	COMMS WGM
	Date	17/01/2011 03:40 PM
Email received: Updated water report	**Logged By**	[redacted]
	Date	17/01/2011 03:51 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 17/01/2011 04:14 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Update to media to decline interviews about Wivenhoe Dam - in light of the Royal Commission announced.

Details
Update to media to decline interviews about Wivenhoe Dam - in light of the Royal Commission announced. Contacted BMAG, Courier Mail, The Australian, Triple M, Channel 10, 96.5FM, ABC News Radio, QLD Times and Super Radio Network

[redacted]

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 17/01/2011 04:18 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Enquiry from [redacted] The Australian - did they adopt the recommendations from Barten Maher and Rob Drury - "Drought flood planning and institutional reform 2007", published by ANCOLD

Details
Enquiry [redacted] The Australian - did they adopt the recommendations from Barten Maher and Rob Drury - "Drought flood planning and institutional reform 2007", published by ANCOLD WGM Comms advised Rory that due to Royal Commission called we are currently seeking formal legal advice into the ability to respond to his request. We will follow up in due course.

Email received: Response - URGENT - Minister Robertson - DLO Response - [redacted] Water release from North Pine Dam - Due COB Wednesday, 19 January 2011	**Logged By** **Date**	COMMS WGM 17/01/2011 04:37 PM
Email received: RE: Technical Report W60	**Logged By** **Date**	Rob Drury 17/01/2011 05:02 PM
Email received: LDMG Meeting Minutes - Meeting held 17 January 2011 at 2.00pm`	**Logged By** **Date**	Madonna Brennan 17/01/2011 05:09 PM
Email received: Fwd: Infrastructure Services Update on Flood Response	**Logged By** **Date**	[redacted] 17/01/2011 05:14 PM
Changed status from Action required to Cancelled	**Logged By** **Date**	Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU 17/01/2011 07:14 PM
R08 Situation Report lodged: SitRep 26 - Extreme Weather Event - 17.01.11	**Logged By** **Date**	Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU 17/01/2011 08:14 PM
Email received: FW: QUU - water quality complaints for 10 - 16 January 2011	**Logged By** **Date**	[redacted] 17/01/2011 08:24 PM
Email received: RE: FW: Interim report for water and sewerage by SEQ Water Grid	**Logged By** **Date**	[redacted] 17/01/2011 08:25 PM
Email received: FW: Class A+ recycled water for washdown purposes	**Logged By** **Date**	[redacted] 17/01/2011 08:25 PM
Event Withcott E.coli - 1100EST-18JAN11 commenced	**Logged By** **Date**	SEQ WGM 18/01/2011 10:00 AM

Event Rathdowney Reservoir finished

Logged By SEQ WGM
Date 18/01/2011 10:00 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 18/01/2011 04:17 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Received a text message from Seqwater at 0417h. Lowood WTP off line again due to diesel pump issues. Some of the hoses have failed. Should be able to reestablish supply this morning. Still have water in the system but not sure for how long.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Lee Hutchison
Log Type Event Log
Date 18/01/2011 04:51 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Called Jim Pruss, Seqwater at 0451. Requested update on Lowood Pump issues as soon as possible. Jim was going out to the site and will provide further details once he has the information.

Sent communication: Lowood WTP pump failure

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 18/01/2011 05:21 AM

Task assigned to Incident Manager (Incident Management - Seqwater) : Lowood Reservoir

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] (first point of contact)
Date 18/01/2011 05:22 AM

Email received: RE: Technical Report W61

Logged By Rob Drury
Date 18/01/2011 06:50 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Log Type Event Log
Date 18/01/2011 07:00 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Called Ipswich [redacted] o provide Lowood reservoir update from Seqwater

Details
clear water tank onsite 34%, balance tank up on hill 55% (gatton and laidley), lowwod township 50%.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Lee Hutchison
Log Type Event Log
Date 18/01/2011 07:30 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Contacted QUU EMT. Advised, no further update from Seqwater but will arrange a telecon once we have further information. No further info from QUU at this time.

Sent communication: QUU SITREP

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 18/01/2011 07:46 AM

Sent communication: Techical Situation Report for DERM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 18/01/2011 07:54 AM

Email received: Re: Final WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 17

Logged By [redacted]
Date 18/01/2011 08:09 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) [redacted]
Log Type Event Log
Date 18/01/2011 08:19 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Attempted contact with Jim Pruss at about 0800. Comms issues (no coverage) at Lowood. [redacted] then contacted [redacted] Seqwater - no further update at this time. Advised [redacted] that Water Grid EMT have contacted Coates Hire to scope possible options for getting a second High Head Mine Dewtering Pump - given current single point of failure (noting the current issue is the pipes not the actual pump). If one is available, will take details and pass on to Seqwater for direct liaison as required.

Logged By Emergency Manager (Emergency Management - SEQ WGM) [redacted]
Log Type Event Log
Date 18/01/2011 08:38 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Contacted by QUU Rob Sullivan who offered any assistance needed with getting the Lowood Pump back on line. he had been in contact with Jim Pruss who indicated assistance not required at this stage. I requested an update on reservoir storage levels - enough in the QUU reservoirs for 1-2 days (2 days for most). Advised we would provide an update as soon as further information becomes available.

Sent communication: Water Balance

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Lee Hutchison
Date 18/01/2011 09:23 AM

[redacted]

Email received: Update on releases

Logged By Dan Spiller
Date 18/01/2011 09:27 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 18/01/2011 09:55 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Call received from Jim Pruss (Seqwater)

Details
Brisbane river falling sharply. Having to chase the river level down with temp pump. Crane has broken through road. Need to rebuild road with 20T of roadbase. Balance tank empty. Looming issue with sludge production at Crosby. Will require EPA approval to dispose as capacity filling quickly at site.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 18/01/2011 10:07 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Contacted QUU EMT (Mike Griffith). Provided an update on the situation at Lowood with the diesel pump. Seqwater are still attempting to have the pump operational by about lunch time. Seqwater are contacting Coates Hire about a second standby pump given the critical failure point. QUU EMT to contact Jim Pruss about support requirement. At this stage support request for Fitters is likely.

Email received: Fw: Water Balance

Logged By [redacted]
Date 18/01/2011 10:17 AM

Email received: Emergency Mnaagement Team

Logged By [redacted]
Date 18/01/2011 10:34 AM

R08 Situation Report lodged: Sit Rep 27 Extreme Weather Event 18-1-11

Logged By Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
Date 18/01/2011 10:41 AM

Sent communication: FYI - QUU Sitrep # 27

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 18/01/2011 10:52 AM

Email received: Talking points / key messages for approval

Logged By CQMMS WGM
Date 18/01/2011 11:19 AM

Email received: FW: Wynnum Herald

Logged By [redacted]
Date 18/01/2011 11:26 AM

Email received: RE: Wynnum Herald

Logged By [redacted]
Date 18/01/2011 11:28 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 18/01/2011 11:29 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Media enquiry from ABC TV regarding Wivenhoe Dam. Informed reporter that as a Royal Commission has been announced we will be unable to comment until formal legal advice is recieved.

Email received: Agreement to Discharge Water Treatment Residues to Brisbane River at Mt Crosby

Logged By [redacted]
Date 18/01/2011 11:33 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 18/01/2011 11:34 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Call from Jim Pruss, Seqwater. EPA request sent. Lowood update - Pipework is in place and refuelling pump underway.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 18/01/2011 11:34 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Contacted QUU - updated status of Lowood pump and advised of Seqwater plans to have a second standby pump on site.

R20 Incident close-out lodged: Rathdowney Resovoir close out

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 18/01/2011 11:37 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 18/01/2011 11:38 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Media enquiry from 7.30 Report regarding Wivenhoe Dam. Informed reporter that as a Royal Commission has been announced we will be unable to comment until formal legal advice is recieved.

[redacted]

Email received: RE: Wynnum Herald

Logged By [redacted]
Date 18/01/2011 11:40 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 18/01/2011 11:41 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Site access request from Wynnum Herald to take photos at Leslie Harrison Dam. Photographer was informed that site access is still unavailable at this time.

Email received: RE: Wynnum Herald

Logged By [redacted]
Date 18/01/2011 11:41 AM

Sent communication: FYI - Looming sludge issues at Eastbank and Westbank WTPs

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 18/01/2011 11:44 AM

Email received: Minister Robertson - Ministerial statement replying to ABC Gold Coast inaccurate reporting 17.01.11

Logged By COMMS WGM
Date 18/01/2011 11:47 AM

Email received: Re: Lowood Update

Logged By [redacted]
Date 18/01/2011 11:48 AM

Email received: WATER GRID MEDIA UPDATE - 18 January 2011

Logged By COMMS WGM
Date 18/01/2011 11:53 AM

Email received: Ministerial Statement - Operation of Gold Coast Desalination Plant

Logged By COMMS WGM
Date 18/01/2011 12:01 PM

Email received: RE: Desal plant

Logged By COMMS WGM
Date 18/01/2011 12:06 PM

Email received: ResponseMinister Robertson - Public Enquiry - Richard Patterson, Lake Kurwongbah water testing - Due COB Wednesday, 19 January 2011

Logged By COMMS WGM
Date 18/01/2011 12:13 PM

Email received: FW: Wynnum Herald

Logged By [redacted]
Date 18/01/2011 12:17 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log

[redacted]

Date 18/01/2011 12:19 PM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Call from [redacted] Seqwater - Lowood update - still tankering water into Lowood WTP. Estimate WTP online approx 1 hr.

Changed status from Completed to In progress

Logged By IMT Member (Incident Management - Unitywater) - Control Room - South (first point of contact Unity)
Date 18/01/2011 01:26 PM

Email received: DWQ Incident report Part A - Withcott - SP673 - 18 January 2011

Logged By [redacted]
Date 18/01/2011 01:48 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 18/01/2011 02:00 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Called Somerset LDMG to request priority for water tankers on the Lowwod-Minden Roads, subject to road works.

Email received: FW: wivenhoe

Logged By COMMS WGM
Date 18/01/2011 02:11 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 18/01/2011 02:20 PM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Somerset LDMG called to let us know that their road crews had been notified.

Details
They mentioned there was also an Ipswich road crew out on the Warrego Hwy.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 18/01/2011 02:27 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Called Ipswich LDMG (Ross Drabble)

Details
Requested water tanker prioritisation from their road crews.

[redacted]

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Lee Hutchison
Log Type Event Log
Date 18/01/2011 02:31 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Contacted [redacted] RE: Lowood Pump update - ongoing issues with the connecting pipework. [redacted] also requested prioritised access for water tankers supplying the Lowood reservoirs. [redacted] contacted Somerset and Ipswich LDMGs to get the message out to road crews - request actioned.

R08 Situation Report lodged: SitRep 28 - Extreme Weather Event - 18.01.11

Logged By Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU
Date 18/01/2011 02:32 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 18/01/2011 02:39 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Lowwod pump running again. road destroyed.

Details
Unsure of QUU reservoir levels.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 18/01/2011 02:46 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Called QUU CIM

Details
Gave them an update regarding water tankers and road crew priorities. Also updated them that lwood pump back up and WTP producing water.

Email received: 20110118 Final V1

Logged By [redacted]
Date 18/01/2011 02:53 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Log Type Event Log
Date 18/01/2011 03:02 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Stan (seqwater) called

Details

Lowwod pump running for 30 minutes now. Balance tank at 2%. They have accessed the dry well and hope to understand extent of the damage by end of play today.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 18/01/2011 03:03 PM **Lodging agency** SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Scott Denner took over from P[redacted] as Emergency Manager at 1100hrs this morning

Email received: Fwd: 20110118 Final V1 **Logged By** [redacted]
Date 18/01/2011 03:11 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 18/01/2011 03:31 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Scott Denner updated John Bradley that Lowood back online.

Email received: Re: FYI - QUU Sitrep #28 **Logged By** [redacted]
Date 18/01/2011 03:32 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 18/01/2011 03:33 PM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
[redacted](Seqwater) called. Lowwod bakance tank now at 28%

Details
Expecting another move of the temp raw water pump at 3am down the road closer to the river. Will continue to tanker for the rest of the evening. Back up pump arriving this evening. Crews working on secondary piping.

Email received: FW: Extreme Weather Event -2300EST-10JAN11 **Logged By** [redacted]
Date 18/01/2011 03:52 PM

Email received: WQ Sitrep 9 **Logged By** [redacted]
Date 18/01/2011 04:03 PM

Email received: RE: WQ Sitrep 9	**Logged By**	[redacted]
	Date	18/01/2011 04:09 PM
Email received: WQ Sitrep 9	**Logged By**	[redacted]
	Date	18/01/2011 04:33 PM
Email received: RE: Agreement to Discharge Water Treatment Residues to Brisbane River at Mt Crosby	**Logged By**	[redacted]
	Date	18/01/2011 04:34 PM
Email received: Media alert: WATER GRID CONTINUES TO SUPPORT CLEAN-UP WITH PURIFIED RECYCLED WATER	**Logged By**	[redacted]
	Date	18/01/2011 08:11 PM
Event E.coli detection at Algester (SP244) - 1020EST-06JAN11 finished	**Logged By**	SEQ WGM
	Date	19/01/2011 10:00 AM
Event E.coli detection at Laidley finished	**Logged By**	SEQ WGM
	Date	19/01/2011 10:00 AM
Event Withcott E.coli - 1100EST-18JAN11 finished	**Logged By**	SEQ WGM
	Date	19/01/2011 10:00 AM
Event E.Coli Detection at Ashwell finished	**Logged By**	QUU
	Date	19/01/2011 10:00 AM
Email received: RE: Technical Report W62	**Logged By**	Rob Drury
	Date	19/01/2011 07:09 AM
Email received: Update on release strategy	**Logged By**	Dan Spiller
	Date	19/01/2011 07:51 AM
Sent communication: TSR 62	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	19/01/2011 08:05 AM
Sent communication: Lowwod Pump	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	19/01/2011 08:16 AM
Sent communication: Lowood update 19 Jan 11	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	19/01/2011 08:50 AM
Email received: SEQ Water Grid Media Report - 19 January 2011	**Logged By**	COMMS WGM
	Date	19/01/2011 09:07 AM

Sent communication: Lowood Update to QUU

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 19/01/2011 09:12 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 19/01/2011 09:22 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Call received from QUU - [redacted] re: Lowood temp pump. Advised will update through the day as more information becomes available. Email update had been received.

Email received: Minutes of LDMG Meeting 18 January

Logged By Lockyer Valley LDMG
Date 19/01/2011 09:45 AM

R08 Situation Report lodged: SitRep 30 - Extreme Weather Event - 19.01.11

Logged By Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU
Date 19/01/2011 09:49 AM

Sent communication: Lowood Pump

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 19/01/2011 09:49 AM

Email received: RE: Lowood Pump

Logged By David Roberts (first point of contact)
Date 19/01/2011 10:00 AM

Sent communication: ERP for Kellie Reeves - Treasury

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Date 19/01/2011 10:07 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Lee Hutchison
Log Type Event Log
Date 19/01/2011 10:12 AM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
[redacted] received a call from Seqwater - update on Lowood pumps. The temp pump being relocated. 62% in balance tank and clear water storage. Dry well pumps are being repaired including new power board (Energex on site) install and motor pump being fitted.

Email received: WATER GRID MEDIA UPDATE - 19 January 2011

Logged By COMMS WGM
Date 19/01/2011 10:12 AM

Email received: FW: Incident Alert - Wivenhoe plunge pool erosion inspection

Logged By [redacted]
Date 19/01/2011 10:15 AM

Email received: RE: Water sampling for Lowood supply

Logged By [redacted]
Date 19/01/2011 10:18 AM

Email received: Information request from BCC - Wivenhoe Releases

Logged By [redacted]
Date 19/01/2011 10:22 AM

Email received: RE: Water sampling for Lowood supply

Logged By [redacted]
Date 19/01/2011 10:45 AM

Sent communication: QUU Sitrep

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 19/01/2011 11:27 AM

Email received: RE: Water sampling for Lowood supply

Logged By [redacted]
Date 19/01/2011 11:54 AM

Email received: RE: Water sampling for Lowood supply

Logged By [redacted]
Date 19/01/2011 12:02 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 19/01/2011 12:04 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Call from [redacted] (Seqwater). Sludge levels at Crosby OK for the next 24 hours. May need to extend EPA approval.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 19/01/2011 12:15 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Update from Jim Pruss (Seqwater)

Details
Lowood pump station - new motor on site, Energex installing new switchboard. Mt Crosby - sludge issues will continue for some time. Temporary options being considered for further onsite de-watering. Commenced looking into river guage and telemetry damages. Has been unsafe to check to date. Inspections started. By end of next week they should understand where damage exists. Recreation - All recreation still shut down apart from Hinze Dam. Floating material, water quality, safety hazards, and boat ramps to be checked. Dams and weirs - structural assessments underway. Happenning over the week ahead.

R20 Incident close-out lodged: Withcott E.coli close out	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	19/01/2011 01:30 PM
Email received: RE: Road Map spreadsheet attached - Water Grid information	**Logged By**	[redacted]
	Date	19/01/2011 01:41 PM
R20 Incident close-out lodged: E.coli detection at Laidley Depot close out	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	19/01/2011 01:49 PM
Email received: RE: Technical Report W63	**Logged By**	Rob Drury
	Date	19/01/2011 01:50 PM
R20 Incident close-out lodged: E.coli Detection at Laidley (SP663) Close out	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	19/01/2011 02:08 PM

Logged By [redacted] **Log Type** Event Log

Date 19/01/2011 02:24 PM

Event(s) Extreme Weather Event -2300EST-10JAN11

Entry

Contacted [redacted] Seqwater about Lowood raw water pump. Relayed concerns about contingency strategies should the 2-3 hour timeframe for the temporary pump to be online slide further [redacted] will speak to [redacted] about contingencies. Also passed on feedback that current updates are going well in terms of frequency.

Email received: Boil water alert	**Logged By**	[redacted]
	Date	19/01/2011 02:32 PM
Sent communication: Teleconference - 5pm today - Lowood Pump status	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	19/01/2011 02:34 PM
R20 Incident close-out lodged: E.coli detection of Ashwell (SP404) close out	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	19/01/2011 02:38 PM
Email received: Re: Boil water alert	**Logged By**	[redacted]
	Date	19/01/2011 02:40 PM
Email received: Re: Boil water alert	**Logged By**	[redacted]
	Date	19/01/2011 02:48 PM

[redacted]

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 19/01/2011 02:50 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Media response provided to the Gold Coast Bulletin regarding the use of the Gold Coast Desalination Plant over the last month (since Christmas)

Email received: Lowood WTP: water conservation messaging
Logged By COMMS WGM
Date 19/01/2011 02:51 PM

R08 Situation Report lodged: Sit Rep 31 Extreme Weather Event 19-1-11
Logged By Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
Date 19/01/2011 02:56 PM

Email received: FW: re Sunshine Coast dams
Logged By COMMS WGM
Date 19/01/2011 03:03 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 19/01/2011 03:07 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Stan (seqwater) called with Lowood Pump update

Details
No major change as yet. Pump not on the pad. Putting fittings together.[redacted]getting 3:30pm and 4:30pm updates. 36% balance tank and 20% in the clearwater. Priming has been failing. Trying to source back up pump (same capacity 140l/s). Called placed to Allconnex Water to see if they are able to assist.

Changed status from Action required to Completed
Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] (first point of contact)
Date 19/01/2011 03:14 PM

Sent communication: FYI - QUU Sitrep #31
Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 19/01/2011 03:31 PM

Sent communication: QUU Reservoir status Lowood WTP
Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 19/01/2011 03:34 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Log Type Event Log

[redacted]

Date 19/01/2011 03:54 PM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Called QUU ([redacted] and asked for reservoir levels off Lowood WTP. Will get them to me in 15 mins.

Email received: RE: Shall we remove sentence for media release?? **Logged By** COMMS WGM **Date** 19/01/2011 03:58 PM

Email received: Media Query - The Australian - HIGH PRIORITY for MINISTERS OFFICE **Logged By** COMMS WGM **Date** 19/01/2011 03:58 PM

Email received: RE: Re: Wivenhoe dam - SMH Questions HIGH PRIORITY **Logged By** COMMS WGM **Date** 19/01/2011 04:02 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 19/01/2011 04:05 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Called CSG to report failure of webmail again for Elaina and Dan.

Email received: RE: wivenhoe dam **Logged By** COMMS WGM **Date** 19/01/2011 04:07 PM

R20 Incident close-out lodged: E.coli detection at Algester (SP244) Close Out **Logged By** Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Date** 19/01/2011 04:17 PM

Email received: FW: Media Query - The Australian - HIGH PRIORITY for MINISTERS OFFICE **Logged By** COMMS WGM **Date** 19/01/2011 04:18 PM

Email received: RE: Wynnum Herald **Logged By** COMMS WGM **Date** 19/01/2011 04:19 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink **Log Type** Event Log
Date 19/01/2011 04:31 PM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Called QUU ([redacted] sending through the reservoir levels shortly

[redacted]

Email received: RE: Media alert: WATER GRID CONTINUES TO SUPPORT CLEAN-UP WITH PURIFIED RECYCLED WATER	**Logged By**	[redacted]
	Date	19/01/2011 04:32 PM
Email received: FW: Wyaralong Dam overflow update	**Logged By**	COMMS WGM
	Date	19/01/2011 04:33 PM
Email received: Re: QUU Reservoir status Lowood WTP	**Logged By**	CIM.QUU
	Date	19/01/2011 04:35 PM
Sent communication: FYI - QUU Reservoir levels off Lowwod WTP	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	19/01/2011 04:42 PM
Email received: RE: Re property at Springwood	**Logged By**	[redacted]
	Date	19/01/2011 04:45 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Log Type Event Log
Date 19/01/2011 05:00 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Teleconference update with Seqwater and QUU re: Lowood WTP

Details
Pump has been relocated, fitting delivery lines as we speak and suction line. Expect to be producing water again by 6pm. 32% in balance tank, 65% in lowood res, 24% clearwater. Tankers to run allnight until reservoir 90%. Seqwater will call with update at 6pm. We will let QUU know details of update. Variable drive replaced on permanenet pump, and power board has been rebuilt. No conserve water message as yet, will reassess at 6pm.

Email received: Media Enquiry re: Sunshine Coast Dams	**Logged By**	COMMS WGM
	Date	19/01/2011 05:03 PM
Sent communication: Teleconference - 6pm - Lowood Pump status	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	19/01/2011 05:14 PM
Email received: RE: URGENT - Minister Robertson - Meeting regarding water grid communications	**Logged By**	COMMS WGM
	Date	19/01/2011 05:20 PM
Email received: Re: Lowood treatment plant	**Logged By**	[redacted]
	Date	19/01/2011 05:33 PM
Email received: RE: Lowood treatment plant	**Logged By**	[redacted]
	Date	19/01/2011 05:49 PM

Sent communication: FYI - Lowwod WTP chlorine residuals

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 19/01/2011 05:53 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 19/01/2011 06:00 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Teleconference update 6pm - Lowood pump

Details
Lowood pump inlet just lowered into the river. Should be starting it up in the next few minutes. Will reconvene at 7pm teleconference.

Sent communication: 2 queries

Logged By [redacted]
Date 19/01/2011 06:40 PM

Email received: Re: Lowood treatment plant

Logged By [redacted]
Date 19/01/2011 06:49 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 19/01/2011 07:00 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Teleconference update 7pm - Lowwod pump

Details
Pump had started. [redacted] came accross and lightning strike has knocked out power to the WTP and town of Lowwod. [redacted] (WGM) to call Energex to prioritise restore of power. Tankering to continue.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 19/01/2011 07:15 PM
Lodging agency SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
WG EMT called Energex re: Lowood loss of power

Details
Energex advise 4 feeders down in Lockyer Valley. May take 2 hours to restore power.

[redacted]

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 19/01/2011 07:24 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Energex called to say Lowood power restored.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
Date 19/01/2011 08:00 PM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Teleconference update 8pm - Lowwod pump

Details
Power back on. Crews going back to pump to recommence pumping and start up WTP. [redacted] to call direct once everything producing again.

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted] **Log Type** Event Log
[redacted]
Date 19/01/2011 09:29 PM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Call recevied from [redacted] He is liaising direct with QUU Emergency Management Team abbout Lowood raw water pump.

R08 Situation Report lodged: Sit Rep 32 Extreme Weather Event 19-1-11

Logged By Incident Manager (Incident Management - Qld Urban Utilities) - BRG.QUU
Date 20/01/2011 06:19 AM

SMS received: [redacted] GOOD new finally up and running although it has only been about 35min now our clear water storage has increased from 25 to 40 % the last problem was a brown out of a booster pump half way from the river pump to the plant not any problems with the de

Logged By [redacted]
Date 20/01/2011 07:45 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Lee Hutchison **Log Type** Event Log
Date 20/01/2011 08:23 AM **Lodging agency** SEQ WGM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
0800h teleconference with QUU and Seqwater. Lowood temporary pump was working through the night. Balance tank and reservoir levels are now over 70%. Seqwater have been sourcing a second pump as a standby, however there have been no issues with the existing pump. The issues of dropping water levels and pipework reconfiguaration on multiple occasions has caused the disruption. Seqwater are working on the dry well pump and aim to have it working within the next 24 - 36 hrs.

QUU will provide reservoir levels this morning. Further teleconference update planned later day once further information becomes available.

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 20/01/2011 08:31 AM
Event(s) Extreme Weather Event -2300EST-10JAN11
Entry
Seqwater are monitoring river levels on the hour every hour at Lowood. Expecting a river peak in 8-10hrs. Prepared to move the temp pump is needed.

Email received: SEQ Water Grid Media Report - 19 January 2011	**Logged By** **Date**	COMMS WGM 20/01/2011 08:46 AM
Email received: RE: Technical Report W62	**Logged By** **Date**	Rob Drury 20/01/2011 09:36 AM
Email received: Dam update for approval	**Logged By** **Date**	COMMS WGM 20/01/2011 09:43 AM
Email received: RE: Technical Report W62	**Logged By** **Date**	COMMS WGM 20/01/2011 09:49 AM
Email received: Any request or information to be provided	**Logged By** **Date**	Madonna Brennan 20/01/2011 10:09 AM
Email received: FW: Dam update for approval	**Logged By** **Date**	COMMS WGM 20/01/2011 10:23 AM
Email received: RE: Dam update for approval	**Logged By** **Date**	[redacted] 20/01/2011 10:32 AM
Email received: Media Alert - Dam Releases - 20 January 2011	**Logged By** **Date**	COMMS WGM 20/01/2011 10:41 AM
Sent communication: Follow up qith QUU for reservoir storage levels	**Logged By** **Date**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted] 20/01/2011 10:46 AM
Email received: Re: Follow up qith QUU for reservoir storage levels	**Logged By** **Date**	MDM.QUU 20/01/2011 10:53 AM

Wivenhoe Dam Releases 1230EST-06JAN11

Incident

Name Wivenhoe Dam Releases 1230EST-06JAN11
Status Active
Lead agency SEQ WGM
Incident type Public reassurance
Location site name Wivenhoe Dam
Reported by [redacted]
Initiating agency Seqwater
Commenced 06/01/2011
Severity level Level 3
Location wivenhoe Dam
Media interest? No

Incident details
Planned release of stored flood waters to return the dam to full water supply level. Refer latest Sitrep or OCA log for current information

Emergency Management Team
Emergency Manager : WGM Duty Manager (Tel [redacted] ommunications : WGM Communications Duty Manager (Tel [redacted]

Incident team organisation
Rob Drury - Manager Dam Operations

Planning objectives
Planned release from storage in accordance with Operating Protocol. Refer to latest Sitrep or OCA log for current information

Agencies notified
Refer to attached Sitrep or Incident Log

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Events (0)

<empty>

Related Assets (0)

<empty>

Event Documents (135)

Technical Situation Report W28.docx
File Size: 21kb
File Type: Word Document
(Attached)

Copy of Technical Situation Report W34.docx
File Size: 22kb
File Type: Octet-stream
(Attached)

Technical Situation Report W38.docx
File Size: 23kb
File Type: Octet-stream
(Attached)

Technical Situation Report W39 (2).docx
File Size: 21kb
File Type: Octet-stream
(Attached)

5000 m3 Brisbane East.pdf
File Size: 2Mb
File Type: PDF Document
(Attached)

5000 m3 Brisbane South.pdf
File Size: 1Mb
File Type: PDF Document
(Attached)

5000 m3 Brisbane West.pdf
File Size: 1019kb
File Type: PDF Document
(Attached)

5000 m3 Whole of Brisbane.pdf
File Size: 2Mb
File Type: PDF Document
(Attached)

Copy of Technical Situation Report W39 (2).docx
File Size: 21kb
File Type: Octet-stream
(Attached)

Copy of Technical Situation Report W38.docx
File Size: 23kb
File Type: Octet-stream
(Attached)

Minutes - teleconference Non grid connected plants V2.docx
File Size: 16kb
File Type: Octet-stream
(Attached)

Minutes - Teleconference Grid Wide issues V2.docx
File Size: 18kb
File Type: Octet-stream
(Attached)

Talking points - Wivenhoe Dam increased releases - 12 January 2011 - 6.00am.doc
File Size: 593kb
File Type: Msword
(Attached)

Technical Situation Report W47.docx
File Size: 22kb
File Type: Octet-stream
(Attached)

Technical Situation Report W46.docx
File Size: 22kb
File Type: Octet-stream
(Attached)

Seqwater Plant Chemical Stocks Ver1 12-01-2011.xlsx
File Size: 19kb
File Type: Vnd.openxmlformats-officedocument.spreadsheetml.sheet
(Not attached)

Copy of Seqwater Plant Chemical Stocks Ver1 12-01-2011.xlsx
File Size: 19kb
File Type: Vnd.openxmlformats-officedocument.spreadsheetml.sheet
(Not attached)

Water Treatment Operations Contacts.doc
File Size: 120kb
File Type: Octet-stream
(Attached)

WQ Sitrep 1V2.docx
File Size: 657kb
File Type: Word Document
(Attached)

Technical_Situation_Report_W50.docx
File Size: 27kb
File Type: Word Document
(Attached)

Technical Situation Report W49.docx
File Size: 23kb
File Type: Octet-stream
(Attached)

Isolated town supply summary - 11111@11.xlsx
File Size: 13kb
File Type: Vnd.openxmlformats-officedocument.spreadsheetml.sheet
(Not attached)

Technical Situation Report W41.docx
File Size: 22kb
File Type: Word Document
(Attached)

Water Supply outage Isolated town supply support request - 11111 at 1800h.xlsx
File Size: 13kb
File Type: Vnd.openxmlformats-officedocument.spreadsheetml.sheet
(Not attached)

Copy of Technical Situation Report W41.docx
File Size: 22kb
File Type: Octet-stream
(Attached)

Technical Situation Report W42.docx
File Size: 22kb
File Type: Octet-stream
(Attached)

Technical Situation Report W43.docx
File Size: 22kb
File Type: Octet-stream
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Technical Situation Report W44.docx
File Size: 22kb
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Technical Situation Report W45.docx
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File Type: Octet-stream
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Copy of Technical Situation Report W44.docx
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Technical Situation Report W48.docx
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File Type: Octet-stream
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Technical_Situation_Report_W51.docx
File Size: 28kb
File Type: Word Document
(Attached)

Technical_Situation_Report_W52.doc
File Size: 61kb
File Type: Msword
(Attached)

Technical_Situation_Report_W52.docx
File Size: 29kb
File Type: Word Document
(Attached)

Water balance_130111.docx
File Size: 17kb
File Type: Word Document
(Attached)

SEQ WGM PrelimRep 12012011.docx
File Size: 56kb
File Type: Word Document
(Attached)

Copy of Water balance_130111.docx
File Size: 17kb
File Type: Word Document
(Attached)

MEDIA STATEMENT_Residents and Businesses urged to use water wisely_13 January 2011.doc
File Size: 372kb
File Type: Msword
(Attached)

Record of teleconference 12 January 2011.docx
File Size: 14kb
File Type: Word Document
(Attached)

Stand Alone Towns Update - 0730 130111.docx
File Size: 13kb
File Type: Octet-stream
(Attached)

Technical_Situation_Report_W54.docx
File Size: 28kb
File Type: Octet-stream
(Attached)

Copy of Technical_Situation_Report_W54.docx
File Size: 28kb
File Type: Octet-stream
(Attached)

Technical_Situation_Report_W55.docx
File Size: 28kb
File Type: Octet-stream
(Attached)

Technical_Situation_Report_W56.doc
File Size: 62kb
File Type: Msword
(Attached)

Water quantity management.doc
File Size: 31kb
File Type: Octet-stream
(Attached)

Floods- Wivenhoe The Australian 140111.doc
File Size: 590kb
File Type: Msword
(Attached)

Technical_Situation_Report_W57.docx
File Size: 26kb
File Type: Octet-stream
(Attached)

Technical_Situation_Report_W58.docx
File Size: 25kb
File Type: Octet-stream
(Attached)

Technical_Situation_Report_W58.doc
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(Attached)

image001.jpg
File Size: 68kb
File Type: Image
(Not attached)

Copy of image001.jpg
File Size: 68kb
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(Not attached)

image002.png
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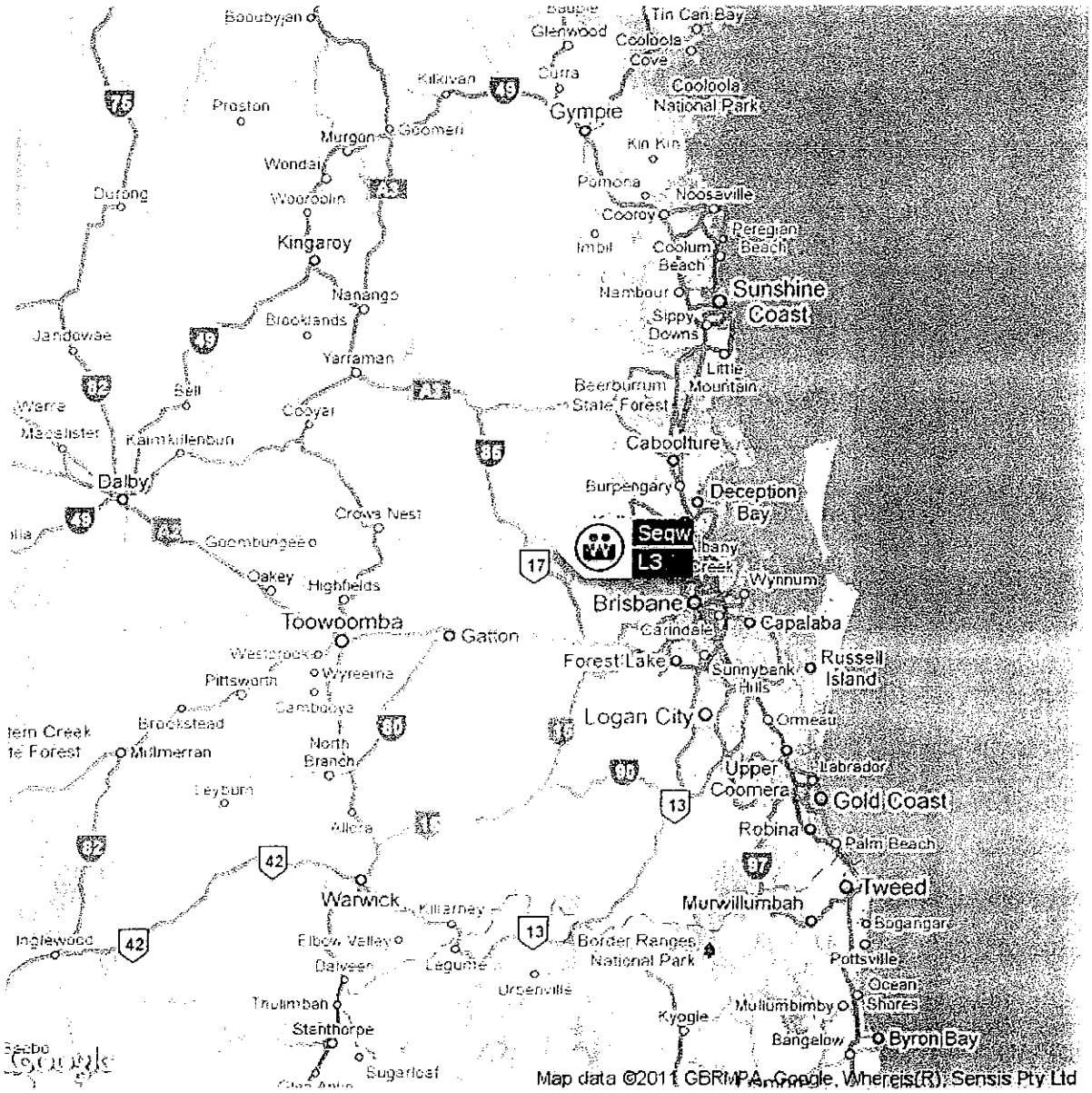
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Coolum Beach
Nambour
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Sippy Downs
Nanango
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Jandowae
Yarraman
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Beerburrum State Forest
Caboolture
Bell
Cooyar
Kaimkillenbun
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Albany Creek
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Brisbane
Toowoomba
Gatton
Oakey
Highfields
Capalaba
Carindale
Forest Lake
Russell Island
Sunnybank Hills
Pittsworth
Wyreema
Logan City
Ormeau
Brookstead
Midmerran
North Branch
Upper Coomera
Labrador
Gold Coast
Robina
Palm Beach
Warwick
Killarney
Tweed
Murwillumbah
Inglewood
Elbow Valley
Border Ranges National Park
Bogangar
Pottsville
Dalveen
Legume
Urbenville
Ocean Shores
Mullumbimby
Kyogle
Bangalow
Byron Bay
Stanthorpe
Sugarloaf
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TECHNICAL SITUATION REPORT

TSR Number	W28	Date of TSR release	6.1.2011	Time of TSR release	12.00pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Monitor inflows and begin releases later today depending on Lockyer flows
Strategy	• Monitor and develop release strategy
Key considerations	Storage levels: Above FSL
	Inflows: Ongoing inflows
	Rainfall:
	Lockyer/Bremer: Monitoring their inflows
	Brisbane River: No impact as yet

Rainfall

Since 9am Wednesday, there have been widespread falls of 30mm with isolated heavy falls up to 50mm in the Somerset and Wivenhoe catchments. Totals in the North Pine catchment have generally been below 10mm. Falls up to 60mm were recorded in the Leslie Harrion catchment.

The forecast for the next 24 to 48 hours is for totals up to 150mm in SE Qld.

The catchments remain wet and are likely to generate additional runoff in the event of rain.

Somerset Dam

At 0700 Thursday, Somerset Dam was 99.34m, 0.34m above FSL, and rising slowly. The rain in the Stanley River catchment has produced a small amount of runoff in the upper Stanley but there have been significant rises in Kilcoy Ck. Further regulator operations will be required later Thursday.

Wivenhoe Dam

At 0700 Thursday, Wivenhoe Dam was 67.31m and rising slowly. This is 0.31m above FSL and above the gate trigger level of 67.25m. There have been rises recorded at rivers and stream upstream of Wivenhoe Dam. Gates will be opened in the next 24 hours to manage the inflows from the upper Brisbane River and the outflow from Somerset.

Impacts of Wivenhoe Dam Releases

Based upon rain to date, expecting about 70,000ML from upper Brisbane. Lockyer Ck peak of about 100m3/s Friday afternoon. This will take out Twin Bridges and nearly inundate Savages Crossing. Colleges Crossing could be taken out by a combined Lockyer and local runoff.

Current strategy is to keep Burton Bridge free. On this basis, we will commence opening Wivenhoe at 1800 Thursday and ramp up to about 300m3/s by 2200. This would limit mid Brisbane flows to just under 400m3/s (Burtons capacity 450m3/s).

If rainfall increases and Lockyer and local runoff also increase, we can close/reduce Wivenhoe accordingly to ensure that that 450m3/s is not exceeded unless necessary.

Councils have been advised of this strategy and are contacting residents.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date		Time		or Event	Gate opening

TECHNICAL SITUATION REPORT

TSR Number	W34	Date of TSR release	9.1.2011	Time of TSR release	9.00pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Continue current releases however event is increasing in magnitude and will require increased releases.	
Strategy	• Continue the current releases until tomorrow noon when re4leases will be increased to impact Mt Crosby and Fernvale Bridges.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows may approach 1,500,000ML which is close to 1974 event.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Rainfall

Very heavy rainfall has been recorded in the upper reaches of the Brisbane and Stanley in the last 6 hours with totals up 100 to 140mm. Totals for the last 24 hours range from 100 to 300mm.

Rainfall of similar magnitudes is expected in the 12 to 24 hours, especially around the Bremer/Warrill catchments as the system tracks south.

A severe weather warning remains current for heavy rainfall in the dam catchment areas.

Somerset Dam (Full Supply Level 99.00 m AHD)

The dam level is 101.68 m AHD (about 500,000ML currently in storage) and rising quickly. Peak inflow to the dam is estimated to be about 4,000 m3/s based on observed rainfall and could be as high as 5,000m3/s with additional forecast rainfall. Five sluice gates are open releasing about 1,100m3/s (95,000Ml/d) into Wivenhoe Dam. At this stage the dam will reach at least 103.5 early Tuesday morning which will adversely impact areas around Kilcoy.

Since the commencement of the event on 02/01/2011approximately 100,000ML has been released from the dam into Wivenhoe, with an event total of the order of 520,000ML expected. This may increase due to the forecast rain in the next 24 to 48 hours. At this stage, releases will continue until at least Thursday.

Wivenhoe Dam (Full Supply Level 67.00 m AHD)

River levels upstream of the dam are rising quickly with significant inflow being generated from the intense heavy rainfall. Flows in the Brisbane River at Gregor's Ck have already reached 6,700m3/s and the river is still rising.

The dam level is rising again, with the current level being 69.10m AHD (1,410,000ML with about 300,00 of flood storage). Estimated peak inflow to the dam just from the Upper Brisbane R alone may reach as high as 7,500m3/s and, at this stage, the dam will reach at least 73.0 m AHD during Tuesday morning. Given the rapid increase in inflow volumes, it will be necessary to increase the release from Wivenhoe Monday morning.

The objective for dam operations will be to minimise the impact of urban flooding in areas downstream of the dam and, at this stage, releases will be kept below 3,500m3/s and the combined flows is the lower Brisbane will be limited to 4,000m3/s. This is below the limit of urban damages in the City reaches.

The current release rate from Wivenhoe Dam is 1,400m3/s (120,000ML/day). Gate opening will start to be increased from noon Monday and the release is expected increase to at least 2,600m3/s during Tuesday morning.

Since the commencement of the event on 02/01/2011 approximately 220,000ML has been released from the dam, with an event total approaching 1,000,000ML without further rain and as much as 1,500,000ML with forecast rainfall of (both including Somerset outflow). At this stage, releases will continue until at least Sunday 16th January 2011.

Impacts downstream of Wivenhoe Dam

The projected Wivenhoe Dam releases combined with Lockyer flows and local runoff will mean that all crossings downstream of Wivenhoe (Twin Bridges, Fernvale, Savages Crossing, Burtons Bridge, Kholo Bridge, Mt Crosby Weir and Colleges Crossing) will be adversely impacted until at least Saturday 15 January in varying degrees.

Water levels in the lower Brisbane R will be impacted by the combined flows of Lockyer Ck, Bremer River, local runoff and releases from Wivenhoe Dam.

Somerset Regional, Ipswich City and Brisbane City Councils have been advised of the updated Wivenhoe operating strategy.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	10.1.2011	Time		or Event	Change in strategy

TECHNICAL SITUATION REPORT

TSR Number	W38	Date of TSR release	11.1.2011	Time of TSR release	6.30a m

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Maintain releases to keep Wivenhoe below RL74 at which significant releases need to be made to ensure the dam security and minimise flood impacts downstream if possible	
Strategy	• Maintain current release of 2750cumecs as long as possible but it may need to be increased • Close sluices at Somerset Dam to store more water however will affect upstream areas. •	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected around 1,500,000ML which is close to 1974 event.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Rainfall

Rainfall continues in the North Pine Dam, Somerset Dam and Wivenhoe Dam catchments. Isolated falls in the Upper Brisbane River of up to 125 mm have been recorded with widespread falls of 40 to 70 mm in the Somerset Dam catchment. This rainfall will increase inflows into the dam.

There has also been 20 to 60 mm in the Lockyer Creek catchment in the last 12 hours with falls of up to 30 mm in the Bremer River.

A severe weather warning remains current for heavy rainfall in the dam catchment areas. The QPF issued by BOM at 16:00 estimates rainfalls for the 24 hours to 10:00 Tuesday as North Pine Dam (25mm to 50mm, with isolated falls to 100mm); Wivenhoe/Somerset Dam Catchments (25mm to 50mm, with isolated falls to 100mm).

North Pine Dam (Full Supply Level 39.60 m AHD)

The dam level is 39.80m AHD and has commenced rising again (storing 4,400ML above FSL). Five gates are open releasing 177 m3/s. The inflow into the dam since the commencement of the event is 77,000 ML. Estimated event volume is 88,000 ML assuming no further rainfall. Releases from the dam will continue until at least Wednesday 12 January 2011.

Somerset Dam (Full Supply Level 99.00 m AHD)

The dam level is 103.27m AHD and falling slowly. Peak inflow to the dam is estimated to be about 4,200 m3/s. Total discharge into Wivenhoe Dam is currently 1400 m3/s and this discharge will be decreased in

the next few hours to be around 500 m3/s later on Tuesday. This is to ensure that the combined flood mitigation capacity in Somerset and Wivenhoe Dam is maximized.

The dam level peaked at 103.52m AHD at 19:00 on Monday 10 January 2011, (unless further significant rainfall is experienced). Areas around Kilcoy will continue to be adversely affected.

Wivenhoe Dam (Full Supply Level 67.00 m AHD)

The dam level is 73.51m AHD and rising at about 25 mm/hour. Releases from the dam have been held at a rate of 2,750 m3/s since 19:30 hours on Monday 10 January 2011. Outflows into the Brisbane River from both Lockyer Creek and the Bremer River are also increasing.

The BoM has provided further advice about the flash flooding experienced in the upper areas of Lockyer Creek. The rainfall responsible for this event was not observed at any rainfall stations but it is considered to be extreme. Flood levels in the Lockyer Creek catchment will exceed maximum recorded levels in some stations in the upper catchment. This flow will result in increases in Brisbane River levels below the junction of Lockyer Creek.

Five radial gates are currently open at the dam releasing about 2,750m3/s into the Brisbane River. At this stage, the dam will reach just over 74.0m AHD during Tuesday evening.

Above EL 74.0m AHD the objective for dam operations is to maintain the security of the dam and minimise downstream flood flows if possible.

If further rainfall occurs, dam releases may need to be increased further and this may result in river flows in the lower Brisbane River approaching or exceeding 5,000m3/s.

Impacts downstream of Wivenhoe Dam

The projected Wivenhoe Dam releases combined with Lockyer Creek flows and local runoff will mean that all crossings downstream of Wivenhoe (Twin Bridges, Fernvale, Savages Crossing, Burtons Bridge, Kholo Bridge, Mt Crosby Weir and Colleges Crossing) will be adversely impacted until at least Sunday 16 January in varying degrees.

Water levels in the lower Brisbane River will be impacted by the combined flows of Lockyer Creek, Bremer River, local runoff and releases from Wivenhoe Dam.

The BoM will provide further information regarding the magnitude of the flash flood event occurring in Lockyer Creek early Tuesday morning. Consideration was given to modifying the releases from Wivenhoe Dam to try to moderate the peak flows emanating from Lockyer Creek but the rainfall in the past 12 hours in the catchment above the dam makes this option not possible. Therefore instead of decreasing releases to accommodate the Lockyer Creek flows, the strategy will endeavour to maintain the current releases until Lockyer Creek peaks.

Outlook

Heavy rainfall continues throughout South East Queensland and the situation could deteriorate over the next 24 hours. The flood operation centre will continue to monitor the situation and provide situation reports every six hours until the situation stabilizes.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	**Date**	11.1.2011	**Time**	PM	**or Event**	

TECHNICAL SITUATION REPORT

TSR Number	W39	Date of TSR release	11.1.2011	Time of TSR release	12.00pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Maintain releases to keep Wivenhoe below fuse plug initiation and releases need to be made to ensure the dam security and minimise flood impacts downstream if possible	
Strategy	• Maintain current release of 3970cumecs as long as possible but it may need to be increased • Close sluices at Somerset Dam to store more water however will affect upstream areas. • Current estimate of peak dam level is between EL74.5 and EL74.8 (assuming no further significant rainfall). However it is noted that rainfall is continuing across the catchment. • Further rainfall in the next 3 hours will require releases to be increased in accordance with Strategy W4, page 29 of the Manual of Operational Procedures for Flood Mitigation at Wivenhoe Dam and Somerset Dam (Flood Operations Manual)	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected around 1,500,000ML which is close to 1974 event.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Somerset Dam (Full Supply Level 99.00 m AHD)

The dam level is 103.30 AHD and rising. Peak inflow to the dam is estimated to be about 4,200 m3/s. Volume stored above FSL is 240,00ML at 163.3%

The dam level peaked at 103.52m AHD at 19:00 on Monday 10 January 2011, (unless further significant rainfall is experienced). Areas around Kilcoy will continue to be adversely affected.

Wivenhoe Dam (Full Supply Level 67.00 m AHD)

The dam level is 74.1m AHD and rising at about 25 mm/hour. Holding 930,000ML above FSL and 179.5%.Releases from the dam are currently 3,970cumec/s. Outflows into the Brisbane River from both Lockyer Creek and the Bremer River are also increasing.

At this stage it is considered that without further rainfall the dam can be kept at around 74.8m.

The aim is to prevent fuse plug initiation.

Currently the situation is being assessed every 3 hours.

If further rainfall occurs, dam releases may need to be increased further.

Outlook

Heavy rainfall continues throughout South East Queensland and the situation could deteriorate over the next 24 hours. The flood operation centre will continue to monitor the situation and provide situation reports every six hours until the situation stabilizes.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

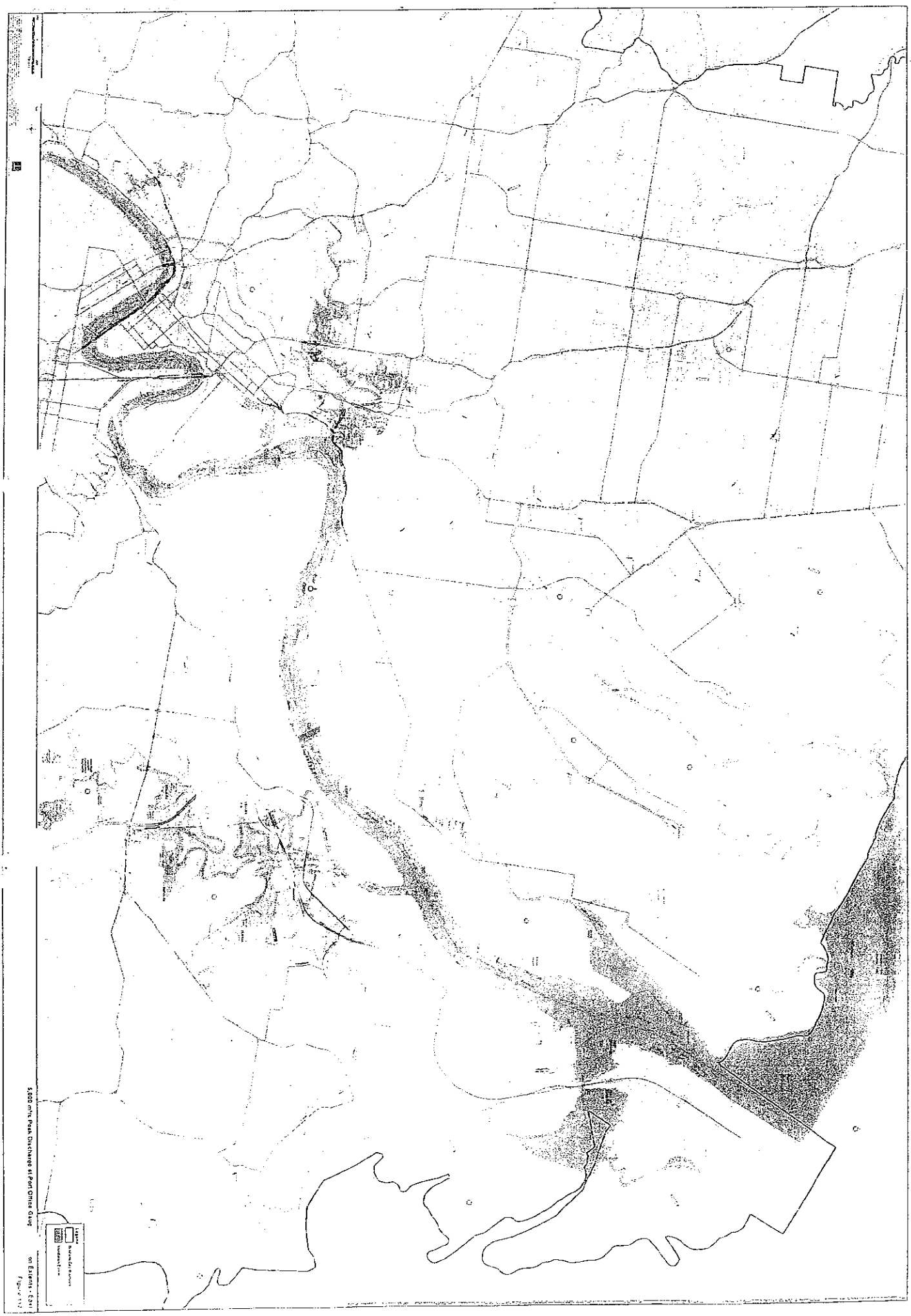
Council has been advised of the current status.

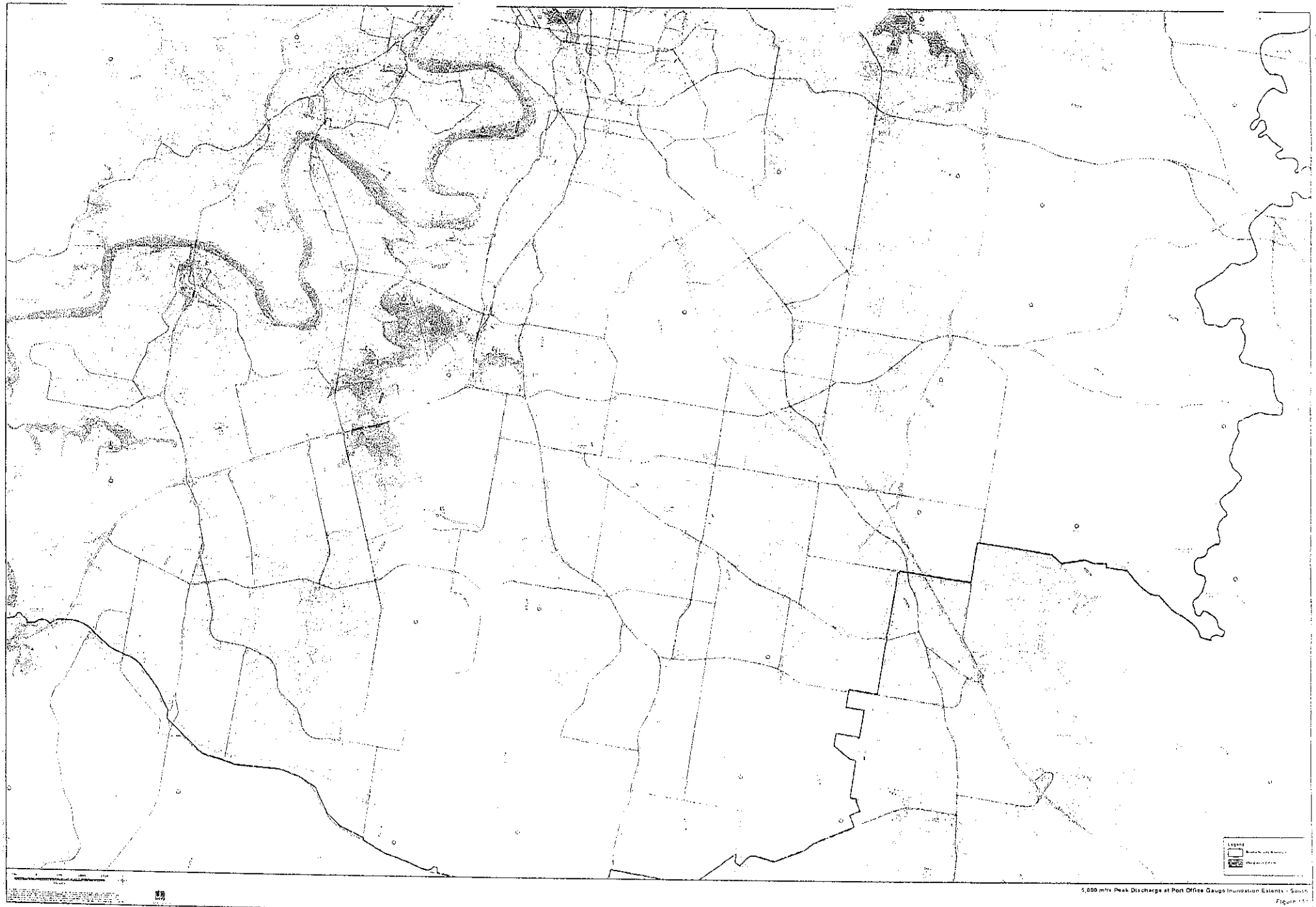
SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	11.1.2011	Time	PM	or Event	


5,000 m³/s Peak Discharge at Port Office Gaug
on Extents - Ebar



5,000 m³/s Peak Discharge at Port Office Gauge Inundation Extents - South

Figure 11

F139


5,000 m³/s Peak Discharge at Port Office Gauge
Figure 110

TECHNICAL SITUATION REPORT

TSR Number	W39	Date of TSR release	11.1.2011	Time of TSR release	12.00pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Maintain releases to keep Wivenhoe below fuse plug initiation and releases need to be made to ensure the dam security and minimise flood impacts downstream if possible	
Strategy	• Maintain current release of 3970cumecs as long as possible but it may need to be increased • Close sluices at Somerset Dam to store more water however will affect upstream areas. • Current estimate of peak dam level is between EL74.5 and EL74.8 (assuming no further significant rainfall). However it is noted that rainfall is continuing across the catchment. • Further rainfall in the next 3 hours will require releases to be increased in accordance with Strategy W4, page 29 of the Manual of Operational Procedures for Flood Mitigation at Wivenhoe Dam and Somerset Dam (Flood Operations Manual)	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected around 1,500,000ML which is close to 1974 event.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Somerset Dam (Full Supply Level 99.00 m AHD)

The dam level is 103.30 AHD and rising. Peak inflow to the dam is estimated to be about 4,200 m3/s. Volume stored above FSL is 240,00ML at 163.3%

The dam level peaked at 103.52m AHD at 19:00 on Monday 10 January 2011, (unless further significant rainfall is experienced). Areas around Kilcoy will continue to be adversely affected.

Wivenhoe Dam (Full Supply Level 67.00 m AHD)

The dam level is 74.1m AHD and rising at about 25 mm/hour. Holding 930,000ML above FSL and 179.5%.Releases from the dam are currently 3,970cumec/s. Outflows into the Brisbane River from both Lockyer Creek and the Bremer River are also increasing.

At this stage it is considered that without further rainfall the dam can be kept at around 74.8m.

The aim is to prevent fuse plug initiation.

Currently the situation is being assessed every 3 hours.

If further rainfall occurs, dam releases may need to be increased further.

Outlook

Heavy rainfall continues throughout South East Queensland and the situation could deteriorate over the next 24 hours. The flood operation centre will continue to monitor the situation and provide situation reports every six hours until the situation stabilizes.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	11.1.2011	Time	PM	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W38	Date of TSR release	11.1.2011	Time of TSR release	6.30am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Maintain releases to keep Wivenhoe below RL74 at which significant releases need to be made to ensure the dam security and minimise flood impacts downstream if possible	
Strategy	• Maintain current release of 2750cumecs as long as possible but it may need to be increased • Close sluices at Somerset Dam to store more water however will affect upstream areas. •	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected around 1,500,000ML which is close to 1974 event.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Rainfall

Rainfall continues in the North Pine Dam, Somerset Dam and Wivenhoe Dam catchments. Isolated falls in the Upper Brisbane River of up to 125 mm have been recorded with widespread falls of 40 to 70 mm in the Somerset Dam catchment. This rainfall will increase inflows into the dam.

There has also been 20 to 60 mm in the Lockyer Creek catchment in the last 12 hours with falls of up to 30 mm in the Bremer River.

A severe weather warning remains current for heavy rainfall in the dam catchment areas. The QPF issued by BOM at 16:00 estimates rainfalls for the 24 hours to 10:00 Tuesday as North Pine Dam (25mm to 50mm, with isolated falls to 100mm); Wivenhoe/Somerset Dam Catchments (25mm to 50mm, with isolated falls to 100mm).

North Pine Dam (Full Supply Level 39.60 m AHD)

The dam level is 39.80m AHD and has commenced rising again (storing 4,400ML above FSL). Five gates are open releasing 177 m3/s. The inflow into the dam since the commencement of the event is 77,000 ML. Estimated event volume is 88,000 ML assuming no further rainfall. Releases from the dam will continue until at least Wednesday 12 January 2011.

Somerset Dam (Full Supply Level 99.00 m AHD)

The dam level is 103.27m AHD and falling slowly. Peak inflow to the dam is estimated to be about 4,200 m3/s. Total discharge into Wivenhoe Dam is currently 1400 m3/s and this discharge will be decreased in

the next few hours to be around 500 m3/s later on Tuesday. This is to ensure that the combined flood mitigation capacity in Somerset and Wivenhoe Dam is maximized.

The dam level peaked at 103.52m AHD at 19:00 on Monday 10 January 2011, (unless further significant rainfall is experienced). Areas around Kilcoy will continue to be adversely affected.

Wivenhoe Dam (Full Supply Level 67.00 m AHD)

The dam level is 73.51m AHD and rising at about 25 mm/hour. Releases from the dam have been held at a rate of 2,750 m3/s since 19:30 hours on Monday 10 January 2011. Outflows into the Brisbane River from both Lockyer Creek and the Bremer River are also increasing.

The BoM has provided further advice about the flash flooding experienced in the upper areas of Lockyer Creek. The rainfall responsible for this event was not observed at any rainfall stations but it is considered to be extreme. Flood levels in the Lockyer Creek catchment will exceed maximum recorded levels in some stations in the upper catchment. This flow will result in increases in Brisbane River levels below the junction of Lockyer Creek.

Five radial gates are currently open at the dam releasing about 2,750m3/s into the Brisbane River. At this stage, the dam will reach just over 74.0m AHD during Tuesday evening.

Above EL 74.0m AHD the objective for dam operations is to maintain the security of the dam and minimise downstream flood flows if possible.

If further rainfall occurs, dam releases may need to be increased further and this may result in river flows in the lower Brisbane River approaching or exceeding 5,000m3/s.

Impacts downstream of Wivenhoe Dam

The projected Wivenhoe Dam releases combined with Lockyer Creek flows and local runoff will mean that all crossings downstream of Wivenhoe (Twin Bridges, Fernvale, Savages Crossing, Burtons Bridge, Kholo Bridge, Mt Crosby Weir and Colleges Crossing) will be adversely impacted until at least Sunday 16 January in varying degrees.

Water levels in the lower Brisbane River will be impacted by the combined flows of Lockyer Creek, Bremer River, local runoff and releases from Wivenhoe Dam.

The BoM will provide further information regarding the magnitude of the flash flood event occurring in Lockyer Creek early Tuesday morning. Consideration was given to modifying the releases from Wivenhoe Dam to try to moderate the peak flows emanating from Lockyer Creek but the rainfall in the past 12 hours in the catchment above the dam makes this option not possible. Therefore instead of decreasing releases to accommodate the Lockyer Creek flows, the strategy will endeavour to maintain the current releases until Lockyer Creek peaks.

Outlook

Heavy rainfall continues throughout South East Queensland and the situation could deteriorate over the next 24 hours. The flood operation centre will continue to monitor the situation and provide situation reports every six hours until the situation stabilizes.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to lotest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundatian areas and depths of inundation based on the information)

Council has been advised of the current status.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	11.1.2011	Time	PM	or Event	

Non Grid Connected WTP - Impacts of Wet Weather Events

Minutes of Meeting

Date: 10 January 2011
Time: 3pm
Place: Teleconference

Present:

WGM - [redacted] Daniel spiller
Seqwater - [redacted], John Jacobs. [redacted]
QUU - [redacted]

Apologies -

Actions Arising:

Action	Who	Due date	Date completed

Next Meeting - 9am Tuesday 11 January 2011

Discussion

General discussion on the Status of WTP were as follows:

Helen Street - Water is quite high, NTU 300 in raw water, water is being treated, maintain watching brief as bad water comes down from Rathdowney

Rathdowney - 300 NTU , Contingency for tankering, can be done in this wet weather

Kooralbyn - using big foot lagoon as raw water source, reservoirs all full, on site and in the distribution system

Kalbar - no issues,

South McLean - being feed by Logan,

Canungra - was treating at maximum dose rate, reservoir is 85 % capacity

Jimna WTP road closed, Treated water tankers on Standby, Reservoir level - 30% this morning. Raw water pumps have been washed away. Get road slip cleared as soon as possible. Lot of customers have rain water tanks. Potential to get bottled water in by EMQ.

Scott Denner to get onto EMQ - obtain contact. Best contact is local coordinator.

Lowood WTP - OK, can obtain access to the site

Kilcoy WTP - Electrical supply still not connected, 67% capacity in town reservoir and 41% on site

Esk WTP is fine

Somerset township - demand is low

Linville - Can get a tanker in but cant' get into town reservoir, 2-3 days storage available, already organised multi-pressure pump. Cannot get trucks into reservoir. Should be OK for a couple days, only approximately 100 houses. Need multiple stage pump to connect into existing pump house, that pump has been ordered. Reassess contingency plan tomorrow

Greatest concern is - Jimna Linville and Kilcoy -

Kilcoy can't access contingent plant - no advice from Energex where power will be restored, can't access don't know if we have power to contingent WTP, need to check if pump above flood level. Need to look at emergency access for this site. Give early notice if we need helicopter, Abbattoir - can't get cattle in, very little demand from that customer, only dropped a couple of percent, should be right until tomorrow morning. No ETA on restoration of supplies from Energex. Arrange emergency access now. EMQ in conjunction with WGM and Seqwater have arranged for Helicopter to fly operations personnel in tomorrow to recommission the standby facility.

ACTION - Ask town residents to conserve water and ask cooperation.

QUU have stakeholder list, can also door knock, media sheet, Kilcoy has approximately 1500 residents Jimna 100, Linville, 100

Alert - prefer to be handled by WGM, WGM comfortable with handling media and resident's notices. Include radio, door knock, escalate to level 3, no staff available to door knock, can't get into township by road. Media only at the moment, through the WGM

ACTION - WGM will prepare statements and issues them today.

Next Meeting - First thing in the morning - perhaps 9am

EMQ - getting their Ops team on to it now and will get back to Scott,

Impacts of Wet Weather on Grid Connected Plants

Minutes of Meeting

Date: 10/1/2011
Time: 11am
Place: Teleconference

Present:

WGM - Dan Spiller, [redacted]
Seqwater [redacted]
QUU - [redacted]
Water [redacted]
LinkWa [redacted]
DERM - [redacted]

Apologi [redacted]

Actions Arising:

Action	Who	Due date	Date completed

Next Meeting - 3pm - Non Grid Connected WTP
4pm - Grid Connected WTP

Discussion

General Operating conditions of each WTP were discussed as follows:

East Bank WTP is treating water OK

West Bank WTP on Standby although staff cannot access the plant because of local flooding.

East Bank WTP increased chemical doing last night, although dam releases will have some dilution effect of flow from the Lockyer. Linkwater are expected to drop flows from East Bank, EB is currently at 250ML/d although Linkwater said they would soon run out of room to store treated water

Gold Coast WTPs are generally OK

North Stradbroke Island WTP - OK

Capalaba WTP - Not run today due to low demands

Scenic Rim WTPs are generally OK

Canungra WTP OK although turbidity of Raw Water has increased. Reservoir is at 84% although fluoride not dosing.

Beaudesert WTP - OK although is running on a diesel pump for raw water, will be able to run normal pumps after river flows return to normal.

Chemicals are generally getting low, very low on caustic at Mt Crosby

Alum OK

Lime supplier - will provide new stocks from Rockhampton confirming access arrangements tomorrow.

LINKWATER advises that system is generally healthy, still got capacity to increase supply from North Pine.

Lowood - currently at 200NTU rather than 100, expect some high flows from the Lockyer

Noosa - Staff have obtained access via back streets this morning, no water quality issues, estimate a week of chemical supplies on hand.

Image Flat WTP - OK

Kenilworth - river peaked and dropped to 3.4M, can't get access to the WTP plant, Unity Water have 54% in the system which will hold them for a few days

Landers Shute, high turbidity, no current access problems for staff, WTP was isolated until around late morning, Lime very low, can't get deliveries until Wednesday when supply needs will become critical.

LIME suppliers think they can get it from the north, possible work around through Gympie, explore supplies from other WTP.

Caboolture Offline

Bribie Isolated - but operator on site

North Pine OK, Unity Water said there's a drop in chlorine on the Narangba side.

Petrie OK

Dayboro - Caution - raw water well has gone under flood waters,

Action - Need to discuss Chlorine issues with Unity

Kenilworth, Dayboro - agreed maintain watching Brief

Jimna - raw water pontoon washed away, Town Reservoir at 30% capacity, will organise treated water tankers as soon as road opens. WTP Shutdown, good idea to advise residents to conserve water,

Kilcoy, main power supply to intake pumps has been cut, Energex has been advised although no estimated date for completion they cannot access to repair until water recedes, EMQ in conjunction with the WGM and Seqwater will arrange for helicopter access Tuesday to commission the standby facility in Kilcoy. Town reservoir at 60%, 50% on-site reservoir, about 48 hours supply, currently trying to access (around flood waters) contingent WTP. Kilcoy - demands from Abattoir very low, as soon as we have power we can restart WTP

Kilcoy WTP - need to meet again this afternoon to resolve the need to advise public, Discuss with DRE about resident notices.

Somerset WTP OK

Lowood WTP OK

Linville - Few metres of flood waters over water supply bores, WTP now shut down shutdown, 80% reservoir capacity - approximately 2 days' supply, issues with bringing in tankers. Common main to reservoir and town supply, QUU can investigate contingency of pump option, tankers from Toogoolawah,

Atkinson - shutdown, locals advised to conserve water and boil drinking water.

Kirkleigh WTP - No Campers

Agreed - Maintain watching brief on Central WTP

Next meeting - 4pm whole system

3pm - Regional Towns

4pm as follows:

Minutes of Meeting

Date: 10/1/2011
Time: 4pm
Place: Teleconference

Present:

WGM - Dan Spiller, [redacted]
Seqwater [redacted]
[redacted]
QUU - [redacted]
LinkWater - [redacted]
Unity Water [redacted]

East Bank - currently at 200ML/d likely to reduce, turbidity 100, colour 150, getting over chemical storage issues

West Bank on standby

Capalaba off line all day, NSI coping with plant, not running Herring Lagoon

LinkWater advises no problems at Redlands, Brisbane central are generally at capacity, North Pine still running,

Landers Shute - manning the WTP 24/7

Kenilworth offline - need to start tankering in water, still highly turbid, Have 2 days storage. 52% at 2pm, min 20% operating level for town reservoir, should not run the reservoir too low hasn't been cleaned for some time,

2 sites we need lime by Wednesday. Supplier will bring B double to Molendinar, Westbank and Landers Shute early tomorrow.

Landers Shute - Generally OK, no access restrictions and all chemicals OK providing lime arrives tomorrow, two land slips, one on Maroochy main, another on tunnel, near Blackall range. We have critical spares on stand-by, however there have been no other landslips on access roads

Kenilworth, no access, 3 tankers on standby, once road opens, 56% capacity enough for 48 hours.

Unity Water - Landslip - 600 main at Nambour, get experts tomorrow,

District Disaster Management Group based out of Ipswich and covers Somerset regional council, Robbie Glenville, 0407 578 054. They can supply helicopter,

ACTION _ Mal to contact Robbie to advise his requirements.

No advice from Energex regarding power supply, Mal needs to advise DDMG to escalate issues with Energex.

SEQ Water Grid

Talking Points

TRIM reference: D/11/123	Enquiry received:
Purpose: Releases from Wivenhoe Dam - 12 January 2011	

Wivenhoe and Somerset dam levels and inflows

- Wivenhoe Dam is now at 188 per cent and Somerset Dam is now at 190 per cent.
- Wivenhoe Dam's level peaked at 191 per cent.
- Releases are now temporarily reduced to 205,000 megalitres per day, down from 370,000 megalitres, having peaked at 645,000 for a period during the night.
- Releases have been temporarily reduced to allow for the Lockyer flows to subside.
- While levels are falling, we cannot be sure about the next few days hold.
- A strategy to release the remaining water held in the dam is being developed.
- While we are reducing the release rate, we must reduce the amount of water in storage so we are prepared in the event of further rainfall.
- in accordance with the approved plan, we will seek to empty the flood compartment within about a week.
- The operation of Wivenhoe Dam is a necessity, in order to relieve the dam's flood storage compartment.
- The Flood Operations Centre is continuing to monitor rainfall and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes.
- The Flood Operations Centre is also in close contact with the Bureau of Meteorology and local councils.

- When it comes to flooding, we will not take risks with South East Queensland's safety.

- It should be noted that the flow in the lower Brisbane River in 1974 was approximately 9,500 cubic metres per second, the next couple of days, the flows are looking to equal this.

- We are urging the community to contact telephone - 1800 613 122, which has been established for members of the public seeking information on which dams are spilling in South East Queensland.

- Members of the public seeking information on potential impacts in their local areas should direct inquiries to their **local councils.**

- We are letting water out of the dam in a controlled manner, to minimise impacts downstream. This is the flood protection that Wivenhoe Dam gives South East Queensland however, we must release water.

- All SEQ dams remain safe, stable and operating within their design specifications.

TECHNICAL SITUATION REPORT

TSR Number	W47	Date of TSR release	12.1.2011	Time of TSR release	5am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual reduction of releases.
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Maintain controlled releases. • Keep sluices closed at Somerset Dam to store more water however will affect upstream areas.
Key considerations	Storage levels: Above FSL
	Inflows: Inflows expected well over 1,500,000ML.
	Rainfall: Continuing
	Lockyer/Bremer: Monitoring their inflows
	Brisbane River: Impact as below.

Somerset/Wivenhoe

Our strategy revolved ensuring dam security and was around trying to prevent initiation of the first fuse plug at EL 75.6m. If this happens we will get a rapid increase of about 2,000m3/s in outflow from the dam in addition to the gate release which could be as high as 10,000m3/s at the time.

Only minimal falls occurred overnight in the order of mm.

Sluices have been closed at Somerset and this will result in high upstream water levels affecting Kilcoy. Somerset is at 105.1m holding 719730ML and 189.5%. Some flows are going over the Somerset spillway.

Somerset should peak at around 105.2m (1974 peak level was 106.5m).

At 0500 Wivenhoe Dam was 74.77m AHD holding 2,195,287ML and 188%.

The FOC has begun an appropriate closure sequence to reduce releases.

Current release rate is 4,300cumecs.
Further reductions will occur throughout the week..

Assuming no further rain, the dam peaked around 74.97m AHD which was around 600mm below the first fuse plug initiation level.

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is also maintaining close contact with warning agencies and local councils.

It should be noted that the flow in the lower Brisbane R in 1974 was about 9,500m3/s

North Pine Dam:
Five gates are open and continuing to drop. Releases may still continue until Wednesday 12 January. The event magnitude is estimated to be a 1:10,000 year excedance probability.

The local Council is being kept informed regarding Youngs Crossing.

Leslie Harrison Dam:
Gate releases are underway due to rainfall and inflows.

Hinze Dam:
A release of around 8,000 megalitres a day is being made through the emergency gates. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	12.1.2011	Time	PM	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W46	Date of TSR release	11.1.2011	Time of TSR release	11pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual reduction of releases.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Maintain controlled releases. • Keep sluices closed at Somerset Dam to store more water however will affect upstream areas.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected well over 1,500,000ML.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Somerset/Wivenhoe

Our strategy revolves ensuring dam security and is around trying to prevent initiation of the first fuse plug at EL 75.6m. If this happens we will get a rapid increase of about 2,000m3/s in outflow from the dam in addition to the gate release which could be as high as 10,000m3/s at the time.

Sluices have been closed at Somerset and this will result in high upstream water levels affecting Kilcoy. Somerset is at 104.90m holding 705,730ML and 185.8%.

Somerset should peak at around 105.2m (1974 peak level was 106.5m).

At 2300 Wivenhoe Dam was 74.92m AHD holding 2,219,000ML and 190.4%.

The FOC has begun an appropriate closure sequence to reduce releases.
Releases will be reduced throughout the night to track dropping levels. Another reduction will commence around 23:30 to 6,100cumecs. Further reductions will occur over night.

Assuming no further rain, the dam peaked around 74.97m AHD which was around 600mm below the first fuse plug initiation level.

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is also maintaining close contact with warning agencies and local councils.

It should be noted that the flow in the lower Brisbane R in 1974 was about 9,500m3/s

North Pine Dam:
Five gates are open and continuing to drop. Releases may still continue until Wednesday 12 January.

The local Council is being kept informed regarding Youngs Crossing.

Leslie Harrison Dam:
Gate releases are underway due to rainfall and inflows.

Hinze Dam:
A release of around 8,000 megalitres a day is being made through the emergency gates. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	12.1.2011	Time	AM	or Event	

NORTHERN WTP LISTING BY AREA

Manager Water Treatment Operations (North) [redacted]

Stan personal email address: [redacted]

Coordinator: [redacted]
Mobile:

Site Contact: [redacted]
Mobile:

Somerset Region
Atkinson Dam (Rec) WTP
Esk WTP
Jimna WTP
Kilcoy (Lake Somerset) WTP
Kilcoy WTP
Kirkleagh (Rec) WTP
Linville WTP
Lowood WTP
Somerset Township WTP
Toogoolawah WTP
Wivenhoe (Rec) WTP

[redacted]

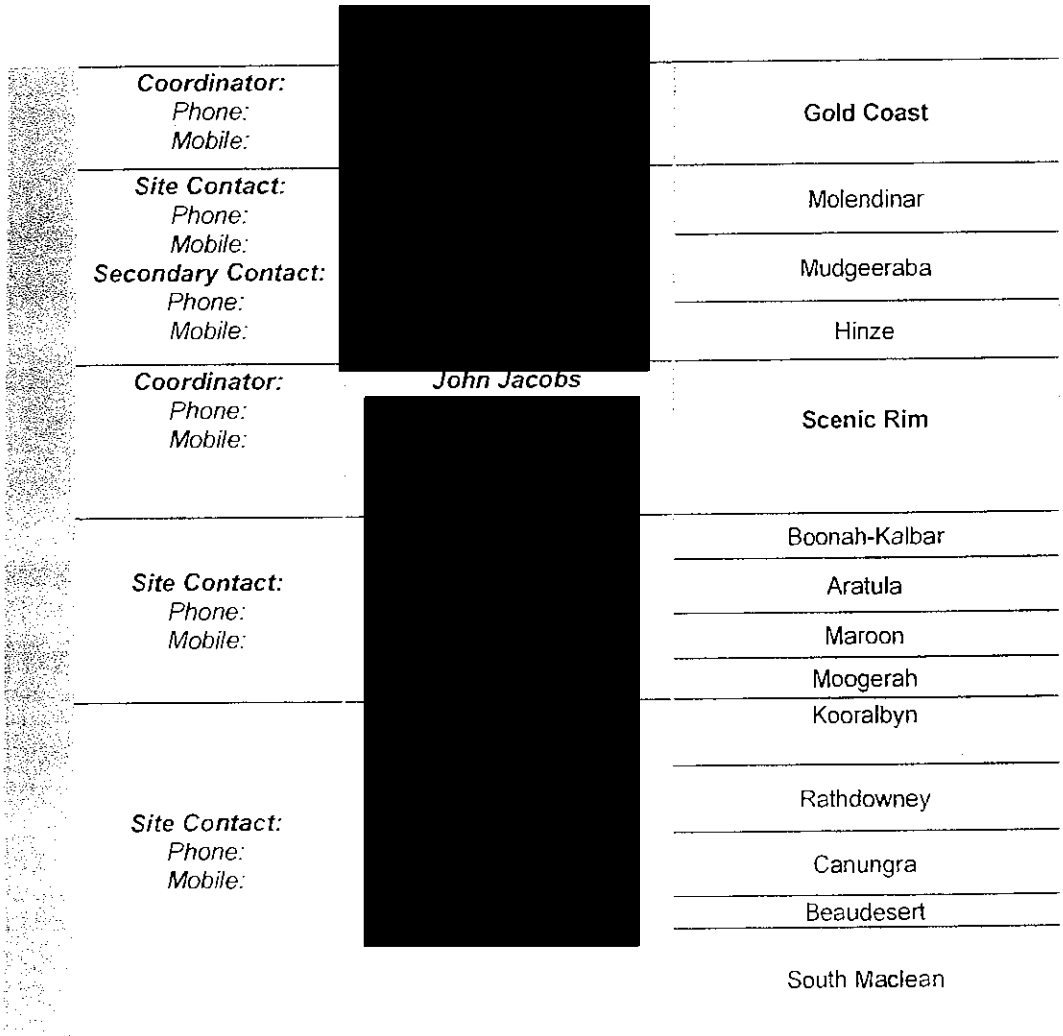
Coordinator: *Phone:* *Mobile:*	**Sunshine Coast Region**
	Landers Shute
Site Contact: *Mobile:*	Ewan Maddock
	Image Flat
	Borumba Dam WTP
	Kenilworth WTP
Site Contact: *Phone:* *Mobile:*	Maleny WTP
Site Contact: *Mobile:*	Noosa WTP
Coordinator: *Phone:* *Mobile:*	**Moreton Region**
	Petrie WTP
	North Pine WTP
Site Contact: *Mobile:*	Enoggera WTP
	Dayboro WTP
	Banksia Beach WTP
Site Contact: *Mobile:*	Caboolture WTP
	Woodford WTP

CENTRAL WTP LISTING BY AREA

Manager Water Treatment Operations (South) [redacted]

[redacted]

Coordinator: *Phone:* *Mobile:*	**Redland**
Site Contact: *Phone:* *Mobile:*	Capalaba
Site Contact: *Phone:* *Mobile:*	North Stradbroke Island
Site Contact: *Mobile:* ***Secondary Contact:*** *Mobile:*	Dunwich Amity Point Point Lookout
Coordinator: *Phone:* *Mobile:*	**Mt Crosby**
Site Contact: *Phone:* *Mobile:*	Mt Crosby Sunnybank Runcorn Forest Lake Algester Chandler


Coordinator:
Phone:
Mobile:
Site Contact:
Phone:
Mobile:
Secondary Contact:
Phone:
Mobile:
Coordinator:
Phone:
Mobile:
John Jacobs
Site Contact:
Phone:
Mobile:
Site Contact:
Phone:
Mobile:
Gold Coast
Molendinar
Mudgeeraba
Hinze
Scenic Rim
Boonah-Kalbar
Aratula
Maroon
Moogerah
Kooralbyn
Rathdowney
Canungra
Beaudesert
South Maclean

SEQ Water Grid

Situation report - Water quality - 12.1.11, 1PM

Summary - bulk water

A boil water notice is in effect for the Atkinson Dam recreational site.
Otherwise, Seqwater reports that water quality specifications are being met where Water Treatment Plants are operational.

Options are being explored for Dayboro WTP which has approximately 2 days supply left. There is a possibility of using water from a newly commissioned UnityWater reservoir containing water of unknown quality (UnityWater to confirm). Testing of the reservoir is underway and water could be potentially treated if required.

Kenilworth is tankering water in. Concerns have been raised about the number of tankers required to meet demand.

UnityWater has raised concerns regarding the quality of tankered water and the potential taste and odour impacts of chlorinated tanker supplies mixing in chloraminated systems.
Many Scenic Rim, Somerset, and Lockyer water treatment plants are offline, details of which are below.

Summary - distribution

Serious supply issues in Lockyer as there islittle to no water. The Minden and Lowood reservoirs are empty and require repairs which aren't possible due to access issues. Water quality issues are likely as these drained assets are refilled.

No *E. coli* positive results have been returned in the bulk distribution this week. QUU have returned a couple of false positives not linked to the flooding.

Drinking Water Service Providers are experiencing difficulty accessing laboratory-based testing.

There have been media reports of sewage contamination of drinking water supplies. These are incorrect and all providers have confirmed that water is safe for human consumption. A Water Grid media release has been drafted.

Detail

Assets / areas	Status	Water quality issues
Plants		
Seqwater		
Scenic Rim		

Canungra	offline - 2-3 days supply	
Kooralbyn	offline - 5-7 days supply	
Moogerah		
Somerset and Lockyer		
Jimna	offline - little / none	bottled water requested
Linville	offline - little / none	bottled water requested
Kilcoy	offline - <1 day supply	bottled water requested
Lowood	offline	urgent bottled water request
Esk	offline - toogoolawah P/S offline	bottled water requested
Somerset township	offline	Will be operated by local dam operators if necessary
Wivenhoe rec	offline	Will be operated by local dam operators if necessary
Sunshine Coast		
Kenilworth	offline	plant unavailable - raw water pontoon gone
Dayboro	offline	Confusion amongst entities regarding tankering plans. Seqwater has no plans to tanker.
Bulk water		
LinkWater		
Distribution system		
QUU		
Fernvale	burst main draining res	bottled water requested
Helensvale estate Tabletop estate Murphys Creek	Pump stations lost, reservoirs empty etc	bottled water requested
Toogoolawah	As above - Esk WTP	As above - Esk WTP
Unitywater		
No issues reported		
Allconnex Water		
No issues reported		

TECHNICAL SITUATION REPORT

TSR Number	W50	Date of TSR release	12.1.2011	Time of TSR release	3pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual release of stored floodwaters with minimal impact.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Continue release of water from Somerset into Wivenhoe to reduce impacts upstream in Kilcoy area • Maintain reduced release from Wivenhoe until Lockyer flows are reduced and then increase to discharge flood waters over 7 days	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected well over 2,300,000ML.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Rainfall

Rainfall in the last 12 hours is generally below 5mm with a couple of 10mm falls in the Stanley and North Pine catchments. There is no significant rain expected fin the next 4 days.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 m AHD at 08:00 on 12 January 2011 and the dam has been discharging over the spillway. One sluice was opened at 1030 12 January 2011 and the dam is discharging 1,440 m3/s. Sluice gates will be utilised to drain of the flood storage compartment during the next 5 days.

At 3pm Somerset was 104.94m and 708,505ML at 186.5%.

Wivenhoe Dam peaked at 74.97 m AHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s

The releases from Wivenhoe Dam have been temporarily reduced to 2,500 m3/s at 07:30 to allow the peak of Lockyer Creek to enter the Brisbane River. After the downstream peak in the lower Brisbane River has passed, releases will be increased to maximum of 3,500 m3/s. This release will then be maintained to drain the flood storage component within the required 7 days.

At 3pm Wivenhoe Dam was 74.81 m AHD at 2,201,636ML and 188.9% and fluctuating slightly due to the releases coming from Somerset but relatively steady.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be approximately 2.6 million megalitres.

North Pine

North Pine peaked at 41.11 mAHD at 14:00 on 11 January 1974 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML.

At 3.00pm North Pine Dam was 39.74 mAHD and 217,370 ML and 101.4% and slowly falling. It is expected that gates will be closed Thursday or Friday.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gate releases are underway due to rainfall and inflows.

Hinze Dam:
A release of around 8,000 megalitres a day is being made through the emergency gates. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	12.1.2011	Time	8pm	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W49	Date of TSR release	12.1.2011	Time of TSR release	11am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual reduction of releases.
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Develop and implement closing plan for next 7 or so days • Maintain lower releases until Lockyer peak has passed. • Begin dropping Somerset Dam to relieve upstream areas.
Key considerations	Storage levels: Above FSL
	Inflows: Inflows expected well over 1,500,000ML.
	Rainfall: Continuing
	Lockyer/Bremer: Monitoring their inflows
	Brisbane River: Impact as below.

Rainfall

No significant rain has fallen over the catchments in the past twelve hours. Less than 10 to 15 millimeters of rainfall is expected over the next 24-48 hours.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 m AHD at 08:00 on 12 January 2011 and the dam is discharging over the spillway.
One Sluice gate has been opened around 11am to assist the draining of the flood storage compartment. Further sluices may be opened during the day to relieve upstream impacts.
At 11am Somerset was 105.06m and 716,900ML at 188.7% and dropping slightly.

Wivenhoe Dam peaked at 74.97 m AHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.
At 11am Wivenhoe Dam was 74.78 m AHD at 2,197,000ML and 188.5% and generally steady.

The releases from Wivenhoe Dam have been temporarily reduced to 2,500 m3/s at 07:30 to allow the peak of Lockyer Creek to enter the Brisbane River. After the downstream peak in the lower Brisbane River has passed, releases will be increased to maximum of 3,500 m3/s. This release will then be maintained to drain the flood storage component within the required 7 days.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be around 2.3 million megalitres.

North Pine

At 11:00 North Pine Dam was 39.77 mAHD and falling and still releasing from 5 gates.
North Pine has peaked at 41.11 mAHD at 14:00 on 11 January 1974 with peak release of 2,800 m3/s.
The event has a volume of around 200,000 ML. It is expected that gates will now not close until Thursday or Friday.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gate releases are underway due to rainfall and inflows.

Hinze Dam:
A release of around 8,000 megalitres a day is being made through the emergency gates. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BOM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Worning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin

BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	12.1.2011	Time	2pm	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W41	Date of TSR release	11.1.2011	Time of TSR release	6pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Maintain releases to keep Wivenhoe below fuse plug initiation and releases need to be made to ensure the dam security and minimise flood impacts downstream if possible
Strategy	• Peak inflows into Wivenhoe in excess of 12000 cumecs. • Increase releases to maintain fuse plug and dam integrity. • Close sluices at Somerset Dam to store more water however will affect upstream areas.
Key considerations	Storage levels: Above FSL
	Inflows: Inflows expected well over 1,500,000ML.
	Rainfall: Continuing
	Lockyer/Bremer: Monitoring their inflows
	Brisbane River: Impact as below.

Somerset/Wivenhoe

Our strategy revolves ensuring dam security and is around trying to prevent initiation of the first fuse plug at EL 75.6m. If this happens we will get a rapid increase of about 2,000m3/s in outflow from the dam in addition to the gate release which could be as high as 10,000m3/s at the time.

Sluices have been closed at Somerset and this will result in high upstream water levels affecting Kilcoy. Somerset is at 104.41m holding 671,000ML and 176.6%.

In the last twelve hours totals of up to 370mm have fallen in the area around Wivenhoe Dam. In the last hour, rainfalls between 15 and 30mm have been recorded in the same area. At 1600, the BoM advised that falls between 50 to 100mm are still forecast for the 24hrs to 1600 Wednesday 12 January 2011 for the North Pine and Somerset/Wivenhoe catchments. Current inflows are about 9,000cumecs.

At 1730 Wivenhoe Dam was 74.92m AHD holding 2,200,000ML and 190% and rising slowly and releasing about 6,700m3/s.

The current expectation is that the dam will reach a steady state (outflow equals inflow) within the next 3 hours without further significant rainfall. At this time, release from the dam will be about 8,000 m3/s.

If there is no further rainfall, it may be possible to then slowly reduce this release overnight.

The dam is expected to peak below 75.5m AHD which is 100mmm below the first fuse plug initiation level.

Note that the automatic recorder as indicated on the BoM website is affected by drawdown and is not reflecting the actual lake level and tendency.

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is also maintaining close contact with warning agencies and local councils.

It should be noted that the flow in the lower Brisbane R in 1974 was about 9,500m3/s

North Pine Dam:
Five gates are open, and will continue until at least Wednesday 12 January.

The local Council is being kept informed regarding Youngs Crossing.

Leslie Harrison Dam:
Gate releases are underway due to rainfall and inflows.

Hinze Dam:
A release of around 86cumecs or 7396 megalitres a day is being made through the emergency gates and this will increase to around 8,000 megalitres per day by 6.pm Tuesday 11 January There is no public access to the spillway.

Wyralong Dam

As at 5:00pm today 9,680ML/day was passing over the spillway at Wyaralong Dam. This represents a water depth of 0.59m over the spillway. The water level is continuing to rise. Wyaralong Dam Alliance will continue to monitor and advise of water levels and flows.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
0410378740	[redacted]

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundatian areas and depths of inundation based on the information)

Council has been advised of the current status.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	11.1.2011	Time	PM	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W41	Date of TSR release	11.1.2011	Time of TSR release	6pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Maintain releases to keep Wivenhoe below fuse plug initiation and releases need to be made to ensure the dam security and minimise flood impacts downstream if possible	
Strategy	• Peak inflows into Wivenhoe in excess of 12000 cumecs. • Increase releases to maintain fuse plug and dam integrity. • Close sluices at Somerset Dam to store more water however will affect upstream areas.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected well over 1,500,000ML.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Somerset/Wivenhoe

Our strategy revolves ensuring dam security and is around trying to prevent initiation of the first fuse plug at EL 75.6m. If this happens we will get a rapid increase of about 2,000m3/s in outflow from the dam in addition to the gate release which could be as high as 10,000m3/s at the time.

Sluices have been closed at Somerset and this will result in high upstream water levels affecting Kilcoy. Somerset is at 104.41m holding 671,000ML and 176.6%.

In the last twelve hours totals of up to 370mm have fallen in the area around Wivenhoe Dam. In the last hour, rainfalls between 15 and 30mm have been recorded in the same area. At 1600, the BoM advised that falls between 50 to 100mm are still forecast for the 24hrs to 1600 Wednesday 12 January 2011 for the North Pine and Somerset/Wivenhoe catchments. Current inflows are about 9,000cumecs.

At 1730 Wivenhoe Dam was 74.92m AHD holding 2,200,000ML and 190% and rising slowly and releasing about 6,700m3/s.

The current expectation is that the dam will reach a steady state (outflow equals inflow) within the next 3 hours without further significant rainfall. At this time, release from the dam will be about 8,000 m3/s.

If there is no further rainfall, it may be possible to then slowly reduce this release overnight.

The dam is expected to peak below 75.5m AHD which is 100mmm below the first fuse plug initiation level.

Note that the automatic recorder as indicated on the BoM website is affected by drawdown and is not reflecting the actual lake level and tendency.

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is also maintaining close contact with warning agencies and local councils.

It should be noted that the flow in the lower Brisbane R in 1974 was about 9,500m3/s

North Pine Dam:
Five gates are open, and will continue until at least Wednesday 12 January.

The local Council is being kept informed regarding Youngs Crossing.

Leslie Harrison Dam:
Gate releases are underway due to rainfall and inflows.

Hinze Dam:
A release of around 86cumecs or 7396 megalitres a day is being made through the emergency gates and this will increase to around 8,000 megalitres per day by 6.pm Tuesday 11 January There is no public access to the spillway.

Wyralong Dam

As at 5:00pm today 9,680ML/day was passing over the spillway at Wyaralong Dam. This represents a water depth of 0.59m over the spillway. The water level is continuing to rise. Wyaralong Dam Alliance will continue to monitor and advise of water levels and flows.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundatian based on the information)

Council has been advised of the current status.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	11.1.2011	Time	PM	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W42	Date of TSR release	11.1.2011	Time of TSR release	7pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Maintain releases to keep Wivenhoe below fuse plug initiation and releases need to be made to ensure the dam security and minimise flood impacts downstream if possible	
Strategy	• Peak inflows into Wivenhoe in excess of 12000 cumecs. • Increase releases to maintain fuse plug and dam integrity. • Close sluices at Somerset Dam to store more water however will affect upstream areas.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected well over 1,500,000ML.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Somerset/Wivenhoe

Our strategy revolves ensuring dam security and is around trying to prevent initiation of the first fuse plug at EL 75.6m. If this happens we will get a rapid increase of about 2,000m3/s in outflow from the dam in addition to the gate release which could be as high as 10,000m3/s at the time.

Sluices have been closed at Somerset and this will result in high upstream water levels affecting Kilcoy. Somerset is at 104.6m holding 684,000ML and 180.0%.

Somerset should peak at around 105.2m (1974 peak level was 106.5m).

At 1900 Wivenhoe Dam was 74.97m AHD holding 2,227,000ML and 191.1% and rising slowly and releasing about 7,500m3/s.

Since the last update, there has only been an increase in release to 7,500cumecs. At this stage there is no planned increase in releases unless there are further inflows.

If there is no further rainfall, it may be possible to then slowly reduce this release overnight.

The dam is expected to peak below 75.5m AHD which is 100mmm below the first fuse plug initiation level.

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is also maintaining close contact with warning agencies and local councils.

It should be noted that the flow in the lower Brisbane R in 1974 was about 9,500m3/s

North Pine Dam:
Five gates are open and continuing to drop. Releases may still continue until Wednesday 12 January.

The local Council is being kept informed regarding Youngs Crossing.

Leslie Harrison Dam:
Gate releases are underway due to rainfall and inflows.

Hinze Dam:
A release of around 8,000 megalitres a day is being made through the emergency gates. There is no public access to the spillway.

Wyralong Dam

As at 5:00pm today 9,680ML/day was passing over the spillway at Wyaralong Dam. This represents a water depth of 0.59m over the spillway. The water level is continuing to rise. Wyaralong Dam Alliance will continue to monitor and advise of water levels and flows.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	11.1.2011	Time	PM	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W43	Date of TSR release	11.1.2011	Time of TSR release	8pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Maintain releases to keep Wivenhoe below fuse plug initiation and releases need to be made to ensure the dam security and minimise flood impacts downstream if possible	
Strategy	• Peak inflows into Wivenhoe in excess of 12000 cumecs. • Increase releases to maintain fuse plug and dam integrity. • Close sluices at Somerset Dam to store more water however will affect upstream areas.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected well over 1,500,000ML.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Somerset/Wivenhoe

Our strategy revolves ensuring dam security and is around trying to prevent initiation of the first fuse plug at EL 75.6m. If this happens we will get a rapid increase of about 2,000m3/s in outflow from the dam in addition to the gate release which could be as high as 10,000m3/s at the time.

Sluices have been closed at Somerset and this will result in high upstream water levels affecting Kilcoy. Somerset is at 104.7m holding 691,500ML and 180.2%.

Somerset should peak at around 105.2m (1974 peak level was 106.5m).

At 2000 Wivenhoe Dam was 74.97m AHD holding 2,227,000ML and 191.1% and steady and releasing about 7,500m3/s.

The levels have stayed the same for an hour so there are no planned increases in releases.

As soon as the levels show they are dropping, releases will be reduced.

The dam is now expected to peak around 74.97m AHD which is around 600mm below the first fuse plug initiation level.

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is also maintaining close contact with warning agencies and local councils.

It should be noted that the flow in the lower Brisbane R in 1974 was about 9,500m3/s

North Pine Dam:
Five gates are open and continuing to drop. Releases may still continue until Wednesday 12 January.

The local Council is being kept informed regarding Youngs Crossing.

Leslie Harrison Dam:
Gate releases are underway due to rainfall and inflows.

Hinze Dam:
A release of around 8,000 megalitres a day is being made through the emergency gates. There is no public access to the spillway.

Wyralong Dam

As at 5:00pm today 9,680ML/day was passing over the spillway at Wyaralong Dam. This represents a water depth of 0.59m over the spillway. The water level is continuing to rise. Wyaralong Dam Alliance will continue to monitor and advise of water levels and flows.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	11.1.2011	Time	PM	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W44	Date of TSR release	11.1.2011	Time of TSR release	8pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Initiate the gradual reduction of releases.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Maintain controlled releases. • Keep sluices closed at Somerset Dam to store more water however will affect upstream areas.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected well over 1,500,000ML.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Somerset/Wivenhoe

Our strategy revolves ensuring dam security and is around trying to prevent initiation of the first fuse plug at EL 75.6m. If this happens we will get a rapid increase of about 2,000m3/s in outflow from the dam in addition to the gate release which could be as high as 10,000m3/s at the time.

Sluices have been closed at Somerset and this will result in high upstream water levels affecting Kilcoy. Somerset is at 104.78m holding 697,400ML and 183.6%.

Somerset should peak at around 105.2m (1974 peak level was 106.5m).

At 2100 Wivenhoe Dam was 74.95m AHD holding 2,223,000ML and 190.8% and slowly dropping.

The levels have now stabilized and commenced to fall slowly.

The FOC has begun an appropriate closure sequence to reduce releases.

Assuming no further rain, the dam has now peaked around 74.97m AHD which was around 600mm below the first fuse plug initiation level.

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is also maintaining close contact with warning agencies and local councils.

It should be noted that the flow in the lower Brisbane R in 1974 was about 9,500m3/s

North Pine Dam:
Five gates are open and continuing to drop. Releases may still continue until Wednesday 12 January.

The local Council is being kept informed regarding Youngs Crossing.

Leslie Harrison Dam:
Gate releases are underway due to rainfall and inflows.

Hinze Dam:
A release of around 8,000 megalitres a day is being made through the emergency gates. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	11.1.2011	Time	PM	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W45	Date of TSR release	11.1.2011	Time of TSR release	10pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual reduction of releases.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Maintain controlled releases. • Keep sluices closed at Somerset Dam to store more water however will affect upstream areas.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected well over 1,500,000ML.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Somerset/Wivenhoe

Our strategy revolves ensuring dam security and is around trying to prevent initiation of the first fuse plug at EL 75.6m. If this happens we will get a rapid increase of about 2,000m3/s in outflow from the dam in addition to the gate release which could be as high as 10,000m3/s at the time.

Sluices have been closed at Somerset and this will result in high upstream water levels affecting Kilcoy. Somerset is at 104.85m holding 702,260ML and 185%.

Somerset should peak at around 105.2m (1974 peak level was 106.5m).

At 2200 Wivenhoe Dam was 74.95m AHD holding 2,223,000ML and 190.8%.

The FOC has begun an appropriate closure sequence to reduce releases.
Releases will be reduced slowly throughout the night to track dropping levels. First reduction has been to around 7,100cumecs.

Assuming no further rain, the dam peaked around 74.97m AHD which was around 600mm below the first fuse plug initiation level.

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is also maintaining close contact with warning agencies and local councils.

It should be noted that the flow in the lower Brisbane R in 1974 was about 9,500m3/s

North Pine Dam:
Five gates are open and continuing to drop. Releases may still continue until Wednesday 12 January.

The local Council is being kept informed regarding Youngs Crossing.

Leslie Harrison Dam:
Gate releases are underway due to rainfall and inflows.

Hinze Dam:
A release of around 8,000 megalitres a day is being made through the emergency gates. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
0410378740	[redacted]

BoM assessment

(consisting of references to latest Flood Warning for the Brisbone River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation oreos and depths of inundation based on the informotion)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation oreas ond depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	11.1.2011	Time	PM	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W44	Date of TSR release	11.1.2011	Time of TSR release	8pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Initiate the gradual reduction of releases.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Maintain controlled releases. • Keep sluices closed at Somerset Dam to store more water however will affect upstream areas.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected well over 1,500,000ML.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Somerset/Wivenhoe

Our strategy revolves ensuring dam security and is around trying to prevent initiation of the first fuse plug at EL 75.6m. If this happens we will get a rapid increase of about 2,000m3/s in outflow from the dam in addition to the gate release which could be as high as 10,000m3/s at the time.

Sluices have been closed at Somerset and this will result in high upstream water levels affecting Kilcoy. Somerset is at 104.78m holding 697,400ML and 183.6%.

Somerset should peak at around 105.2m (1974 peak level was 106.5m).

At 2100 Wivenhoe Dam was 74.95m AHD holding 2,223,000ML and 190.8% and slowly dropping.

The levels have now stabilized and commenced to fall slowly.

The FOC has begun an appropriate closure sequence to reduce releases.
Releases will be reduced slowly throughout the night to track dropping levels. First reduction will be to around 7,100cumecs.

Assuming no further rain, the dam has now peaked around 74.97m AHD which was around 600mm below the first fuse plug initiation level.

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is also maintaining close contact with warning agencies and local councils.

It should be noted that the flow in the lower Brisbane R in 1974 was about 9,500m3/s

North Pine Dam:
Five gates are open and continuing to drop. Releases may still continue until Wednesday 12 January.

The local Council is being kept informed regarding Youngs Crossing.

Leslie Harrison Dam:
Gate releases are underway due to rainfall and inflows.

Hinze Dam:
A release of around 8,000 megalitres a day is being made through the emergency gates. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	11.1.2011	Time	PM	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W48	Date of TSR release	12.1.2011	Time of TSR release	8am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual reduction of releases.
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Develop and implement closing plan for next 7 or so days
Key considerations	Storage levels: Above FSL
	Inflows: Inflows expected well over 2,000,000ML.
	Rainfall: Continuing
	Lockyer/Bremer: Monitoring their inflows
	Brisbane River: Impact as below.

Rainfall

No significant rain has fallen over the catchments in the past twelve hours. Less than 10 to 15 millimeters of rainfall is expected over the next 24-48 hours.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 m AHD at 08:00 on 12 January 2011 and the dam is discharging 1,230 m3/s over the spillway. Sluice gates will be utilised to assist the draining of the flood storage compartment commencing later Wednesday. At 8am Somerset was 105.11m and 720,400ML at 189.7%.

Wivenhoe Dam peaked at 74.97 m AHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s. Wivenhoe Dam was 74.75 m AHD at 2,192,000ML and 188.1% at 07:30 and generally falling slowly.

The releases from Wivenhoe Dam have been temporarily reduced to 2,500 m3/s at 07:30 to allow the peak of Lockyer Creek to enter the Brisbane River. After the downstream peak in the lower Brisbane River has passed, releases will be increased to maximum of 3,500 m3/s. This release will then be maintained to drain the flood storage component within the required 7 days.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2 million megalitres.

North Pine

At 07:00 North Pine Dam was 39.78 mAHD falling and releasing about 105 m3/s. North Pine has peaked at 41.11 mAHD at 14:00 on 11 January 1974 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML. It is expected that gates will be close later Wednesday or early Thursday

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gate releases are underway due to rainfall and inflows.

Hinze Dam:
A release of around 8,000 megalitres a day is being made through the emergency gates. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	12.1.2011	Time	11am	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W51	Date of TSR release	12.1.2011	Time of TSR release	6pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual release of stored floodwaters with minimal impact.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Continue release of water from Somerset into Wivenhoe to reduce impacts upstream in Kilcoy area • Maintain reduced release from Wivenhoe until Lockyer flows are reduced and then increase to discharge flood waters over 7 days	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected well over 2,300,000ML.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Rainfall

Rainfall in the last 12 hours is generally below 5mm with a couple of 10mm falls in the Stanley and North Pine catchments. There is no significant rain expected fin the next 4 days.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 mAHD at 06:00 on 12 January 2011. One sluice was opened at 1030 12 January 2011 and discharging 1,410 m3/s. Sluice gates will be utilised to drain of the flood storage compartment during the next 5 days.

At 5pm Somerset was 104.86m and 702,953ML at 185.1%.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

The release from Wivenhoe Dam was reduced to 2,500 m3/s at 07:30 12 January 2011 to allow the peak of Lockyer Creek to enter the Brisbane River and this release has been maintained since. After the downstream peak in the lower Brisbane River has passed, releases will be increased to maximum of 3,500 m3/s. The release is expected to commence Thursday and then be maintained at this level to drain the flood storage component within the required 7 days. The releases will not result in any renewed rises at downstream locations.

At 5pm Wivenhoe Dam was 74.82 m AHD at 2,203,223ML and 189.1% and fluctuating slightly due to the releases coming from Somerset but relatively steady.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be approximately 2.6 million megalitres.

North Pine

At 17:00 North Pine Dam had all gates open 1 increment, releasing about 80 m3/s. North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At 5.00pm North Pine Dam was 39.74 mAHD and 217,370 ML and 101.4% and slowly falling. It is expected that gates will be closed Thursday or Friday.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gate releases finished late this afternoon.

Hinze Dam:
A release of around 8,000 megalitres a day is being made through the emergency gates. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	13.1.2011	Time	8am	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W52	Date of TSR release	13.1.2011	Time of TSR release	6am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual release of stored floodwaters with minimal impact.
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Continue release of water from Somerset into Wivenhoe to reduce impacts upstream in Kilcoy area • Maintain reduced release from Wivenhoe until Lockyer flows are reduced and then increase to discharge flood waters over 7 days
Key considerations	Storage levels: Above FSL
	Inflows: Inflows expected well over 2,300,000ML.
	Rainfall: Continuing
	Lockyer/Bremer: Monitoring their inflows
	Brisbane River: Impact as below.

Rainfall

Rainfall in the last 12 hours is generally below 5mm with isolated falls of up to 15mm in the Stanley, Lockyer and Pine River catchments. There is no significant rain expected fin the next 4 days.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 mAHD at 06:00 on 12 January 2011. One sluice was opened at 1030 12 January 2011 and discharging 1,410 m3/s. Sluice gates will be utilised to drain of the flood storage compartment during the next 5 days.

At 5am Somerset was 104.32m and 666,225ML at 175.39%.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

The releases from Wivenhoe Dam have been temporarily reduced to 2,500 m3/s at 07:30 on Wednesday 12 January 2011 to allow the peak of Lockyer Creek to enter the Brisbane River. The Brisbane River has peaked at the Port Office Gauge early Thursday morning. Releases from Wivenhoe Dam will be managed to achieve a target flow of around 3,500 m3/s at Moggill. This release will then be maintained to drain the flood storage component within the required 7 days.

At 5am Wivenhoe Dam was 74.74 m AHD at 2,194,043ML and 188.29% and dropping slowly due to the releases coming from Somerset.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

North Pine

At 17:00 North Pine Dam still gates open releasing about 80 m3/s. North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At 5.00am North Pine Dam was 39.70 mAHD and 216,494ML and 100.71% and slowly falling. It is expected that gates will be closed Friday.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gates closed..

Hinze Dam:
A release of around 8,000 megalitres a day is being made through the emergency gates. The Lake Level is dropping. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	13.1.2011	Time	12pm	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W52	Date of TSR release	13.1.2011	Time of TSR release	6am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual release of stored floodwaters with minimal impact.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Continue release of water from Somerset into Wivenhoe to reduce impacts upstream in Kilcoy area • Maintain reduced release from Wivenhoe until Lockyer flows are reduced and then increase to discharge flood waters over 7 days	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected well over 2,300,000ML.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Rainfall

Rainfall in the last 12 hours is generally below 5mm with isolated falls of up to 15mm in the Stanley, Lockyer and Pine River catchments. There is no significant rain expected fin the next 4 days.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 mAHD at 06:00 on 12 January 2011. One sluice was opened at 1030 12 January 2011 and discharging 1,410 m3/s. Sluice gates will be utilised to drain of the flood storage compartment during the next 5 days.

At 5am Somerset was 104.32m and 666,225ML at 175.39%.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

The releases from Wivenhoe Dam have been temporarily reduced to 2,500 m3/s at 07:30 on Wednesday 12 January 2011 to allow the peak of Lockyer Creek to enter the Brisbane River. The Brisbane River has peaked at the Port Office Gauge early Thursday morning. Releases from Wivenhoe Dam will be managed to achieve a target flow of around 3,500 m3/s at Moggill. This release will then be maintained to drain the flood storage component within the required 7 days.

At 5am Wivenhoe Dam was 74.74 m AHD at 2,194,043ML and 188.29% and dropping slowly due to the releases coming from Somerset.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

North Pine

At 17:00 North Pine Dam still gates open releasing about 80 m3/s. North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At 5.00am North Pine Dam was 39.70 mAHD and 216,494ML and 100.71% and slowly falling. It is expected that gates will be closed Friday.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gates closed..

Hinze Dam:
A release of around 8,000 megalitres a day is being made through the emergency gates. The Lake Level is dropping. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	13.1.2011	Time	12pm	or Event	

Central SEQ water balance

- On 12 January 2011, bulk water storage in central South East Queensland (Brisbane, Ipswich and Logan) reduced by a third from 338 to 215 ML.
- Most of the reduction was due to both of the Mt Crosby water treatment plants being taken offline.
    - The East Bank water treatment plant was partially inundated, forcing it to be shutdown for at least two days. Recovery is underway.
    - Raw water quality reduced during the day, causing treated water from the West Bank water treatment plant to exceed standard operational limits. Raw water quality increased from 1100 to 1700 NTU during the day.
- Without supply from Mt Crosby, key reservoirs around Ipswich would have been depleted on 13 January 2011.
- Table 1 lists expected production on 13 January. These are maximum production values, excluding any allowance for mechanical or other failures. By comparison, total production on 12 January was less than 200 ML due to Mt Crosby WTP being offline for much of the day and the Northern Pipeline Interconnector supplying north rather than south.
- The table also includes an indication of additional supplies that could potentially become available on 14 January, as the clean up commences. These additional supplies are subject to operational considerations, such as rectification of flood damage. Only some of these supplies are likely to become available.

Table 1: Supply to central SEQ (Brisbane, Ipswich and Logan)

Source	Planned production 13 January (ML)	Potential additional production from 14 January (ML)
Northern Pipeline Interconnector	25	
North Pine WTP	100	50
Petrie WTP	0	
Mt Crosby West Bank WTP	150	50
Mt Crosby East Bank WTP	0	100
Eastern Pipeline Interconnector	7	
Logan interconnector	20	
Southern Regional Water Pipeline[1]	100	110
Enoggera WTP and Brisbane Aquifer Project	0	TBD

Total	402	

[1] Includes supply from desalination facility.

- These supplies exceed estimated demand scenarios for the clean up period in central SEQ, as illustrated in **Table 2.** Forecasts are based on:
  - the proportion of residences in the area that are likely to be inundated
  - for impacted areas, demand being about double typical consumption
  - for other areas, demand being around current levels.
- The forecasts highlight the importance of water conservation outside of the impacted areas, as a contingency against further operational issues (including an inability to bring on the potential additional supplies listed above).

Table 2: Estimated demand scenarios for clean up period in central SEQ (Brisbane, Ipswich and Logan)

Area	Typical	Low	Likely	High
Ipswich	42	55	61	67
Brisbane	270	265	294	324
Logan	48	43	48	53
Total	360	363	403	443

Mt Crosby operating arrangements

- As noted above, Mt Crosby West Bank WTP ceased production on 12 January 2011 due to treated water exceeding critical limits for normal operations.
- Alternative operating arrangements are now being applied, taking into account current catchment risks. These risks are considered to be considerably lessened, for a range of impacts including dilution.
- For the duration of the current flood event, the operating rules for the Mt Crosby water treatment plants are:
  - Minimum production of 150 ML/day
  - Achieve and maintain stable operation
  - Shutdown for operational reasons only, not treated water quality
  - Target of below 1 NTU in treated water
  - Periods of up to 2 NTU in treated water tolerable
  - Disinfection residual maintained at standard operating procedure
  - Note some discolouration may occur
- Queensland Health advised that:

- Based on these operating rules, water supplied from the Mt Crosby water treatment plants is considered to have taken all necessary precautions to minimise the public health risk.
- Further advice should be sought from Queensland Health should there be a prolonged trend to above 1.5 NTU in treated water. Production should not cease while this advice is sought. An evaluation will be made at that time to determine if water of above 2 NTU may still be safe to supply.

Mt Crosby critical logistics

- Continued operation of the Mt Crosby West Bank WTP is required to maintain water supplies in central SEQ.
- Chemical supplies are required in order to maintain continued operation. A dirt track is now accessible on the site, however supply routes from Brisbane are still flooded.
- Critical supplies are:
  - hypochlorite (2 days)
  - caustic soda (3 days)
  - alum (5 days).
- **Should supply routes not become open tomorrow, assistance will be required to transport chemicals to the site. Volumes required are relatively large.**
- Recommissioning of Mt Crosby East Bank WTP is a priority, to provide additional production and as a contingency in the event that chemicals are unable to be replenished at the site on the other side of the river.
- The East Bank WTP is both partially inundated and surrounded by flood waters, with access currently only able to be made by helicopter. A helicopter has been hired to transport additional staff to the WTP on the morning of 14 January. **It is critical that this helicopter not be reprioritised by EMQ.**

Western SEQ towns supplies

- Gatton is expected to run out of water overnight, following the loss of stored treated water.
- Supply is from the Lowood water treatment plant, which is offline due to loss of electricity and some operational issues. Energex has given electricity supply to the site a high priority.
- A number of smaller towns have already run out of supply or are expected to do so soon. QUU has started to supply bottled water to these towns via commercial helicopter.
- Tanker trucks will commence supply to towns as soon as they become accessible. QUU is seeking advice about potential routes as they become available.
- A boiled water notice is required when supply recommences after having run dry. A notice is required because of the risk of ingress into the pipelines. A number of these notices will be issued on 13 January 2011 for western towns.

P.O. Box 205, BELROSE WEST NSW 2085
[redacted]
ABN: 56154707619

12 January 2011

Mr. Barry Dennien
CEO, SEQ Water Grid Manager
PO Box 16205
City East QLD 4002

Dear Barry,

This letter report:

- presents my preliminary findings on a review of the operation of Wivenhoe Dam (including controlled releases) for compliance against the Flood Mitigation Manual for the period 12 December 2010 to date (Flood Event), and;
- provides initial advice on the prudence and appropriateness of the decisions and actions taken during the Flood Event regarding the operation of Wivenhoe Dam in light of the Flood Mitigation Manual's requirements and the circumstances of the Flood Event.

The findings and advice are provided on the basis of information provided by SEQ Water Grid Manager which comprised the Flood Mitigation Manual and Technical Situation Reports. The latter were daily (sometimes twice daily) reports for the subject period. They gave a log of rainfall over the dam catchments and the downstream river (Lockyer Ck. And Bremer R.) catchments; inflows to Somerset and Wivenhoe Dams; storage levels; releases from the dams; details of the operation of gates and other outlets (gate openings/discharges); proposed changes in operating strategies and impacts on the various access crossings downstream of Wivenhoe Dam. In reviewing the Technical Situation Reports, I prepared a spreadsheet summarising the reports so that a timeline of the Flood Event could be seen at a glance. This provided a good overview of the Flood Event as it unfolded.

The main aspects of the Flood Mitigation Manual are the various strategies for operating Wivenhoe Dam and Somerset Dam as well as a number of requirements relating to flood operations personnel, flood preparedness and flood training.
At Wivenhoe Dam there are four main strategies for operating the dam (W1 to W4) and at Dam there are three (S1 to S3). These strategies are hierarchical and are based on a number of flood objectives. These in descending order of importance, are:

- Ensure the structural safety of the dams;
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- Provide optimum protection of urbanised areas from inundation;
- Minimise disruption to rural life in the valleys of the Brisbane and Stanley Rivers;
- Retain the storage at Full Supply Level (FSL) at the conclusion of the Flood Event, and;
- Minimise impacts to riparian flora and fauna during the drain down phase of the Flood Event.

Normal procedures require a return to FSL within 7 days of the flood event peak passing through the dams so that the potential effects of closely spaced Flood Events can be allowed for.

It is apparent from the Technical Situation Reports that emphasis has been given to communicating changes in flood operations strategies with local authorities and the Bureau of Meteorology (BOM).

Until the last day or so, Wivenhoe Dam has been below EL74.0 and accordingly, would be operating under Strategy W1 i.e. make releases such that bridges downstream of the dam do not have to be closed prematurely. At various times during the Flood Event some of the downstream bridges have been closed. However, it is evident that action has been taken to vary dam releases such that various bridges could be re-opened as soon as possible. This appears to have been done in accordance with the flood operating strategies.

Over the last couple of days, the storage level in Wivenhoe Dam has increased to above EL 74.0 and the storage level in Somerset Dam is at EL 103.3 and is rising. This situation would demand strategy W3 for Wivenhoe Dam (*limit flow in the Brisbane River at Moggill to less than 4,000m^3/s*) and strategy S2 for Somerset Dam (*The crest gates are raised to enable uncontrolled discharge. Operations are to target a correlation of water levels in Somerset Dam and Wivenhoe Dam as set out in a graph. The operations target line shown on this graph is to generally be followed as the flood event progresses. The release rate from Somerset Dam is generally not to exceed the peak inflow into the dam*). These strategies have been followed, although there appears to have been some discretion used in varying the releases from Somerset Dam (water has been held back in that dam). The last Technical Situation Report (W39 on 11/1/2011) however, indicated that there may need to be a move to Strategy W4 for Wivenhoe Dam (fuse plug triggering likely).

I conclude then, that the strategies as set out in the Flood Mitigation Manual have been followed, allowing for the discretion given to making variations in order to maximise flood mitigation effects. As a means of reviewing processes followed during a flood, it would be useful to present a timeline of the flood event showing graphs of storage levels, rainfall events, storage inflows, releases made and critical levels and discharges together with strategies adopted and projected strategies. The actions taken and decisions made during the Flood Event appear to have been prudent and appropriate in the context of the available knowledge available to those responsible for flood operations and the way events unfolded. I am informed by the Queensland Dam Safety Regulator (Peter Allen) that the various requirements of the Flood Mitigation Manual relating to requirements for flood operations personnel, flood preparedness and flood training have been adhered to.

Regards,

[redacted]

Brian Cooper

Central SEQ water balance

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- Most of the reduction was due to both of the Mt Crosby water treatment plants being taken offline.
    - The East Bank water treatment plant was partially inundated, forcing it to be shutdown for at least two days. Recovery is underway.
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Water Grid

Media Statement

MEDIA STATEMENT – 0630h
13 JANUARY 2011

RESIDENTS AND BUSINESSES URGED TO USE WATER WISELY

The connected Water Grid continues to maintain safe and secure water supplies in the face of unprecedented flooding.

"While some people may see minor discolouration of their tap water, they should not be concerned" said Queensland Premier Anna Bligh.

"Water across Ipswich, Brisbane and the Sunshine and Gold Coasts remains safe to drink" she said.

"The safety of our drinking water is a critical priority. Water Grid suppliers are continually monitoring water quality across the network as well as working closely with Queensland Health".

While drinking water continues to be safe, very high sediment levels have limited production from some key water treatment plants.

Adequate water supplies will be necessary for the clean-up in coming days.

"It is really important that we all use our precious drinking water wisely over coming days" said Premier Bligh.

"Our priority must be on the clean-up of immediately impacted areas" she said.

Within areas affected by flooding, residents should use what water is needed to clean-up immediate impacts. Sensible water conservation practices are strongly encouraged such as using a high pressure hose or trigger nozzle.

Outside immediately impacted areas, residents and businesses are urged to conserve water by adopting the same water use practices that saw us through the drought. These include:

- take only short 4 minute showers
- don't water gardens
- delay washing your cars
- don't fill pools
- only use dishwashers when you have a full load
- turn-off taps when you don't need water

"During the drought we showed how well we could conserve water. During this latest crisis residents outside the directly impacted areas need to do the same again" Premier Bligh said.

ENDS

Notes to the editor

About the Water Grid

Established in June 2008 in response to the crippling Millennium Drought, the Water Grid represents one of Australia's largest investments in water infrastructure.

Through a network of climate resilient water sources, treatment facilities, new two-way pipes and existing pipelines, the Water Grid gives the South East Queensland region the ability to support water demands, water quality, economic prosperity and lifestyle - regardless of climate change and population growth.

For further information visit www.watergrid.com.au

For further details contact the Water Grid Communications Unit on:

[redacted]

Record of teleconference 12 January 2011

Key attendees:

[redacted] Director General, Queensland Health

[redacted] Chief Health Officer, Queensland Health

[redacted] Executive Director , Queensland Health

[redacted], Queensland Health

[redacted] Senior Environmental Health Scientist, Queensland Health

John Bradley, Director General, Department of Environment and Resource Management

[redacted]A Department of Health

[redacted] WaterFutures

Barry Dennien, CEO, SEQ Water Grid Manager

Dan Spiller, Director Operations, SEQ Water Grid Manager

Jim Pruss, Executive General Manager, Seqwater

[redacted] Seqwater

[redacted] Seqwater

[redacted] Seqwater

[redacted] inkwater

Summary of outcomes

It was agreed by the Water Grid, Queensland Health and Department of Environment and Resource Management that:

- The primary objective is to maintain supply within the connected area. Production at the Mt Crosby WTP will at least match demand, subject to operational constraints.
- The secondary objective is to maintain drinking water quality, minimising public health risks. However, production will not cease due to treated water quality issues.
- For the duration of the current flood event, the operating rules for the Mt Crosby water treatment plants are:
    - Minimum production of 150 ML/day
    - Achieve and maintain stable operation
    - Shutdown for operational reasons only, not treated water quality
    - Target of below 1 NTU in treated water
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- Disinfection residual maintained at standard operating procedure
- Note some discolouration may occur

Queensland Health advised that:

- Based on these operating rules, water supplied from the Mt Crosby water treatment plants is considered to have taken all necessary precautions to minimise the public health risk.
- Further advice should be sought from Queensland Health should there be a prolonged trend to above 1.5 NTU in treated water. Production should not cease while this advice is sought. An evaluation will be made at that time to determine if water of above 2 NTU may still be safe to supply.

Stand Alone Towns - 730am Thursday 13 Jan 2011

Lowood WTP	Lowood CWT - 45% - need to keep majority for plant restart Lowood town Res - 28% est 1 day, can up to 50% if required (7% from onsite CWT) Fernvale Res empty. Balancing storage empty.	Power has been restored to town Operator [redacted] accessed raw water pump station 7am this morning Isolated everything Advised: water went to halfway up switchboards, halfway up VFD control box. 2 of 3 pumps are submersible so will be ok. Have organised heli to fly in [redacted] sparky's to survey. He is liaising with Energex. [redacted] is staying onsite. Operator [redacted] can't access site. Will need him there when plant comes on - 24hr online to catch up. Will organise heli to pick him up.
Kilcoy WTP	Est 20% storage in town RES, hard to tell	Power line poles along dirt access rd to weir have washed away, lines down - need to confirm with Energex estimated time to repair. Kilcoy weir pumps have been inundated, probably inoperable Diesel pump , pumping bore water to Wade St, est 3-6 L/s. Filling onsite CWT
Kilcoy - Somerset WTP		Diesel pump container at dam half filled with water. [redacted] onsite overnight with assistance from local farmers. Ran plant last night for 4 hrs. Pump failed at 3am Working to fix pump at the moment.
Esk WTP	Esk Res 40%	Raw water pumps have power

	Toogoolawah Res 50%	Esk and WTP have no power [redacted] advised that power will try to be reinstated within 3hrs (energex) Operator [redacted] onsite and has access to home
Jimna WTP	Last Update 930am - Res 65%, est 2 days supply	Operato[redacted]ran plant last night, Rick will try to access Kilcoy today for more chemicals - soda ash/ liquid alum
Linville WTP	Incorrect SCADA res reading at Lowood. Checked onsite yesterday 10am, 50% Res, est 2 days supply at that time	[redacted] advised by Energex 7am today they are working to bring power on today, depends on access to switchgear
Kirkleagh WTP	3m in Res (visual check by helicopter yesterday noon)	Very limited consumption
Wivenhoe WTP	No water in HL res at Wivenhoe WTP Reservoirs at Lumley Hill and Cormorant Bay would be substantially full	Raw water pumps in Dam wall went under, probably inoperable
Dayboro WTP	7am update today. Dayboro town RES: HL = 24% of 0.45ML =0.11 ML LL = 18% of 1.25 ML = 0.22 ML Consumption yesterday = 0.3ML	Operators, electrician, process engineer onsite, working to scour raw pipeline and reinstate plant 3 * 15 kL tankers - meeting demand currently
Kenilworth WTP	RES level 27% 1 day supply Gained 9% overnight	Plant Running 2ntu raw 0.14 FW dropping 2.2 mg/L Cl2

		2 * 20kL tankers

TECHNICAL SITUATION REPORT

TSR Number	W54	Date of TSR release	13.1.2011	Time of TSR release	3pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual release of stored floodwaters with minimal impact.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Continue release of water from Somerset into Wivenhoe to reduce impacts upstream in Kilcoy area • Manage releases from Wivenhoe to maintain around 3500cumecs at Moggill	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected well over2,300,000ML.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Rainfall

Rainfall in the last 12 hours is generally below 5mm with isolated falls of up to 15mm in the Stanley, Lockyer and Pine River catchments. There is no significant rain expected fin the next 4 days.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 mAHD at 06:00 on 12 January 2011. Three sluices are opened as at 1300 12 January 2011. Sluice gates will be utilised to drain of the flood storage compartment during the next 5 days. Water levels in Somerset Dam will fall slowly in the next 24 hours.

At 3pm Somerset was 103.86m and 636,100ML at 167.5% and discharging 1,389cumecs.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

The releases from Wivenhoe Dam had been temporarily reduced to 2,500 m3/s at 07:30 on Wednesday 12 January 2011 to allow the peak of Lockyer Creek to enter the Brisbane River. The Brisbane River has peaked at the Port Office Gauge early Thursday morning. Releases from Wivenhoe Dam will now be managed gradually from 1pm Thursday 13.1.2011 to achieve a target flow of around 3,500 m3/s at Moggill. This release will then be managed to drain the flood storage component within the required 7 days. This will not cause renewed rises downstream.

At 3pm Wivenhoe Dam was 74.57 m AHD at 2,163,861ML and 185.7% and dropping slowly and discharging 2,653cumecs.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

North Pine

North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At 3pm North Pine Dam was 39.63mAHD and 214,960ML and 100.3% and discharging 80cumecs.
It is planned to close the gates at 5am Friday morning.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gates closed..

Hinze Dam:
A release of around 8,000megalitres a day is being made through the emergency gates. The Lake Level is dropping. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
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BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessm

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

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BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

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Next TSR due	Date	13.1.2011	Time	8pm	or Event	

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Rainfall in the last 12 hours is generally below 5mm with isolated falls of up to 15mm in the Stanley, Lockyer and Pine River catchments. There is no significant rain expected fin the next 4 days.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 mAHD at 06:00 on 12 January 2011. Three sluices are opened as at 1300 12 January 2011. Sluice gates will be utilised to drain of the flood storage compartment during the next 5 days. Water levels in Somerset Dam will fall slowly in the next 24 hours.

At 3pm Somerset was 103.86m and 636,100ML at 167.5% and discharging 1,389cumecs.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

The releases from Wivenhoe Dam had been temporarily reduced to 2,500 m3/s at 07:30 on Wednesday 12 January 2011 to allow the peak of Lockyer Creek to enter the Brisbane River. The Brisbane River has peaked at the Port Office Gauge early Thursday morning. Releases from Wivenhoe Dam will now be managed gradually from 1pm Thursday 13.1.2011 to achieve a target flow of around 3,500 m3/s at Moggill. This release will then be managed to drain the flood storage component within the required 7 days. This will not cause renewed rises downstream.

At 3pm Wivenhoe Dam was 74.57 m AHD at 2,163,861ML and 185.7% and dropping slowly and discharging 2,653cumecs.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

North Pine

North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At 3pm North Pine Dam was 39.63mAHD and 214,960ML and 100.3% and discharging 80cumecs.
It is planned to close the gates at 5am Friday morning.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gates closed..

Hinze Dam:
A release of around 8,000megalitres a day is being made through the emergency gates. The Lake Level is dropping. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the informotion)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	13.1.2011	Time	8pm	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W55	Date of TSR release	13.1.2011	Time of TSR release	8pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual release of stored floodwaters with minimal impact.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Continue release of water from Somerset into Wivenhoe to reduce impacts upstream in Kilcoy area • Manage releases from Wivenhoe to maintain around 3500cumecs at Moggill	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected well over2,300,000ML.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Rainfall

There has been no significant rainfall in the last 12 hours and none is expected for the next 5 days.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 mAHD at 06:00 on 12 January 2011. Three sluices are opened as at 1300 12 January 2011. Sluice gates will be utilised to drain of the flood storage compartment during the next 5 days. Water levels in Somerset Dam will fall slowly in the next 24 hours.

At 8pm Somerset was 103.47m and 611,359ML at 160.9% and discharging 1,268cumecs.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

The releases from Wivenhoe Dam are being managed to achieve a target flow of around 3,500 m3/s at Moggill. This release will then be maintained to drain the flood storage component within the required 7 days.

At 8pm Wivenhoe Dam was 74.46 m AHD at 2,146,663ML and 184.2% and dropping slowly and discharging 3,117cumecs.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

North Pine

North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At 8pm North Pine Dam was 39.56mAHD and 213,450ML and 99.6% and discharging.151cumecs.
It is planned to close the gates at 5am Friday morning.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments and reviewing operating strategy every 30 minutes. The FOC is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gates closed..

Hinze Dam:
A release of around 8,000megalitres a day is being made through the emergency gates. The Lake Level is dropping. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
0410378740	[redacted]

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	14.1.2011	Time	8am	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W56	Date of TSR release	14.1.2011	Time of TSR release	5am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual release of stored floodwaters with minimal impact.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Continue release of water from Somerset into Wivenhoe to reduce impacts upstream in Kilcoy area and drain reservoir • Manage releases from Wivenhoe to maintain around 3500cumecs at Moggill	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows expected well over2,300,000ML.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Impact as below.

Rainfall

There has been no significant rainfall in the last 12 hours and falls of only 5mm is expected in the next twenty-four hours. Mostly fine conditions are expected over the weekend, but showers will return early next week.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 mAHD at 06:00 on 12 January 2011. Four sluices are opened. Sluice gates will be utilised to drain of the flood storage compartment during the next 4 days. Water levels in Somerset Dam will fall slowly in the next 24 hours.

At 5am Somerset was 102.87m and 574,852ML at 151.3% and discharging 1,300cumecs.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

The releases from Wivenhoe Dam are being managed to achieve a target flow of around 3,500 m3/s at Moggill. This release will then be maintained to drain the flood storage component within the required 7 days.

At 5am Wivenhoe Dam was 74.08 m AHD at 2,087,960ML and 179.22% and dropping slowly and discharging around 3,500cumecs and this flow will be maintained until early next week.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

North Pine

North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At 5am North Pine Dam was 39.4mAHD and 210,040ML and 98.0% and all gates were closed. The current level is expected to increase to just over 39.5 mAHD in the next few days due to base-flow. This could be higher if further rainfall occurs.
Fish recovery has commenced and MBRC have been advised that the gates have been closed. MBRC will inspect Youngs Crossing to determine if the crossing can be re-opened

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels through the Brisbane and Pine catchments. The FOC is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gates closed..

Hinze Dam:
A release of around 8,000megalitres a day is being made through the emergency gates. The Lake Level is dropping. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
0410378740	[redacted]

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	14.1.2011	Time	8am	or Event	

Water quantity management: 14 and 15 January 2011

Recommendations

That Ministers:

- note that treated water reservoirs in central SEQ are at critically low levels and reducing, due to current demand versus current production
- note that additional facilities will be supplying into central SEQ from midday 14 January 2011
- note that, with this additional supply, the Water Grid will be able to meet the expected clean up requirements. This will be subject to all key assets remaining operational and reservoir storage being increased from 150 to 300 ML overnight
- note that all water continues to be safe. A boiled water notice over central SEQ would only be required in the event of a major asset failure (note that a notice applies in western Council areas)
- approve media statements encouraging residents outside of the affected areas to conserve water
- approve use of recycled water for washdown be maximised, including purified recycled water from the Western Corridor Recycled Water Project (WCRWP). The WCRWP will supply at treatment plants and to certain locations along the pipeline (including at Lowood where water supply is only now being recommissioned from the Lowood water treatment plant)
- note that operational measures are being implemented to minimise water use, including some minor pressure reductions outside of the impacted areas.

Background

- The flood has impacted on key water treatment plants, resulting in damage and restricting output.
- Even with interconnections, central SEQ relies upon at least 200 ML/day of supply from the two Mt Crosby water treatment plants.
- Both of these plants were impacted by the flood, causing them to be unavailable for extended periods and resulting in reduced reservoir levels be reduced from being full (about 380 ML) on 11 January 2011 to less then 150 ML this morning.
    - The Mt Crosby East water treatment plant pump station was inundated, causing damage to pumps and electrical equipment as well as the civil structures housing the pump wells meaning that the pump station has been offline until midday today.

- Production from the Mt Crosby West water treatment plant was constrained due to highly turbid raw water.
- Production from the North Pine water treatment plant has also been constrained.

- Supply from other sources into central SEQ has now been maximised, including from the desalination facility via the Southern Regional Water Pipeline. The desalination facility is currently operating at full capacity.
- With these supplies, a total of about 400 ML/day was being supplied into central SEQ on the morning of 15 January 2011. At this rate, reservoir levels were continuing to decline at a rate of about 30 ML/day.

Water quality

- All water supplied to central SEQ meets water quality requirements.
- Adjusted operating parameters were agreed with Queensland Health for the Mt Crosby water treatment plant, based on the risks associated with current catchment conditions, including very high levels of dilution.
- A boiled water notice is highly unlikely to be required due to bulk water supply issues. Notices may be required due to local pipe bursts or if pipes in an area run dry, allowing ingest of stormwater and potential contamination.

Current status

- Additional supplies are online as of midday:
  - East Bank water treatment plant had just commence supply at 110 ML/day and ramping up to 160 ML/day
  - North Pine water treatment plant will increase production by 50 ML/day to 150 ML/day
- Provided that all key assets remain operational, all clean up requirements should be able to be met.
- Even with this additional production, supply remains highly vulnerable to operational failure of key assets (including any of the water treatment plants and interconnections).
- Resilience will be achieved by refilling reservoirs this evening, using the additional production.

Demand management

- Until reservoirs have been refilled overnight, water use should be prioritised for household cleanup in impacted areas.
- To conserve available supplies on the afternoon of 14 January 2011, it is strongly recommended that:
    - residents outside the affected areas be immediately asked to "do their bit" by minimising water use
    - recycled water be made available for carting, including purified recycled water from the WCRWP (note that the volumes supplied will be relatively low compared to expected total demand)
    - brief Council and entity call centre staff in affected areas to organise swift response and repairs to water leaks and pressure problems.
- Standpipes are being constructed at key locations along the WCRWP to enable purified recycled water to be supplied for clean up, including at Lowood where potable supplies will only be recommissioned today.
- Water from Lowood WTP should be priorisation for human consumption.
- Linkwater and Queensland Urban Utilities are implementing basic measures to reduce system losses and consumption, by reducing system pressure. Reductions will occur in areas that have not been impacted by the flood.

Contingency planning

- In the currently unlikely event of a significant reduction in water supply capacity, our first priority will be to maintain water supply even if at diminished water quality through the reticulated network, rather than "shutting off" specific suburbs. This is important from both an infrastructure requirement and for public health. We will also prioritise supply to meet demands for the flood clean up areas.
- A detailed contingency plan has been developed, for implementation should key reservoirs reach critically low levels or there is an asset failure.
- The First Stage contingency response would be:
    - asking major customers to reduce or cease water use (such as the brewery and Coca Cola)
    - further reducing system pressure across central SEQ
    - adjusting supply zones to assist depleted areas
    - isolation of areas that will have minimal customer and network impact (industrial areas)

- suspend all capital and planned works that may affect supplies (probably already done).

- In the event the demand cannot be met even after implementing the First Stage measures, then a Second Stage contingency measure would be implemented.
  - SEQ WGM would liaise with Queensland Health about specific water quality operating parameters which may allow increased production under different operating arrangements (such as turbidity standards);
  - If necessary, under Queensland Health's advice, the water quality specification agreed may require a boiled water notice to be issued to some or all of the zones supplied by Mt Crosby. The zones include Ipswich, western and southern parts of Brisbane and parts of Logan.

SEQ Water Grid

Media Response

Request – Hedley Thomas
Position - National Chief Correspondent
Media outlet - The Australian & The Weekend Australian
[redacted]

1. **What do the operators of Wivenhoe Dam say to the suggestion that the warnings by the BOM's severe weather forecasters in September and October of a confirmed La Nina, and the heightened possibility of flooding rains and cyclone activity, should have necessitated a much more conservative approach to Wivenhoe Dam – specifically, that it should have led to the volume of water in Wivenhoe being significantly reduced over the ensuing weeks to give the dam a much larger buffer?**

   Wivenhoe Dam was built to provide flood mitigation. It did that in the last week by preventing a flood that would have been far worse had the dam not been built.
   The dam is designed to have a flood compartment and a water supply compartment. It is managed to ensure that the flood - which is 130 per cent of the water storage capacity - is empty at all times so that it is available for any major wet weather events.
   This flood compartment was managed in strict accordance with the Flood Mitigation Manual, and the full supply level (ie. 100% of water supply capacity) in that Manual is defined by significant hydrological analysis to ensure community safety.

   This fulfils the purpose of the Wivenhoe Dam as a flood mitigator.

2. **What do the operators say to the suggestion that the failure to err on the side of caution – to ensure this much larger buffer - was a poor decision under the circumstances and in the light of the warnings of extreme weather, and that this compromised the dam's ability to take the water?**

   As per above. It also should be pointed out that during this major wet weather event, Wivenhoe Dam received inflows of 2.6 million ML, which was well in excess of the 1.5 million ML that flowed into Somerset Dam in 1974.

3. **What do the operators say to the suggestion that the sudden and significant discharges this week was a major contributor to the Brisbane River flood?**

   The discharges from the dam were undertaken in accordance with the Flood Manual which prioritises the protection of the community by firstly ensuring dam safety.
   However, the incredible flows into the Brisbane River from the Lockyer Creek and Bremer River came in downstream of the dam and impacted on river heights. To the greatest extent possible without compromising dam safety, SEQWater sought to time releases from the dam such that they followed after the major flows from the Lockyer Creek.
   There were a number of contributing factors to river levels during the course of the current emergency of which releases from Wivenhoe were part. These releases complied with the Flood Mitigation Manual and were conducted in consultation with the Bureau of Meteorology and other stakeholders. The public were informed of the size of dam releases at all times.

4. **What was the peak flow at the port office in the Brisbane River – and what was the dam's contribution to that peak flow?**

   This information is always compiled by the Bureau of Meteorology (BOM). We understand it is in the order of 9000 cubic metres per second. The contribution from the Brisbane and Stanley Rivers varied throughout the event.

5. **What do the operators say to the suggestion that the decision to maintain storage at around FSL following the weather bureau's warnings was influenced by the years of El Nino-related drought, and political pressure?**

   The management of the dam releases was undertaken according to a Flood Mitigation Manual set long before the drought and long before the flood.
   The clear decision making process in the Manual was set down since 1992 and was reviewed in 2009 to reflect the installation of the Wivenhoe Spillway upgrade. That review included independent experts from the Bureau of Meteorology, Sunwater, Brisbane City Council and the Department of Environment and Resource Management.
   The principles and objectives for the dam's operations have not changed since it was developed in 1992, including the approach to managing the Full Supply Level of the dam and the need to preserve the flood compartment.
   It is a manual which reflects safe operating practices based on detailed hydrological analysis and technical assessments of dam safety.

About the SEQ Water Grid: Established in June 2008 in response to the crippling Millennium Drought, the SEQ Water Grid represents one of Australia's largest investments in water infrastructure.

Through a network of climate resilient water sources, treatment facilities, new two-way pipes and existing pipelines, the SEQ Water Grid gives the South East Queensland region the ability to support water demands, water quality, economic prosperity and lifestyle - regardless of climate change and population growth.

For further information on the Water Grid: www.watergrid.com.au

For further details contact the SEQ Water Grid Communications Unit on:

[redacted]

TECHNICAL SITUATION REPORT

TSR Number	W57	Date of TSR release	15.1.2011	Time of TSR release	6am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual release of stored floodwaters with minimal impact.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Continue release of water from Somerset into Wivenhoe to reduce impacts upstream in Kilcoy area and drain reservoir • Manage releases from Wivenhoe to maintain around 3500cumecs at Moggill	
Key considerations	Storage levels:	Above FSL
	Inflows:	Total event inflows expected around 2,600,000ML.
	Rainfall:	Minimal
	Lockyer/Bremer:	Monitoring
	Brisbane River:	Impact as below.

Rainfall

There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours. Mostly fine conditions are expected over the weekend, but showers will return early next week.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 mAHD at 06:00 on 12 January 2011. Four sluices are opened. Sluice gates will be utilised to drain of the flood storage compartment during the next 4 days. Water levels in Somerset Dam will fall slowly in the next 24 hours.

At 6am Somerset was 101.35m and 490,137ML at 129.0% and discharging 920cumecs.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

The releases from Wivenhoe Dam are being managed to achieve a target flow of around 3,500 m3/s at Moggill. This release will then be maintained to drain the flood storage component by around Wednesday 19th January.

At 5am Wivenhoe Dam was 72.86 m AHD at 1,905,900ML and 163.6% and dropping slowly and discharging around 3,500cumecs and this flow will be maintained.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

North Pine

North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At closure North Pine Dam was 39.4mAHD and 210,040ML and 98.0% and all gates were closed. The current level is expected to increase to just over 39.5 mAHD in the next few days due to base-flow. This could be higher if further rainfall occurs.

MBRC will inspect Youngs Crossing to determine if the crossing can be re-opened

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels throughout the Brisbane and Pine River catchments and is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gates closed.

Hinze Dam:
A release of around 6,800megalitres a day is being made through the emergency gates. The Lake Level is dropping and the gate should be closed around Tuesday next week. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecosts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	16.1.2011	Time	9am	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W58	Date of TSR release	16.1.2011	Time of TSR release	6am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual release of stored floodwaters with minimal impact.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Continue release of water from Somerset into Wivenhoe to reduce impacts upstream in Kilcoy area and drain reservoir • Manage releases from Wivenhoe to maintain around 3500cumecs at Moggill	
Key considerations	Storage levels:	Above FSL
	Inflows:	Total event inflows expected around 2,600,000ML.
	Rainfall:	Minimal
	Lockyer/Bremer:	Monitoring
	Brisbane River:	Impact as below.

Rainfall

There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours. Mostly fine conditions are expected over the weekend, but showers will return early next week.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 mAHD at 06:00 on 12 January 2011. Four sluices are opened. Sluice gates will be utilised to drain of the flood storage compartment during the next 4 days. Water levels in Somerset Dam will fall slowly in the next 24 hours.

At 6am Somerset was 100.01m and 424,360ML at 111.7% and discharging 820cumecs.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

The releases from Wivenhoe Dam are being managed to achieve a target flow of around 3,500 m3/s at Moggill. This release will then be maintained to drain the flood storage component by around Wednesday 19th January.

At 6am Wivenhoe Dam was 71.3 m AHD at 1,687,269ML and 144.8% and dropping slowly and discharging around 3,477cumecs and this flow will be maintained.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

North Pine

North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At 6am North Pine Dam was 39.46mAHD and 211,319ML and 98.6% and all gates were closed. The current level is expected to increase to just over 39.5 mAHD in the next few days due to base-flow. This could be higher if further rainfall occurs.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels throughout the Brisbane and Pine River catchments and is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gates closed.

Hinze Dam:
A release of around 6,800megalitres a day is being made through the emergency gates. The Lake Level is dropping and the gate should be closed around Tuesday next week. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundatian areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	17.1.2011	Time	9am	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W58	Date of TSR release	16.1.2011	Time of TSR release	6am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual release of stored floodwaters with minimal impact.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Continue release of water from Somerset into Wivenhoe to reduce impacts upstream in Kilcoy area and drain reservoir • Manage releases from Wivenhoe to maintain around 3500cumecs at Moggill	
Key considerations	Storage levels:	Above FSL
	Inflows:	Total event inflows expected around 2,600,000ML.
	Rainfall:	Minimal
	Lockyer/Bremer:	Monitoring
	Brisbane River:	Impact as below.

Rainfall

There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours. Mostly fine conditions are expected over the weekend, but showers will return early next week.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 mAHD at 06:00 on 12 January 2011. Four sluices are opened. Sluice gates will be utilised to drain of the flood storage compartment during the next 4 days. Water levels in Somerset Dam will fall slowly in the next 24 hours.

At 6am Somerset was 100.01m and 424,360ML at 111.7% and discharging 820cumecs.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

The releases from Wivenhoe Dam are being managed to achieve a target flow of around 3,500 m3/s at Moggill. This release will then be maintained to drain the flood storage component by around Wednesday 19th January.

At 6am Wivenhoe Dam was 71.3 m AHD at 1,687,269ML and 144.8% and dropping slowly and discharging around 3,477cumecs and this flow will be maintained.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

North Pine

North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At 6am North Pine Dam was 39.46mAHD and 211,319ML and 98.6% and all gates were closed. The current level is expected to increase to just over 39.5 mAHD in the next few days due to base-flow. This could be higher if further rainfall occurs.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels throughout the Brisbane and Pine River catchments and is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gates closed.

Hinze Dam:
A release of around 6,800megalitres a day is being made through the emergency gates. The Lake Level is dropping and the gate should be closed around Tuesday next week. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	17.1.2011	Time	9am	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W33	Date of TSR release	9.1.2011	Time of TSR release	6.00pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Continue current releases however event is increasing in magnitude and may require increased releases.	
Strategy	• Continue the current releases however there may be a need to increase releases above current levels and impact Mt Crosby and Fernvale Bridges.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows may approach 1,000,000ML which is close to outflow in 1999 and two thirds of 1974 event.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Minimal impact as per previous discussions and releases.

Rainfall

Catchment average rainfall for the past 12 hours is; North Pine Dam (60 mm); Somerset Dam (150 mm); Wivenhoe Dam (80 mm). The bulk of the rain that has fallen in the upper reaches of the Stanley and Brisbane Rivers.

The BOM rainfall forecast for the next few days is:-

Monday:	Very heavy rain periods with totals up to 300mm centred around North Pine.
Tuesday:	Rain periods with totals up to 150mm centred around North Pine.
Wednesday	A few showers less than 10mm
Thursday	A shower or two.
Friday	A shower or two.
Saturday	Mostly fine.

A severe whether warning remains current for heavy rainfall in the dam catchment areas. The dam catchments are relatively saturated and significant inflows will be generated if the forecast rainfall eventuates.

North Pine Dam (Full Supply Level 39.60 m AHD)

The dam level is currently 39.65 m AHD and rising at 1600. Following the rain in the 9 hours, the number of open gates has been increased from 2 to 5 which are expected to remain open for the next 12 hours. Youngs Crossing will remain closed while releases are in progress.

Somerset Dam (Full Supply Level 99.00 m AHD)

The dam level is 100.75 m AHD and rising quickly. Estimated peak inflow to the dam is about 3,000m3/s. Five sluice gates are open releasing about 1,100m3/s (95,000Ml/d) into Wivenhoe Dam. At this stage the dam will reach at least 101.5 during early Tuesday morning.

Since the commencement of the event on 02/01/2011approximately 80,000ML has been released from the dam, with an event total of at least 320,000ML based on the recorded rainfall to date. The event total is expected to increase significantly due to the forecast rain in the next 24 to 48 hours. At this stage, releases will continue until at least Wednesday.

Wivenhoe Dam (Full Supply Level 67.00 m AHD)

The dam level is currently rising again, with the current level being 68.70m AHD. Estimated peak inflow to the dam just from the Upper Brisbane R is about 5,000m3/s and, at this stage, the dam will reach at least 72.5 m AHD during Wednesday morning. River levels upstream of the dam are rising quickly with significant inflow being generated from the intense heavy rainfall. The current gate operation strategy will maintain flows of around 1,600m^3/s in the mid-Brisbane River for the next 24 hours. This may mean temporarily reducing releases from Wivenhoe Dam as Lockyer flows increase. However, releases may have to be increased significantly during Monday depending on the rain in the next 12 to 24 hours. The current release rate from Wivenhoe Dam is 1,400m3/s (120,000ML/day).

Since the commencement of the event on 02/01/2011 approximately 210,000ML has been released from the dam, with an event total approaching 1,000,000ML (including Somerset outflow) based on the recorded rainfall to date. The total release for the event is likely to increase over the next few days based on the current rainfall forecasts. At this stage, releases will continue until at least Saturday 15th January 2011.

Impacts downstream of Wivenhoe Dam

The current Wivenhoe Dam release combined with Lockyer flows and local runoff will mean that all low level crossings downstream of Wivenhoe (Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing) will be adversely impacted until at least Saturday 15 January.

At this stage Fernvale and Mt Crosby Weir Bridge will not be affected for the next 24 hours but there is a strong possibility that, if the predicted rainfall totals eventuate in the next 12 to 24 hours, higher releases from Wivenhoe Dam will be necessary. This may adversely impact upon Fernvale and Mt Crosby Weir Bridges as early as Tuesday morning.

Water levels in the lower Brisbane R will be impacted by the combined flows of Lockyer Ck, Bremer River, local runoff and releases from Wivenhoe Dam.

Somerset Regional, Ipswich City and Brisbane City Councils have been advised of the Wivenhoe operating strategy.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

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Contact Officer signature	
Contact Officer name	Rob Drury

Contact Officer position title	Dam Operations Manager

Next TSR due	Date	9.1.2011	Time		or Event	Change in strategy

TECHNICAL SITUATION REPORT

TSR Number	W32	Date of TSR release	9.1.2011	Time of TSR release	7.00am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Continue current releases to discharge floodwater as quickly as possible	
Strategy	• Continue the current releases of around 1350cumecs or 116,000ML per day, however this may change slightly depending on other flows to maintain around 1600cumecs in the mid Brisbane River • This should keep Fernvale and Mt Crosby bridges clear however if further predicted rainfall occurs there may be impacts on these bridges too	
Key considerations	Storage levels:	Above FSL
	Inflows:	Ongoing inflows
	Rainfall:	
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Minimal impact as per previous discussions and releases.

Rainfall

Catchment average rainfall for the past 12 hours is; North Pine Dam (less than 10 mm); Somerset Dam (40 mm); Wivenhoe Dam (less than 10 mm). The bulk of the rain that has fallen in the Somerset Dam catchment has occurred in the last two hours, with recorded falls exceeding 60mm in some areas. The BOM forecast for the next seven days issued at 0450 this morning is:-

Sunday:	Rain periods.
Monday:	Rain periods.
Tuesday:	Rain periods.
Wednesday	A few showers.
Thursday	A shower or two.
Friday	A shower or two.
Saturday	Mostly fine.

A severe whether warning remains current for heavy rainfall in the dam catchment areas. The dam catchments are relatively saturated and significant inflows will be generated if the forecast rainfall eventuates.

North Pine Dam (Full Supply Level 39.60 m AHD)

The dam level is currently 39.47 m AHD and steady. Two radial gates remain open to release runoff generated from recent rainfall. Based on rainfall forecasts, the radial gates have been kept open in anticipation of further inflows over the next few days. However unless significant rain falls today, consideration will be given to closing the gates late this afternoon or early tomorrow morning and discussions to finalise a decision on the timing of radial gate closure will be held with the Moreton Bay Regional Council later today. Youngs crossing will remain closed while releases are in progress.

Somerset Dam (Full Supply Level 99.00 m AHD)

The dam level is currently falling slowly, with the current level being 100.27m AHD. However the rain that has fallen in the dam catchment over the last two hours (recorded falls exceed 60mm in some areas) will result in significant inflows later today. The current release rate into Wivenhoe Dam is 35,000ML/day. Since the commencement of the event on 02/01/2011approximately 56,000ML has been released from the dam, with a total of at least 150,000ML to be released based on the currently recorded rainfall. The total release for the event is likely to increase significantly over the next few days based on the current rainfall forecasts. At this stage, releases will continue until at least Tuesday.

Wivenhoe Dam (Full Supply Level 67.00 m AHD)

The dam level is currently falling slowly, with the current level being 68.58m AHD. River levels upstream of the dam are receding, however further inflows will result from any additional rainfall. The current gate operation strategy will maintain flows of around 1,600m^3/s in the mid-Brisbane River. The current release rate from Wivenhoe Dam is 116,000ML/day. Since the commencement of the event on 02/01/2011approximately 150,000ML has been released from the dam, with a total of at least 450,000ML to be released based on the currently recorded rainfall. The total release for the event is likely to increase over the next few days based on the current rainfall forecasts. At this stage, releases will continue until at least Wednesday.

Impacts downstream of Wivenhoe Dam

The current Wivenhoe Dam release combined with Lockyer flows and local runoff will mean that all low level crossings downstream of Wivenhoe (Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing) will be adversely impacted until at least Wednesday 12 January. At this stage Fernvale and Mt Crosby Weir Bridge are not expected to be affected, but this may be revised if the predicted rainfall totals eventuate and higher releases from Wivenhoe Dam are considered necessary.

Somerset Regional, Ipswich City and Brisbane City Councils have been advised of the Wivenhoe operating strategy.

Leslie Harrison Dam

Following the heavy rainfall Wednesday night, gate operations commenced at Leslie Harrison Dam late Wednesday night and closed late last night. However further releases are likely.

Hinze Dam

The gate opening of 300mm continues today and may for several days depending on inflows.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	**Date**		**Time**		**or Event**	Change in strategy

TECHNICAL SITUATION REPORT

TSR Number	W31	Date of TSR release	8.1.2011	Time of TSR release	7.00am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Continue increasing releases to discharge floodwater as quickly as possible	
Strategy	• Continue to increase releases from 890cumecs this morning to 1200cumecs by lunchtime • This should keep Fernvale and Mt Crosby bridges clear however further predicted rainfall may impact.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Ongoing inflows
	Rainfall:	
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Minimal impact as per previous discussions and releases.

Rainfall

Since 0900 Friday, there has been widespread 20 to 40mm throughout North Pine, Somerset and Wivenhoe catchments with isolated higher totals of 70mm in the upper reaches of the Brisbane R. No significant rain has fallen in the past 12 hours.

Advice from BoM indicates that SE Qld can expect further high rainfall totals over the next 4 days.

Saturday:	Rain light at times 5-50mm with higher falls along the coast
Sunday:	Widespread rain with totals between 50-100mm
Monday:	Widespread rain again with totals between 50-100mm
Tuesday:	Rain easing with totals between 25-50mm

Given the saturated conditions of the catchments, significant inflows to Seqwater dams will be generated, especially following the forecast rainfall on Sunday/Monday

North Pine (Full Supply Level 39.60 m AHD)

At 0600 Saturday, North Pine Lake Level was 39. 46 m AHD and slowly rising. Currently 3 gates are open to release runoff from rain on Wed/Thursday/Friday. Given the very high likelihood of significant runoff during the next 4 days, gates will be keep open to match inflows over the next few days, rather than opening and closing at various times with short notice. Youngs Crossing will remain adversely impacted for the duration of the gates being open. Moreton Bay Regional Council has been advised and concurs with this strategy.

Somerset (Full Supply Level 99.00 m AHD)

At 0500 Saturday, Somerset Dam level was 100.42m AHD and rising. The Dam is releasing into Wivenhoe through one open sluice gate. Water will be temporarily held in Somerset to allow the inflow from the upper Brisbane is passed through the system. However, this strategy may need to be reviewed if significant runoff occurs in the Stanley and Upper Brisbane. Under circumstances of high inflows to Somerset and Wivenhoe, it is the usual practice to hold flood water in Somerset until there is a high level of confidence in the estimated inflows to Wivenhoe.

Since the commencement of the event on 02/01/2011, approximately 85,000ML has flowed into Somerset Dam with a further 20,000ML expected based on the recorded rainfall to date. Approximately 25,000ML has been released into Wivenhoe.

Wivenhoe (Full Supply Level 67.00 m AHD)

At 0600 Saturday, Wivenhoe Dam was 68.45 m AHD and rising steadily with all five gates open and releasing about 890 m3/s. River levels upstream of Wivenhoe Dam were rising again, generating further inflow to the dam It is intended to ramp up the release from Wivenhoe to 1,200m3/s by midday Saturday 08/01/2011. Further assessments will be undertaken to determine increases above this level. However, given the high likelihood of significant inflows in the next week, this may be increased.

Since the commencement of the event on 02/01/2011, approximately 200,000ML has flowed into Wivenhoe Dam (including Somerset releases) with a further 180,000ML expected based on the recorded rainfall to date. Approximately 50,000ML has been released from Wivenhoe via the hydro and regulator at about 50m3/s.

Impacts downstream of Wivenhoe

The projected Wivenhoe release of 1,200m3/s combined with Lockyer flows and local runoff will mean that all crossings downstream of Wivenhoe (Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing) will be adversely impacted for several days. At this stage Fernvale and Mt Crosby Weir Bridge are not expected to be affected but they could potentially be affected if the predicted rainfall totals eventuate.

The current available assessments indicate that the combined flow in the lower Brisbane R would only add 50mm to an upper limit of 100mm to the recorded water levels in the City Reach of the Brisbane Rive. However, it is noted that tides in the lower Brisbane R will be 0.4 to 0.5 metres higher than predicted tides

Somerset Regional, Ipswich City and Brisbane City Councils have been advised of the Wivenhoe operating strategy.

Leslie Harrison Dam

Following the heavy rainfall Wednesday night, gate operations commenced at Leslie Harrison Dam late Wednesday night and closed late last night but further operations are likely.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	**Date**		**Time**		**or Event**	Change in strategy

TECHNICAL SITUATION REPORT

TSR Number	W33	Date of TSR release	9.1.2011	Time of TSR release	6.00pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Continue current releases however event is increasing in magnitude and may require increased releases.	
Strategy	• Continue the current releases however there may be a need to increase releases above current levels and impact Mt Crosby and Fernvale Bridges.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Inflows may approach 1,000,000ML which is close to outflow in 1999 and two thirds of 1974 event.
	Rainfall:	Continuing
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Minimal impact as per previous discussions and releases.

Rainfall

Catchment average rainfall for the past 12 hours is; North Pine Dam (60 mm); Somerset Dam (150 mm); Wivenhoe Dam (80 mm). The bulk of the rain that has fallen in the upper reaches of the Stanley and Brisbane Rivers.

The BOM rainfall forecast for the next few days is:-

Monday:	Very heavy rain periods with totals up to 300mm centred around North Pine.
Tuesday:	Rain periods with totals up to 150mm centred around North Pine.
Wednesday	A few showers less than 10mm
Thursday	A shower or two.
Friday	A shower or two.
Saturday	Mostly fine.

A severe whether warning remains current for heavy rainfall in the dam catchment areas. The dam catchments are relatively saturated and significant inflows will be generated if the forecast rainfall eventuates.

North Pine Dam (Full Supply Level 39.60 m AHD)

The dam level is currently 39.65 m AHD and rising at 1600. Following the rain in the 9 hours, the number of open gates has been increased from 2 to 5 which are expected to remain open for the next 12 hours. Youngs Crossing will remain closed while releases are in progress.

Somerset Dam (Full Supply Level 99.00 m AHD)

The dam level is 100.75 m AHD and rising quickly. Estimated peak inflow to the dam is about 3,000m3/s. Five sluice gates are open releasing about 1,100m3/s (95,000Ml/d) into Wivenhoe Dam. At this stage the dam will reach at least 101.5 during early Tuesday morning.

Since the commencement of the event on 02/01/2011approximately 80,000ML has been released from the dam, with an event total of at least 320,000ML based on the recorded rainfall to date. The event total is expected to increase significantly due to the forecast rain in the next 24 to 48 hours. At this stage, releases will continue until at least Wednesday.

Wivenhoe Dam (Full Supply Level 67.00 m AHD)

The dam level is currently rising again, with the current level being 68.70m AHD. Estimated peak inflow to the dam just from the Upper Brisbane R is about 5,000m3/s and, at this stage, the dam will reach at least 72.5 m AHD during Wednesday morning. River levels upstream of the dam are rising quickly with significant inflow being generated from the intense heavy rainfall. The current gate operation strategy will maintain flows of around 1,600m^3/s in the mid-Brisbane River for the next 24 hours. This may mean temporarily reducing releases from Wivenhoe Dam as Lockyer flows increase. However, releases may have to be increased significantly during Monday depending on the rain in the next 12 to 24 hours. The current release rate from Wivenhoe Dam is 1,400m3/s (120,000ML/day).

Since the commencement of the event on 02/01/2011 approximately 210,000ML has been released from the dam, with an event total approaching 1,000,000ML (including Somerset outflow) based on the recorded rainfall to date. The total release for the event is likely to increase over the next few days based on the current rainfall forecasts. At this stage, releases will continue until at least Saturday 15th January 2011.

Impacts downstream of Wivenhoe Dam

The current Wivenhoe Dam release combined with Lockyer flows and local runoff will mean that all low level crossings downstream of Wivenhoe (Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing) will be adversely impacted until at least Saturday 15 January.

At this stage Fernvale and Mt Crosby Weir Bridge will not be affected for the next 24 hours but there is a strong possibility that, if the predicted rainfall totals eventuate in the next 12 to 24 hours, higher releases from Wivenhoe Dam will be necessary. This may adversely impact upon Fernvale and Mt Crosby Weir Bridges as early as Tuesday morning.

Water levels in the lower Brisbane R will be impacted by the combined flows of Lockyer Ck, Bremer River, local runoff and releases from Wivenhoe Dam.

Somerset Regional, Ipswich City and Brisbane City Councils have been advised of the Wivenhoe operating strategy.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current status.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury

Contact Officer position title	Dam Operations Manager

Next TSR due	Date	9.1.2011	Time		or Event	Change in strategy

TECHNICAL SITUATION REPORT

TSR Number	W32	Date of TSR release	9.1.2011	Time of TSR release	7.00am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Continue current releases to discharge floodwater as quickly as possible	
Strategy	• Continue the current releases of around 1350cumecs or 116,000ML per day, however this may change slightly depending on other flows to maintain around 1600cumecs in the mid Brisbane River • This should keep Fernvale and Mt Crosby bridges clear however if further predicted rainfall occurs there may be impacts on these bridges too	
Key considerations	Storage levels:	Above FSL
	Inflows:	Ongoing inflows
	Rainfall:	
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	Minimal impact as per previous discussions and releases.

Rainfall

Catchment average rainfall for the past 12 hours is; North Pine Dam (less than 10 mm); Somerset Dam (40 mm); Wivenhoe Dam (less than 10 mm). The bulk of the rain that has fallen in the Somerset Dam catchment has occurred in the last two hours, with recorded falls exceeding 60mm in some areas. The BOM forecast for the next seven days issued at 0450 this morning is:-

Sunday:	Rain periods.
Monday:	Rain periods.
Tuesday:	Rain periods.
Wednesday	A few showers.
Thursday	A shower or two.
Friday	A shower or two.
Saturday	Mostly fine.

A severe whether warning remains current for heavy rainfall in the dam catchment areas. The dam catchments are relatively saturated and significant inflows will be generated if the forecast rainfall eventuates.

North Pine Dam (Full Supply Level 39.60 m AHD)

The dam level is currently 39.47 m AHD and steady. Two radial gates remain open to release runoff generated from recent rainfall. Based on rainfall forecasts, the radial gates have been kept open in anticipation of further inflows over the next few days. However unless significant rain falls today, consideration will be given to closing the gates late this afternoon or early tomorrow morning and discussions to finalise a decision on the timing of radial gate closure will be held with the Moreton Bay Regional Council later today. Youngs crossing will remain closed while releases are in progress.

Somerset Dam (Full Supply Level 99.00 m AHD)

The dam level is currently falling slowly, with the current level being 100.27m AHD. However the rain that has fallen in the dam catchment over the last two hours (recorded falls exceed 60mm in some areas) will result in significant inflows later today. The current release rate into Wivenhoe Dam is 35,000ML/day. Since the commencement of the event on 02/01/2011approximately 56,000ML has been released from the dam, with a total of at least 150,000ML to be released based on the currently recorded rainfall. The total release for the event is likely to increase significantly over the next few days based on the current rainfall forecasts. At this stage, releases will continue until at least Tuesday.

Wivenhoe Dam (Full Supply Level 67.00 m AHD)

The dam level is currently falling slowly, with the current level being 68.58m AHD. River levels upstream of the dam are receding, however further inflows will result from any additional rainfall. The current gate operation strategy will maintain flows of around 1,600m^3/s in the mid-Brisbane River. The current release rate from Wivenhoe Dam is 116,000ML/day. Since the commencement of the event on 02/01/2011approximately 150,000ML has been released from the dam, with a total of at least 450,000ML to be released based on the currently recorded rainfall. The total release for the event is likely to increase over the next few days based on the current rainfall forecasts. At this stage, releases will continue until at least Wednesday.

Impacts downstream of Wivenhoe Dam

The current Wivenhoe Dam release combined with Lockyer flows and local runoff will mean that all low level crossings downstream of Wivenhoe (Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing) will be adversely impacted until at least Wednesday 12 January. At this stage Fernvale and Mt Crosby Weir Bridge are not expected to be affected, but this may be revised if the predicted rainfall totals eventuate and higher releases from Wivenhoe Dam are considered necessary.

Somerset Regional, Ipswich City and Brisbane City Councils have been advised of the Wivenhoe operating strategy.

Leslie Harrison Dam

Following the heavy rainfall Wednesday night, gate operations commenced at Leslie Harrison Dam late Wednesday night and closed late last night. However further releases are likely.

Hinze Dam

The gate opening of 300mm continues today and may for several days depending on inflows.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date		Time		or Event	Change in strategy

TECHNICAL SITUATION REPORT

TSR Number	W31	Date of TSR release	8.1.2011	Time of TSR release	7.00am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Continue increasing releases to discharge floodwater as quickly as possible
Strategy	• Continue to increase releases from 890cumecs this morning to 1200cumecs by lunchtime • This should keep Fernvale and Mt Crosby bridges clear however further predicted rainfall may impact.
Key considerations	Storage levels: Above FSL
	Inflows: Ongoing inflows
	Rainfall:
	Lockyer/Bremer: Monitoring their inflows
	Brisbane River: Minimal impact as per previous discussions and releases.

Rainfall

Since 0900 Friday, there has been widespread 20 to 40mm throughout North Pine, Somerset and Wivenhoe catchments with isolated higher totals of 70mm in the upper reaches of the Brisbane R. No significant rain has fallen in the past 12 hours.

Advice from BoM indicates that SE Qld can expect further high rainfall totals over the next 4 days.

Saturday: Rain light at times 5-50mm with higher falls along the coast
Sunday: Widespread rain with totals between 50-100mm
Monday: Widespread rain again with totals between 50-100mm
Tuesday: Rain easing with totals between 25-50mm

Given the saturated conditions of the catchments, significant inflows to Seqwater dams will be generated, especially following the forecast rainfall on Sunday/Monday

North Pine (Full Supply Level 39.60 m AHD)

At 0600 Saturday, North Pine Lake Level was 39. 46 m AHD and slowly rising. Currently 3 gates are open to release runoff from rain on Wed/Thursday/Friday. Given the very high likelihood of significant runoff during the next 4 days, gates will be keep open to match inflows over the next few days, rather than opening and closing at various times with short notice. Youngs Crossing will remain adversely impacted for the duration of the gates being open. Moreton Bay Regional Council has been advised and concurs with this strategy.

Somerset (Full Supply Level 99.00 m AHD)

At 0500 Saturday, Somerset Dam level was 100.42m AHD and rising. The Dam is releasing into Wivenhoe through one open sluice gate. Water will be temporarily held in Somerset to allow the inflow from the upper Brisbane is passed through the system. However, this strategy may need to be reviewed if significant runoff occurs in the Stanley and Upper Brisbane. Under circumstances of high inflows to Somerset and Wivenhoe, it is the usual practice to hold flood water in Somerset until there is a high level of confidence in the estimated inflows to Wivenhoe.

Since the commencement of the event on 02/01/2011, approximately 85,000ML has flowed into Somerset Dam with a further 20,000ML expected based on the recorded rainfall to date. Approximately 25,000ML has been released into Wivenhoe.

Wivenhoe (Full Supply Level 67.00 m AHD)

At 0600 Saturday, Wivenhoe Dam was 68.45 m AHD and rising steadily with all five gates open and releasing about 890 m3/s. River levels upstream of Wivenhoe Dam were rising again, generating further inflow to the dam It is intended to ramp up the release from Wivenhoe to 1,200m3/s by midday Saturday 08/01/2011. Further assessments will be undertaken to determine increases above this level. However, given the high likelihood of significant inflows in the next week, this may be increased.

Since the commencement of the event on 02/01/2011, approximately 200,000ML has flowed into Wivenhoe Dam (including Somerset releases) with a further 180,000ML expected based on the recorded rainfall to date. Approximately 50,000ML has been released from Wivenhoe via the hydro and regulator at about 50m3/s.

Impacts downstream of Wivenhoe

The projected Wivenhoe release of 1,200m3/s combined with Lockyer flows and local runoff will mean that all crossings downstream of Wivenhoe (Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing) will be adversely impacted for several days. At this stage Fernvale and Mt Crosby Weir Bridge are not expected to be affected but they could potentially be affected if the predicted rainfall totals eventuate.

The current available assessments indicate that the combined flow in the lower Brisbane R would only add 50mm to an upper limit of 100mm to the recorded water levels in the City Reach of the Brisbane Rive. However, it is noted that tides in the lower Brisbane R will be 0.4 to 0.5 metres higher than predicted tides

Somerset Regional, Ipswich City and Brisbane City Councils have been advised of the Wivenhoe operating strategy.

Leslie Harrison Dam

Following the heavy rainfall Wednesday night, gate operations commenced at Leslie Harrison Dam late Wednesday night and closed late last night but further operations are likely.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the infarmatian)

Council has been advised and do not have a problem with the new strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	**Date**		**Time**		**or Event**	Change in strategy

TECHNICAL SITUATION REPORT

TSR Number	W58	Date of TSR release	16.1.2011	Time of TSR release	6am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual release of stored floodwaters with minimal impact.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Continue release of water from Somerset into Wivenhoe to reduce impacts upstream in Kilcoy area and drain reservoir • Manage releases from Wivenhoe to maintain around 3500cumecs at Moggill	
Key considerations	Storage levels:	Above FSL
	Inflows:	Total event inflows expected around 2,600,000ML.
	Rainfall:	Minimal
	Lockyer/Bremer:	Monitoring
	Brisbane River:	Impact as below.

Rainfall

There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours. Mostly fine conditions are expected over the weekend, but showers will return early next week.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 mAHD at 06:00 on 12 January 2011. Four sluices are opened. Sluice gates will be utilised to drain of the flood storage compartment during the next 4 days. Water levels in Somerset Dam will fall slowly in the next 24 hours.

At 6am Somerset was 100.01m and 424,360ML at 111.7% and discharging 820cumecs.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

The releases from Wivenhoe Dam are being managed to achieve a target flow of around 3,500 m3/s at Moggill. This release will then be maintained to drain the flood storage component by around Wednesday 19th January.

At 6am Wivenhoe Dam was 71.3 m AHD at 1,687,269ML and 144.8% and dropping slowly and discharging around 3,477cumecs and this flow will be maintained.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

North Pine

North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At 6am North Pine Dam was 39.46mAHD and 211,319ML and 98.6% and all gates were closed. The current level is expected to increase to just over 39.5 mAHD in the next few days due to base-flow. This could be higher if further rainfall occurs.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels throughout the Brisbane and Pine River catchments and is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gates closed.

Hinze Dam:
A release of around 6,800megalitres a day is being made through the emergency gates. The Lake Level is dropping and the gate should be closed around Tuesday next week. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	17.1.2011	Time	9am	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W58	Date of TSR release	16.1.2011	Time of TSR release	6am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual release of stored floodwaters with minimal impact.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Continue release of water from Somerset into Wivenhoe to reduce impacts upstream in Kilcoy area and drain reservoir • Manage releases from Wivenhoe to maintain around 3500cumecs at Moggill	
Key considerations	Storage levels:	Above FSL
	Inflows:	Total event inflows expected around 2,600,000ML.
	Rainfall:	Minimal
	Lockyer/Bremer:	Monitoring
	Brisbane River:	Impact as below.

Rainfall

There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours. Mostly fine conditions are expected over the weekend, but showers will return early next week.

Somerset/Wivenhoe

Somerset Dam has peaked at 105.11 mAHD at 06:00 on 12 January 2011. Four sluices are opened. Sluice gates will be utilised to drain of the flood storage compartment during the next 4 days. Water levels in Somerset Dam will fall slowly in the next 24 hours.

At 6am Somerset was 100.01m and 424,360ML at 111.7% and discharging 820cumecs.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

The releases from Wivenhoe Dam are being managed to achieve a target flow of around 3,500 m3/s at Moggill. This release will then be maintained to drain the flood storage component by around Wednesday 19th January.

At 6am Wivenhoe Dam was 71.3 m AHD at 1,687,269ML and 144.8% and dropping slowly and discharging around 3,477cumecs and this flow will be maintained.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

North Pine

North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At 6am North Pine Dam was 39.46mAHD and 211,319ML and 98.6% and all gates were closed. The current level is expected to increase to just over 39.5 mAHD in the next few days due to base-flow. This could be higher if further rainfall occurs.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels throughout the Brisbane and Pine River catchments and is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gates closed.

Hinze Dam:
A release of around 6,800megalitres a day is being made through the emergency gates. The Lake Level is dropping and the gate should be closed around Tuesday next week. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	17.1.2011	Time	9am	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W59	Date of TSR release	17.1.2011	Time of TSR release	7am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Gradual release of stored floodwaters with minimal impact.	
Strategy	• Peak inflows into Wivenhoe were in excess of 12000 cumecs. • Most of Somerset drained into Wivenhoe. • Manage releases from Wivenhoe to maintain around 3500cumecs at Moggill • Begin closing of Wivenhoe aiming at around Wednesday for final closure. This is also prior to any higher tide levels.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Total event inflows expected around 2,600,000ML.
	Rainfall:	Minimal
	Lockyer/Bremer:	Monitoring
	Brisbane River:	Impact as below.

Rainfall

There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours.

Somerset/Wivenhoe

Somerset Dam peaked at 105.11 mAHD at 06:00 on 12 January 2011.

At 6am Somerset was 99.07m and 382,829ML at 100.8% and discharging through cone valves. All sluices are shut.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

The releases from Wivenhoe Dam are being managed to achieve a target flow of around 3,500 m3/s at Moggill. This release will then be maintained to drain the flood storage component by around Wednesday 19th January with a closing sequence to start today some time.

At 6am Wivenhoe Dam was 69.4 m AHD at 1,441,983ML and 123.8% and dropping and discharging around 3,477cumecs and this flow will be maintained until the closing sequence begins. Aim is for final closure on Wednesday.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

North Pine

North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At 6am North Pine Dam was 39.54mAHD and 213,024ML and 99.4% and all gates were closed. The current level is expected to increase to stay around this level. This could be higher if further rainfall occurs.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels throughout the Brisbane and Pine River catchments and is maintaining close contact with warning agencies and local councils.

Leslie Harrison Dam:
Gates closed.

Hinze Dam:
A release of around 6,800megalitres a day is being made through the emergency gates. The Lake Level is dropping and the gate should be closed around Tuesday next week. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	18.1.2011	Time	9am	or Event	

Australian National Committee
on Large Dams Incorporated

ABN 52 627 050 014
www.ancold.org.au

ANCOLD

Chairman
[redacted]
Secretary
[redacted]

ANCOLD Media Release – 14 January 2011

Large Dams are vital to our community through storage of water for domestic, agricultural and industrial use and also for flood mitigation and flood protection.

Large dams have been invaluable throughout the recent drought conditions across most of Australia and are now playing a vital role in mitigating some of the severe flooding that is currently occurring throughout the nation.

Australia's dams are designed to withstand the most extreme events. Our large dams are very well engineered and are amongst the safest in the world.

The safety of the community is uppermost during the design, construction, operation and maintenance of large dams. The community should be re-assured that our large dams are generally designed to cope with floods that are far larger than those currently affecting Queensland and northern NSW.

Dams play a role but are not the total solution for mitigating the effect of floods. Dams can be built to lessen the effects of flooding but they cannot practically eliminate the effects of the most extreme floods. In extreme flood events, dams simply cannot hold back the massive volumes of water that flow into a reservoir over a short period of time. Dams must spill water once the capacity of the reservoir is reached. Dam Spillways are designed, however, to allow extreme floods to pass through the reservoir without compromising the dam structure itself, thereby reducing the impact on downstream communities.

In considering the investigation, design and operation of dams, particularly in relation to any flood mitigation benefit, governments, investors and dam owners need to carefully consider a range of economic, environmental and social issues.

Please contact the dam owner or responsible authority for any information on a particular dam or river system.

Background on The Australian National Committee on Large Dams (ANCOLD)

The Australian National Committee on Large Dams Inc. (ANCOLD) is an Australian based non-government, non-profit and voluntary association of organisations and individual professionals with a common technical interest in dams. ANCOLD currently has 53 member companies covering all aspects of the dams industry, and 153 individual associate members.

Individual members and associates are typically specialist professional civil, mechanical, electrical and environmental engineers working in the dam industry and corporate members comprise a range of public and private sector dam owners, consultants, contractors, government agencies and other organisations with a professional interest in dams. For further details about ANCOLD and its role and the role and importance of dams to society, please visit our website www.ancold.org.au

ANCOLD provides a forum for the sharing of information on all aspects of dam engineering through conferences, seminars and its association with the International Commission on Large Dams, ICOLD. ANCOLD is one of over 85 member countries of ICOLD.

ANCOLD has published a series of guidelines on current national and international practice in dam engineering that are used by experienced dam professionals in the industry. The activities of ANCOLD have contributed to major dams in Australia being some of the safest in the world.

ANCOLD is not an advocate for dams but strives to promote excellence in technical aspects of dam engineering. Each state and territory in Australia has government based oversight of the technical and governance aspects of dam operation and management.

As such, it is not appropriate for ANCOLD to comment on any physical or operational aspect of any particular dam as that is the role of the dam owner, or state jurisdiction under which it is managed. Similarly it is not a role for ANCOLD to speculate or to provide a comment on or an opinion on any particular water or dam management policy matter. Such matters are the domain of the various jurisdictions and individual dam owners.

ANCOLD recommends that interested parties contact the dam owner or responsible authority for any information or query on a particular dam or river system.

END

Correspondence
ANCOLD Secretariat
[redacted] Harrington Street
Hobart, TAS, 7000

Telephone:
Facsimile:
E-mail: [redacted]

TECHNICAL SITUATION REPORT

TSR Number	W60	Date of TSR release	17.1.2011	Time of TSR release	4pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Draw Wivenhoe Dam down to FSL by around Thursday morning.
Strategy	• Somerset just using valves to reach FSL • Drain Wivenhoe to FSL by Thursday
Key considerations	Storage levels: Above FSL
	Inflows: Total event inflows expected around 2,600,000ML.
	Rainfall: Minimal
	Lockyer/Bremer: Monitoring
	Brisbane River: Impact as below.

Rainfall

There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours. Mostly fine conditions are expected over the weekend, but showers will return early next week.

Somerset/Wivenhoe

Somerset Dam peaked at 105.11 mAHD at 06:00 on 12 January 2011.

At 4pm Somerset was 99.02m and 380,700ML at 100.2% and discharging through cone valves. All sluices are shut.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

At 4pm Wivenhoe Dam was 68.66 m AHD at 1,352,706ML and 116.1% and dropping. The closing sequence started at 2pm today and releases will be slowly decreased through gate closures over the next few days to reach FSL around Thursday morning. The releases from Wivenhoe Dam are currently about 2946 m3/

Discussions with BCC indicated they would prefer a Thursday closure to increase release time and minimize possible impacts re slumping along Coronation Drive. They also would like closure no later than Thursday prior to predicted high tides late this week.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

North Pine

North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

At 4pm North Pine Dam was 39.54mAHD and 213,024ML and 99.4% and all gates were closed. The current level is expected to increase to stay around this level. This could be higher if further rainfall occurs.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels throughout the Brisbane and Pine River catchments and is maintaining close contact with warning agencies and local councils.

Councils have been informed of the current release strategy. The bridges below Wivenhoe Dam will progressively come out of water over the next few days.

Leslie Harrison Dam:
Gates closed.

Hinze Dam:
A minor release is being made from Hinze Dam through the emergency gates. The Lake Level is dropping and the gate will be closed Tuesday. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	18.1.2011	Time	9am	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W61	Date of TSR release	18.1.2011	Time of TSR release	6am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Draw Wivenhoe Dam down to FSL by around Thursday morning.	
Strategy	• Somerset just using valves for releases • Drain Wivenhoe to FSL by Thursday	
Key considerations	Storage levels:	Above FSL
	Inflows:	Total event inflows expected around 2,600,000ML.
	Rainfall:	Minimal
	Lockyer/Bremer:	Monitoring
	Brisbane River:	Impact as below.

Rainfall

There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours. Mostly fine conditions are expected over the weekend, but showers will return early next week.

Somerset/Wivenhoe

Somerset Dam peaked at 105.11 mAHD at 06:00 on 12 January 2011.

At 6am Somerset was 98.98m and 379,016ML at 99.8% and discharging through one cone valve. All sluices are shut.

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

At 6am Wivenhoe Dam was 67.82 m AHD at 1,255,638ML and 107.8% and dropping.

Releases were held constant overnight at about 2,050 m3/s to assist water supply pumping at Lowood. Following discussions with water supply operators, it has been decided to resume closing gates at 09:00 Tuesday before final closure on Thursday morning. The Dam will be near full supply and releases will be made through the regulator to account for ongoing base-flow.

Discussions with BCC indicated they would prefer a Thursday closure to increase release time and minimize possible impacts re slumping along Coronation Drive. They also would like closure no later than Thursday prior to predicted high tides late this week.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

It should be noted that the Seqwater water level gauge currently being reported on the BoM website is currently slightly under reading by about 50mm.

North Pine

North Pine peaked at 41.11 mAHD at 14:00 on 11 January 2011 with peak release of 2,800 m3/s. The event has a volume of around 200,000 ML

North Pine Dam is still around 39.54mAHD and 213,024ML and 99.4% and all gates were closed. The current level is expected to increase to stay around this level. This could be higher if further rainfall occurs.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels throughout the Brisbane and Pine River catchments and is maintaining close contact with warning agencies and local councils.

Councils have been informed of the current release strategy. The bridges below Wivenhoe Dam will progressively come out of water over the next few days.

Leslie Harrison Dam:
Gates closed.

Hinze Dam:
A minor release is being made from Hinze Dam through the emergency gates. The Lake Level is dropping and the gate will be closed today. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	19.1.2011	Time	9am	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W61	Date of TSR release	18.1.2011	Time of TSR release	6am

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	Inflows:	Total event inflows expected around 2,600,000ML.
	Rainfall:	Minimal
	Lockyer/Bremer:	Monitoring
	Brisbane River:	Impact as below.

Rainfall

There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours. Mostly fine conditions are expected over the weekend, but showers will return early next week.

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At 6am Wivenhoe Dam was 67.82 m AHD at 1,255,638ML and 107.8% and dropping.

Releases were held constant overnight at about 2,050 m3/s to assist water supply pumping at Lowood. Following discussions with water supply operators, it has been decided to resume closing gates at 09:00 Tuesday before final closure on Thursday morning. The Dam will be near full supply and releases will be made through the regulator to account for ongoing base-flow.

Discussions with BCC indicated they would prefer a Thursday closure to increase release time and minimize possible impacts re slumping along Coronation Drive. They also would like closure no later than Thursday prior to predicted high tides late this week.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

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Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels throughout the Brisbane and Pine River catchments and is maintaining close contact with warning agencies and local councils.

Councils have been informed of the current release strategy. The bridges below Wivenhoe Dam will progressively come out of water over the next few days.

Leslie Harrison Dam:
Gates closed.

Hinze Dam:
A minor release is being made from Hinze Dam through the emergency gates. The Lake Level is dropping and the gate will be closed today. There is no public access to the spillway.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	19.1.2011	Time	9am	or Event	

TECHNICAL SITUATION REPORT

TSR Number	W62	Date of TSR release	19.1.2011	Time of TSR release	6am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Close all gates on Wivenhoe Dam by this afternoon.	
Strategy	• Somerset closed down. • Continue closing releases at Wivenhoe.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Total event inflows expected around 2,600,000ML.
	Rainfall:	Some storms overnight
	Lockyer/Bremer:	Monitoring
	Brisbane River:	Impact as below.

Rainfall

Severe thunderstorms passed over the Wivenhoe, Somerset and North Pine dam catchments yesterday afternoon and evening. Falls of 20mm to 30mm where recorded at isolated locations, however not causing any real inflows except at North Pine Dam..

Somerset/Wivenhoe

Somerset Dam peaked at 105.11 mAHD at 06:00 on 12 January 2011.

At 6.30am Somerset was 99.00m and 379,849ML at 100.0% and all regulators closed at 2000 yesterday. No releases being made

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of7,450 m3/s.

At 6am Wivenhoe Dam was 66.92 m AHD at 1,156,707ML and 99.3%.

The closing sequence had been adjusted late yesterday afternoon to account for issues at Lowood WTP to maintain water levels by holding a release rate to ensure water was available at the temporary Lowood pump station rather than dropping the rate as planned. This extension also meant higher releases for longer so the final level for Wivenhoe will be between 95% and 99% however there will be some increase again due to base flows.

The Lowood temporary pump station was relocated at 2100 last night. This relocation meant they could access water.

Discussions with BCC last night also concluded that tidal variations are primarily back to normal patterns and having a greater impact on the foundation conditions of Coronation Drive than the tapering of releases from the dam.

Hence, the radial gate close down sequence recommenced at 21:45 last night and all gates will be closed this afternoon depending on the final closing sequence as there was no need to extend until Thursday morning.

The dam level when the last gate is closed is expected to be between 66.5m AHD (95.5%) and 66.9m AHD (99.1%) (this is depending on final closure sequence, rate of dam level decrease and not dropping too quickly) and a fish recovery operation will continue through the day during the close down sequence depending on access issues. Releases will continue through the regulator cone valve and possibly the Mini-Hydro (depending on when it can be re-started) to account for ongoing base-flow once all radial gates are closed

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

It should be noted that the Seqwater water level gauge currently being reported on the BoM website is currently slightly under reading by about 50mm.

North Pine

A decision was made at 1900 yesterday to drain the dam down to 39.40m AHD overnight to cater for the inflow resulting from yesterday's storms and ensure that Youngs Crossing remains open during the day today. All gates were closed at 0500 today and a fish recovery operation also commenced at this time. Youngs Crossing will be reopened by the MBRC at around 0700. The dam level will rise slowly during the day and further releases may be required again tonight with more rainfall forecast.

The current lake level is 39.42m AHD at 210,467ML and 98.2%.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels throughout the Brisbane and Pine River catchments and is maintaining close contact with warning agencies and local councils.

Councils have been informed of the current release strategy. The bridges below Wivenhoe Dam will progressively come out of water.

Leslie Harrison Dam:
Gates closed.

Hinze Dam:
Closed.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date	19.1.2011	Time		or Event	Gate closure

TECHNICAL SITUATION REPORT

TSR Number	W62	Date of TSR release	19.1.2011	Time of TSR release	6am

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Close all gates on Wivenhoe Dam by this afternoon.	
Strategy	• Somerset closed down. • Continue closing releases at Wivenhoe.	
Key considerations	Storage levels:	Above FSL
	Inflows:	Total event inflows expected around 2,600,000ML.
	Rainfall:	Some storms overnight
	Lockyer/Bremer:	Monitoring
	Brisbane River:	Impact as below.

Rainfall

Severe thunderstorms passed over the Wivenhoe, Somerset and North Pine dam catchments yesterday afternoon and evening. Falls of 20mm to 30mm where recorded at isolated locations, however not causing any real inflows except at North Pine Dam..

Somerset/Wivenhoe

Somerset Dam peaked at 105.11 mAHD at 06:00 on 12 January 2011.

At 6.30am Somerset was 99.00m and 379,849ML at 100.0% and all regulators closed at 2000 yesterday. No releases being made

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of7,450 m3/s.

At 6am Wivenhoe Dam was 66.92 m AHD at 1,156,707ML and 99.3%.

The closing sequence had been adjusted late yesterday afternoon to account for issues at Lowood WTP to maintain water levels by holding a release rate to ensure water was available at the temporary Lowood pump station rather than dropping the rate as planned. This extension also meant higher releases for longer so the final level for Wivenhoe will be between 95% and 99% however there will be some increase again due to base flows.

The Lowood temporary pump station was relocated at 2100 last night. This relocation meant they could access water.

Discussions with BCC last night also concluded that tidal variations are primarily back to normal patterns and having a greater impact on the foundation conditions of Coronation Drive than the tapering of releases from the dam.

Hence, the radial gate close down sequence recommenced at 21:45 last night and all gates will be closed this afternoon depending on the final closing sequence as there was no need to extend until Thursday morning.

The dam level when the last gate is closed is expected to be between 66.5m AHD (95.5%) and 66.9m AHD (99.1%) (this is depending on final closure sequence, rate of dam level decrease and not dropping too quickly) and a fish recovery operation will continue through the day during the close down sequence depending on access issues. Releases will continue through the regulator cone valve and possibly the Mini-Hydro (depending on when it can be re-started) to account for ongoing base-flow once all radial gates are closed

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

It should be noted that the Seqwater water level gauge currently being reported on the BoM website is currently slightly under reading by about 50mm.

North Pine

A decision was made at 1900 yesterday to drain the dam down to 39.40m AHD overnight to cater for the inflow resulting from yesterday's storms and ensure that Youngs Crossing remains open during the day today. All gates were closed at 0500 today and a fish recovery operation also commenced at this time. Youngs Crossing will be reopened by the MBRC at around 0700. The dam level will rise slowly during the day and further releases may be required again tonight with more rainfall forecast.

The current lake level is 39.42m AHD at 210,467ML and 98.2%.

Strategy

The Flood Operations Centre is continuing to monitor rainfalls and water levels throughout the Brisbane and Pine River catchments and is maintaining close contact with warning agencies and local councils.

Councils have been informed of the current release strategy. The bridges below Wivenhoe Dam will progressively come out of water.

Leslie Harrison Dam:
Gates closed.

Hinze Dam:
Closed.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundotion based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

TECHNICAL SITUATION REPORT

TSR Number	W63	Date of TSR release	19.1.2011	Time of TSR release	1pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Monitor ongoing rainfall and inflows.	
Strategy	• Somerset closed down. • Wivenhoe closed all gates at 12pm and inspections carried out. A gate opening will then be used for ongoing releases.	
Key considerations	Storage levels:	
	Inflows:	Total event inflows expected around 2,600,000ML.
	Rainfall:	Some storms overnight
	Lockyer/Bremer:	Monitoring
	Brisbane River:	

Somerset/Wivenhoe

Somerset Dam peaked at 105.11 mAHD at 06:00 on 12 January 2011.

At 6.30am Somerset was 99.00m and 379,849ML at 100.0% and all regulators closed at 2000 yesterday. No releases being made

Wivenhoe Dam peaked at 74.97 mAHD at 19:00 on 11 January 2011 with a corresponding discharge of 7,450 m3/s.

At 12pm Wivenhoe Dam was 66.89m AHD at 1,153,508ML and 99.0%.

Gates were closed at 12pm for Inspections and fish recovery. Further releases were then recommenced at 1.30pm for operational reasons, water supply issues downstream and maintenance of flows.

This will be done through minor gate openings.

The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres.

It should be noted that the Seqwater water level gauge currently being reported on the BoM website is currently slightly under reading by about 50mm.

North Pine

North Pine will be closely monitored and if any heavy rainfall eventuates, further gate operations may be required.

Strategy

Councils have been informed of the current release strategy. The bridges below Wivenhoe Dam will progressively come out of water.

Leslie Harrison Dam:
Gates closed.

Hinze Dam:
Closed.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

(consisting of references to latest Flood Warning for the BrisbaneRiver and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council(BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised of the current strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	Date		Time		or Event	Change in Strategy

MEDIA MONITORS

SEQ Water Grid Media Report - 20 January 2011

AM Radio

4BC (Brisbane)
Drive - 19/01/2011 4:30 PM
[redacted]

Caller [redacted] ask Anna Bligh, Queensland Premier to keep the water flowing out of the Wivenhoe Dam for the moment as water is still on the way. He says if the water was at 50% rather than 140% before the floods, Brisbane wouldn't have been hit so hard by the water.

Duration: 1.25
Summary ID: W00042162404
© Media Monitors

Audience	
Male 16+:	15,000
Female 16+:	13,000
All People:	28,000
Advertising Space Rate	
AUD:	1,388

4BC (Brisbane)
Drive - 19/01/2011 4:38 PM
[redacted]

SMS: [redacted] says Wivenhoe Dam is at 40% capacity when it is full of drinking water. He says full supply doesn't mean a full dam.

Duration: 0.31
Summary ID: W00042162478
© Media Monitors

Audience	
Male 16+:	15,000
Female 16+:	13,000
All People:	28,000
Advertising Space Rate	
AUD:	506

4BC (Brisbane)
14:00 News - 19/01/2011 2:01 PM
Newsreader
[redacted]

Authorities are preparing to close the floodgates at Wivenhoe Dam.

Duration: 0.10
Summary ID: W00042163638
This program or part thereof is syndicated to the following 5 station(s):- 1071 AM (Kingaroy), 4BH (Brisbane), 4CRB FM (Gold Coast), 4LG (Longreach), Radio 4KZ (Innisfail)
© Media Monitors

Audience	
Male 16+:	3,000
Female 16+:	11,000
All People:	14,000
Advertising Space Rate	
AUD:	82

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MEDIA MONITORS

E. coli detection at The Gap (SP300) - 2222EST-6JAN11

Incident

Name E. coli detection at The Gap (SP300) - 2222EST-6JAN11
Status Inactive
Lead agency SEQ WGM
Incident type Water Quality
Location site name SP300
Reported by [redacted]
Initiating agency Qld Urban Utilities

Commenced 06/01/2011
Finished 07/01/2011
Severity level Alert
Location Booster Hut Cnr.Whitehead Rd & Payne Rds,(downhill), The Gap
Media interest? No

Incident details
1 E.coli cfu/100mL detected during verification monitoring

Emergency Management Team
Emergency Manager : WGM Duty Manager (Tel 07 3405 5201) Communications : WGM Communications Duty Manager (Tel 07 3247 3000)

Incident team organisation
Name Role

Planning objectives
Remedial action taken - resample

Agencies notified
Office of Water Supply Regulator

Other relevant information
Sample collected at 9:45 on 4 January 2011. 1 E.coli cfu/100mL detected Chlorine <0.1 mg/L From this location water is pumped up to the Mt Cootha reservoir where the water is re-chlorinated. No customers take water from this line. Re-sample collected 6 Janaury 2011. Results expected 15:00 7 Janaury 2011.

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Events (0)

<empty>

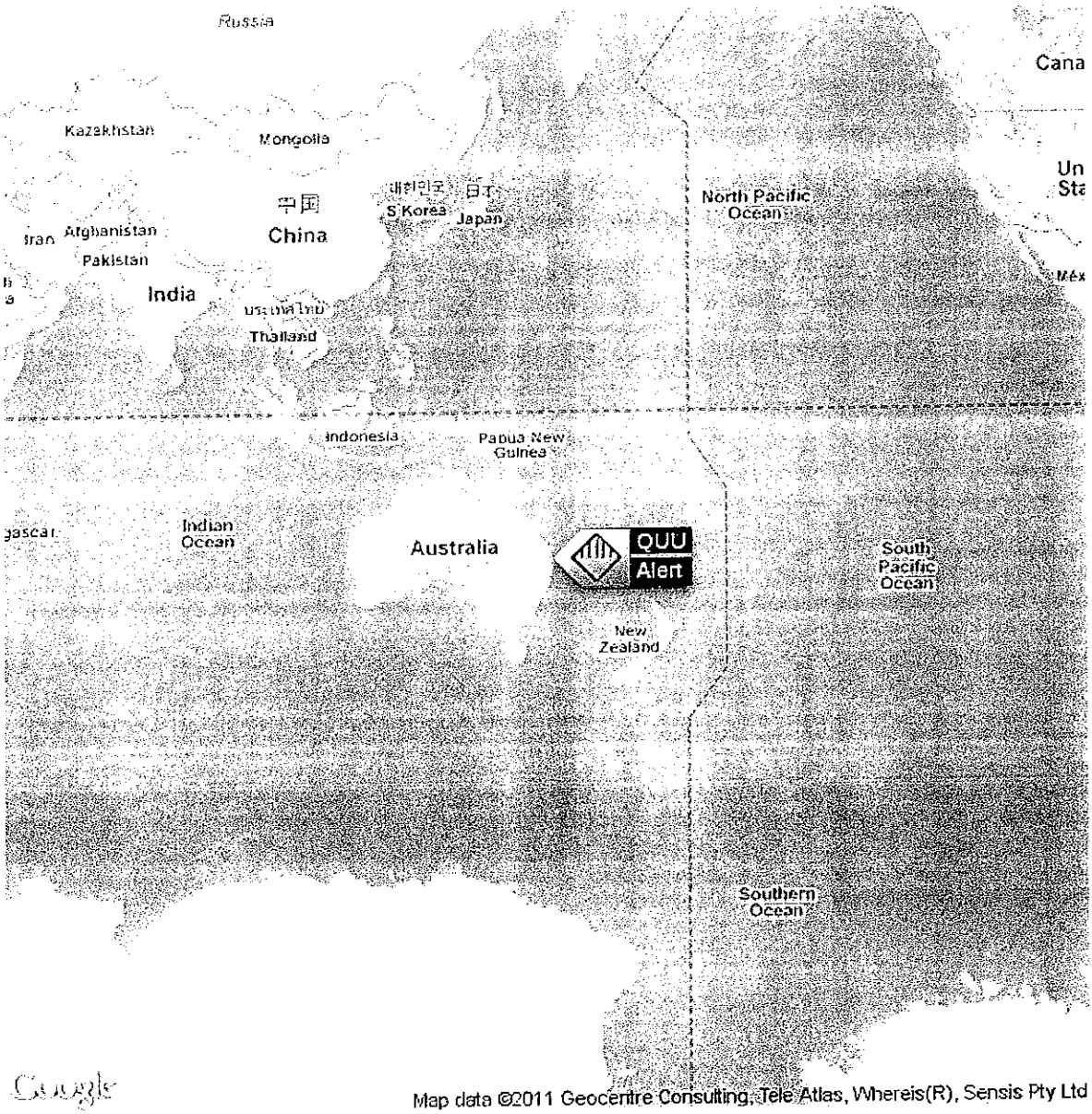
Related Assets (1)

occurred near : The Gap Reservoir

Event Documents (1)

DWQ Incident report Part A - SP300 - signed 20110107.pdf
File Size: 2Mb
File Type: PDF Document
(Attached)

Mapping



Drinking water quality: incident reporting

Water Supply (Safety and Reliability) Act 2008—section 630

Natural Resources and Water
Managing Queensland's natural resources
... for today and tomorrow



Collection of the information provided in this form and any attachments is authorised under the Water Supply (Safety and Reliability) Act 2008 and is being used for the purpose of ensuring protection of public health. The department will endeavour to maintain any confidentiality of information relating to your form. However, consideration of your form may involve consultation and if so, details of your form may be disclosed to third parties. This information will not otherwise be disclosed outside of the department unless required or authorised by law (for example as under the Freedom of Information Act 1992).

(Please refer to the Explanatory notes and instructions for *Drinking water quality: incident reporting* for further information on completing this form)

Office Use Only					
DWIID					
WSID					

PART A (To be completed and submitted within 24 hours of becoming aware of the incident)

Tick ***one box only*** to describe the type of incident:

(For incidents below please complete sections 1, 2, 3, 4 and 5)

☑ **Detection of *Escherichia coli (E. coli)***

☐ **Detection of a pathogen**

☐ **Detection of chemical parameter that does not meet a health guideline value in *Australian Drinking Water Guidelines***

☐ **Detection of radioactivity exceeding gross alpha and gross beta screening values in *Australian Drinking Water Guidelines***

☐ **Detection of parameter for which there is no guideline value in the *Australian Drinking Water Guidelines***

(For incident below please complete sections 1, 2, 4 and 5)

☐ **An event or series of events likely to affect drinking water quality or will cause difficulty in ability to adequately treat drinking water**

1. *Drinking water service provider details*

Drinking water service provider	SPID
Queensland Urban Utilities	0521

Drinking water scheme

SEQ Water Grid

2. *Contact details (for this incident)*

Contact person	Position
[redacted]	Principal officer water quality

Phone number	Fax number	Mobile number
[redacted]		

Postal address

Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001

Email address

[redacted]

Details of telephone report to the regulator

Person reported to: [redacted]

Date reported	6 January 2011	Time reported: 5:00 pm

Drinking water quality: incident reporting

Water Supply (Safety and Reliability) Act 2008—section 630

Natural Resources and Water
Managing Queensland's natural resources ... for today and tomorrow

Have you informed any other organisation/agency about this incident? ☑ Yes ☐ No

If **Yes**, other organisation/agency contact details

Organisation/agency name	SEQ Water Grid manager		
Contact name	Duty Manager – [redacted]	Date	6 January 2011
Phone number	[redacted]	Email address	[redacted]
Organisation/agency name			
Contact name		Date	
Phone number		Email address	

3. *Sample information*

Initial sample

System location	☐ Raw/source water ☐ Treated water from water treatment plant ☐ Transmission ☑ Reticulation
Date taken: 4 January 2011	Time taken: 9:45 am

Parameter (e.g. *E. coli*, Fluoride): *E.coli*

Sample location (e.g. High Street Reservoir, 56 Gray St.)

SP300 Cnr.Whitehead Rd & Payne Rds,(downhill), The Gap, at Booster Hut

Results (e.g. 5 cfu/100mL, 1.7mg/L)	Date results received
1 cfu/100mL *E.coli*	6 January 2011

Laboratory name where analysis was undertaken

Brisbane City Council Scientific Analytical Services

Follow up sample(s)

Have follow up samples been taken? *(This must include a sample from the initial location)* ☑ Yes ☐ No

If **Yes**, expected timeframe for receipt of results

Date	7 January 2011	Time	3 pm

If **No**, expected timeframe for follow up sample(s) to be taken

Date	/ /	Time	AM / PM

4. *Incident information*

Describe incident *(E.g. events that led to the incident and the immediate impact. Additional information may be attached)*
Routine verification monitoring detected 1 cfu/100 mL *E.coli* at SP300 collected on 4 January 2011.

5. *Immediate corrective actions*

Have immediate corrective actions been taken? ☑ Yes ☐ No

If Yes, please describe action taken *(e.g. what and when corrective action took place and if any public health notification has already taken place, or will be required? Additional information may be attached)*

1. Re-sample collected on the morning of 6 January 2011 by laboratory.
2. Operations advised to inspected site and to check for nearby planned and unplanned maintenance.



3. Laboratory contacted to confirm result.
4. Data for nearby samples sites checked.
5. Data (chlorine levels and bacteriological result) from sample sites downstream were reviewed. (This sample site is at the booster pump used to pump water up to the Summit Reservoir. At the reservoir the water is re-chlorinated before supply to customers on Mt. Cootha. No customers take water from the line between the booster pump and the reservoir.)

If **No**, please explain reasons why immediate corrective actions have not been taken *(Additional information may be attached)*

6. Declaration

I declare and warrant that I have all the necessary and appropriate authority on behalf of the relevant entity of the scheme to declare the information provided to be true and accurate to the best of my knowledge:

Name Paul Sherman

Signature [redacted] **Date** 7 January 2011

7. Submission

Please complete and sign the form and **send** via:

Facsimile: (07) 3224 7999 or **Email address: dwreporting@nrw.qld.gov.au**

ACK - E. coli detection at The Gap (SP300) [Incident Management]

R02 Emergency notification acknowledgement

Title	ACK - E. coli detection at The Gap (SP300)	**Report date**	06/01/2011 10:18 PM
Event(s)	E. coli detection at The Gap (SP300) - 2222EST-6JAN11	**Lodging agency**	SEQ WGM
Status	Inactive	**Time first update is due**	
Reported severity	Alert	**Confirmed severity**	Alert

Reason for changing severity level

Allocated emergency team
Emergency Manager : WGM Duty Manager [redacted]
Communications : WGM Communications Duty Manager (Tel 07 3247 3000)

Location of emergency control centre
SEQWGM

Initial direction on management of emergency
Please advise results of follow-up tests when they become available.

Initial direction on management of communication
Nil.

Other comments

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

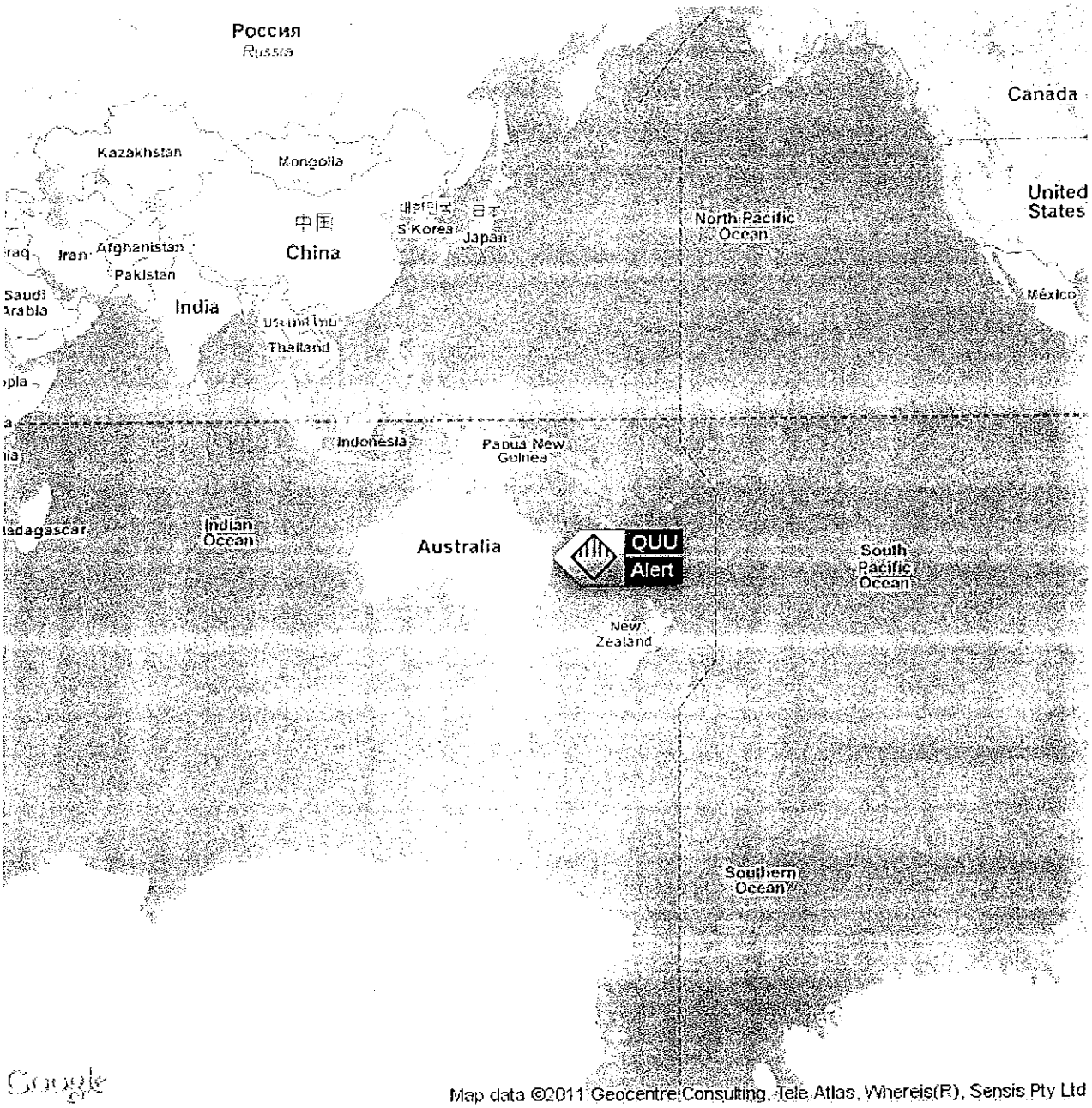
Related Assets (0)

<empty>

Report Documents (0)

<empty>

Mapping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Indonesia
Papua New Guinea
Indian Ocean
Australia
QUU
Alert
South Pacific Ocean
New Zealand
Southern Ocean
Google
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SEQ Water Grid
Emergency Management

Incident notification - E. coli detection at The Gap - 2222EST-6JAN11 [Emergency Management]

R01 Minister's Notification

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

Report date	07/01/2011 09:10 AM	**Key contact person**	[redacted]
Lodging agency	SEQ WGM	**Job title**	Rostered Duty Manager
Title	Incident notification - E. coli detection at The Gap - 2222EST-6JAN11	**Contact phone**	[redacted]
Event(s)	E. coli detection at The Gap (SP300) - 2222EST-6JAN11	**Contact mobile**	
Incident rating	Alert	**Contact email**	[redacted]
Status	Inactive	**Next briefing**	No further updates will be provided.

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

Asset name
Queensland Urban Utilities' SP300 reticulation sampling point

Incident location
Booster Hut, Cnr Whitehead and Payne Rds, The Gap

Incident 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.

What we need Ministers Office to do
This information is for noting.

Related Contacts (0)

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Related Appointments (0)

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Related Tasks (0)

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Related Assets (0)

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Report Documents (0)

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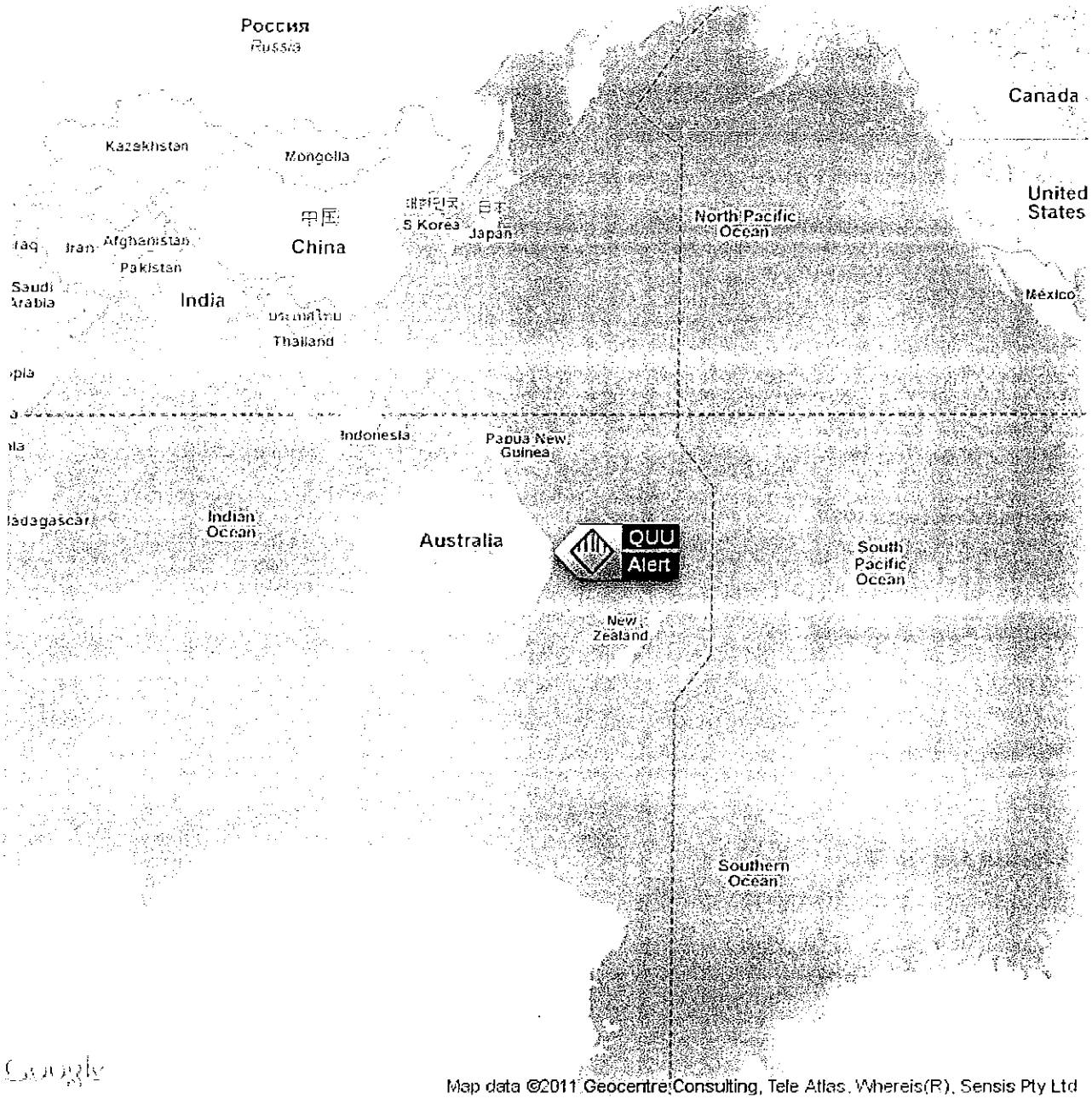
Mapping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Indonesia
Papua New Guinea
Indian Ocean
Australia
QUU Alert
South Pacific Ocean
New Zealand
Southern Ocean
Map data ©2011 Geocentre Consulting, Tele Atlas, Whereis(R), Sensis Pty Ltd

Close out for E.coli detection at The Gap [Incident Management]

R20 Incident close-out

Title Close out for E.coli detection at The Gap **Report date** 07/01/2011 03:58 PM
Status Inactive **Lodging agency** QUU
Event(s) E. coli detection at The Gap (SP300) - 2222EST-6JAN11

Close out summary
Repeat sample did not detect any E.coli. As well other samples collected nearby did not detect any E.coli.

This sample point SP300 The Gap is at the booster pump where water is pumped up to the Summit Reservoir where the water is re-chlorinated. No customers take water from this pipe. Water quality data shows plenty of chlorine and no bacteriological deterioration after the
Summit Reservoir.

Actions requiring follow up
Continue investigating low chlorine residual resulting from nitrification consuming chlorine residual.

Submitted by [redacted] **Contact mobile**
Contact phone **Contact email** [redacted]

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

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Related Assets (0)

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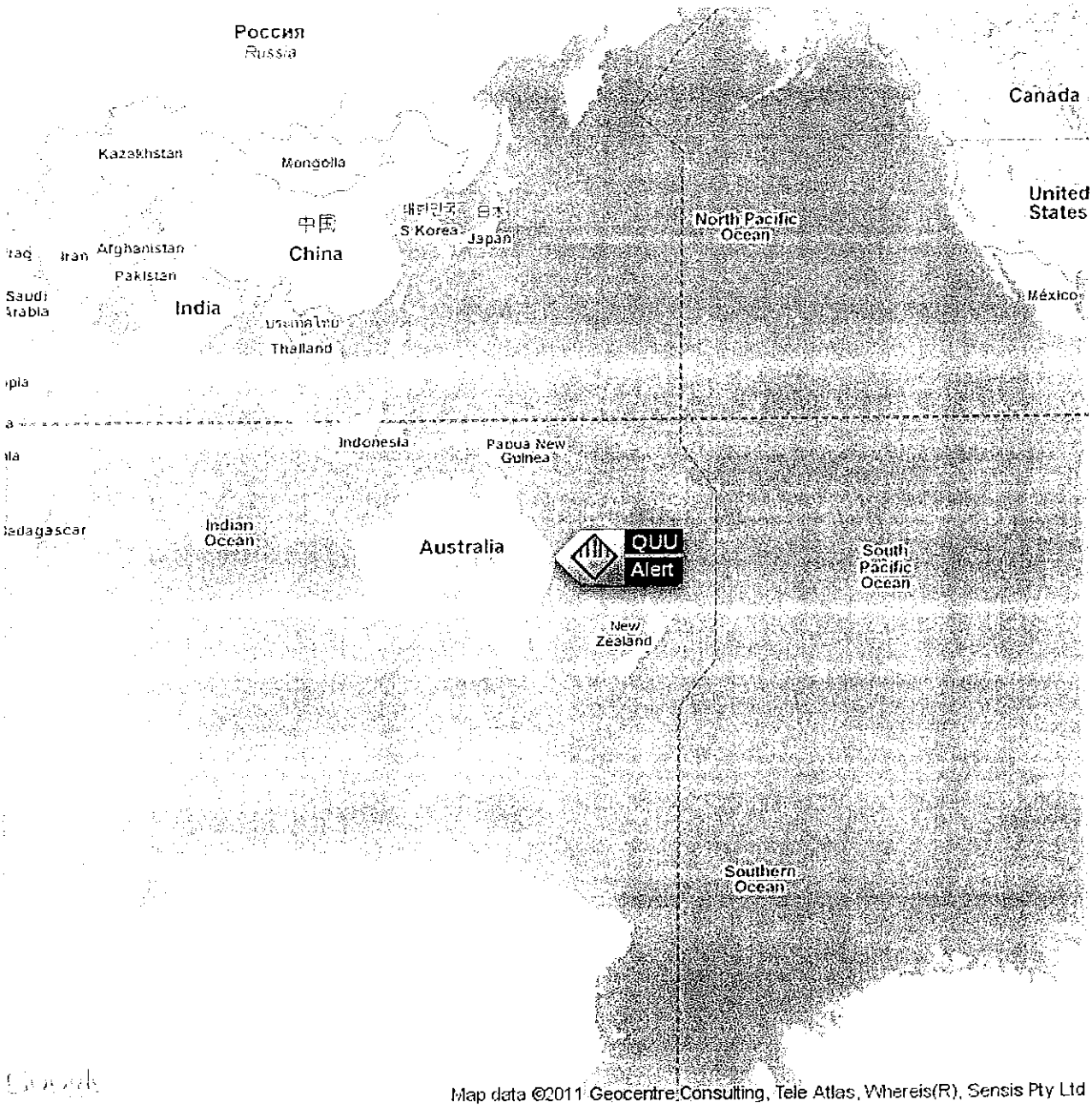
Report Documents (0)

<empty>

Mapping

SEQ Water Grid
safe · secure · sustainable

SEQ Water Grid
Emergency Management



safe secure sustainable

Log Entries

Event E. coli detection at The Gap (SP300) - 2222EST-6JAN11 commenced

Logged By SEQ WGM
Date 06/01/2011 10:00 AM

R02 Emergency notification acknowledgement lodged: ACK - E. coli detection at The Gap (SP300)

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Date 06/01/2011 10:18 PM

Sent communication: Incident Notification Acknowledgement

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Date 06/01/2011 10:30 PM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 06/01/2011 10:36 PM
Event(s) E. coli detection at The Gap (SP300) - 2222EST-6JAN11
Entry
Discussed incident in phonecall to Dan. Confirmed Alert. Will prepare Mins notification first thing tomorrow.

Task assigned to Duty Manager (Emergency Management - SEQ WGM) : Prepare Minister's Informal Notification report

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Date 06/01/2011 10:39 PM

Event E. coli detection at The Gap (SP300) - 2222EST-6JAN11 finished

Logged By SEQ WGM
Date 07/01/2011 10:00 AM

R01 Minister's Notification lodged: Incident notification - E. coli detection at The Gap - 2222EST-6JAN11

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Date 07/01/2011 09:10 AM

Logged By Duty Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 07/01/2011 12:14 PM
Lodging agency SEQ WGM
Event(s) E. coli detection at The Gap (SP300) - 2222EST-6JAN11
Entry
Please note that this sample point SP300 The Gap is at the booster pump where water is pumped up to the Summit Reservoir where the water is re-chlorinated. No customers take water from this pipe. Water quality data shows plenty of chlorine and no bacteriological deterioration after the Summit Reservoir.

I am expecting the result of the re-sample about 3 pm this afternoon.

[redacted]
Principal Officer - Water Quality
Planning & Source Control
Queensland Urban Utilities

SEQ Water Grid
Emergency Management

GPO Box 2765 Brisbane Qld 4001

Phone: [redacted]
Website :
www.urbanutilities.com.au

Brisbane Transit Centre - West Tower - Level 8
171 Roma Street, Brisbane Qld 4000

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Related Documents (1)

DWQ Incident report Part A - SP300 - signed 20110107.pdf

Email received: Drinking water quality incident report Part A - Ecoli detected at The Gap sampled 4 January 2011	**Logged By**	[redacted]
	Date	07/01/2011 12:14 PM
R20 Incident close-out lodged: Close out for E.coli detection at The Gap	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	07/01/2011 03:58 PM
Sent communication: Ministerial Briefing notification	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	07/01/2011 04:15 PM
Changed status from Action required to Completed	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	07/01/2011 04:16 PM
Sent communication: Incident Close-out notification to stakeholders	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	07/01/2011 04:28 PM

E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11

Incident

Name	E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11	**Commenced**	10/01/2011
Status	Inactive	**Finished**	27/01/2011
Lead agency	SEQ WGM		
Incident type	Water Quality	**Severity level**	Alert
Location site name	SP327	**Location**	Forest lake reservoir Boss rd Forest Lake
Reported by	[redacted]		
Initiating agency	Qld Urban Utilities	**Media interest?**	No

Incident details
Sample collected at 8:40 on 6 January 2011. 1 E.coli cfu/100mL detected. Total Chlorine measured as 0.4 mg/L. Total chlorine at SP326 (Forest Lake reservoir inlet) measured on 6 January 2011 at 2.8 mg/L indicating significant loss of residual in reservoir. Presently reservoir filled to 100 %. Re-sample collected 10 January 2011. Results expected 15:00 11 January 2011.

Emergency Management Team
Emergency Manager : WGM Duty Manager (Tel 07 3405 5201) Communications : WGM Communications Duty Manager (Tel 07 3247 3000)

Incident team organisation
Name Role Paul Sherman Water Quality - 3403 0242

Planning objectives
Remedial action taken - resample and Field Services inspect site & check for planned & unplanned maintenance near sampling site.

Agencies notified
Office of Water Supply Regulator SEQ WGM

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Events (0)

<empty>

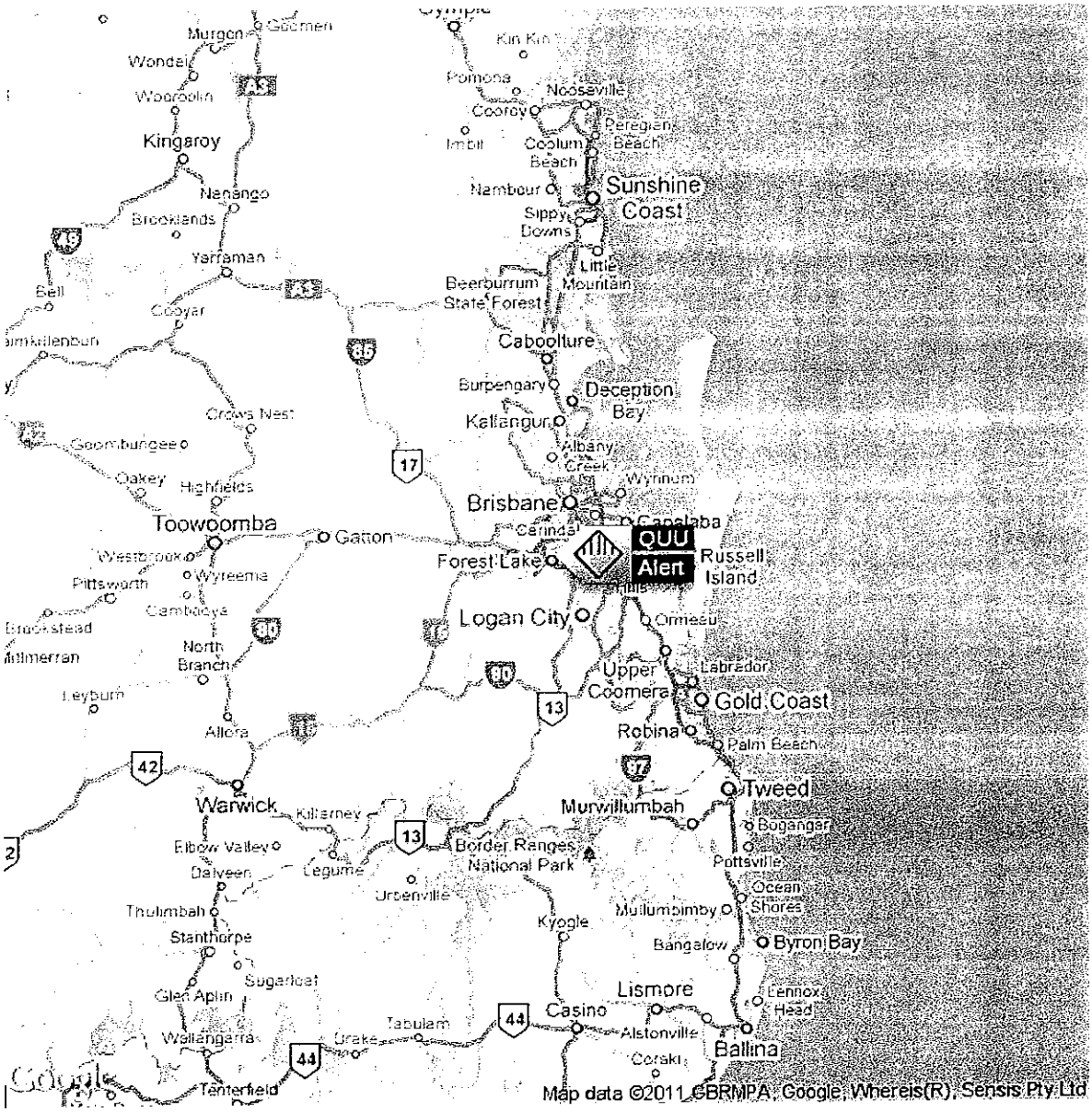
Related Assets (1)

Occurred at : Forest Lake Reservoir

Event Documents (1)

DWQ incident report Part A SP327 - signed.pdf
File Size: 2Mb
File Type: PDF Document
(Attached)

Mapping



Drinking water quality: lincident reporting

Natural Resources and Water
Managing Queensland's natural resources
... for today and tomorrow

Water Supply (Safety and Reliability) Act 2008—section 630

Collection of the information provided in this form and any attachments is authorised under the Water Supply (Safety and Reliability) Act 2008 and is being used for the purpose of ensuring protection of public health. The department will endeavour to maintain any confidentiality of information relating to your form. However, consideration of your form may involve consultation and if so, details of your form may be disclosed to third parties. This information will not otherwise be disclosed outside of the department unless required or authorised by law (for example as under the Freedom of Information Act 1992).

(Please refer to the Explanatory notes and instructions for *Drinking water quality: incident reporting* for further information on completing this form)

Office Use Only						
DWIID						
WSID						

PART A (To be completed and submitted within 24 hours of becoming aware of the incident)

Tick ***one box only*** to describe the type of incident:

(For incidents below please complete sections 1, 2, 3, 4 and 5)

☑ **Detection of *Escherichia coli (E. coli)***

☐ **Detection of a pathogen**

☐ **Detection of chemical parameter that does not meet a health guideline value in *Australian Drinking Water Guidelines***

☐ **Detection of radioactivity exceeding gross alpha and gross beta screening values in *Australian Drinking Water Guidelines***

☐ **Detection of parameter for which there is no guideline value in the *Australian Drinking Water Guidelines***

(For incident below please complete sections 1, 2, 4 and 5)

☐ **An event or series of events likely to affect drinking water quality or will cause difficulty in ability to adequately treat drinking water**

1. *Drinking water service provider details*

Drinking water service provider	SPID
Queensland Urban Utilities	0521

Drinking water scheme

SEQ Water Grid

2. *Contact details (for this incident)*

Contact person	Position
[redacted]	Principal officer water quality

Phone number	Fax number	Mobile number
[redacted]		

Postal address

Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001

Email address

[redacted]

Details of telephone report to the regulator

Person reported to: [redacted]

Date reported	10 January 2011	Time reported:	9:30 a.m.

Drinking water quality: lincident reporting

Water Supply (Safety and Reliability) Act 2008—section 630

Natural Resources and Water
Managing Queensland's natural resources
... for today and tomorrow

Have you informed any other organisation/agency about this incident? ☑ Yes ☐ No

If **Yes**, other organisation/agency contact details

Organisation/agency name	SEQ Water Grid manager		
Contact name	Duty Manager – [redacted]	Date	10 January 2011
Phone number	[redacted]	Email address	[redacted]
Organisation/agency name			
Contact name		Date	
Phone number		Email address	

3. *Sample information*

Initial sample

System location	☐ Raw/source water ☐ Treated water from water treatment plant ☐ Transmission ☑ Reticulation		
Date taken	6 January 2011	Time taken:	8:40 am

Parameter (e.g. *E. coli*, Fluoride): *E.coli*

Sample location (e.g. High Street Reservoir, 56 Gray St.)

SP327 Forest Lake reservoir outlet Boss Rd Inala

Results (e.g. 5 cfu/100mL, 1.7mg/L)	Date results received
1 cfu/100mL *E.coli*	10 January 2011

Laboratory name where analysis was undertaken

Brisbane City Council Scientific Analytical Services

Follow up sample(s)

Have follow up samples been taken? *(This must include a sample from the initial location)* ☑ Yes ☐ No

If **Yes**, expected timeframe for receipt of results

Date	11 January 2011	Time	3 pm

If **No**, expected timeframe for follow up sample(s) to be taken

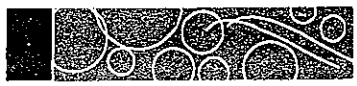
Date	/ /	Time	AM / PM

4. *Incident information*

Describe incident *(E.g. events that led to the incident and the immediate impact. Additional information may be attached)*

Routine verification monitoring detected 1 cfu/100 mL *E.*coli at SP327 collected on 6 January 2011.

Total chlorine measured at 0.4 mg/L. Total chlorine at SP326 (Forest Lake reservoir inlet) measured on 6 January 2011 at 2.8 mg/L.



5. Immediate corrective actions

Have immediate corrective actions been taken? ☑ Yes ☐ No

If **Yes**, please describe action taken *(e.g. what and when corrective action took place and if any public health notification has already taken place, or will be required? Additional information may be attached)*

1. Re-sample collected on the morning of 10 January 2011 by laboratory.
2. Operations advised to inspected site and to check for nearby planned and unplanned maintenance.
3. Laboratory contacted to confirm result.
4. Data for nearby samples sites checked.
5. Data (chlorine levels and bacteriological result) from sample sites downstream were reviewed.

If **No**, please explain reasons why immediate corrective actions have not been taken *(Additional information may be attached)*

6. Declaration

I declare and warrant that I have all the necessary and appropriate authority on behalf of the relevant entity of the scheme to declare the information provided to be true and accurate to the best of my knowledge:

Name [redacted]

Signature [redacted] **Date** 10 January 2011

7. Submission

Please complete and sign the form and **send** via:

Facsimile: (07) 3224 7999 or **Email address: dwreporting@nrw.qld.gov.au**

ACK - Forest Lake E.Coli [Incident Management]

R02 Emergency notification acknowledgement

Title	ACK - Forest Lake E.Coli	**Report date**	10/01/2011 12:45 PM
Event(s)	E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11	**Lodging agency**	SEQ WGM
Status	Inactive	**Time first update is due**	
Reported severity	Alert	**Confirmed severity**	Alert

Reason for changing severity level

Allocated emergency team
Emergency Manager : WGM Duty Manager [redacted]
Communications : WGM Communications Duty Manager [redacted]

Location of emergency control centre
SEQWGM Offices

Initial direction on management of emergency
As per normal operational procedures

Initial direction on management of communication
Nil

Other comments

Related Contacts (0)

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Related Appointments (0)

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Related Tasks (0)

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Related Assets (0)

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Report Documents (0)

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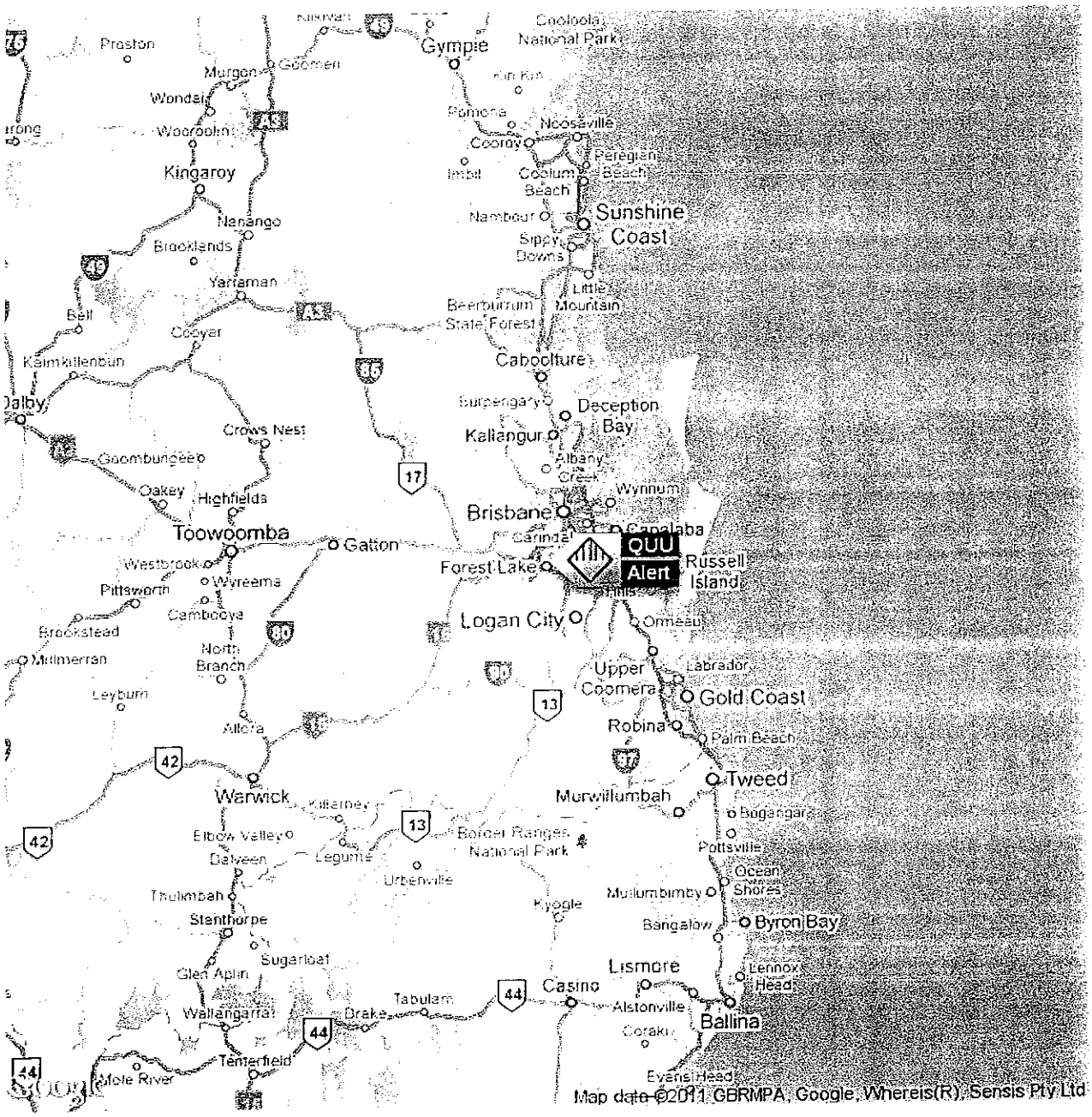
Mapping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Proston
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Goomeri
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Dalby
Crows Nest
Goombungee
Oakey
Highfields
Toowoomba
Gatton
Westbrook
Wyreema
Pittsworth
Cambooya
Brookstead
Millmerran
North Branch
Leyburn
Allora
Warwick
Killarney
Elbow Valley
Legume
Dalveen
Urbenville
Thulimbah
Stanthorpe
Sugarloaf
Glen Aplin
Wallangarra
Tenterfield
Mole River
Drake
Tabulam
Casino
Lismore
Alstonville
Ballina
Coraki
Evans Head
Lennox Head
Byron Bay
Bangalow
Mullumbimby
Ocean Shores
Pottsville
Bogangar
Murwillumbah
Tweed
Palm Beach
Robina
Gold Coast
Labrador
Upper Coomera
Ormeau
Logan City
Forest Lake
Russell Island
Capalaba
Wynnum
Brisbane
Albany Creek
Kallangur
Deception Bay
Burpengary
Caboolture
Beerburrum State Forest
Little Mountain
Sippy Downs
Sunshine Coast
Nambour
Coolum Beach
Peregian Beach
Noosaville
Cooroy
Pomona
Imbil
Kin Kin
Kilkivan
QUU
Alert
Map data ©2011 GBRMPA, Google, Whereis(R), Sensis Pty Ltd

SEQ Water Grid
Emergency Management

MIN - E.Coli detections

R01 Minister's Notification

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

Report date	10/01/2011 01:00 PM	**Key contact person**	
Lodging agency	SEQ WGM	**Job title**	WGM Duty Manager
Title	MIN - E.Coli detections	**Contact phone**	[redacted]
Event(s)	E.coli detection at Algester (SP244) - 1020EST-06JAN11, E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11	**Contact mobile**	
Incident rating	Alert	**Contact email**	[redacted]
Status	Active	**Next briefing**	An update will be provided if the situation escalates

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

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

Incident location
Forest Lake Reservoir and 15 Macaranga St Algester.

Incident 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.

What we need Ministers Office to do
This information is for noting.

Related Contacts (0)

<empty>

Related Appointments (0)

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Related Tasks (0)

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Related Assets (0)

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Report Documents (0)

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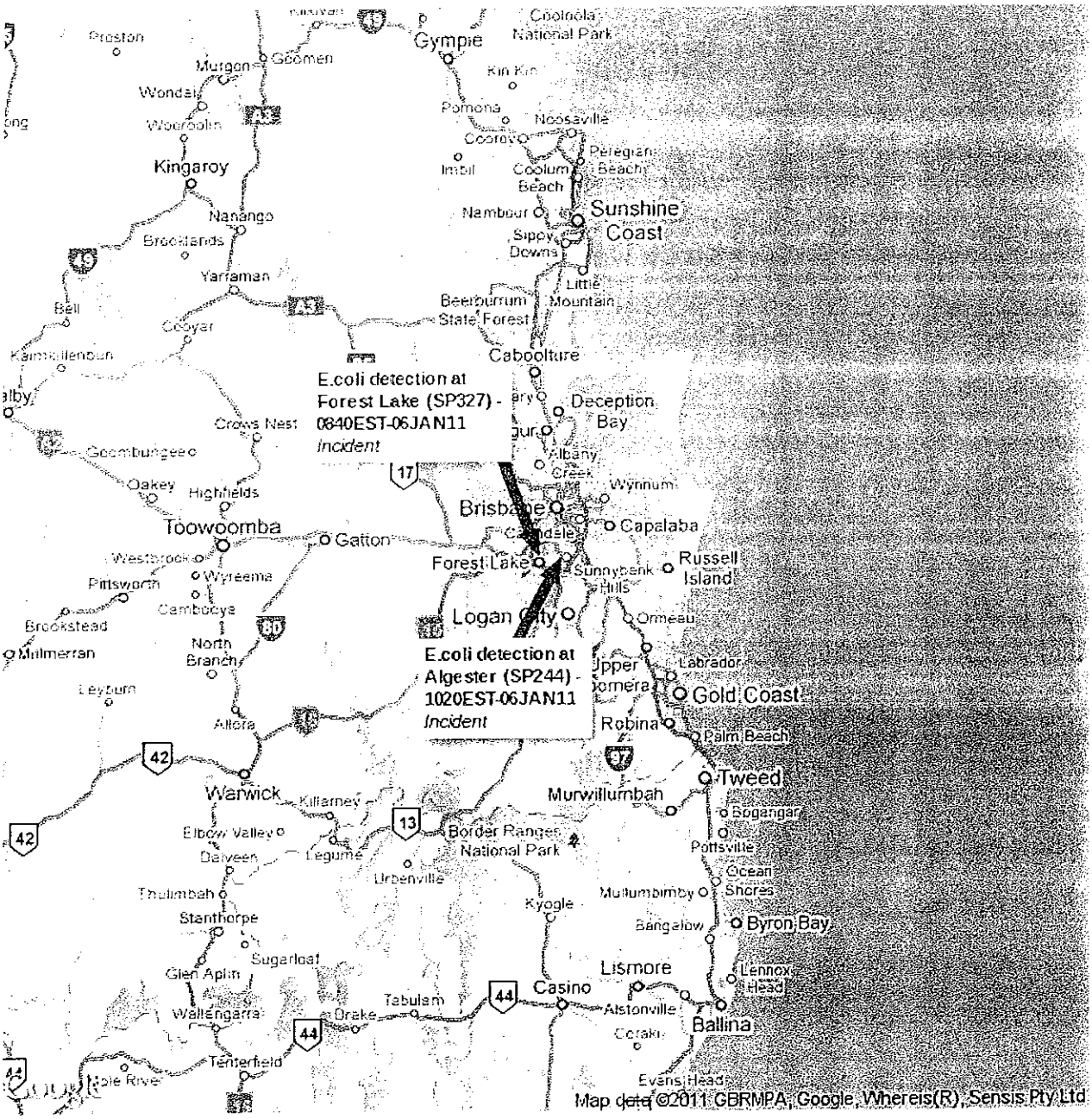
Mapping



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SEQ Water Grid
Emergency Management

E.coli detection at Forest Lake (SP327)

R20 Incident close-out

Title E.coli detection at Forest Lake (SP327) **Report date** 27/01/2011 04:30 PM
Status Inactive **Lodging agency** QUU
Event(s) E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11

Close out summary

Sample taken on the 10th January at 13.10 was clear of E.coli (<1). The count of E.coli was most likely due to low chlorine residual.
All locations were re-sampled and additional samples obtained from Forest Lake Reservoir inlet, SP 261 and sp54 .
Results for the re-testing are provided below:

Table 2 - Re-test Sample Results

Sample Location Sample Taken E.Coli Total Chlorine
SP 327 Forest Lake reservoir outlet Boss Rd Inala 10/01/2011 < 1 0.4 mg/L
SP 326 Forest Lake Reservoir inlet, Boss Rd Inala 10/01/2011 <1 2.2 mg/L

On Tuesday 11th January Justin Lazenby & James Prosser (Technical Officers Network Operations) were tasked to do a site investigation at Forest Lake reservoir. The objective of the site visits was to determine any anomalies within the sites which might have contributed to the water quality incidents.
The forest lake reservoir was visited at 9am. We checked for any tampered locks, fences and gates or any signs of forced entry, any fluid leaks, any tampered valves, any debris (tree limbs, dead animals, etc). After a thorough check we found nothing unusual on site.

Responsive and Planned work in the area
One water main bursts have been located and reported in the area.
No planned works with "permit to work" occurred in this area at this time.

Site Address Date of Break Reported Date Break Repaired Size of Main.
138 Sanctuary Dr, F/Lake 10/01/2011 Awaiting repair 300MPVC

Based on the results above it is not conclusive that the mains breaks are the cause of the E-Coli results at SP 327 and SP 244. The mains break at 13B Sanctuary Drive has occurred after the samples were taken.
Reservoir storage times have been in the range of 1- 11/2 days which has been consistent and no changes were made to the normal operation of the reservoir.

Improving Water quality incident response:

The cause of the water quality incidents may be due to any of the following:

a) Error in sampling technique
b) Ingress of contaminants during burst repairs
c) Inadequate treatment, storage or disinfection
d) Illegal cross-connections/ backflow
e) Dead - ends and mains not being routinely flushed

Actions requiring follow up
Monitor weekly verification samples.

Submitted by [redacted]
Contact phone

Contact mobile
Contact email [redacted]

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

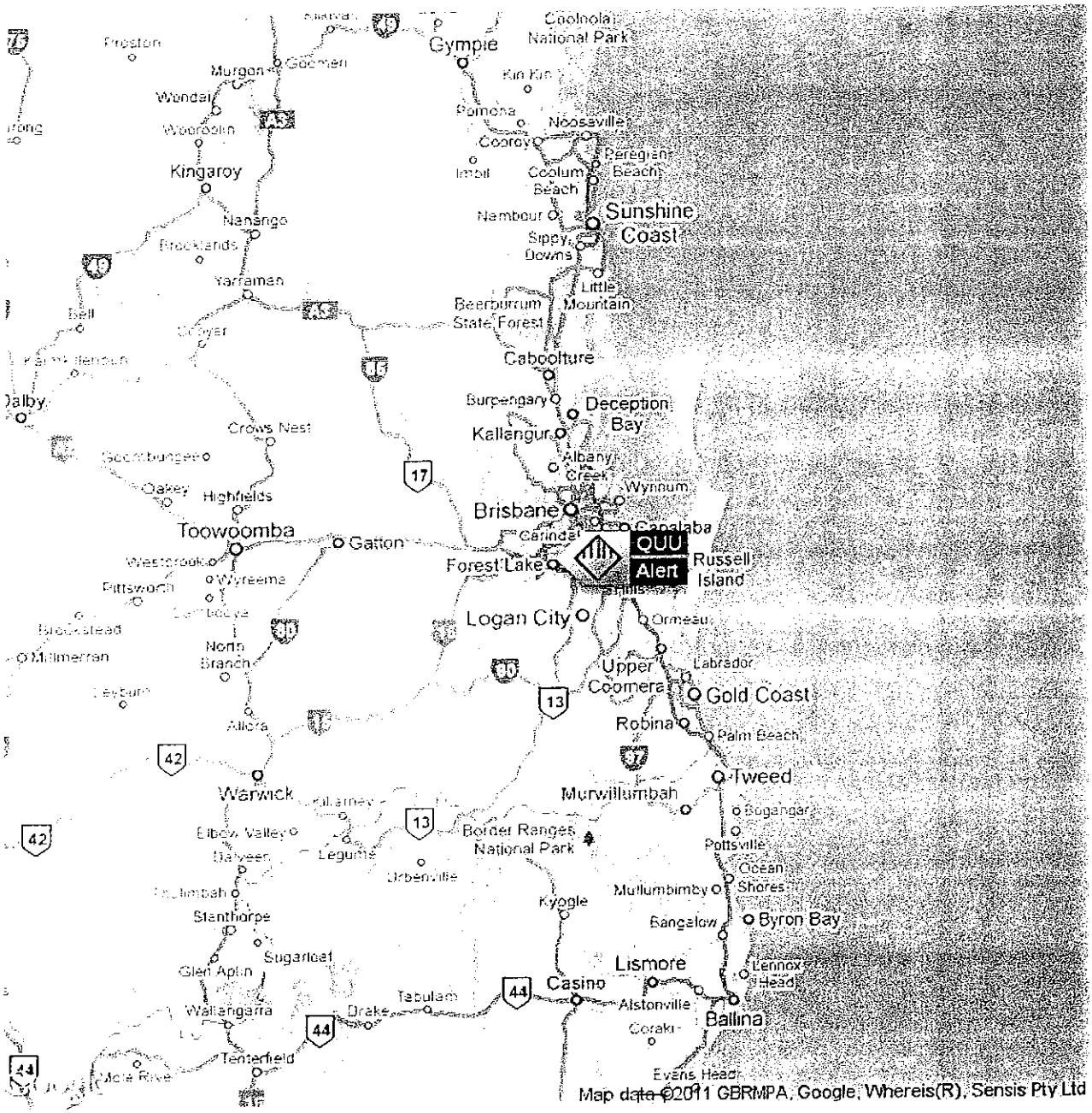
Related Assets (0)

<empty>

Report Documents (0)

<empty>

Mapping


Gympie
Coolnola National Park
Kingaroy
Nanango
Yarraman
Sunshine Coast
Beerburrum State Forest
Caboolture
Deception Bay
Kallangur
Albany Creek
Wynnum
Brisbane
Toowoomba
Gatton
Forest Lake
QUU
Alert
Russell Island
Logan City
Ormeau
Upper Coomera
Labrador
Gold Coast
Robina
Palm Beach
Tweed
Murwillumbah
Warwick
Border Ranges National Park
Pottsville
Ocean Shores
Mullumbimby
Byron Bay
Kyogle
Lismore
Casino
Alstonville
Ballina
Lennox Head
Evans Head
Tabulam
Drake
Wallangarra
Tenterfield
Stanthorpe
Sugarloaf
Glen Aplin
Legume
Urbenville
Elbow Valley
Dalveen
Millmerran
Oakey
Highfields
Crows Nest
Wyreema
Pittsworth
Westbrook
Allora
Bell
Cooyar
Nambour
Sippy Downs
Little Mountain
Cooroy
Noosaville
Peregian Beach
Coolum Beach
Imbil
Pomona
Kin Kin
Murgon
Goomeri
Wondai
Wooroolin
Proston
Kilkivan
Map data ©2011 GBRMPA, Google, Whereis(R), Sensis Pty Ltd

Log Entries

Event E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11 commenced	**Logged By**	SEQ WGM
	Date	10/01/2011 10:00 AM
R02 Emergency notification acknowledgement lodged: ACK - Forest Lake E.Coli	**Logged By**	[redacted]
	Date	10/01/2011 12:45 PM
Sent communication: Incident Notification Acknowledgement	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 12:48 PM
R01 Minister's Notification lodged: MIN - E.Coli detections	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 01:00 PM
Email received: FW: Drinking Water Quality incidents at SP244 Algester & SP327 Forest Lake - 6 January 2011	**Logged By**	SEQWGM Operations [redacted]
	Date	10/01/2011 02:54 PM
Sent communication: Ministerial Briefing notification	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 03:43 PM
Event E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11 finished	**Logged By**	SEQ WGM
	Date	27/01/2011 10:00 AM
R20 Incident close-out lodged: E.coli detection at Forest Lake (SP327)	**Logged By**	[redacted]
	Date	27/01/2011 04:30 PM
Email received: FW: DWQ incident report Part B Forrest Lake E.coli	**Logged By**	[redacted]
	Date	31/01/2011 03:04 PM

E.coli detection at Algester (SP244) - 1020EST-06JAN11

Incident

Name E.coli detection at Algester (SP244) - 1020EST-06JAN11
Status Inactive
Lead agency SEQ WGM
Incident type Water Quality
Location site name SP244
Reported by [redacted]
Initiating agency Qld Urban Utilities

Commenced 10/01/2011
Finished 19/01/2011
Severity level Alert
Location 15 Macaranga st Algester 4115
Media interest? No

Incident details
Sample collected at 10:20 on 6 January 2011. 1 E.coli cfu/100mL detected. Total Chlorine 2.6 mg/L. Re-sample collected 10 January 2011. Results expected 15:00 11 January 2011.

Emergency Management Team
Emergency Manager : WGM Duty Manager ([redacted] Communications : WGM Communications Duty Manager (Tel [redacted]

Incident team organisation
Name Role Paul Sherman Water Quality [redacted]

Planning objectives
Remedial action taken - resample. Field Services inspect site & check for planned & unplanned maintenance near sampling site.

Agencies notified
Office of Water Supply Regulator

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Events (0)

<empty>

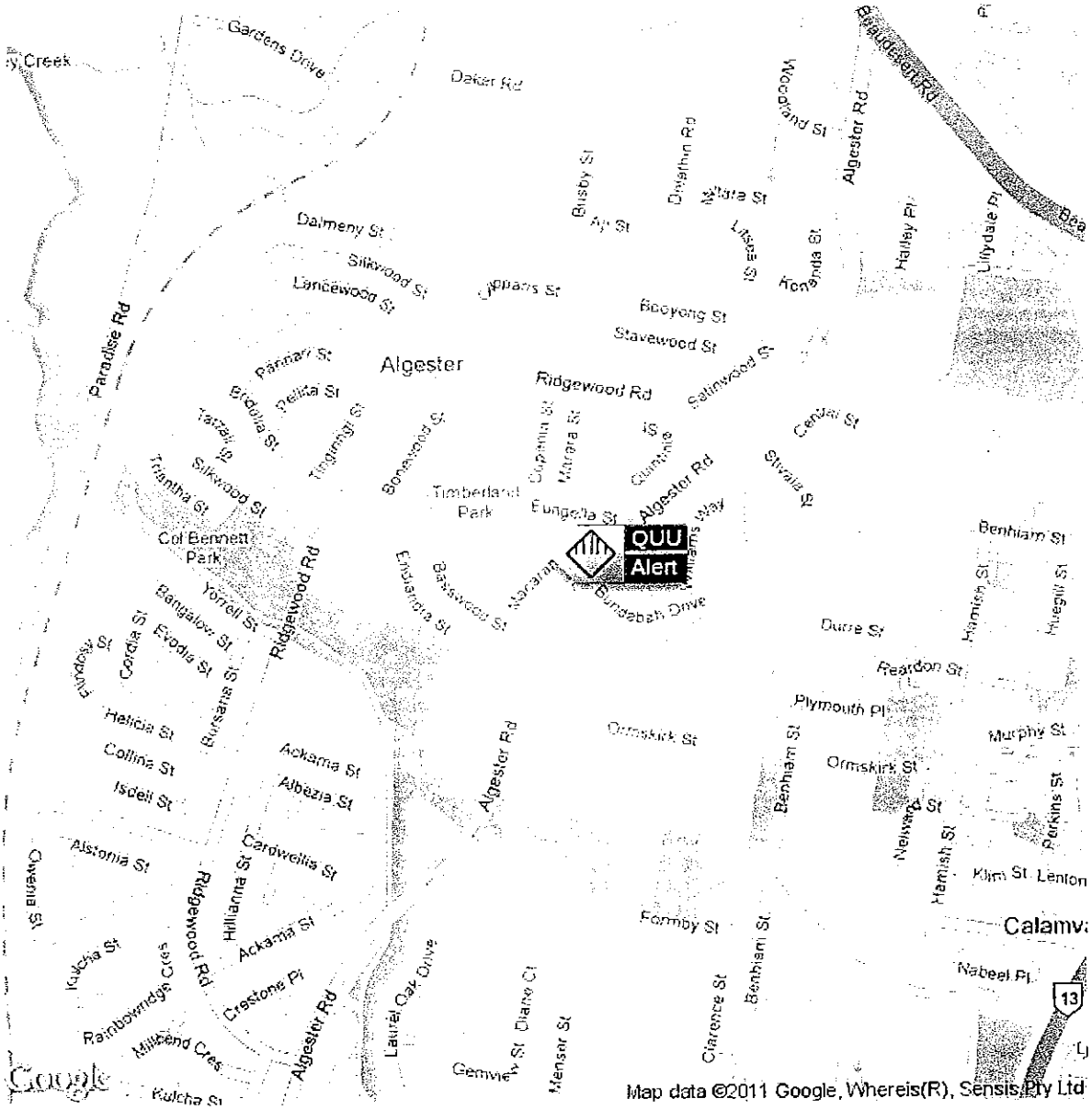
Related Assets (0)

<empty>

Event Documents (1)

DWQ Incident report Part A SP244 - Signed.pdf
File Size: 2Mb
File Type: PDF Document
(Attached)

Mapping



Drinking water quality: incident reporting

Natural Resources and Water
Managing Queensland's natural resources
... for today and tomorrow

Water Supply (Safety and Reliability) Act 2008—section 630

Collection of the information provided in this form and any attachments is authorised under the Water Supply (Safety and Reliability) Act 2008 and is being used for the purpose of ensuring protection of public health. The department will endeavour to maintain any confidentiality of information relating to your form. However, consideration of your form may involve consultation and if so, details of your form may be disclosed to third parties. This information will not otherwise be disclosed outside of the department unless required or authorised by law (for example as under the Freedom of Information Act 1992).

(Please refer to the Explanatory notes and instructions for *Drinking water quality: incident reporting* for further information on completing this form)

Office Use Only	
DWIID	
WSID	

PART A (To be completed and submitted within 24 hours of becoming aware of the incident)

Tick ***one box only*** to describe the type of incident:

(For incidents below please complete sections 1, 2, 3, 4 and 5)

☑ Detection of *Escherichia coli (E. coli)*

☐ Detection of a pathogen

☐ Detection of chemical parameter that does not meet a health guideline value in *Australian Drinking Water Guidelines*

☐ Detection of radioactivity exceeding gross alpha and gross beta screening values in *Australian Drinking Water Guidelines*

☐ Detection of parameter for which there is no guideline value in the *Australian Drinking Water Guidelines*

(For incident below please complete sections 1, 2, 4 and 5)

☐ An event or series of events likely to affect drinking water quality or will cause difficulty in ability to adequately treat drinking water

1. Drinking water service provider details

Drinking water service provider	SPID
Queensland Urban Utilities	0521

Drinking water scheme

SEQ Water Grid

2. Contact details (for this incident)

Contact person	Position
[redacted]	Principal officer water quality

Phone number	Fax number	Mobile number
[redacted]		

Postal address

Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001

Email address

[redacted]

Details of telephone report to the regulator

Person reported to: Sarah Schroeder

Date reported	10 January 2011	Time reported: 9:30 a.m.

Drinking water quality: incident reporting

Water Supply (Safety and Reliability) Act 2008—section 630

Natural Resources and Water
Managing Queensland's natural resources ... for today and tomorrow

Have you informed any other organisation/agency about this incident? ☑ Yes ☐ No

If **Yes**, other organisation/agency contact details

Organisation/agency name	SEQ Water Grid manager		
Contact name	Duty Manager – [redacted]	Date	10 January 2011
Phone number	[redacted]	Email address	[redacted]
Organisation/agency name			
Contact name		Date	
Phone number		Email address	

3. *Sample information*

Initial sample

System location	☐ Raw/source water ☐ Treated water from water treatment plant ☐ Transmission ☑ Reticulation		
Date taken	6 January 2011	Time taken:	10:20 a.m.

Parameter (e.g. *E. coli*, Fluoride): *E.coli*

Sample location (e.g. High Street Reservoir, 56 Gray St.)

SP244 15 Macaranga St Algester

Results (e.g. 5 cfu/100mL, 1.7mg/L)	Date results received
1 cfu/100mL *E.coli*	10 January 2011

Laboratory name where analysis was undertaken

Brisbane City Council Scientific Analytical Services

Follow up sample(s)

Have follow up samples been taken? *(This must include a sample from the initial location)* ☑ Yes ☐ No

If **Yes**, expected timeframe for receipt of results

Date	11 January 2011	Time	After 3 pm

If **No**, expected timeframe for follow up sample(s) to be taken

Date	/ /	Time	AM / PM

4. *Incident information*

Describe incident *(E.g. events that led to the incident and the immediate impact. Additional information may be attached)*
Routine verification monitoring detected 1 cfu/100 mL *E.coli* at SP244 collected on 6 January 2011.
Total chlorine residual measured at 2.6 mg/L.

5. *Immediate corrective actions*

Have immediate corrective actions been taken? ☑ Yes ☐ No

If **Yes**, please describe action taken *(e.g. what and when corrective action took place and if any public health notification has already taken place, or will be required? Additional information may be attached)*

1. Re-sample collected on the morning of 10 January 2011 by laboratory.

Queensland [illegible]
Form WSR503 Version [illegible]

Queensland Government
Natural Resources and Water

2. Operations advised to inspected site and to check for nearby planned and unplanned maintenance.
3. Laboratory contacted to confirm result.
4. Data for nearby samples sites checked.
5. Data (chlorine levels and bacteriological result) from sample sites downstream were reviewed.

If No, please explain reasons why immediate corrective actions have not been taken *(Additional information may be attached)*

6. Declaration

I declare and warrant that I have all the necessary and appropriate authority on behalf of the relevant entity of the scheme to declare the information provided to be true and accurate to the best of my knowledge:

Name [redacted]

Signature [redacted] **Date** 10 January 2011

7. Submission

Please complete and sign the form and **send** via:

[redacted]

Ack - E.Coli Algester [Incident Management]

R02 Emergency notification acknowledgement

Title Ack - E.Coli Algester
Event(s) E.coli detection at Algester (SP244) - 1020EST-06JAN11
Status Inactive
Reported severity Alert
Reason for changing severity level

Report date 10/01/2011 12:54 PM
Lodging agency SEQ WGM
Time first update is due
Confirmed severity Alert

Allocated emergency team
Emergency Manager : WGM Duty Manager [redacted]
Communications : WGM Communications Duty Manager [redacted]

Location of emergency control centre
SEQWGM Offices

Initial direction on management of emergency
As per normal Operating Procedures

Initial direction on management of communication
Nil

Other comments
Ni

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

Related Assets (0)

<empty>

Report Documents (0)

<empty>

Mapping


Oxley Creek
Gardens Drive
Daker Rd
Dalmeny St
Silkwood St
Lancewood St
Paradise Rd
Algester
Ridgewood Rd
Busby St
Aji St
Dinathin Rd
Woodland St
Algester Rd
Beaudesert Rd
Hailey Pl
Lillydale Pl
Konanda St
Booyong St
Stavewood St
Pannan St
Pellita St
Bridella St
Tatzall St
Tingiringi St
Bonewood St
Cupania St
Marara St
Quintinia St
Central St
Stivala St
Triantha St
Silkwood St
Timberland Park
Eungella St
Algester Rd
QUU Alert
Col Bennett Park
Ridgewood Rd
Endiandra St
Basswood St
Bundabah Drive
Benham St
Hamish St
Huegill St
Durre St
Reardon St
Plymouth Pl
Murphy St
Yorrell St
Bangalow St
Evodia St
Cordia St
Helicia St
Collina St
Isdell St
Ackama St
Albezia St
Ormskirk St
Benham St
Nelward St
Perkins St
Alstonia St
Cardwellia St
Hillianna St
Owenia St
Ridgewood Rd
Ackama St
Kulcha St
Rainbowridge Cres
Crestone Pl
Algester Rd
Laurel Oak Drive
Diane Ct
Menser St
Formby St
Clarence St
Benham St
Hamish St
Klim St
Lenton Pl
Calamvale
Nabeel Pl
13
Kulcha St
Hamish St
Google
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SEQ Water Grid
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SEQ Water Grid
Emergency Management

MIN - E.Coli detections

R01 Minister's Notification

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

Report date	10/01/2011 01:00 PM	**Key contact person**	
Lodging agency	SEQ WGM	**Job title**	WGM Duty Manager
Title	MIN - E.Coli detections	**Contact phone**	[redacted]
Event(s)	E.coli detection at Algester (SP244) - 1020EST-06JAN11, E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11	**Contact mobile**	
Incident rating	Alert	**Contact email**	[redacted]
Status	Active	**Next briefing**	An update will be provided if the situation escalates

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

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

Incident location
Forest Lake Reservoir and 15 Macaranga St Algester.

Incident 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.

What we need Ministers Office to do
This information is for noting.

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

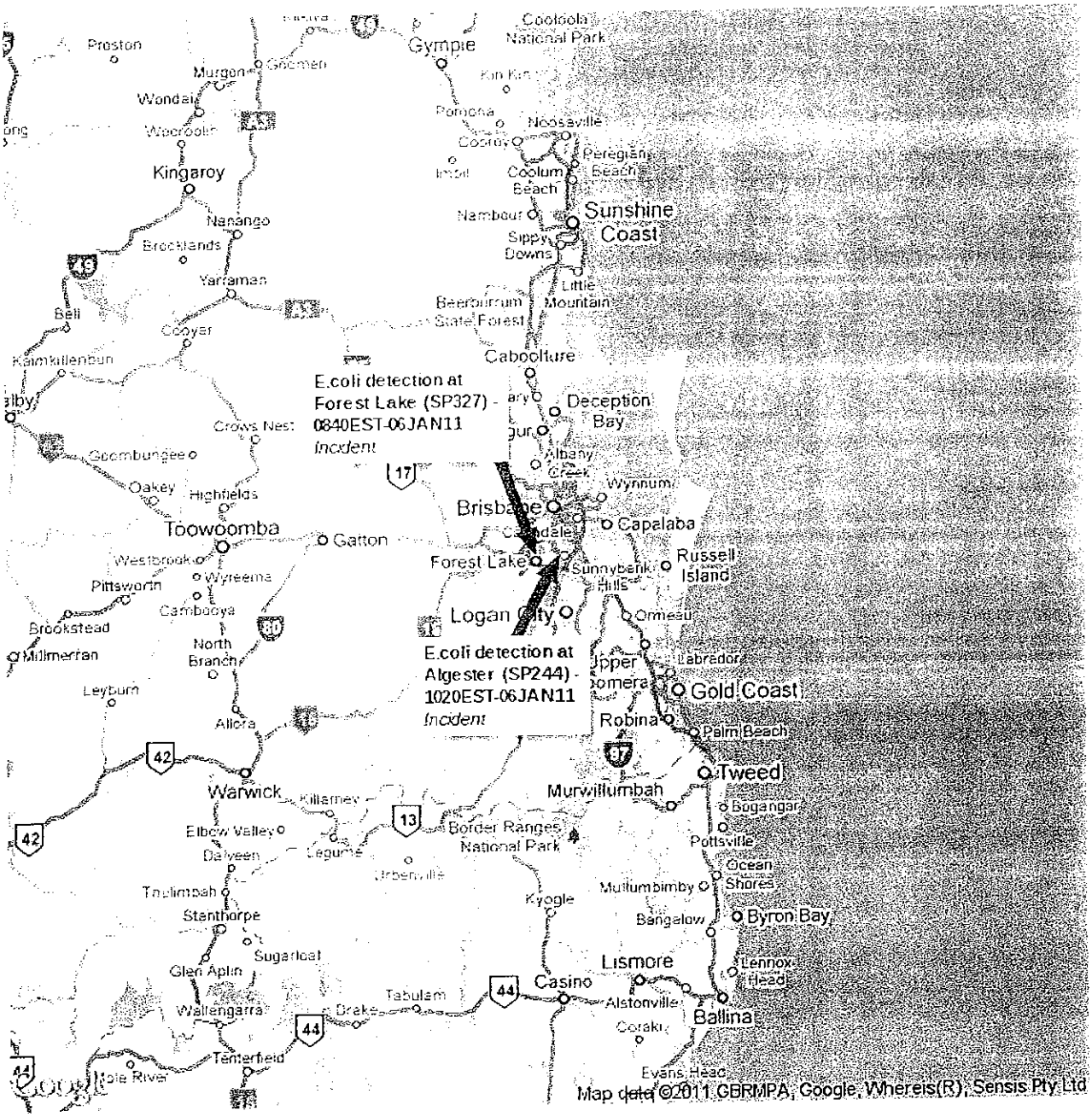
Related Assets (0)

<empty>

Report Documents (0)

<empty>

Mapping



SEQ Water Grid
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SEQ Water Grid
Emergency Management

E.coli detection at Algester (SP244) Close Out

R20 Incident close-out

Title E.coli detection at Algester (SP244) Close Out
Report date 19/01/2011 04:17 PM
Status Inactive
Lodging agency QUU
Event(s) E.coli detection at Algester (SP244) - 1020EST-06JAN11
Close out summary
Repeated sample collected on 10 January 2011 did not detect any E.coli.

Actions requiring follow up

Submitted by [redacted]
Contact phone
Contact mobile
Contact email [redacted]

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

Related Assets (0)

<empty>

Report Documents (0)

<empty>

Mapping


Oxley Creek
Gardens Drive
Dakar Rd
Dalmeny St
Silkwood St
Lancewood St
Cappans St
Busby St
Aji St
Delarhin Rd
Mitara St
Woodland St
Algester Rd
Beaudesert Rd
Lilydale Pl
Halley Pl
Konanda St
Booyong St
Stavewood St
Paradise Rd
Algester
Ridgewood Rd
Satinwood St
Central St
Stivata St
Timberland Park
Eungella St
Algester Rd
Williams Way
QUU
Alert
Bundabah Drive
Benham St
Col Bennett Park
Yorrell St
Bangalow St
Evudia St
Cordia St
Ridgewood Rd
Endiandra St
Basswood St
Durre St
Reardon St
Plymouth Pl
Murphy St
Ormskirk St
Helicia St
Collina St
Isdell St
Ackama St
Albezia St
Algester Rd
Benham St
Nelward St
Hamish St
Perkins St
Klim St
Lenton Pl
Alstonia St
Cardwellia St
Hillianna St
Ackama St
Ridgewood Rd
Kulcha St
Rainbowridge Cres
Millhead Cres
Crestone Pl
Algester Rd
Laurel Oak Drive
Diane Ct
Menser St
Formby St
Benham St
Clarence St
Calamvale
Nabeel Pl
13
Lyrebir
Hamish St
Kulcha St
Google
Map data ©2011 Google, Whereis(R), Sensis Pty Ltd

Log Entries

Event E.coli detection at Algester (SP244) - 1020EST-06JAN11 commenced	**Logged By**	SEQ WGM
	Date	10/01/2011 10:00 AM
R02 Emergency notification acknowledgement lodged: Ack - E.Coli Algester	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 12:54 PM
Sent communication: Incident Notification Acknowledgement	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 12:56 PM
R01 Minister's Notification lodged: MIN - E.Coli detections	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 01:00 PM
Email received: FW: Drinking Water Quality incidents at SP244 Algester & SP327 Forest Lake - 6 January 2011	**Logged By**	SEQWGM Operations [redacted]
	Date	10/01/2011 02:54 PM
Sent communication: Ministerial Briefing notification	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	10/01/2011 03:43 PM
Event E.coli detection at Algester (SP244) - 1020EST-06JAN11 finished	**Logged By**	SEQ WGM
	Date	19/01/2011 10:00 AM
R20 Incident close-out lodged: E.coli detection at Algester (SP244) Close Out	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	19/01/2011 04:17 PM

Rathdowney Reservoir [Incident Management Team]

Incident

Name	Rathdowney Reservoir	**Commenced**	10/01/2011
Status	Inactive	**Finished**	18/01/2011
Lead agency	SEQ WGM	**Other agencies**	Seqwater
Incident type	Asset Failure	**Severity level**	Alert
Location site name	Captain Logan Lookout Resovior	**Location**	John Street Rathdowney Q
Reported by	[redacted]		
Initiating agency	Qld Urban Utilities	**Media interest?**	No

Incident details
Residents reported no water. Field staff sent to investigate. SCADA SMS message system slow. SCADA alarm reported low level in resovior close to when resovior was empty. SeqWater staff were called to attend and started treatment plant. Resovior not making water. Field staff investigated possibility of leak and found large leak on 50mm service line to park. Leak fixed. Resovior levels increased and water restored to customers around 3:30am Tuesday morning. Captain Logan Lookout resovior is only a 50kl resovior. SEQWater had shut down treatment plant due to turbid water in the Logan River. They did not want the plant to start automatically when staff were not at the treatment plant. Water in resovior should have been sufficient to last till next morning.

Emergency Management Team
Emergency Manager : WGM Duty Manager [redacted] Communications : WGM Communications Duty Manager (Tel [redacted]

Incident team organisation
No incident team

Planning objectives
Identify possible leak and rectify when identified

Agencies notified
Water Grid Manager

Other relevant information
Nil

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Events (0)

<empty>

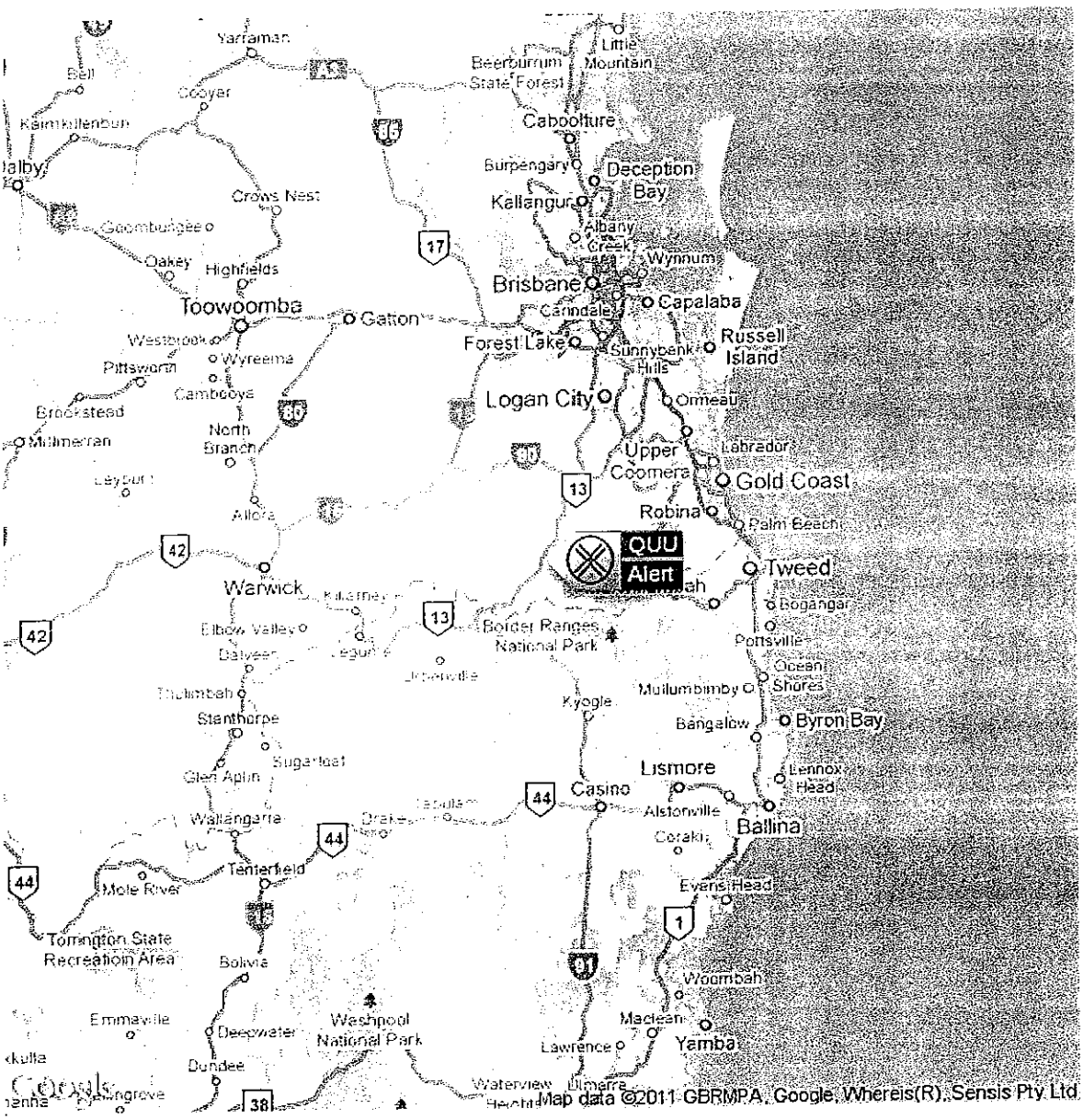
Related Assets (1)

Occurred at : Captain Logan Lookout

Event Documents (0)

<empty>

Mapping



Rathdowney Resovoir close out [Incident Management Team]

R20 Incident close-out

Title Rathdowney Resovoir close out
Status Inactive
Report date 18/01/2011 11:37 AM
Lodging agency QUU
Event(s) Rathdowney Reservoir

Close out summary

Leak reported to Scenic Rim Regional Council for repair (Council park). Sevice turned off until repaired. SeqWater started treatment plant to fill resovoir. Resovoir filled. QUU capital program has a new reservoir budgeted for 2011/2012 financial year to provide more capacity to Rathdowney.

Actions requiring follow up

Asked SCADA electrician (Matt Lawlis) to follow up with Telstra as to why message alarm was slow.
Asked SCADA electrician (Matt Lawlis) to follow through SCADA system why alarm did not go to SEQWater first

Submitted by [redacted]
Contact phone
Contact mobile [redacted]
Contact email

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

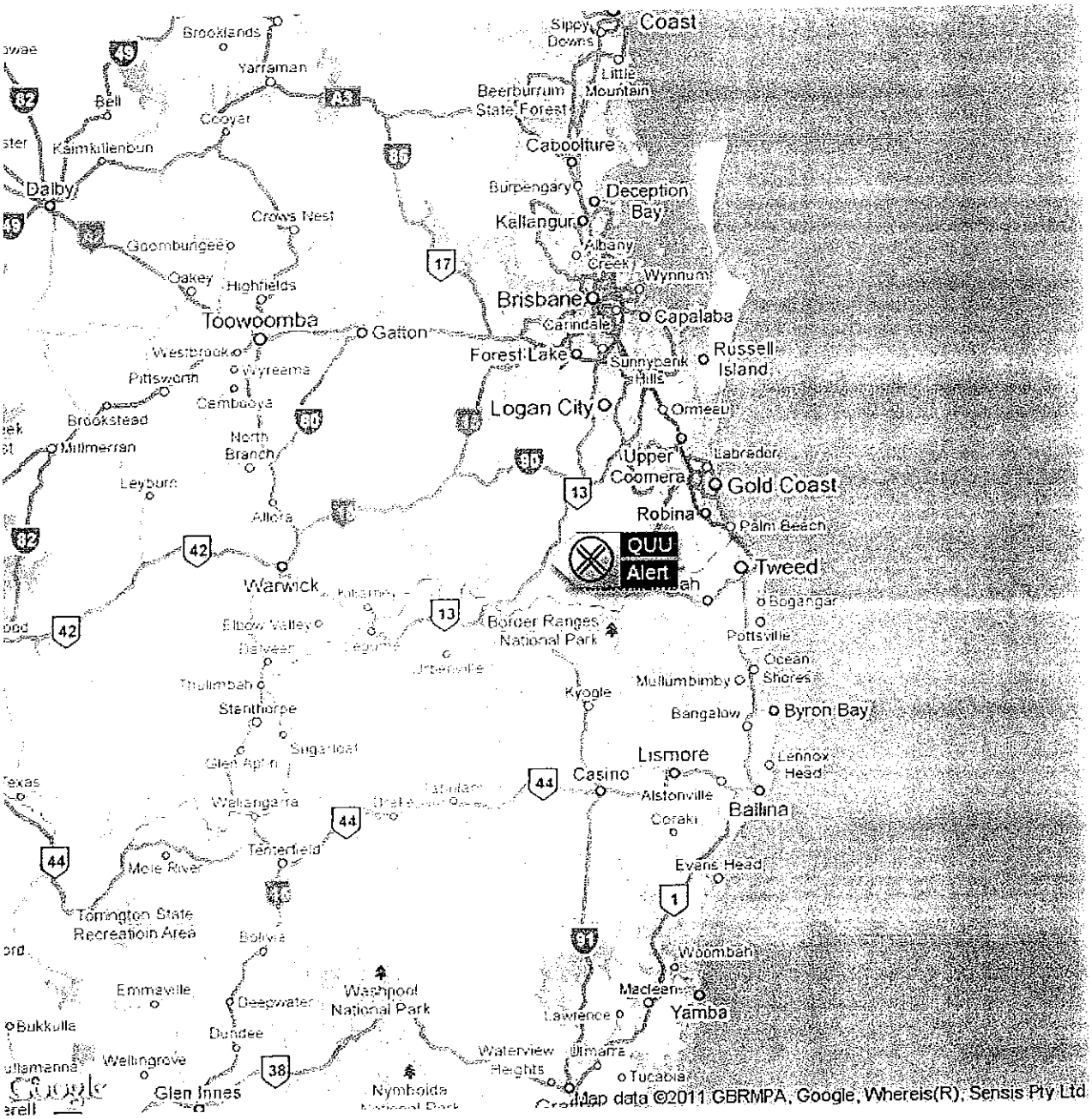
Related Assets (0)

<empty>

Report Documents (0)

<empty>

Mapping


Coast
Sippy Downs
Little Mountain
Beerburrum State Forest
Caboolture
Burpengary
Deception Bay
Kallangur
Albany Creek
Wynnum
Brisbane
Capalaba
Carindale
Forest Lake
Sunnybank Hills
Russell Island
Logan City
Ormeau
Upper Coomera
Labrador
Gold Coast
Robina
Palm Beach
QUU Alert
Tweed
Bogangar
Pottsville
Ocean Shores
Mullumbimby
Byron Bay
Bangalow
Lennox Head
Lismore
Casino
Alstonville
Ballina
Coraki
Evans Head
Woombah
Macleen
Yamba
Lawrence
Waterview Heights
Ultimarra
Tucabia
Nymboida
Glen Innes
Wellingrove
Dundee
Deepwater
Washpool National Park
Emmaville
Bolivia
Tomington State Recreatioin Area
Mole River
Tenterfield
Wallangarra
Glen Aplin
Sugarloaf
Stanthorpe
Thulimbah
Dalveen
Elbow Valley
Warwick
Allora
Leyburn
North Branch
Cambooya
Wyreema
Westbrook
Pittsworth
Toowoomba
Gatton
Highfields
Oakey
Goombungee
Crows Nest
Dalby
Kaimkillenbun
Cooyar
Yarraman
Brooklands
Bell
Brookstead
Millmerran
Map data ©2011 GBRMPA, Google, Whereis(R), Sensis Pty Ltd

Log Entries

Event Rathdowney Reservoir commenced	**Logged By**	SEQ WGM
	Date	10/01/2011 10:00 AM
Event Rathdowney Reservoir finished	**Logged By**	SEQ WGM
	Date	18/01/2011 10:00 AM
RFI Incident close-out lodged: Rathdowney Resovoir close	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
	Date	18/01/2011 11:37 AM

E.Coli Detection at Ashwell

Incident

Name	E.Coli Detection at Ashwell	**Commenced**	15/01/2011
Status	Inactive	**Finished**	19/01/2011
Lead agency	QUU		
Incident type	Water Quality	**Severity level**	Alert
Location site name	Ashwell School	**Location**	Ashwell School 35 Reinke road Ashwell qld
Reported by	[redacted]		
Initiating agency	Qld Urban Utilities	**Media interest?**	No

Incident details
1 E.coli cfy/100ml detection during verification monitoring on 14/1/11.

Emergency Management Team
Emergency Manager - WGM Duty Manager Communications Manager - WGM Communications Duty Manager

Planning objectives
Remedial Action: re sample15/1 manual chlorination of upstream reservoirsn 15/1/ Increase chlorine dose at upstream waterpump station 15/1/11

Agencies notified
SEQWGM DERM

Related Contacts (1)

Primary contact : BRG.QUU

Related Appointments (0)

<empty>

Related Events (0)

<empty>

Related Assets (0)

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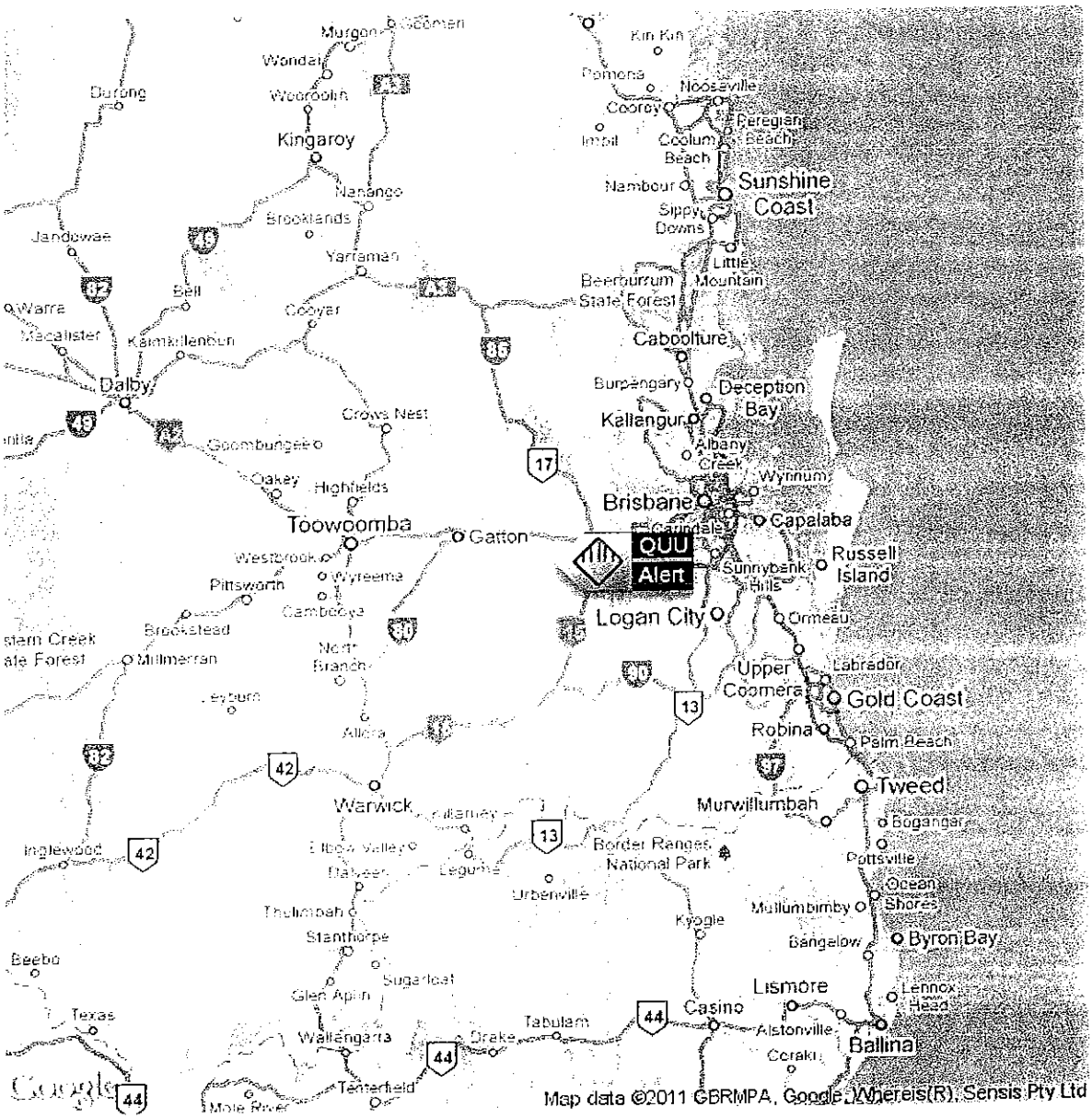
Event Documents (1)

DWQ Incident Report Part A - SP404 signed 20110117.pdf
File Size: 147kb
File Type: PDF Document
(Attached)

Mapping


Murgon
Goomeri
Wondai
Wooroolin
Durong
Kingaroy
Nanango
Brooklands
Jandowae
Yarraman
Bell
Warra
Macalister
Kaimkillenbun
Cooyar
Dalby
Crows Nest
Goombungee
Oakey
Highfields
Toowoomba
Gatton
Westbrook
Wyreema
Pittsworth
Cambooya
Brookstead
Millmerran
North Branch
Allora
Warwick
Inglewood
Elbow Valley
Legume
Dalveen
Thulimbah
Stanthorpe
Beebo
Sugarloaf
Glen Aplin
Texas
Wallangarra
Drake
Tabulam
Tenterfield
Mole River
Kin Kin
Pomona
Noosaville
Cooroy
Peregian Beach
Imbil
Coolum Beach
Nambour
Sunshine Coast
Sippy Downs
Little Mountain
Beerburrum State Forest
Caboolture
Burpengary
Deception Bay
Kallangur
Albany Creek
Wynnum
Brisbane
Carindale
Capalaba
QUU Alert
Sunnybank Hills
Russell Island
Logan City
Ormeau
Upper Coomera
Labrador
Gold Coast
Robina
Palm Beach
Tweed
Murwillumbah
Bogangar
Border Ranges National Park
Pottsville
Urbenville
Ocean Shores
Mullumbimby
Kyogle
Bangalow
Byron Bay
Lismore
Lennox Head
Casino
Alstonville
Ballina
Coraki
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Drinking water quality: lincident reporting

Natural Resources and Water
Managing Queensland's natural resources
... for today and tomorrow

Water Supply (Safety and Reliability) Act 2008—section 630

Collection of the information provided in this form and any attachments is authorised under the Water Supply (Safety and Reliability) Act 2008 and is being used for the purpose of ensuring protection of public health. The department will endeavour to maintain any confidentiality of information relating to your form. However, consideration of your form may involve consultation and if so, details of your form may be disclosed to third parties. This information will not otherwise be disclosed outside of the department unless required or authorised by law (for example as under the Freedom of Information Act 1992).

(Please refer to the Explanatory notes and instructions for *Drinking water quality: incident reporting* for further information on completing this form)

Office Use Only					
DWIID					
WSID					

PART A (To be completed and submitted within 24 hours of becoming aware of the incident)

Tick ***one box only*** to describe the type of incident:

(For incidents below please complete sections 1, 2, 3, 4 and 5)

☑ **Detection of *Escherichia coli (E. coli)***

☐ **Detection of a pathogen**

☐ **Detection of chemical parameter that does not meet a health guideline value in *Australian Drinking Water Guidelines***

☐ **Detection of radioactivity exceeding gross alpha and gross beta screening values in *Australian Drinking Water Guidelines***

☐ **Detection of parameter for which there is no guideline value in the *Australian Drinking Water Guidelines***

(For incident below please complete sections 1, 2, 4 and 5)

☐ **An event or series of events likely to affect drinking water quality or will cause difficulty in ability to adequately treat drinking water**

1. Drinking water service provider details

Drinking water service provider	SPID
Queensland Urban Utilities	0521

Drinking water scheme

SEQ Water Grid

2. Contact details (for this incident)

Contact person	Position
[redacted]	Principal officer water quality

Phone number	Fax number	Mobile number
[redacted]		

Postal address

Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001

Email address

[redacted]

Details of telephone report to the regulator

Person reported to: Sarah Schroeder

Date reported	15 January 2011	Time reported: 10:30 a.m.

Drinking water quality: lincident reporting

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Have you informed any other organisation/agency about this incident? ☑ Yes ☐ No

If **Yes**, other organisation/agency contact details

Organisation/agency name	SEQ Water Grid manager		
Contact name	Duty Manager	Date	Saturday 15th January 2011
Phone number	07 3405 5201	Email address	emergency@seqwgm.com.au
Organisation/agency name			
Contact name		Date	
Phone number		Email address	

3. *Sample information*

Initial sample

System location	☐ Raw/source water ☐ Treated water from water treatment plant ☐ Transmission ☑ Reticulation		
Date taken	Friday 14th January 2011	Time taken:	10:00 am

Parameter (e.g. *E. coli*, Fluoride): *E.coli*

Sample location (e.g. High Street Reservoir, 56 Gray St.)

SP404 Ashwell Primary School 35 Reinke Rd, Ashwell

Results (e.g. 5 cfu/100mL, 1.7mg/L)	Date results received
1 cfu/100mL *E.coli*	Saturday 15th January 2011

Laboratory name where analysis was undertaken

Queensland Urban Utilities Laboratory Services

Follow up sample(s)

Have follow up samples been taken? *(This must include a sample from the initial location)* ☑ Yes ☐ No

If **Yes**, expected timeframe for receipt of results

Date	Sunday 16th January 2011	Time	10:00 am

If **No**, expected timeframe for follow up sample(s) to be taken

Date	/ /	Time	AM / PM

4. *Incident information*

Describe incident *(E.g. events that led to the incident and the immediate impact. Additional information may be attached)*
Special monitoring following flood disaster detected 1 cfu/100 mL *E.coli* at SP404 collected on Friday 14th January 2011.

Total chlorine measured at 0.09 mg/L.



5. Immediate corrective actions

Have immediate corrective actions been taken? ☑ Yes ☐ No

If **Yes**, please describe action taken *(e.g. what and when corrective action took place and if any public health notification has already taken place, or will be required? Additional information may be attached)*

1. Re-sample collected on the morning of Saturday 15th January 2011 by laboratory.
2. Laboratory contacted to confirm result.
3. Data for nearby samples sites checked.
4. Data (chlorine levels and bacteriological result) from other sample sites were reviewed.

If **No**, please explain reasons why immediate corrective actions have not been taken *(Additional information may be attached)*

6. Declaration

I declare and warrant that I have all the necessary and appropriate authority on behalf of the relevant entity of the scheme to declare the information provided to be true and accurate to the best of my knowledge:

Name [redacted]

Signature [redacted] Date 17 January 2011

7. Submission

Please complete and sign the form and **send** via:

Facsimile: (07) 3224 7999 **or** **Email address: dwreporting@nrw.qld.gov.au**

SEQ Water Grid
safe · secure · sustainable

SEQ Water Grid
Emergency Management

MIN - E.Coli detections

R01 Minister's Notification

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

Report date	10/01/2011 01:00 PM	**Key contact person**	
Lodging agency	SEQ WGM	**Job title**	WGM Duty Manager
Title	MIN - E.Coli detections	**Contact phone**	([redacted]
Event(s)	E.coli detection at Algester (SP244) - 1020EST-06JAN11, E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11	**Contact mobile**	
		Contact email	[redacted]
Incident rating	Alert	**Next briefing**	An update will be provided if the situation escalates
Status	Active		

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

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

Incident location
Forest Lake Reservoir and 15 Macaranga St Algester.

Incident 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.

What we need Ministers Office to do
This information is for noting.

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

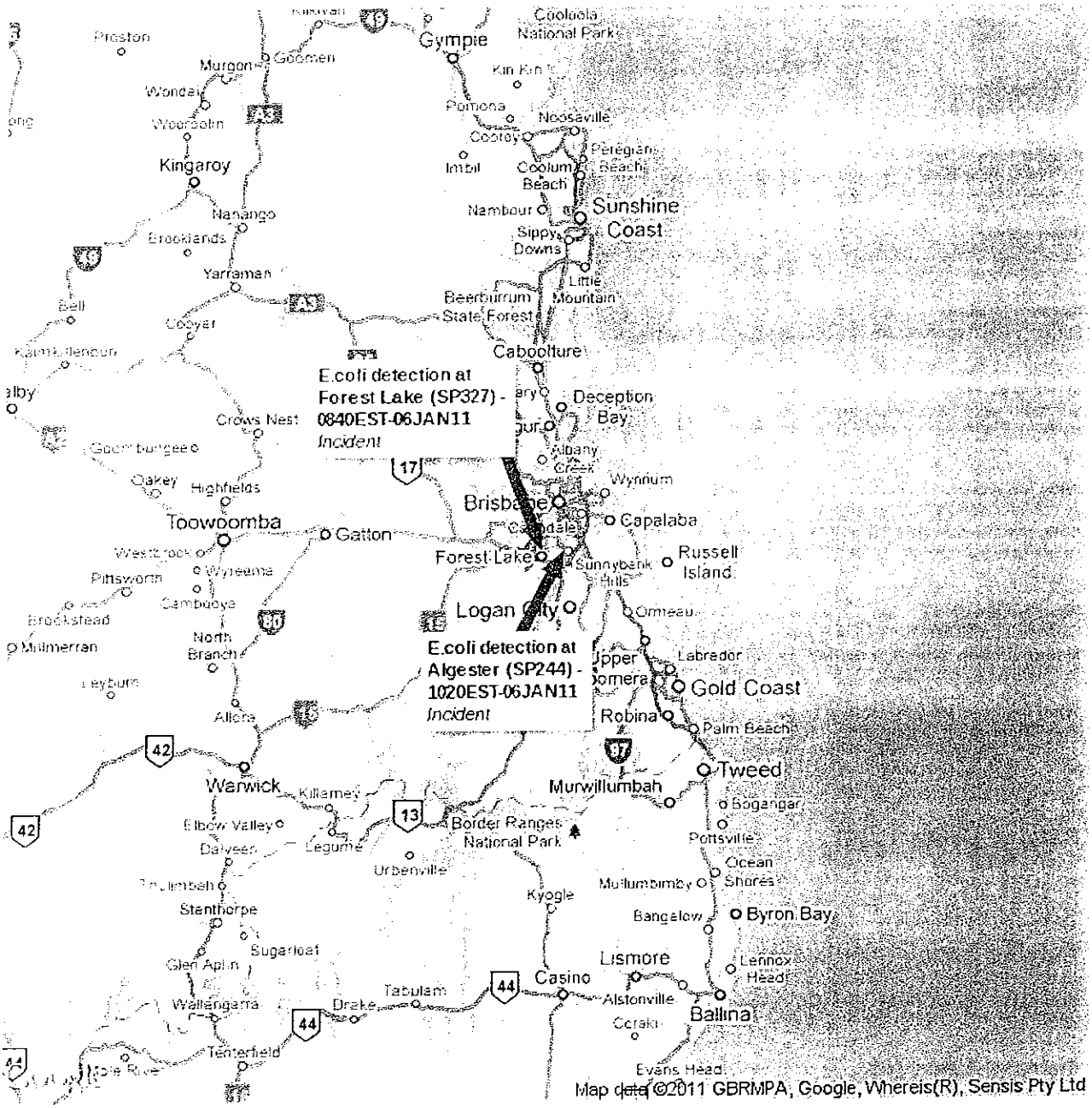
Related Assets (0)

<empty>

Report Documents (0)

<empty>

Mapping



SEQ Water Grid
Emergency Management

MIN - E.Coli detections

R01 Minister's Notification

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

Report date	10/01/2011 01:00 PM	**Key contact person**	
Lodging agency	SEQ WGM	**Job title**	WGM Duty Manager
Title	MIN - E.Coli detections	**Contact phone**	[redacted]
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Related Contacts (0)

<empty>

Related Appointments (0)

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Related Tasks (0)

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Related Assets (0)

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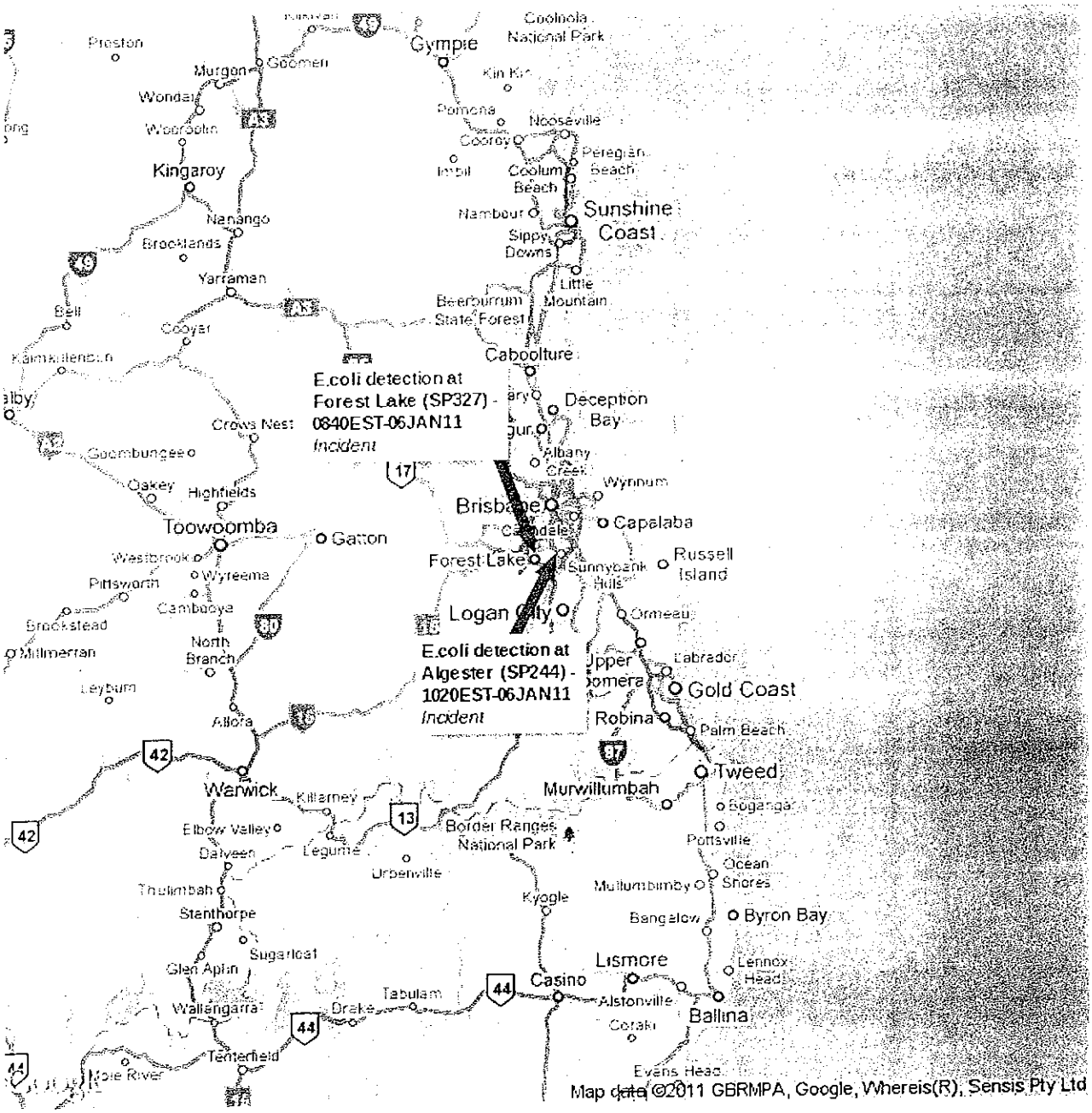
Report Documents (0)

<empty>

Mapping



E.coli detection of Ashwell (SP404) close out [Incident Management]

R20 Incident close-out

Title E.coli detection of Ashwell (SP404) close out
Report date 19/01/2011 02:38 PM
Status Inactive
Lodging agency QUU
Event(s) E.Coli Detection at Ashwell
Close out summary
Repeated samples collected on 15th & 16th January 2011 did not detect any E.coli at SP404.

Actions requiring follow up

Submitted by [redacted]
Contact phone
Contact mobile
Contact email [redacted]

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

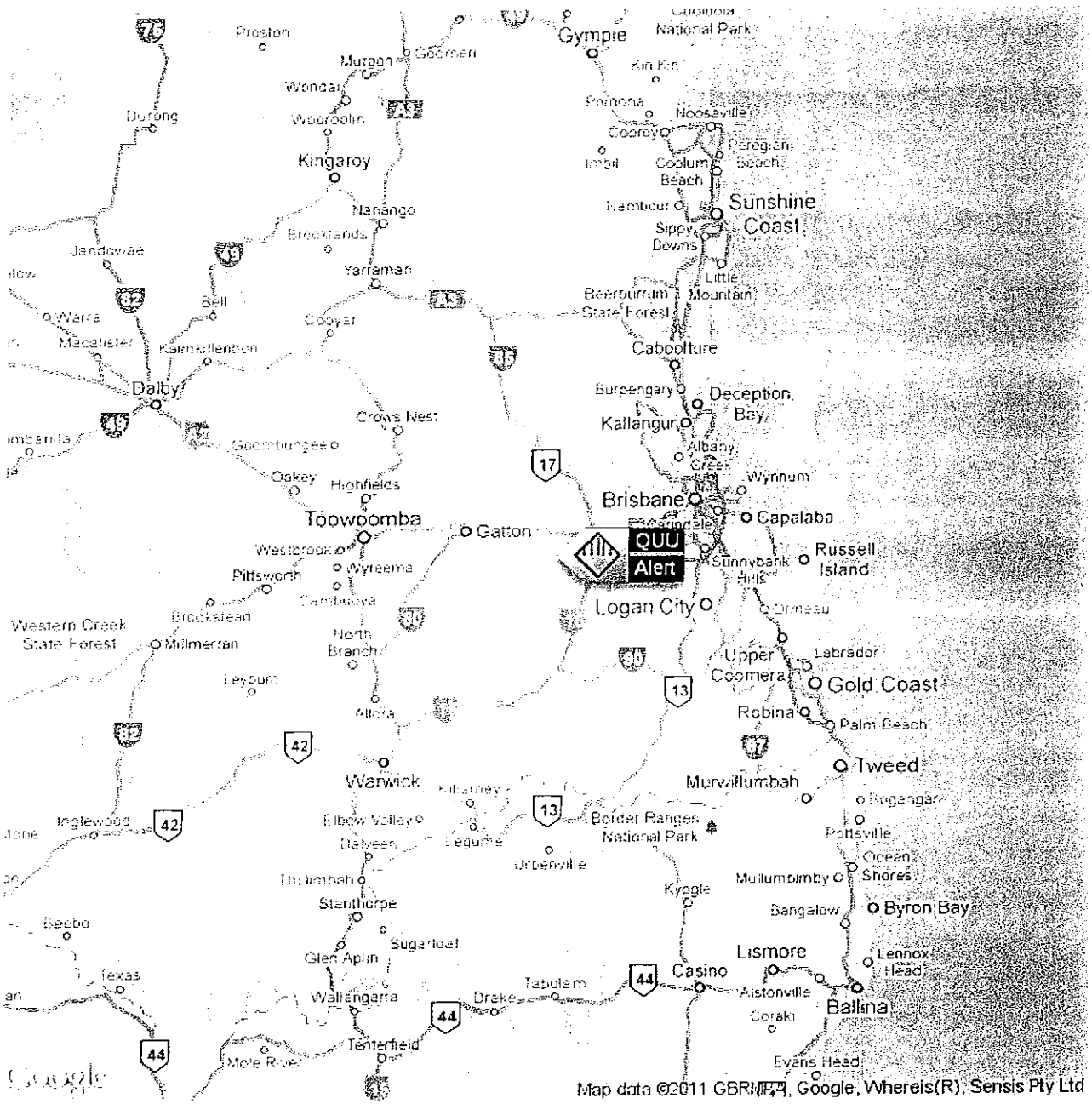
Related Assets (0)

<empty>

Report Documents (0)

<empty>

Mapping


Gympie
Sunshine Coast
Caboolture
Deception Bay
Kallangur
Brisbane
Capalaba
Russell Island
Logan City
Gold Coast
Tweed
Murwillumbah
Byron Bay
Ballina
Lismore
Casino
Toowoomba
Gatton
Warwick
Dalby
Kingaroy
QUU
Alert
Map data ©2011 GBRMPA, Google, Whereis(R), Sensis Pty Ltd

Log Entries

Event E.Coli Detection at Ashwell commenced

Logged By QUU
Date 15/01/2011 10:00 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 11:09 AM
Log Type Event Log
Lodging agency SEQ WGM
Event(s) E.Coli Detection at Ashwell
Entry
No Mins Office notification or GP acknowledgement to be sent

Details
Due to the ongoing Emergency situation across the Grid, it is deemed not necessary to send a Mins Office notification or GP acknowledgement (supported by [redacted]

Email received: DWQ Incident report Part A - Ashwell - SP404 - 14 January 2011

Logged By [redacted]
Date 17/01/2011 12:57 PM

Event E.Coli Detection at Ashwell finished

Logged By QUU
Date 19/01/2011 10:00 AM

R20 Incident close-out lodged: E.coli detection of Ashwell (SP404) close out

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 19/01/2011 02:38 PM

Atkinsons Dam WTP inundation -1230EST-10JAN11

Incident

Name Atkinsons Dam WTP inundation -1230EST-10JAN11
Status Active
Lead agency SEQ WGM
Incident type Water Quality
Location site name Atkinsons Dam WTP
Reported by [redacted]
Initiating agency Seqwater

Commenced 10/01/2011
Severity level Level 3
Location Atkinsons Dam Rd Atkinsons Dam 4311
Media interest? No

Incident details
Operators of the Local recreational WTP area have detected high turbidity in the raw water and as a consequence shut down the WTP. Localised flooding is preventing prompt access to the WTP for Seqwater to determine water quality and a small number of residents who draw from this plant have been advised to boil their drinking water as a precautionary measure. On site storages are low and residents have also been advised to conserve water whilst access to the site continues to be problematic. This issue impacts upon approximately 3-4 houses and casual residents of a camp ground and Caravan Park. We understand that no campers are currently resident in the Caravan Park. Taps in the camp ground have non drinking water signs attached.

Emergency Management Team
Emergency Manager : WGM Duty Manager ([redacted]) Communications : WGM Communications Duty Manager (Tel [redacted]

Planning objectives
- Boil water notice until fresh clean water can be tankered in, to fill the emptied and cleaned tank. - Water is to then be scoured through system until verified clean. - Staff attempting to access the site to begin water quality testing and to discharge poor water from the storage reservoir, flush the system and validate water quality - Extra WQ testing to be carried out throughout process. - WTP to be brought on line and tested before water put into system.

Agencies notified
OWSR and Qld Health

Other relevant information
- Approx 20 people affected, through connections, plus potential day use area, but notices will be put up. - WGM recommended that Seqwater rate as level 3 incident. - At end of meeting Seqwater to contact OWSR and QH to advise of incident and decisions from meeting. - Seqwater Boil water notice received by WGM at 2.12pm - WGM approved boil water notice messaging and sent back to Seqwater at 2.29pm. - Tim Watts (Mins office) contacted at 2.35pm and verbally informed of summary of incident and actions.

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Events (0)

<empty>

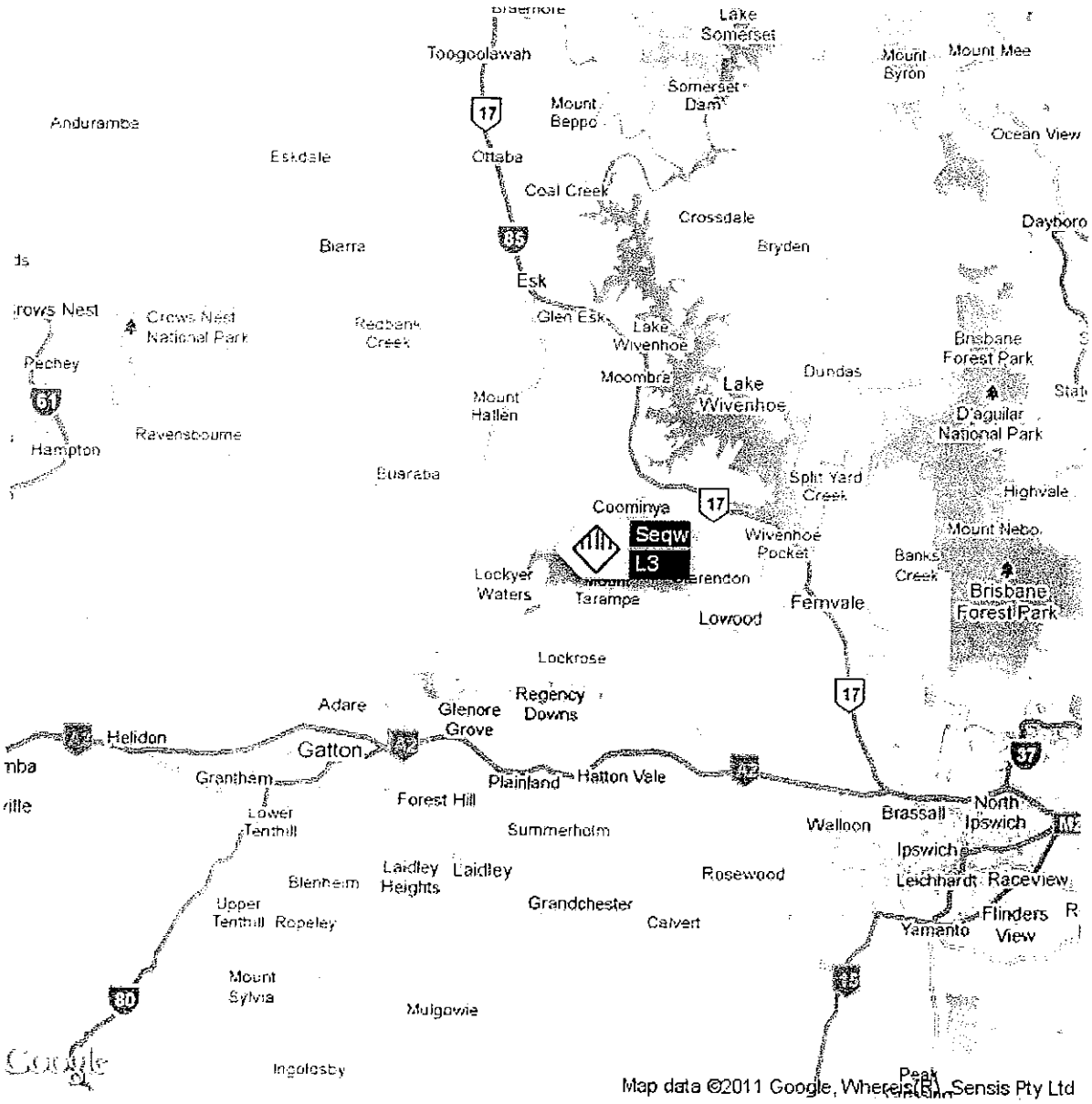
Related Assets (1)

Occurred at : Atkinson Dam (Recreation) WTP

Event Documents (0)

<empty>

Mapping



Ack - Atkinson Dam WTP inundation [Incident Management]

R02 Emergency notification acknowledgement

Title	Ack - Atkinson Dam WTP inundation	**Report date**	10/01/2011 03:34 PM
Event(s)	Atkinsons Dam WTP inundation -1230EST-10JAN11	**Lodging agency**	SEQ WGM
Status	Active	**Time first update is due**	
Reported severity	Level 3	**Confirmed severity**	Level 3

Reason for changing severity level

Allocated emergency team
Emergency Manager : WGM Duty Manager [redacted]
Communications : WGM Communications Duty Manager [redacted]

Location of emergency control centre

Initial direction on management of emergency
As per normal Operating Procedures

Initial direction on management of communication
Please ensure Water Grid Comms Unit kept in the loop.

Other comments
Nil

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

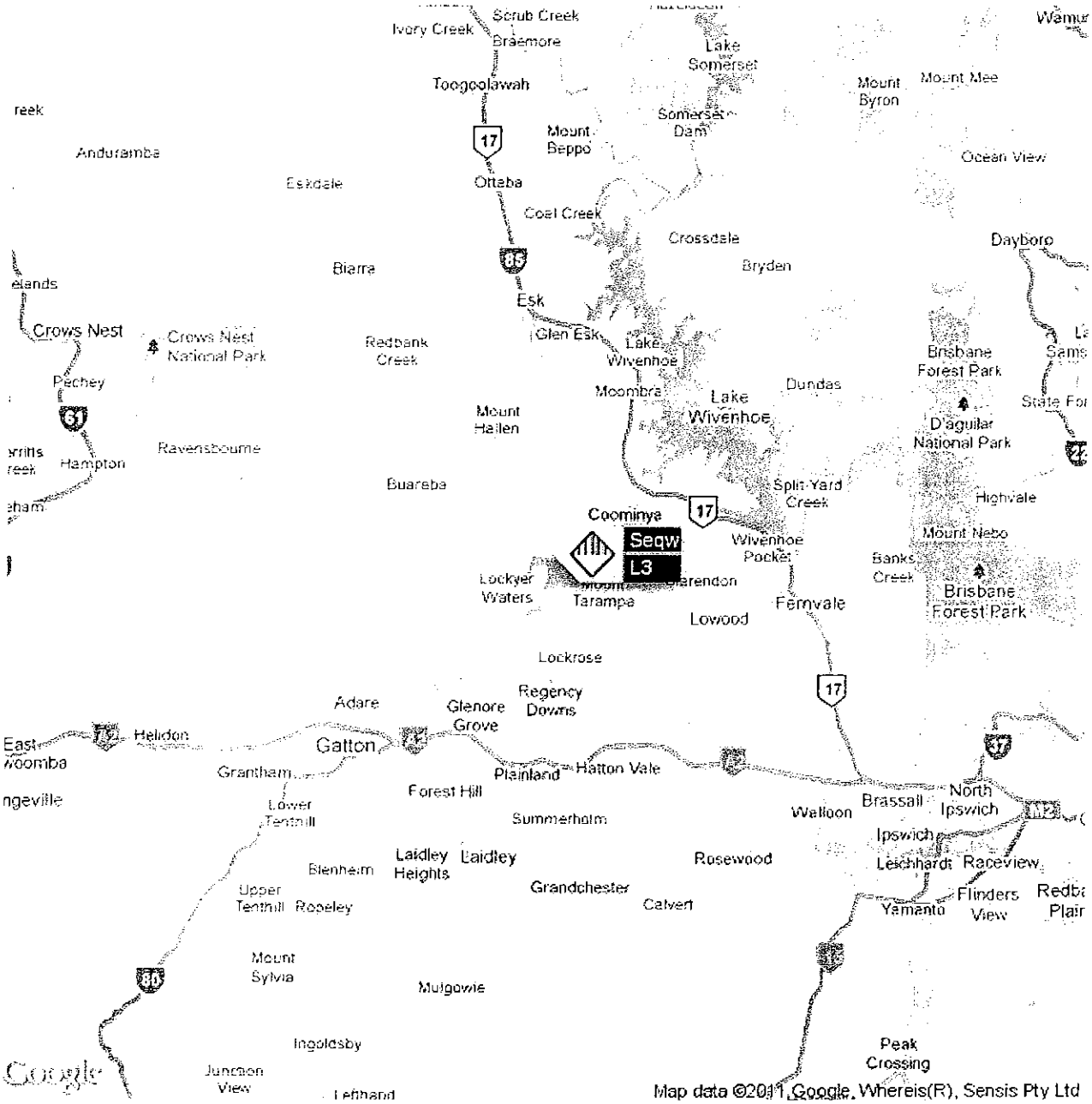
Related Assets (0)

<empty>

Report Documents (0)

<empty>

Mapping


Scrub Creek
Ivory Creek
Braemore
Toogoolawah
Lake Somerset
Somerset Dam
Mount Byron
Mount Mee
Mount Beppo
Anduramba
Ocean View
Eskdale
Ottaba
Coal Creek
Crossdale
Dayboro
Biarra
Bryden
Esk
Crows Nest
Crows Nest National Park
Redbank Creek
Glen Esk
Lake Wivenhoe
Brisbane Forest Park
Pechey
Moombra
Dundas
Mount Hallen
Lake Wivenhoe
D'aguilar National Park
Ravensbourne
Hampton
Buaraba
Split Yard Creek
Highvale
Coominya
Seqw
L3
Wivenhoe Pocket
Mount Nebo
Banks Creek
Lockyer Waters
Mount Tarampa
Fernvale
Brisbane Forest Park
Lowood
Lockrose
Adare
Glenore Grove
Regency Downs
Helidon
Gatton
East Toowoomba
Grantham
Plainland
Hatton Vale
Forest Hill
Lower Tenthill
Summerholm
Walloon
Brassall
North Ipswich
Ipswich
Laidley Heights
Laidley
Rosewood
Leichhardt
Raceview
Blenheim
Upper Tenthill
Ropeley
Grandchester
Calvert
Yamanto
Flinders View
Mount Sylvia
Mulgowie
Ingoldsby
Peak Crossing
Junction View
Lefthand
Google
Map data ©2011 Google, Whereis(R), Sensis Pty Ltd

SEQ Water Grid
Emergency Management

MIN - Atkinsons Dam WTP

R01 Minister's Notification

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

Report date	10/01/2011 03:41 PM	**Key contact person**	
Lodging agency	SEQ WGM	**Job title**	WGM Duty Manager
Title	MIN - Atkinsons Dam WTP	**Contact phone**	[redacted]
Event(s)	Atkinsons Dam WTP inundation -1230EST-10JAN11	**Contact mobile**	
Incident rating	Level 3	**Contact email**	[redacted]
Status	Active	**Next briefing**	An update will be provided if the situation escalates

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

Asset name
Atkinsons Dam Water Treatment Plant

Incident location
Atkinsons Dam

Incident 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 potenital 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.

What we need Ministers Office to do
This information is for noting.

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

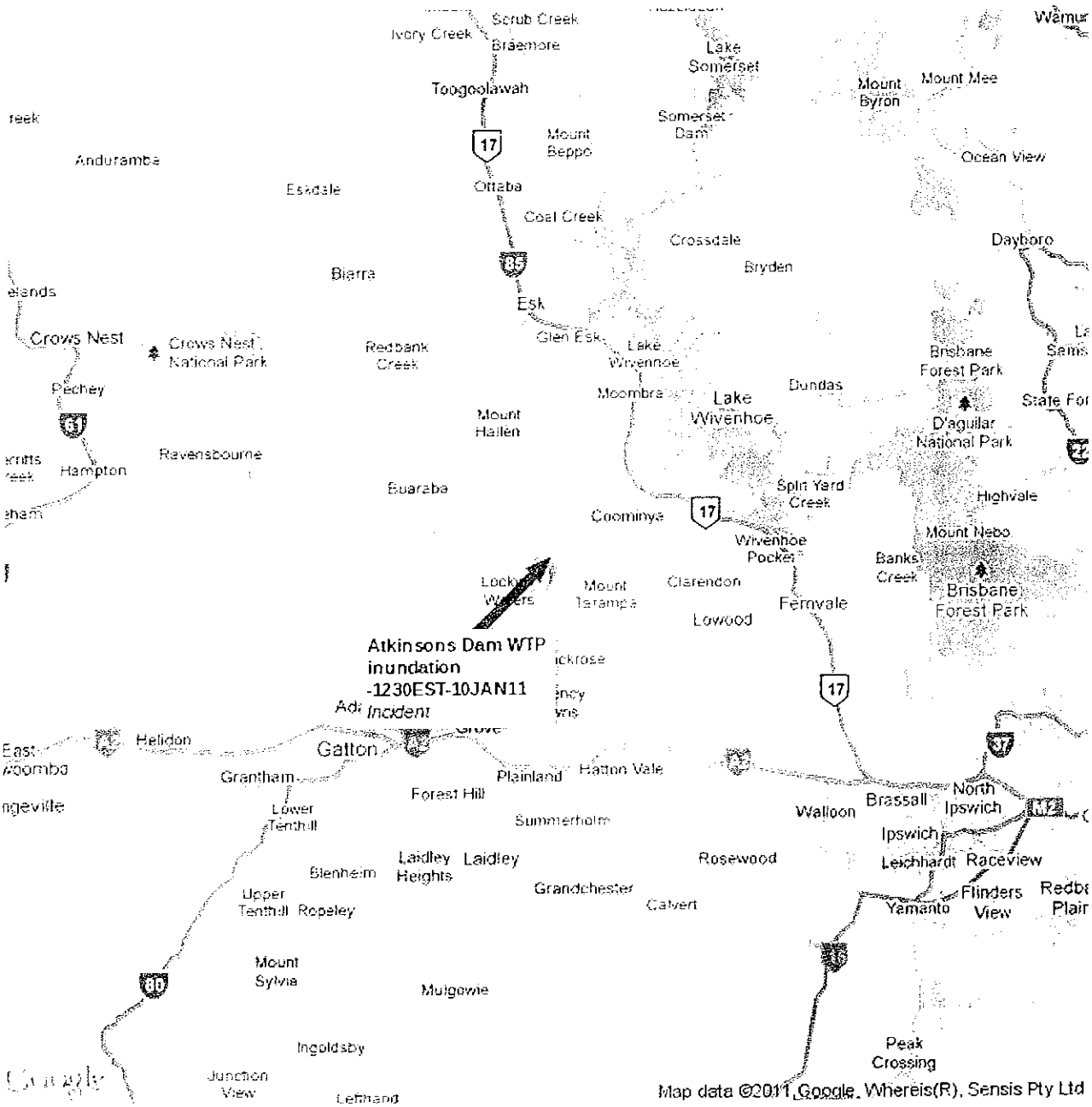
Related Assets (0)

<empty>

Report Documents (0)

<empty>

Mapping


Atkinsons Dam WTP
inundation
-1230EST-10JAN11
Incident
Scrub Creek
Ivory Creek
Braemore
Toogoolawah
Lake
Somerset
Somerset
Dam
Mount
Byron
Mount Mee
Ocean View
Mount
Beppo
Anduramba
Esk dale
Ottaba
Coal Creek
Crossdale
Bryden
Dayboro
Biarra
Esk
Crows Nest
Crows Nest
National Park
Redbank
Creek
Glen Esk
Lake
Wivenhoe
Brisbane
Forest Park
Pechey
Moombra
Lake
Wivenhoe
Dundas
D'aguilar
National Park
Mount
Hallen
Ravensbourne
Hampton
Buaraba
Coominya
Split Yard
Creek
Highvale
Wivenhoe
Pocket
Mount Nebo
Banks
Creek
Brisbane
Forest Park
Clarendon
Mount
Tarampa
Fernvale
Lowood
Helidon
Gatton
Grantham
Plainland
Hatton Vale
Forest Hill
Lower
Tenthill
Summerholm
Walloon
Brassall
North
Ipswich
Ipswich
Leichhardt
Raceview
Laidley
Heights
Laidley
Rosewood
Blenheim
Grandchester
Calvert
Upper
Tenthill
Ropeley
Yamanto
Flinders
View
Mount
Sylvia
Mulgowie
Ingoldsby
Peak
Crossing
Junction
View
Lethland
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Log Entries

Event Atkinsons Dam WTP inundation -1230EST-10JAN11 commenced	**Logged By** **Date**	SEQ WGM 10/01/2011 10:00 AM
Task assigned to Duty Manager (Emergency Management - SEQ WGM) : Prepare Minister's Informal Notification report	**Logged By** **Date**	Duty Manager (Emergency Management - SEQ WGM) - [redacted] 10/01/2011 03:30 PM
R02 Emergency notification acknowledgement lodged: Ack - Atkinson Dam WTP inundation	**Logged By** **Date**	Duty Manager (Emergency Management - SEQ WGM) - [redacted] 10/01/2011 03:34 PM
R01 Minister's Notification lodged: MIN - Atkinsons Dam WTP	**Logged By** **Date**	System Administrator (System Admin) - [redacted] 10/01/2011 03:41 PM
Sent communication: Incident Notification Acknowledgement - Atkinsons Dam WTP	**Logged By** **Date**	Duty Manager (Emergency Management - SEQ WGM) - [redacted] 10/01/2011 03:41 PM
Sent communication: Ministerial Briefing notification	**Logged By** **Date**	Duty Manager (Emergency Management - SEQ WGM) - [redacted] 10/01/2011 05:21 PM
Changed status from Action required to Completed	**Logged By** **Date**	Duty Manager (Emergency Management - SEQ WGM) - [redacted] 10/01/2011 06:04 PM
Email received: FW: Drinking Water Quality Incident Report 11-01-2011	**Logged By** **Date**	[redacted] 11/01/2011 02:54 PM
Sent communication: Atkinson Dam WTP update	**Logged By** **Date**	[redacted] 11/01/2011 06:44 PM
Sent communication: Establishment of Technical Coordination Teams	**Logged By** **Date**	[redacted] 12/01/2011 11:06 AM
Email received: Atkinson Dam WTP inundation	**Logged By** **Date**	[redacted] first point of contact) 17/01/2011 07:25 AM
Email received: RE: FW: Interim report for water and sewerage by SEQ Water Grid	**Logged By** **Date**	[redacted] 17/01/2011 11:09 AM
Email received: FW: Update - Atkinson Dam WTP & Wivenhoe Dam WTP	**Logged By** **Date**	[redacted] 25/01/2011 09:30 AM

Email received: FW: Approved boil water notice for Atkinson	**Logged By**	[redacted]
	Date	28/01/2011 04:21 PM
Sent communication: Seqwater update for DERM	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) [redacted]
	Date	31/01/2011 12:21 PM
Email received: FW: DERM Recovery/Reconstruction SITREPs request for info	**Logged By**	[redacted]
	Date	31/01/2011 03:15 PM

Northern Region Asset Inundation - 1602EST-10JAN11

Incident

Name	Northern Region Asset Inundation - 1602EST-10JAN11	**Commenced**	10/01/2011
Status	Active		
Lead agency	SEQ WGM		
Incident type	Water Quality	**Severity level**	Level 3
Location site name	Jimna, Linville, Kilcoy	**Location**	Kilcoy qld Australia
Reported by	[redacted]		
Initiating agency	SeqWater	**Media interest?**	Yes

Incident details
Kilcoy - 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. Jimna and Linville - Rising flood water has inundated infrastructure that draws the town's raw supply. There is a limited stored supply in the town's reservoir.

Emergency Management Team
Emergency Manager : WGM Duty Manager [redacted] Communications : WGM Communications Duty Manager (Tel [redacted]

Planning objectives
Access impacted areas and continue to assess any issues Restore power to Kilcoy Communicate communications including media release, FAQs, scripting and door knock accessible areas Tanker water when site access is restored and use high pressure multi-stage pumps to at pumping station (Linville)

Agencies notified
SDCC Unity Water Energex

Other relevant information
Site access to assess the situation and allow tankering is a current issue that is being addressed in consultation with SDCC

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Events (0)

<empty>

Related Assets (3)

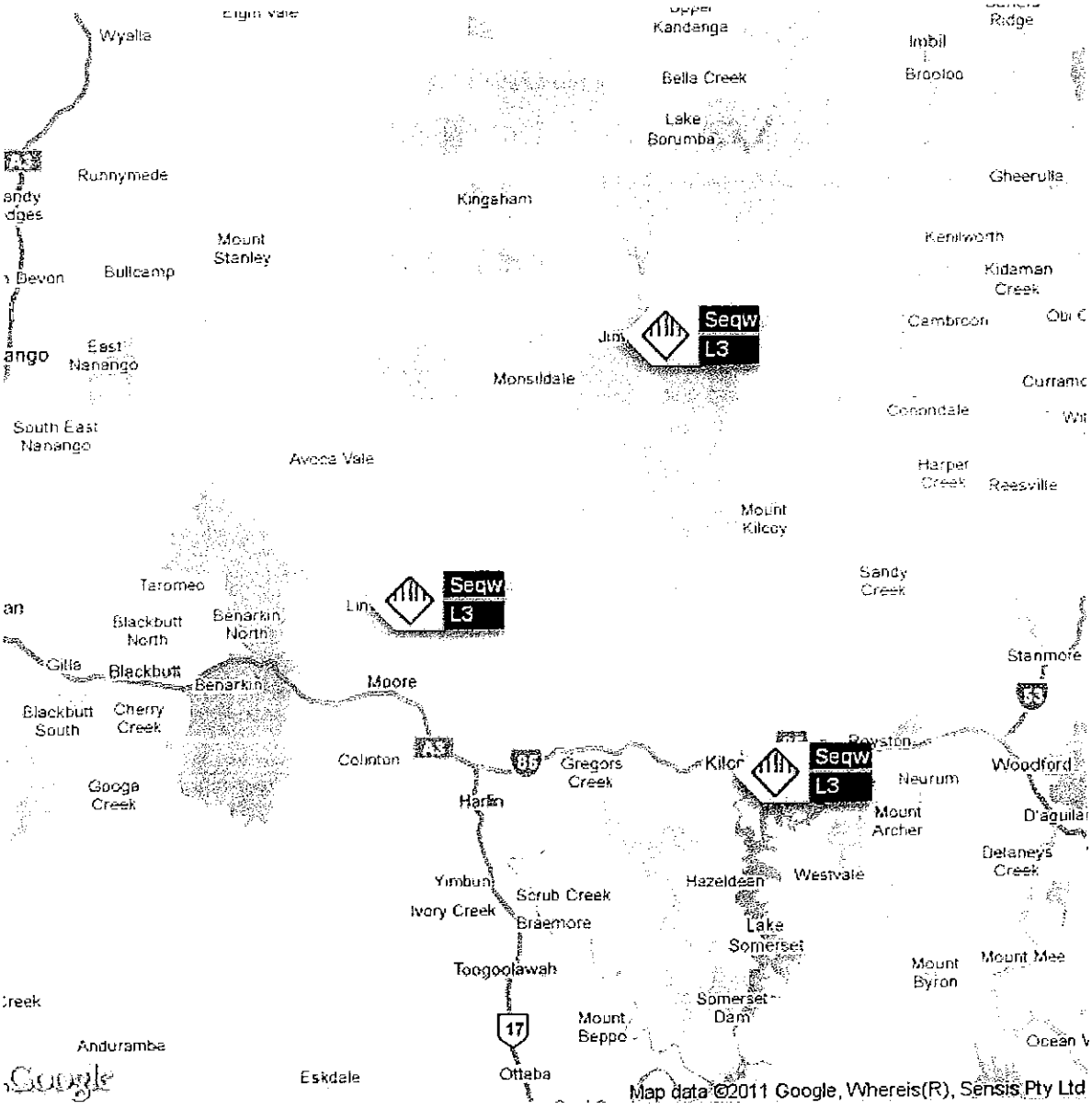
Occurred at : Jimna WTP
Occurred at : Kilcoy WTP
Occurred at : Linville WTP

Event Documents (2)

DWQ incident report Part A SP327 - signed.pdf
File Size: 2Mb
File Type: PDF Document
(Attached)

DWQ Incident report Part A SP244 - Signed.pdf
File Size: 2Mb
File Type: PDF Document
(Attached)

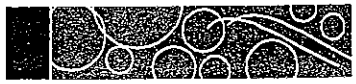
Mapping



Drinking water quality: lincident reporting

Water Supply (Safety and Reliability) Act 2008—section 630

Natural Resources and Water
Managing Queensland's natural resources ... for today and tomorrow



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(Please refer to the Explanatory notes and instructions for *Drinking water quality: incident reporting* for further information on completing this form)

Office Use Only						
DWIID						
WSID						

PART A (To be completed and submitted within 24 hours of becoming aware of the incident)

Tick ***one box only*** to describe the type of incident:

(For incidents below please complete sections 1, 2, 3, 4 and 5)

☑ **Detection of *Escherichia coli (E. coli)***

☐ **Detection of a pathogen**

☐ **Detection of chemical parameter that does not meet a health guideline value in *Australian Drinking Water Guidelines***

☐ **Detection of radioactivity exceeding gross alpha and gross beta screening values in *Australian Drinking Water Guidelines***

☐ **Detection of parameter for which there is no guideline value in the *Australian Drinking Water Guidelines***

(For incident below please complete sections 1, 2, 4 and 5)

☐ **An event or series of events likely to affect drinking water quality or will cause difficulty in ability to adequately treat drinking water**

1. Drinking water service provider details

Drinking water service provider	SPID
Queensland Urban Utilities	0521

Drinking water scheme

SEQ Water Grid

2. Contact details (for this incident)

Contact person [redacted]

Position: Principal officer water quality

Fax number [redacted]

Mobile number

Postal address

Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001

Email address [redacted]

Details of telephone report to the regulator

Person reported to: Sarah Schroeder

Date reported	10 January 2011	Time reported:	9:30 a.m.

Drinking water quality: lincident reporting

Water Supply (Safety and Reliability) Act 2008—section 630

Natural Resources and Water
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... for today and tomorrow



Have you informed any other organisation/agency about this incident? ☑ Yes ☐ No

If **Yes**, other organisation/agency contact details

Organisation/agency name	SEQ Water Grid manager		
Contact name	Duty Manager – [redacted]	Date	10 January 2011
Phone number	[redacted]	Email address	[redacted]
Organisation/agency name			
Contact name		Date	
Phone number		Email address	

3. *Sample information*

Initial sample

System location	☐ Raw/source water ☐ Treated water from water treatment plant ☐ Transmission ☑ Reticulation
Date taken: 6 January 2011	Time taken: 8:40 am

Parameter (e.g. *E. coli*, Fluoride): *E.coli*

Sample location (e.g. High Street Reservoir, 56 Gray St.)

SP327 Forest Lake reservoir outlet Boss Rd Inala

Results (e.g. 5 cfu/100mL, 1.7mg/L)	Date results received
1 cfu/100mL *E.coli*	10 January 2011

Laboratory name where analysis was undertaken

Brisbane City Council Scientific Analytical Services

Follow up sample(s)

Have follow up samples been taken? *(This must include a sample from the initial location)* ☑ Yes ☐ No

If **Yes**, expected timeframe for receipt of results

Date	11 January 2011	Time	3 pm

If **No**, expected timeframe for follow up sample(s) to be taken

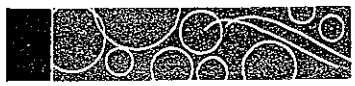
Date	/ /	Time	AM / PM

4. *Incident information*

Describe incident *(E.g. events that led to the incident and the immediate impact. Additional information may be attached)*

Routine verification monitoring detected 1 cfu/100 mL *E.*coli at SP327 collected on 6 January 2011.

Total chlorine measured at 0.4 mg/L. Total chlorine at SP326 (Forest Lake reservoir inlet) measured on 6 January 2011 at 2.8 mg/L.



5. Immediate corrective actions

Have immediate corrective actions been taken? ☑ Yes ☐ No

If **Yes**, please describe action taken *(e.g. what and when corrective action took place and if any public health notification has already taken place, or will be required? Additional information may be attached)*

1. Re-sample collected on the morning of 10 January 2011 by laboratory.
2. Operations advised to inspected site and to check for nearby planned and unplanned maintenance.
3. Laboratory contacted to confirm result.
4. Data for nearby samples sites checked.
5. Data (chlorine levels and bacteriological result) from sample sites downstream were reviewed.

If **No**, please explain reasons why immediate corrective actions have not been taken *(Additional information may be attached)*

6. Declaration

I declare and warrant that I have all the necessary and appropriate authority on behalf of the relevant entity of the scheme to declare the information provided to be true and accurate to the best of my knowledge:

Name [redacted]

Signature [redacted] **Date** 10 January 2011

7. Submission

Please complete and sign the form and **send** via:

[redacted]

Drinking water quality: incident reporting

Natural Resources and Water
Managing Queensland's natural resources for today and tomorrow

Water Supply (Safety and Reliability) Act 2008—section 630

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(Please refer to the Explanatory notes and instructions for *Drinking water quality: incident reporting* for further information on completing this form)

Office Use Only					
DWIID					
WSID					

PART A (To be completed and submitted within 24 hours of becoming aware of the incident)

Tick ***one box only*** to describe the type of incident:

(For incidents below please complete sections 1, 2, 3, 4 and 5)

☑ **Detection of *Escherichia coli (E. coli)***

☐ **Detection of a pathogen**

☐ **Detection of chemical parameter that does not meet a health guideline value in *Australian Drinking Water Guidelines***

☐ **Detection of radioactivity exceeding gross alpha and gross beta screening values in *Australian Drinking Water Guidelines***

☐ **Detection of parameter for which there is no guideline value in the *Australian Drinking Water Guidelines***

(For incident below please complete sections 1, 2, 4 and 5)

☐ **An event or series of events likely to affect drinking water quality or will cause difficulty in ability to adequately treat drinking water**

1. *Drinking water service provider details*

Drinking water service provider	SPID
Queensland Urban Utilities	0521

Drinking water scheme

SEQ Water Grid

2. *Contact details (for this incident)*

Contact person	Position
[redacted]	Principal officer water quality

Fax number	Mobile number
[redacted]	

Postal address

Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001

Email address

[redacted]

Details of telephone report to the regulator

Person reported to: [redacted]

Date reported	10 January 2011	Time reported: 9:30 a.m.

Drinking water quality: incident reporting

Water Supply (Safety and Reliability) Act 2008—section 630

Natural Resources and Water
Managing Queensland's natural resources ... for today and tomorrow

Have you informed any other organisation/agency about this incident? ☑ Yes ☐ No

If **Yes**, other organisation/agency contact details

Organisation/agency name	SEQ Water Grid manager		
Contact name	Duty Manager – [redacted]	Date	10 January 2011
Phone number	[redacted]	Email address	[redacted]
Organisation/agency name			
Contact name		Date	
Phone number		Email address	

3. *Sample information*

Initial sample

System location	☐ Raw/source water ☐ Treated water from water treatment plant ☐ Transmission ☑ Reticulation

Date taken	6 January 2011	Time taken:	10:20 a.m.

Parameter (e.g. *E. coli*, Fluoride): *E.coli*

Sample location (e.g. High Street Reservoir, 56 Gray St.)

SP244 15 Macaranga St Algester

Results (e.g. 5 cfu/100mL, 1.7mg/L)	Date results received
1 cfu/100mL *E.coli*	10 January 2011

Laboratory name where analysis was undertaken

Brisbane City Council Scientific Analytical Services

Follow up sample(s)

Have follow up samples been taken? *(This must include a sample from the initial location)* ☑ Yes ☐ No

If **Yes**, expected timeframe for receipt of results

Date	11 January 2011	Time	After 3 pm

If **No**, expected timeframe for follow up sample(s) to be taken

Date	/ /	Time	AM / PM

4. *Incident information*

Describe incident *(E.g. events that led to the incident and the immediate impact. Additional information may be attached)*
Routine verification monitoring detected 1 cfu/100 mL *E.coli* at SP244 collected on 6 January 2011.
Total chlorine residual measured at 2.6 mg/L.

5. *Immediate corrective actions*

Have immediate corrective actions been taken? ☑ Yes ☐ No

If **Yes**, please describe action taken *(e.g. what and when corrective action took place and if any public health notification has already taken place, or will be required? Additional information may be attached)*

1. Re-sample collected on the morning of 10 January 2011 by laboratory.

2. Operations advised to inspected site and to check for nearby planned and unplanned maintenance.
3. Laboratory contacted to confirm result.
4. Data for nearby samples sites checked.
5. Data (chlorine levels and bacteriological result) from sample sites downstream were reviewed.

If **No**, please explain reasons why immediate corrective actions have not been taken *(Additional information may be attached)*

6. Declaration

I declare and warrant that I have all the necessary and appropriate authority on behalf of the relevant entity of the scheme to declare the information provided to be true and accurate to the best of my knowledge:

Name [redacted]

Signature

Date 10 January 2011

7. Submission

Please complete and sign the form and **send** via:

[redacted]

MIN - Kilcoy, Jimna and Linville Inundation [Emergency Management]

R01 Minister's Notification

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

Report date	10/01/2011 04:42 PM	**Key contact person**	
Lodging agency	SEQ WGM	**Job title**	WGM Duty Manager
Title	MIN - Kilcoy, Jimna and Linville Inundation	**Contact phone**	[redacted]
Event(s)	Northern Region Asset Inundation - 1602EST-10JAN11	**Contact mobile**	
Incident rating	Alert	**Contact email**	[redacted]
Status	Active	**Next briefing**	An update will be provided as further information becomes available

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

Asset name
Kilcoy, Linville and Jimna Water Treatment Plants

Incident location
Kilcoy, Jimna, Linville

Incident 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 a the media is being utilised to communicate a request for local residents to limit water usage until services are fully restored.

What we need Ministers Office to do
Information is for noting

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

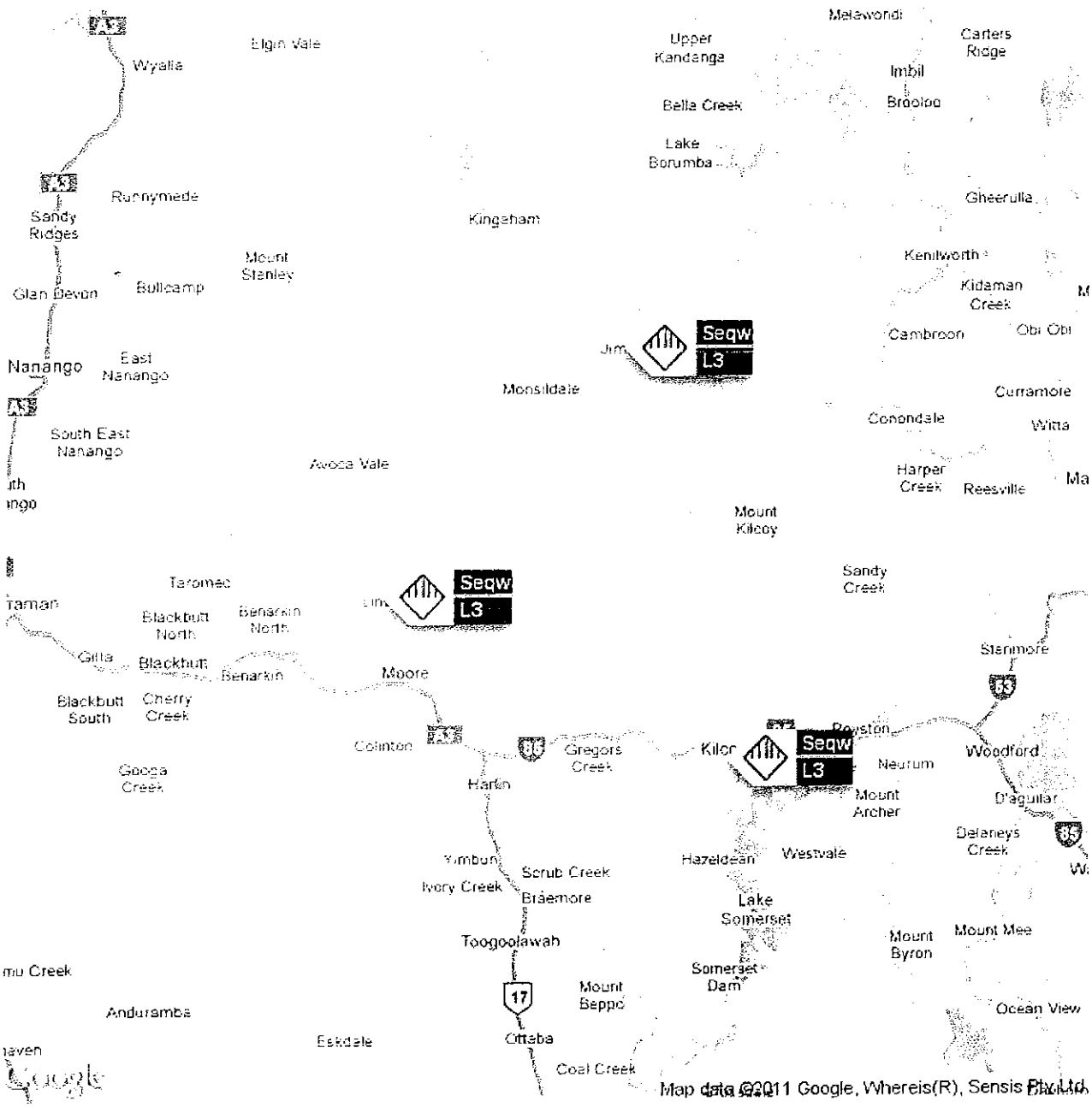
Related Assets (0)

<empty>

Report Documents (0)

<empty>

Mapping


Melawondi
Upper Kandanga
Carters Ridge
Imbil
Brooloo
Bella Creek
Lake Borumba
Elgin Vale
Wyalla
Runnymede
Sandy Ridges
Kingaham
Gheerulla
Mount Stanley
Kenilworth
Glan Devon
Bullcamp
Kidaman Creek
Seqw
L3
Cambroon
Obi Obi
Nanango
East Nanango
Monsildale
Curramore
South East Nanango
Conondale
Witta
Avoca Vale
Harper Creek
Reesville
Mount Kilcoy
Sandy Creek
Taromeo
Taman
Blackbutt North
Benarkin North
Seqw
L3
Gilla
Blackbutt
Benarkin
Moore
Stanmore
Blackbutt South
Cherry Creek
Colinton
Gregors Creek
Kilcoy
Seqw
L3
Woodford
Neurum
Mount Archer
D'aguilar
Googa Creek
Harlin
Delaneys Creek
Yimbun
Scrub Creek
Hazeldean
Westvale
Ivory Creek
Braemore
Lake Somerset
Toogoolawah
Mount Byron
Mount Mee
Somerset Dam
Mount Beppo
Ocean View
Anduramba
Eskdale
Ottaba
Coal Creek
Map data ©2011 Google, Whereis(R), Sensis Pty Ltd

ACK - Northern Area Assets Inundation [Incident Management]

R02 Emergency notification acknowledgement

Title	ACK - Northern Area Assets Inundation	**Report date**	10/01/2011 06:00 PM
Event(s)	Northern Region Asset Inundation - 1602EST-10JAN11	**Lodging agency**	SEQ WGM
Status	Active	**Time first update is due**	
Reported severity	Alert	**Confirmed severity**	Level 3

Reason for changing severity level

Allocated emergency team
Emergency Manager : WGM Duty Manager [redacted]
Communications : WGM Communications Duty Manager [redacted]

Location of emergency control centre
WGM Offices

Initial direction on management of emergency
Please confirm accuracy of information

Initial direction on management of communication

Other comments

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

Related Assets (0)

<empty>

Report Documents (0)

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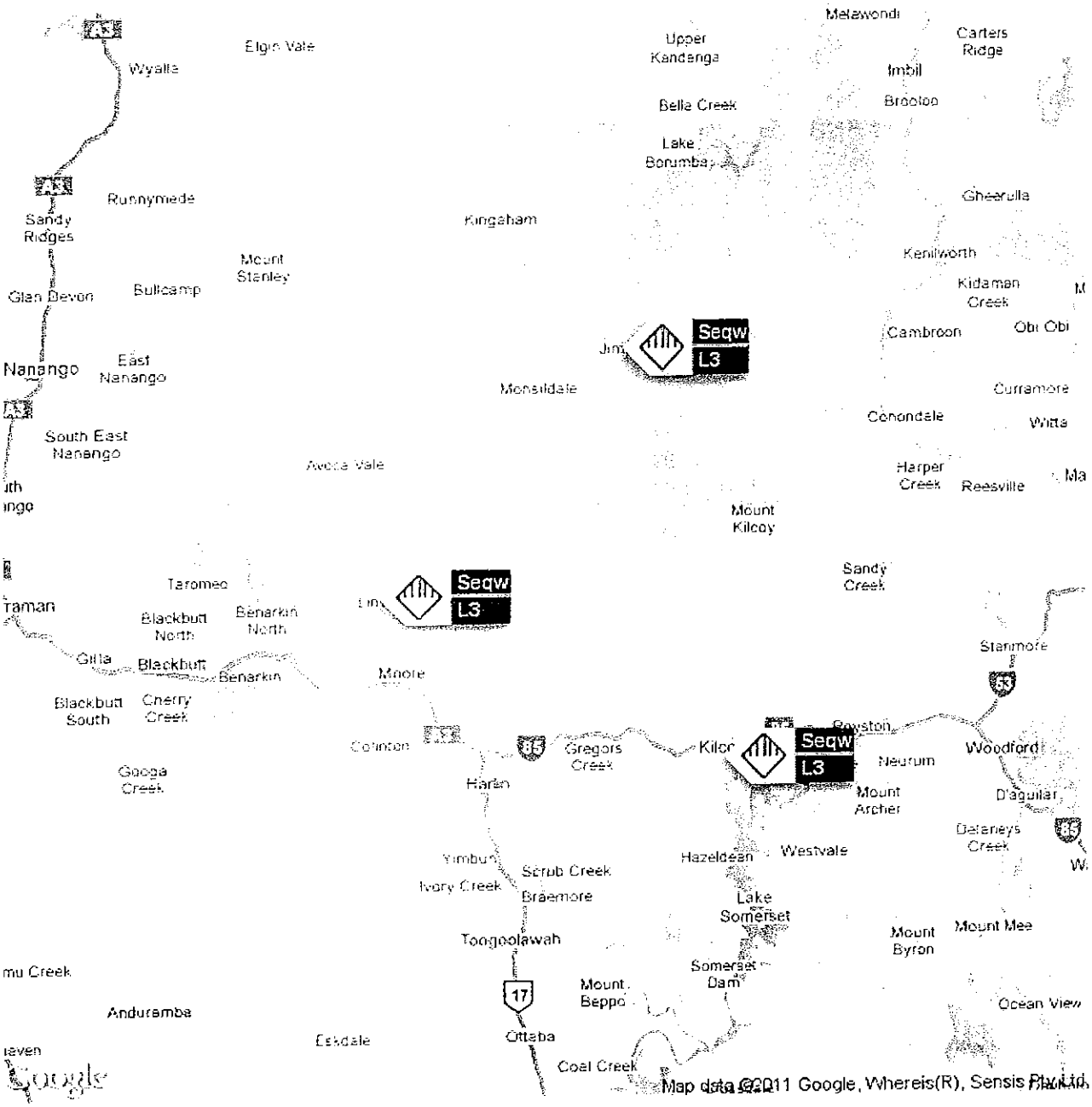
Mapping


Elgin Vale
Wyalla
Upper Kandanga
Melawondi
Carters Ridge
Imbil
Brooloo
Bella Creek
Lake Borumba
Runnymede
Sandy Ridges
Kingaham
Gheerulla
Kenilworth
Mount Stanley
Glan Devon
Bullcamp
Kidaman Creek
Cambroon
Obi Obi
Seqw
L3
Nanango
East Nanango
Monsildale
Curramore
Conondale
Witta
South East Nanango
Avoca Vale
Harper Creek
Reesville
Mount Kilcoy
Sandy Creek
Taromeo
Blackbutt North
Benarkin North
Gilla
Blackbutt
Benarkin
Moore
Stanmore
Blackbutt South
Cherry Creek
Colinton
Gregors Creek
Kilcoy
Neurum
Woodford
Googa Creek
Harlin
Mount Archer
D'aguilar
Delaneys Creek
Yimbun
Scrub Creek
Hazeldean
Westvale
Ivory Creek
Braemore
Lake Somerset
Toogoolawah
Mount Byron
Mount Mee
Somerset Dam
Mount Beppo
Ocean View
Anduramba
Eskdale
Ottaba
Coal Creek
Google
Map data ©2011 Google, Whereis(R), Sensis Pty Ltd

Log Entries

Event Northern Region Asset Inundation - 1602EST-10JAN11 commenced	**Logged By** **Date**	SEQ WGM 10/01/2011 10:00 AM
R01 Minister's Notification lodged: MIN - Kilcoy, Jimna and Linville Inundation	**Logged By** **Date**	EMG Duty Manager (Emergency Management - SEQ WGM) - [redacted] 10/01/2011 04:42 PM
Sent communication: Ministerial Briefing notification	**Logged By** **Date**	Duty Manager (Emergency Management - SEQ WGM) - [redacted] 10/01/2011 05:41 PM
Email received: MEDIA RELEASE: UPPER SOMERSET TOWNSHIPS URGED TO CONSERVE WATER	**Logged By** **Date**	[redacted] 10/01/2011 05:48 PM
R02 Emergency notification acknowledgement lodged: ACK - Northern Area Assets Inundation	**Logged By** **Date**	Duty Manager (Emergency Management - SEQ WGM) - [redacted] 10/01/2011 06:00 PM
Sent communication: Incident Notification Acknowledgement	**Logged By** **Date**	Duty Manager (Emergency Management - SEQ WGM) - [redacted] 10/01/2011 06:03 PM
Email received: Fwd: media alert - withcott	**Logged By** **Date**	[redacted] 11/01/2011 06:12 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 09:32 AM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11
Entry
Discussion with Water Grid Communications and QUU Communications to confirm QUU call centre is prepared with Q&As regarding conservation and supply in Kilcoy, Jimna and Linville

Logged By [redacted]
Log Type Event Log
Date 11/01/2011 10:22 AM
Lodging agency SEQ WGM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11
Entry
Draft Water Conservation Media Release sent to QUU

Details
Draft media release sent to QUU for approval. Approvals at WGM end complete. Awaiting response

Email received: Water Supply Issues - Somerset & Scenic Rim Regions

Logged By [redacted] (first point of contact)
Date 11/01/2011 11:40 AM

Email received: Impacts of wet weather events

Logged By [redacted] (first point of contact)
Date 11/01/2011 11:42 AM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 12:23 PM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11
Entry
Media release issued - RESIDENTS URGED TO CONSERVE WATER

Details
Media release issued - RESIDENTS URGED TO CONSERVE WATER

Email received: RE: withcott update

Logged By [redacted]
Date 11/01/2011 12:31 PM

Email received: Single source supply towns

Logged By [redacted]
Date 11/01/2011 12:38 PM

Logged By EMG Duty Manager (Emergency Management - SEQ WGM) - Scott Denner
Log Type Event Log
Date 11/01/2011 01:37 PM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
1100 hrs - [redacted] attended SDCC telecon as Water Grid EMT representative. BoM provided hydrological update based on latest flow predictions from Wivenhoe and unregulated sources

Email received: FW: Media release re: heavy rain event

Logged By [redacted]
Date 11/01/2011 01:44 PM

Logged By Communications Duty Manager (Emergency Management - SEQ WGM) - COMMS WGM
Log Type Event Log
Date 11/01/2011 01:51 PM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11
Entry
Media coverage achieved with ABC, 4BC, Triple M and B105 - conservation messages consistent, asking all Brisbane residents to conserve water

Details
Media coverage achieved with ABC, 4BC, Triple M and B105 - conservation messages consistent, asking all Brisbane

residents to conserve water

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 11/01/2011 02:11 PM
Lodging agency SEQ WGM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11
Entry
2:15pm phone hookup - Connected supply update

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 11/01/2011 02:43 PM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Emergency Management Battle Rhythm

Details
0800 - Daily EMT planning conf (WGM EMT staff) 0930 - Isolated Supplies Telecon (WGM, QUU, Seqwater) 1030 - Connected Supplies Telecon (WGM, LinkWater, Seqwater, Allconnex, QUU, UnityWater) 1130 - Releases and Flooding Telecon (WGM, Seqwater) 1600 - (reserved) Isolated Supplies Telecon(WGM, QUU, Seqwater) 1630 - (reserved) Connected Supplies Telecon(WGM, LinkWater, Seqwater, Allconnex, QUU, UnityWater) 1700 - EMT evening planning conf (WGM EMT staff) Invites will be sent out to place hold in all diaries until Saturday (Brett please) QUU will have a liaison officer on site for the majority of business hours Seqwater will have a liaison officer (Stan Stevenson) on site between 0900 - 1100 and 1530 - 1700) daily.

Email received: FW: Emergency Management 'Battle-rhythm"	**Logged By**	[redacted]
	Date	11/01/2011 02:43 PM
Sent communication: Emergency Management - Meeting schedules for 12 Jan 11	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	11/01/2011 03:12 PM
Task assigned to Incident Manager (Incident Management - Unitywater) : Landers Shute WTP	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	11/01/2011 03:13 PM
Email received: Request for logistic support - SEQ Water Grid	**Logged By**	[redacted]
	Date	11/01/2011 04:25 PM
Sent communication: Request for logistic support from SDCC	**Logged By**	Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	11/01/2011 04:30 PM

SEQ Water Grid
safe · secure · sustainable

SEQ Water Grid
Emergency Management

Email received: RE: UNITYWATER MEDIA UPDATE Update from Unitywater 11 January 2011 1600hrs	**Logged By** [redacted] **Date** 11/01/2011 05:02 PM	
Email received: WaterSecure/Veolias Incident Management update No. 2 - STATUS LEVEL 2	**Logged By** [redacted] (first point of contact) **Date** 11/01/2011 05:08 PM	
Email received: Isolated town supply summary - 11111@1800.xlsx	**Logged By** [redacted] **Date** 11/01/2011 06:02 PM	
Email received: FW: Request for logistic support - SEQ Water Grid	**Logged By** [redacted] **Date** 11/01/2011 06:45 PM	
Email received: Re: LW - system changes for current supply incident	**Logged By** SEQWGM Operations [redacted] **Date** 11/01/2011 06:46 PM	
Email received: RE: QH advice on Lowood and Drinking water fact sheet	**Logged By** [redacted] **Date** 11/01/2011 10:11 PM	

Logged By [redacted]
Date 12/01/2011 12:03 AM
Log Type Event Log
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11

Entry
SDCC has provided latest information on asset status and support requests to district disaster coordinators for their prioritisation. Email details below.

Details
SEQWater Grid Manager has contacted the SDCC with request for contact phone numbers for the DDC in Ipswich and Sunshine Coast. While this information should have come to the LDMG's, we are advised that SEQWater currently are at capacity and have been unable to interact at the local level. The following information is to be considered by the DDC and DDMG as a matter of urgency. The telephone number for the DDC has been given to the SEQWater Grid Manager, Scott Denner MOB: 0432 385 159. Please consider direction for water supply and forward request for assistance to the SDCC via the DDMG as is protocol. Scenic Rim Canungra WTP - Seqwater * WTP offline * Reservoir level - 94%, 2-3 days supply at current demand * Monitoring supply Beaudesert WTP - Seqwater * WTP online * Reservoir level - 86% * Monitoring supply South Maclean WTP - Seqwater * Being supplied by Logan City Council * Supply should continue as normal Kooralbyn WTP - Seqwater * WTP offline * Reservoirs full - 5-7 days supply * Monitoring supply Rathdowney WTP - Seqwater * WTP online, maybe run twice today * Reservoirs full, only 50kL in each though * Break in mains last night, reservoirs re-filled * Monitoring supply Moogerah WTP - Seqwater * Rec WTP offline * Tankering water Boonah-Kalbar WTP - Seqwater * WTP online and all going OK, river level high * Monitoring supply Somerset/Lockyer Valley No access to any WTPs. Some workers have been isolated on site. Jimna WTP - Seqwater * Power off, no access * 1m in reservoir, unsure of supply limit * Requesting bottled water * Monitoring levels * Awaiting access for water tankers Linville WTP - Seqwater * Power off, no access * Reservoir levels going OK * Requesting bottled water * Monitoring supply * Awaiting access for water tankers and water transfer pump Kirkleagh WTP - Seqwater * No access * Recreational plant, supply OK Kilcoy WTP - Seqwater * Power off, no access * 50% in town reservoirs - 24hr supply on current demand * No boosting for high level zones, loss of supply for some customers * Requesting bottled water * SDCC/DDC request in progress * Awaiting Energex and EMQ assistance to gain access to WTP Lowood WTP - Seqwater * Power off, no access * Unsure of raw water pumps or raw water cells flooded * > 80% reservoir storage If WTP out due to flooding for moderate period - affected towns and nearby reticulated estates requiring bottled water are Withcott, Helidon, Gatton, Grantham, Laidley, Forest Hill, Fernvale. Lowood Reservoir 1 empty due to burst on Minden main. Likely no supply NOW to the towns and nearby reticulated areas of Minden, Coolana, Tarampa, Brightview, Hatton Vale, Lockrose, Lowood West. Supply volumes held in service reservoirs in the Lowood scheme unknown. * Requesting bottled water * Town being evacuated * Unable to get close enough to confirm situation * Operator isolated and

monitoring reservoir levels Urgent bottled water supply for drinking will be likely on 12/1/11. Fernvale QUU * Burst main is drainng reservoir - unsure of availavle volume * Requesting bottled water Helensvale Extate Withcott Table Top Estate Murphy's Creek QUU * Helidon Water Pump Station lost in floodwaters * Withcott reservoir empty and on supplies Table Top * Helidon P/S normally supplies Helensvale Estate * Requesting bottled water Esk WTP - Seqwater * Power off, no access * Seqwater reservoir levels - 98% * QUU pump station to Toogoolawah down - therefore no transfer to town reservoirs * Severe flooding * Requesting bottled water * WTP maybe available once access is possible Toogoolawah QUU * QUU pump station to Toogoolawah down - therefore no transfer to Toogoolawah * Severe flooding - can't access pump station * Requesting bottled water Somerset Township WTP - Seqwater * Currently offline, no external access * Will be operated by local dam operators if necessary Wivenhoe (recreation) WTP - Seqwater * Currently offline, no physical access * Will be operated if necessary Operations State Disaster Coordination Centre (SDCC) Phone: (07) 3247 8418 Email: sdccops@dcs.qld.gov.au Fax: (07) 3357 4682 This correspondence is for the named persons only. It may contain confidential or privileged information or both. No confidentiality or privilege is waived or lost by any mis transmission. If you receive this correspondence in error please delete it from your system immediately and notify the sender. You must not disclose, copy or relay on any part of this correspondence, if you are not the intended recipient. Any opinions expressed in this message are those of the individual sender except where the sender expressly, and with the authority, states them to be the opinions of the Department of Community Safety, Queensland. All reasonable precautions will be taken to respect the privacy of individuals in accordance with the Information Privacy Act 2009 (Qld). Details on how personal information may be used or disclosed by the Department of Community Safety, Queensland are available from www.communitysafety.qld.gov.au/info/privacy.htm ---------- This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

Email received: RE: Mt Crosby UPdate 12/1/2011 05:30	**Logged By**	[redacted]
	Date	12/01/2011 05:43 AM
Email received: FW: Drinking water fact sheet	**Logged By**	Dan Spiller
	Date	12/01/2011 06:41 AM
Sent communication: Establishment of Technical Coordination Teams	**Logged By**	[redacted]
	Date	12/01/2011 11:06 AM
Email received: Fw: Unitywater Technical Corod Team Reps	**Logged By**	[redacted]
	Date	12/01/2011 11:56 AM
Sent communication: TELECONFERENCE SCHEDULE - IMPORTANT	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	12/01/2011 12:10 PM
Task assigned to Incident Manager (Incident Management - Allconnex), Incident Manager (Incident Management - LinkWater), Incident Manager (Incident Management - Qld Urban Utilities), Incident Manager (Incident Management - Seqwater), Incident Manager (Incident Management - Unitywater), Incident Manager (Incident Management - WaterSecure) : TELECONFERENCE	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - BRG.QUU
	Date	12/01/2011 12:14 PM

Sent communication: Update regarding Water Grid Supply Situation	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	12/01/2011 01:44 PM
Email received: Fwd: Seqwater WTP Chemical Supplies	**Logged By**	[redacted]
	Date	12/01/2011 01:50 PM
Email received: Fwd: Water Treatment Plant contact details	**Logged By**	[redacted]
	Date	12/01/2011 01:52 PM
Email received: Fw: Emergency powers - re use of water	**Logged By**	[redacted]
	Date	12/01/2011 02:31 PM
Email received: FW: Media release QUU - drinking water supply	**Logged By**	COMMS WGM
	Date	12/01/2011 02:45 PM
Sent communication: Chinchilla Boil Water notice - FYI	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	12/01/2011 03:49 PM
Email received: Withcott	**Logged By**	[redacted]
	Date	12/01/2011 03:53 PM
Email received: Esk - water use	**Logged By**	[redacted]
	Date	12/01/2011 03:54 PM
Email received: Fwd: Please post on OCA	**Logged By**	[redacted]
	Date	12/01/2011 03:59 PM
Sent communication: FYI - Esk Fire Brigades using town water from hydrants	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	12/01/2011 04:02 PM
Sent communication: Water Balance TCT	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	12/01/2011 05:13 PM
Email received: FW: Communication details	**Logged By**	COMMS WGM
	Date	12/01/2011 05:24 PM
Sent communication: QUU rep for Water Balance TCT onsite tomorrow from 8:30am	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	12/01/2011 05:27 PM
Email received: FW: Communication details	**Logged By**	COMMS WGM
	Date	12/01/2011 05:35 PM

Email received: RE: Unitywater Water Conservation media release

Logged By COMMS WGM
Date 12/01/2011 07:11 PM

Sent communication: Ministers Office - Fin Review request

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 07:15 PM

Sent communication: BCC Comms Team response to communications

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 07:38 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 12/01/2011 07:51 PM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Energex called [redacted]

Details
Energex looking at feasibility of restoration of power to Lowood WTP. Will get back to us in 20-30 minutes.

Email received: RE: Water statement

Logged By [redacted]
Date 12/01/2011 08:07 PM

Sent communication: QH Response to water quality operations

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 08:11 PM

Sent communication: QH Further detail water quality

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 08:13 PM

Sent communication: Contact Details for Ipswich, Somerset and Lockyer Valley LDMG's

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 12/01/2011 08:18 PM

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 12/01/2011 08:27 PM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
[redacted] from fin review chasing river flow and damn level info (wivenhoe). Wants info and quotes pls. Maybe SEQ water rep? He's on [redacted] chasing soon if possible. Thanks

Sent communication: Chemicals Available - Water Secure - Email	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	12/01/2011 08:47 PM
Email received: draft Media Statement - Residents and Business urged to use water wisely - REVIEW & APPROVAL REQUIRED	**Logged By**	COMMS WGM
	Date	13/01/2011 02:26 AM
Email received: Re: draft Media Statement - Residents and Business urged to use waterwisely - REVIEW & APPROVAL REQUIRED	**Logged By**	[redacted]
	Date	13/01/2011 02:55 AM
Email received: FW: Update on Water Grid supply situation	**Logged By**	Barry Dennien
	Date	13/01/2011 06:34 AM
Task assigned to Incident Manager (Incident Management - Seqwater) : WTP status summary requested	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact)
	Date	13/01/2011 07:13 AM
Sent communication: WTP status update	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 08:16 AM
Email received: Isolated Town water Supplies	**Logged By**	[redacted]
	Date	13/01/2011 08:41 AM
Task assigned to Incident Manager (Incident Management - Seqwater) : URGENT - Request for summary of isolated supplies WTP status	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact)
	Date	13/01/2011 08:46 AM
Email received: FW: Water Grid media update - 12 January 2011	**Logged By**	COMMS WGM
	Date	13/01/2011 08:47 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 13/01/2011 08:53 AM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11

Entry
Barry Dennien accepted onto Brisbane LDMG

Details
First meeting at 10am today, Barry is to attend.

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Sent communication: New Boil water Notice -QUU - Lowood	**Logged By**	[redacted]
	Date	13/01/2011 08:54 AM
Email received: Re: Information on Wyaralong Dam	**Logged By**	[redacted]
	Date	13/01/2011 08:57 AM
Email received: Fwd: Update from [redacted]	**Logged By**	[redacted]
	Date	13/01/2011 09:50 AM
Email received: Fwd: Stand alone towns update	**Logged By**	[redacted]
	Date	13/01/2011 09:59 AM
Sent communication: Update standalone towns	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 11:45 AM
Sent communication: Isolated township water report	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 12:15 PM
Sent communication: Stand_Alone_Towns_Update_-_0730_130111.docx	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 02:01 PM
Sent communication: Stand_Alone_Towns_Update_-_0730_130111.docx	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 02:07 PM
Sent communication: Technical Report W53	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 02:14 PM
Sent communication: Lockyer LDMG Meeting Minutes	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	13/01/2011 02:44 PM
Sent communication: Acknowledge receipt	**Logged By**	System Administrator (System Admin) - [redacted]
	Date	13/01/2011 08:05 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
[redacted]

Log Type Event Log

Date 14/01/2011 07:30 AM

Lodging agency SEQ WGM

Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11

Entry

Daily teleconference held as scheduled.

Email received: FW: urgent courier mail response	**Logged By**	COMMS WGM
	Date	14/01/2011 12:10 PM
Sent communication: Isolated towns supply update - urgent	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	14/01/2011 02:14 PM
Sent communication: Isolated town water supply update	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	14/01/2011 02:25 PM
Email received: Boil water notice - Small towns - messaging efforts by QUU	**Logged By**	[redacted]
	Date	14/01/2011 02:54 PM
Email received: RE: Draft Radio Media Alert	**Logged By**	COMMS WGM
	Date	14/01/2011 03:03 PM
Sent communication: Boil water notice - small towns - from QUU	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	14/01/2011 03:20 PM
Sent communication: Isolated town water supply update	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	14/01/2011 03:26 PM
Email received: News page on website - edits	**Logged By**	COMMS WGM
	Date	14/01/2011 05:42 PM
Email received: FW: Queensland Health response to letter dated 14 January 2011	**Logged By**	[redacted]
	Date	14/01/2011 07:26 PM
Email received: update and media release for approval - PRW to be used for cleanup	**Logged By**	COMMS WGM
	Date	14/01/2011 09:54 PM
Email received: Re: PRW tanking for clean-up	**Logged By**	[redacted]
	Date	15/01/2011 12:44 AM
Email received: Fwd: Fwd:	**Logged By**	[redacted]
	Date	15/01/2011 07:18 AM
Email received: SEQ Water Grid Media Report 15 January 2011	**Logged By**	COMMS WGM
	Date	15/01/2011 07:44 AM

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Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 15/01/2011 08:20 AM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry [redacted] spoke to Gatton Police Station 8:15am

Details
[redacted] spoke to Gatton Police Station 8:15am about arranging access for QUU to check the pipeline between Gatton and Helidon. This goes through Grantham which has been declared a crime scene..

Sent communication: Gatton Police contact for QUU	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
	Date	15/01/2011 08:33 AM
Email received: Proposed use of Class A+ recycled water for washdown purposes of flood residue	**Logged By**	[redacted]
	Date	15/01/2011 08:36 AM
Email received: Re: Gatton Police contact for QUU to check pipeline through Grantham	**Logged By**	MDM.QUU
	Date	15/01/2011 08:39 AM
Email received: FW: QUU Sitrep #16	**Logged By**	[redacted]
	Date	15/01/2011 08:57 AM
Email received: Proposed use of Class A+ recycled water for washdown purposes of flood residue	**Logged By**	[redacted]
	Date	15/01/2011 09:06 AM
Sent communication: Teleconference 7:30am 15 Jan Minutes	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	15/01/2011 09:14 AM
Sent communication: Teleconference 7:30am 15 Jan Minutes	**Logged By**	EMT Member (Emergency Management - SEQ WGM) - [redacted]
	Date	15/01/2011 09:30 AM
Email received: WATER GRID MEDIA UPDATE - 15 January 2011	**Logged By**	COMMS WGM
	Date	15/01/2011 09:45 AM
Email received: Fwd: Proposed use of Class A+ recycled water for washdown purposes of flood residue	**Logged By**	[redacted]
	Date	15/01/2011 10:02 AM
Email received: FW: Extra water for flood clean up	**Logged By**	[redacted]
	Date	15/01/2011 10:40 AM
Email received: RE: Update on PRW media release	**Logged By**	COMMS WGM
	Date	15/01/2011 10:57 AM

Email received: FW: Mt Crosby Update 14 January 9:30pm

Logged By [redacted]
Date 15/01/2011 11:05 AM

Email received: FW: Water Quality Technical Coordination Group e-mail contact details

Logged By [redacted]
Date 15/01/2011 11:14 AM

Sent communication: Class A+ approval from Qld Health

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 11:53 AM

Sent communication: Isolated Towns and Wastewater Reports

Logged By EMT Member (Emergency Management - SEQ WGM) - [redacted]
Date 15/01/2011 12:47 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 16/01/2011 07:30 AM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Morning teleconference with Grid Participants and other stakeholders (refer to Teleconference notes in OCA).

Task assigned to Incident Manager (Incident Management - Qld Urban Utilities), Incident Manager (Incident Management - Seqwater) : Fuel resupply Seqwater/QUU

Logged By Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU
Date 16/01/2011 07:56 AM

Sent communication: Closing out Tasks

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 16/01/2011 08:11 AM

Changed status from Action required to Completed

Logged By Emergency Manager (Emergency Management - SEQ WGM) - BRG.QUU
Date 16/01/2011 11:08 AM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 16/01/2011 01:13 PM
Event(s) Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11
Entry
Lockyer Valley LDMG dial in not required in future

Details
Chairman of the Lockyer Valley LDMG gave Scott Denner permission not to dial into future LDMG teleconferences unless Water situation deteriorates.

Email received: FW: DRAFT media release - Water Grid keeps fresh water flowing during flood crisis	**Logged By**	COMMS WGM
	Date	16/01/2011 03:11 PM
Email received: DRAFT - Proactive MEdia Release attached - Correct Formatting	**Logged By**	COMMS WGM
	Date	16/01/2011 03:20 PM
Email received: URGENT report	**Logged By**	[redacted]
	Date	16/01/2011 03:41 PM
Email received: LDMG Minutes 16 Jan 2011	**Logged By**	Madonna Brennan
	Date	16/01/2011 04:03 PM
Sent communication: FYI - LV LDMG minutes	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) [redacted]
	Date	16/01/2011 04:17 PM
Email received: Re: Fwd: Water Supply for Standalone Towns and Wastewater Update	**Logged By**	[redacted]
	Date	16/01/2011 04:31 PM
Email received: RE: FOR APPROVAL: Unitywater media update	**Logged By**	COMMS WGM
	Date	16/01/2011 09:53 PM
Email received: RE: FOR APPROVAL: Unitywater media update	**Logged By**	[redacted]
	Date	16/01/2011 09:56 PM
Changed status from Action required to Completed	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact)
	Date	17/01/2011 07:04 AM
Changed status from Action required to Completed	**Logged By**	Incident Manager (Incident Management - Seqwater) - [redacted] (first point of contact)
	Date	17/01/2011 07:05 AM
Email received: FW: Boil Water Position	**Logged By**	[redacted]
	Date	17/01/2011 07:32 AM
Email received: RE: early warning	**Logged By**	[redacted]
	Date	17/01/2011 07:33 AM
Email received: Seqwater WTPs update	**Logged By**	[redacted]
	Date	17/01/2011 07:45 AM

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Email received: Incidents / Alerts: Monday, January 17	**Logged By** [redacted] **Date** 17/01/2011 07:48 AM
Email received: QUU WQ results for Sun 16 Jan	**Logged By** [redacted] **Date** 17/01/2011 07:49 AM
Email received: Linkwater WQ results	**Logged By** [redacted] **Date** 17/01/2011 07:50 AM
Email received: Interim report for water and sewerage by SEQ Water Grid	**Logged By** [redacted] **Date** 17/01/2011 09:50 AM
Email received: FW: Seqwater WTP water quality update - AM Monday 17 Jan	**Logged By** [redacted] **Date** 17/01/2011 10:07 AM
Email received: FW: WQ results for samples taken yesterday (sat 15 jan)	**Logged By** [redacted] **Date** 17/01/2011 10:10 AM
Email received: FW: FW: Interim report for water and sewerage by SEQ Water Grid	**Logged By** [redacted] **Date** 17/01/2011 10:24 AM
Email received: Enquiries Inbox - clear	**Logged By** COMMS WGM **Date** 17/01/2011 10:29 AM
Email received: RE: Qld Times Ipswich enquiry	**Logged By** COMMS WGM **Date** 17/01/2011 10:39 AM
Email received: Re: News page on website - edits	**Logged By** [redacted] **Date** 17/01/2011 10:47 AM
Email received: RE: FW: Interim report for water and sewerage by SEQ Water Grid	**Logged By** [redacted] **Date** 17/01/2011 10:50 AM
Email received: QUU Drinking Water WQ results from Sun 16 January	**Logged By** [redacted] **Date** 17/01/2011 10:59 AM
Email received: Recent Water Grid related clips	**Logged By** COMMS WGM **Date** 17/01/2011 11:00 AM
Email received: RE: FW: Interim report for water and sewerage by SEQ Water Grid	**Logged By** [redacted] **Date** 17/01/2011 11:09 AM
Email received: RE: Queensland Health response to letter dated 14 January 2011 - rules of PRW use	**Logged By** [redacted] **Date** 17/01/2011 11:10 AM

Email received: Website: WATER GRID MEDIA UPDATE - 17 January 2011	**Logged By**	COMMS WGM
	Date	17/01/2011 12:16 PM
Email received: Jan 17 Updated Linkwater WQ results and reservoir Cl residuals	**Logged By**	[redacted]
	Date	17/01/2011 12:53 PM
Email received: Handover of Lead of WQ Technical Coord Group at 3pm today to Mark Crabtree (LinkWater)	**Logged By**	[redacted]
	Date	17/01/2011 01:06 PM
Email received: Bacteriological Data from Brisbane area - for 16 Jan	**Logged By**	[redacted]
	Date	17/01/2011 01:14 PM
Email received: Re: draft WQ Technical Coordination Group SitRep (SitRep 8) for MonJan18	**Logged By**	[redacted]
	Date	17/01/2011 01:21 PM
Email received: FW: WATER GRID MEDIA UPDATE - 17 January 2011	**Logged By**	COMMS WGM
	Date	17/01/2011 01:34 PM
Email received: FW: UNITYWATER CONCESSIONS STATEMENT	**Logged By**	COMMS WGM
	Date	17/01/2011 02:41 PM
Email received: (4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	**Logged By**	COMMS WGM
	Date	17/01/2011 02:49 PM
Email received: (3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	**Logged By**	COMMS WGM
	Date	17/01/2011 02:49 PM
Email received: customer complaints	**Logged By**	[redacted]
	Date	17/01/2011 02:51 PM
Email received: (2) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	**Logged By**	COMMS WGM
	Date	17/01/2011 03:19 PM
Email received: (3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	**Logged By**	COMMS WGM
	Date	17/01/2011 03:26 PM
Email received: (4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	**Logged By**	COMMS WGM
	Date	17/01/2011 03:29 PM
Email received: RE: Qld Times Ipswich enquiry	**Logged By**	COMMS WGM
	Date	17/01/2011 03:40 PM

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Email received: Response - URGENT - Minister Robertson - DLO Response - [redacted] Water release from North Pine Dam - Due COB Wednesday, 19 January 2011	**Logged By**	COMMS WGM
	Date	17/01/2011 04:37 PM
Changed status from Action required to Cancelled	**Logged By**	Communications Officer (Emergency Management - SEQ WGM) - MDM.QUU
	Date	17/01/2011 07:14 PM
Email received: Re: Final WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 17	**Logged By**	[redacted]
	Date	18/01/2011 08:09 AM
Sent communication: Water Balance	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	18/01/2011 09:23 AM
Email received: Fw: Water Balance	**Logged By**	[redacted]
	Date	18/01/2011 10:17 AM
Email received: Emergency Mnaagement Team	**Logged By**	[redacted]
	Date	18/01/2011 10:34 AM
Email received: FW: Wynnum Herald	**Logged By**	[redacted]
	Date	18/01/2011 11:26 AM
Email received: WATER GRID MEDIA UPDATE - 18 January 2011	**Logged By**	COMMS WGM
	Date	18/01/2011 11:53 AM
Email received: Ministerial Statement - Operation of Gold Coast Desalination Plant	**Logged By**	COMMS WGM
	Date	18/01/2011 12:01 PM
Email received: RE: Desal plant	**Logged By**	COMMS WGM
	Date	18/01/2011 12:06 PM
Email received: 20110118 Final V1	**Logged By**	[redacted]
	Date	18/01/2011 02:53 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - Brett Spink
Log Type Event Log
Date 18/01/2011 03:03 PM
Lodging agency SEQ WGM
Event(s) Wivenhoe Dam Releases 1230EST-06JAN11,Northern Region Asset Inundation - 1602EST-10JAN11,Extreme Weather Event -2300EST-10JAN11

Entry
[redacted] took over [redacted] as Emergency Manager at 1100hrs this morning

safe secure sustainable

SEQ Water Grid
safe · secure · sustainable

SEQ Water Grid
Emergency Management

Email received: Fwd: 20110118 Final V1	**Logged By**	[redacted]
	Date	18/01/2011 03:11 PM
Email received: WQ Sitrep 9	**Logged By**	[redacted]
	Date	18/01/2011 04:33 PM
Email received: SEQ Water Grid Media Report - 19 January 2011	**Logged By**	COMMS WGM
	Date	19/01/2011 09:07 AM
Email received: Lowood Water Scheme - Water Reservoir Capacity	**Logged By**	CIM.QUU
	Date	21/01/2011 07:03 PM
Email received: Fwd: Re: QUU/QH/DERM Boiled Water Meeting Follow Up	**Logged By**	[redacted]
	Date	22/01/2011 09:41 AM
Sent communication: Partial lifting of Boil Water Notices	**Logged By**	EMG Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	22/01/2011 11:59 AM
Sent communication: Partial lifting of Boil Water Notices - notification to QLD Health	**Logged By**	EMG Duty Manager (Emergency Management - SEQ WGM) [redacted]
	Date	22/01/2011 12:06 PM
Sent communication: Mt Crosby Status - Turbidity	**Logged By**	EMG Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	22/01/2011 01:23 PM
Email received: FW: Queensland Urban Utilities Community Service Announcement - Boiled water alert continues	**Logged By**	Lockyer Valley LDMG
	Date	22/01/2011 01:31 PM
Sent communication: Lowood WTP Update	**Logged By**	EMG Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	22/01/2011 03:37 PM
Email received: Lowood WTP - QUU Reservoir Levels	**Logged By**	CIM.QUU
	Date	22/01/2011 05:09 PM
Sent communication: Lowood QUU Res Levels	**Logged By**	EMG Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	22/01/2011 05:15 PM
Email received: Lowood Reservoir Levels	**Logged By**	[redacted] first point of contact)
	Date	23/01/2011 10:13 AM
Email received: MInutes from LDMG	**Logged By**	Lockyer Valley LDMG
	Date	23/01/2011 10:15 AM

Sent communication: Mt Crosby and Lowood WTP update	**Logged By**	EMG Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	23/01/2011 02:09 PM
Email received: Fwd: Lowood	**Logged By**	[redacted]
	Date	23/01/2011 02:22 PM
Email received: FW: IMG00022-20110117-1745.jpg	**Logged By**	[redacted]
	Date	23/01/2011 02:42 PM
Sent communication: More photos - Lowood WTP	**Logged By**	EMG Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	23/01/2011 02:54 PM
Sent communication: Lowood WTP Update	**Logged By**	EMG Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	25/01/2011 03:16 PM
Sent communication: Daily update (incl desal)	**Logged By**	EMG Duty Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	25/01/2011 05:21 PM

SEQ Water Grid
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SEQ Water Grid
Emergency Management

E.coli detection at Laidley

Incident

Name	E.coli detection at Laidley	**Commenced**	16/01/2011
Status	Inactive	**Finished**	19/01/2011
Lead agency	SEQ WGM		
Incident type	Water Quality	**Severity level**	Level 3
Location site name	Patrick Street, Laidley	**Location**	Patrick st Laidley
Reported by	[redacted]		
Initiating agency	Qld Urban Utilities	**Media interest?**	No

Incident details
1 E.coli cfu/100mL detected during verification monitoring

Emergency Management Team
Emergency Manager : WGM Duty Manager [redacted] Communications : WGM Communications Duty Manager (Tel [redacted]

Incident team organisation
Name Role [redacted] - Plalning Coordinator

Planning objectives
Remedial action taken - • Re-sample 16/1 • Chlorine dose at Lowood water treatment plant increased to 4-5mg/L on 15/1 by Seqwater - this set-point to continue

Agencies notified
DERM - Office of Water Supply Regulator SEQ Water Grid Manager

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Events (1)

Extreme Weather Event -2300EST-10JAN11 is **related to** this event

Related Assets (0)

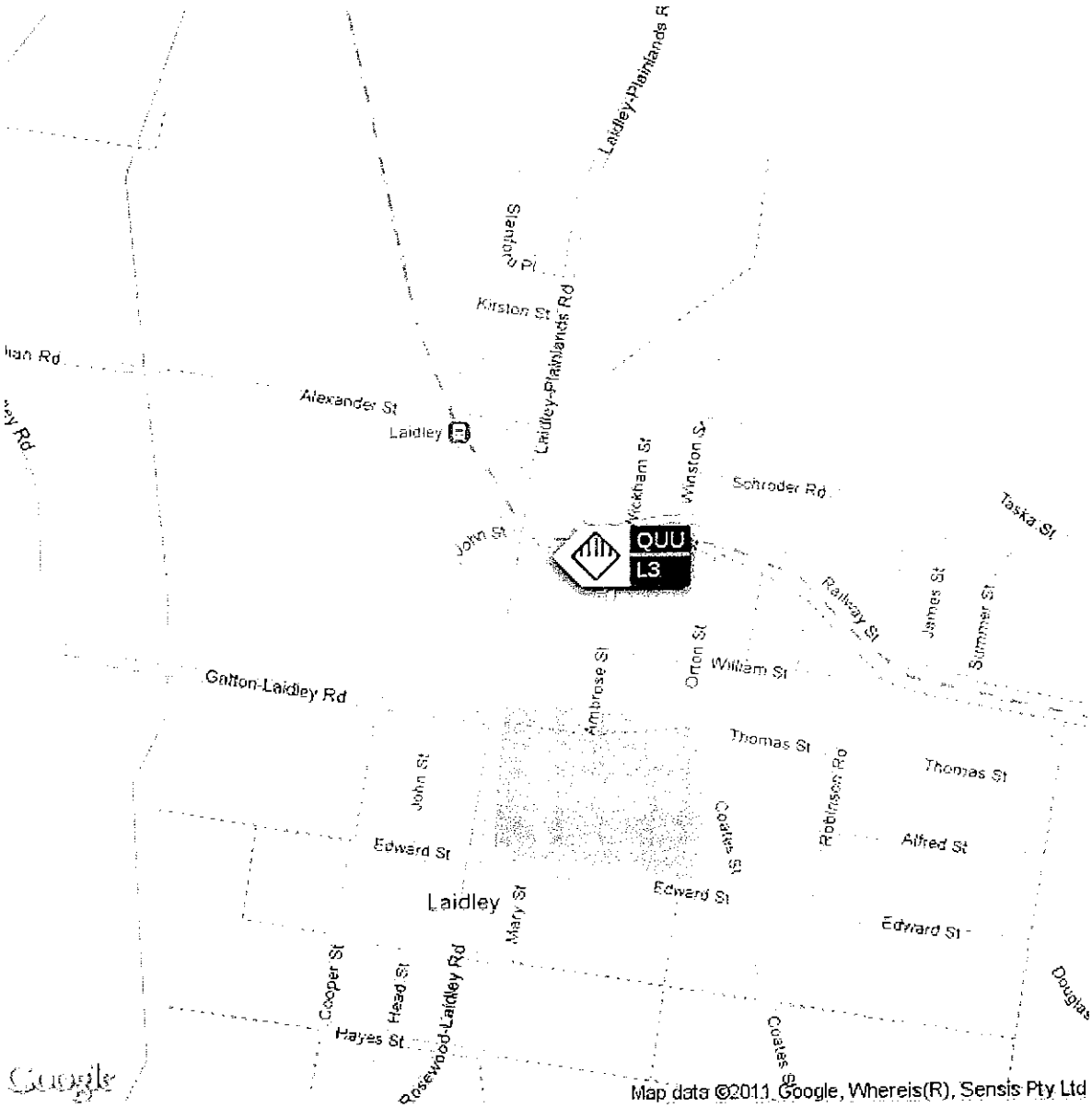
<empty>

Event Documents (2)

DWQ Incident Report Part A - Laidley SP663 - 20110116.doc
File Size: 106kb
File Type: Msword
(Attached)

DWQ Incident Report Part A - Laidley Depot signed.pdf
File Size: 152kb
File Type: PDF Document
(Attached)

Mapping


Laidley-Plainlands R
Stanton Pl
Kirston St
Laidley-Plainlands Rd
Alexander St
Laidley
Wickham St
Winston St
Schroder Rd
Taska St
John St
QUU
L3
Railway St
James St
Summer St
Orton St
William St
Ambrose St
Gatton-Laidley Rd
Thomas St
Robinson Rd
Thomas St
John St
Edward St
Coates St
Alfred St
Laidley
Mary St
Edward St
Edward St
Cooper St
Head St
Rosewood-Laidley Rd
Hayes St
Coates St
Douglas
Google
Map data ©2011 Google, Whereis(R), Sensis Pty Ltd

Drinking water quality: lincident reporting

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(Please refer to the Explanatory notes and instructions for *Drinking water quality: incident reporting* for further information on completing this form)

Office Use Only					
DWIID					
WSID					

PART A (To be completed and submitted within 24 hours of becoming aware of the incident)

Tick ***one box only*** to describe the type of incident:

(For incidents below please complete sections 1, 2, 3, 4 and 5)

☑ **Detection of *Escherichia coli (E. coli)***

☐ **Detection of a pathogen**

☐ **Detection of chemical parameter that does not meet a health guideline value in *Australian Drinking Water Guidelines***

☐ **Detection of radioactivity exceeding gross alpha and gross beta screening values in *Australian Drinking Water Guidelines***

☐ **Detection of parameter for which there is no guideline value in the *Australian Drinking Water Guidelines***

(For incident below please complete sections 1, 2, 4 and 5)

☐ **An event or series of events likely to affect drinking water quality or will cause difficulty in ability to adequately treat drinking water**

Drinking water service provider details

Drinking water service provider | SPID

Queensland Urban Utilities | 0521

Drinking water scheme

SEQ Water Grid

1. *Contact details (for this incident)*

Contact person [redacted]

Position: Principal officer water quality

Fax number [redacted]

Mobile number [redacted]

Postal address

Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001

Email address [redacted]

Details of telephone report to the regulator

Person reported to: Sarah Schroeder

Drinking water quality: lincident reporting

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Date reported	Sunday 16th January 2011	Time reported: 10:30 a.m.

Have you informed any other organisation/agency about this incident? ☑ Yes ☐ No

If **Yes**, other organisation/agency contact details

Organisation/agency name	SEQ Water Grid manager		
Contact name	Duty Manager	Date	Saturday 15th January 2011
Phone number	07 3405 5201	Email address	[redacted]
Organisation/agency name	□□□□□		
Contact name	□□□□□	Date	□□□□□
Phone number	□□□□□	Email address	□□□□□

2. *Sample information*

Initial sample

System location	☐ Raw/source water ☐ Treated water from water treatment plant ☐ Transmission ☑ Reticulation

Date taken	Saturday 15th January 2011	Time taken:	10:00 am

Parameter (e.g. *E. coli,* Fluoride): *E.coli*

Sample location (e.g. High Street Reservoir, 56 Gray St.)

SP663 Patrick Street Laidley

Results (e.g. 5 cfu/100mL, 1.7mg/L)	Date results received
1 cfu/100mL *E.coli*	Sunday 16th January 2011

Laboratory name where analysis was undertaken

Queensland Urban Utilities Laboratory Services

Follow up sample(s)

Have follow up samples been taken? *(This must include a sample from the initial location)* ☑ Yes ☐ No

If **Yes**, expected timeframe for receipt of results

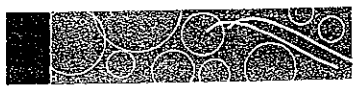
Date	Monday 17th January 2011	Time	10:00 am

If **No**, expected timeframe for follow up sample(s) to be taken

Date	□□□□□/□□□□□/□□□□□	Time	□□□□□ AM / PM

3. *Incident information*

Describe incident *(E.g. events that led to the incident and the immediate impact. Additional information may be attached)*
Special monitoring following flood disaster detected 1 cfu/100 mL *E.*coli at SP663 collected on Saturday 15th January 2011.



Total chlorine measured at 0.1 mg/L.

4. *Immediate corrective actions*

—

Have immediate corrective actions been taken? ☑ Yes ☐ No

If **Yes**, please describe action taken *(e.g. what and when corrective action took place and if any public health notification has already taken place, or will be required? Additional information may be attached)*

1. Re-sample collected on the morning of Sunday 16th January 2011 by laboratory.
2. Laboratory contacted to confirm result.
3. Data for nearby samples sites checked.
4. Data (chlorine levels and bacteriological result) from other sample sites were reviewed.

If **No**, please explain reasons why immediate corrective actions have not been taken *(Additional information may be attached)*

Declaration

I declare and warrant that I have all the necessary and appropriate authority on behalf of the relevant entity of the scheme to declare the information provided to be true and accurate to the best of my knowledge:

Name [redacted]

Signature **Date** 17 January 2011

5.

Please complete and sign the form and **send** via:

[redacted]

Submission

—

Drinking water quality: lincident reporting

Water Supply (Safety and Reliability) Act 2008—section 630

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2011	

Have you informed any other organisation/agency about this incident? ☑ Yes ☐ No

If **Yes**, other organisation/agency contact details

Organisation/agency name	SEQ Water Grid manager		
Contact name	Duty Manager	Date	Monday 17th January 2011
Phone number	[redacted]	Email address	[redacted]
Organisation/agency name			
Contact name		Date	
Phone number		Email address	

3. *Sample information*

Initial sample

System location	☐ Raw/source water ☐ Treated water from water treatment plant ☐ Transmission ☑ Reticulation
Date taken Sunday 16th January 2011	Time taken: 10:00 am

Parameter (e.g. *E. coli,* Fluoride): *E.coli*

Sample location (e.g. High Street Reservoir, 56 Gray St.)

Laidley Depot

Results (e.g. 5 cfu/100mL, 1.7mg/L)	Date results received
2 MPN/100mL *E.coli*	Monday 17th January 2011

Laboratory name where analysis was undertaken

Queensland Urban Utilities Laboratory Services

Follow up sample(s)

Have follow up samples been taken? *(This must include a sample from the initial location)* ☑ Yes ☐ No

If **Yes**, expected timeframe for receipt of results

Date	Tuesday 18th January 2011	Time	9:30 am

If **No**, expected timeframe for follow up sample(s) to be taken

Date	/ /	Time	AM / PM

4. *Incident information*

Describe incident *(E.g. events that led to the incident and the immediate impact. Additional information may be attached)*
Special monitoring following flood disaster detected 2 cfu/100 mL *E.coli* at Laidley Depot collected on Sunday 16th January 2011.

Total chlorine measured at 0.1 mg/L.

E416

Drinking water quality: incident reporting

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(Please refer to the Explanatory notes and instructions for *Drinking water quality: incident reporting* for further information on completing this form)

Office Use Only						
DWIID						
WSID						

PART A (To be completed and submitted within 24 hours of becoming aware of the incident)

Tick *one box only* to describe the type of incident:

(For incidents below please complete sections 1, 2, 3, 4 and 5)

☑ Detection of *Escherichia coli (E. coli)*

☐ Detection of a pathogen

☐ Detection of chemical parameter that does not meet a health guideline value in *Australian Drinking Water Guidelines*

☐ Detection of radioactivity exceeding gross alpha and gross beta screening values in *Australian Drinking Water Guidelines*

☐ Detection of parameter for which there is no guideline value in the *Australian Drinking Water Guidelines*

(For incident below please complete sections 1, 2, 4 and 5)

☐ An event or series of events likely to affect drinking water quality or will cause difficulty in ability to adequately treat drinking water

1. *Drinking water service provider details*

Drinking water service provider	SPID
Queensland Urban Utilities	0521

Drinking water scheme

SEQ Water Grid

2. *Contact details (for this incident)*

Contact person	Position
[redacted]	Principal officer water quality

Phone number	Fax number	Mobile number
[redacted]		

Postal address

Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001

Email address

[redacted]

Details of telephone report to the regulator

Person reported to: Sarah Schroeder

Date reported	Monday 17th January	Time reported: 10:30 a.m.



5. Immediate corrective actions

Have immediate corrective actions been taken? ☑ Yes ☐ No

If **Yes**, please describe action taken *(e.g. what and when corrective action took place and if any public health notification has already taken place, or will be required? Additional information may be attached)*

1. Re-sample collected on the morning of Monday 17th January 2011 by laboratory.
2. Laboratory contacted to confirm result.
3. Data for nearby samples sites checked.
4. Data (chlorine levels and bacteriological result) from other sample sites were reviewed.

If **No**, please explain reasons why immediate corrective actions have not been taken *(Additional information may be attached)*

6. Declaration

I declare and warrant that I have all the necessary and appropriate authority on behalf of the relevant entity of the scheme to declare the information provided to be true and accurate to the best of my knowledge:

Name [redacted]

Signature [redacted] Date 17 January 2011

7. Subm[redacted]

Please complete and sign the form and **send** via:

Facsimile: (07) 3224 7999 or **Email address: dwreporting@nrw.qld.gov.au**

SEQ Water Grid
Emergency Management

E.coli detection at Laidley Depot close out [Incident Management]

R20 Incident close-out

Title E.coli detection at Laidley Depot close out
Report date 19/01/2011 01:49 PM
Status Inactive
Lodging agency QUU
Event(s) E.coli detection at Laidley

Close out summary
Repeat sample collected on 17th and 18th January 2011 did not detect any E.coli. Repeat samples were taken from SP664 (Narda Lagoon) which is located 100m away from the Depot

Actions requiring follow up
These actions are part of the flood disaster management. Testing is continuing on sites until further notice

Submitted by [redacted]
Contact phone
Contact mobile
Contact email [redacted]

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

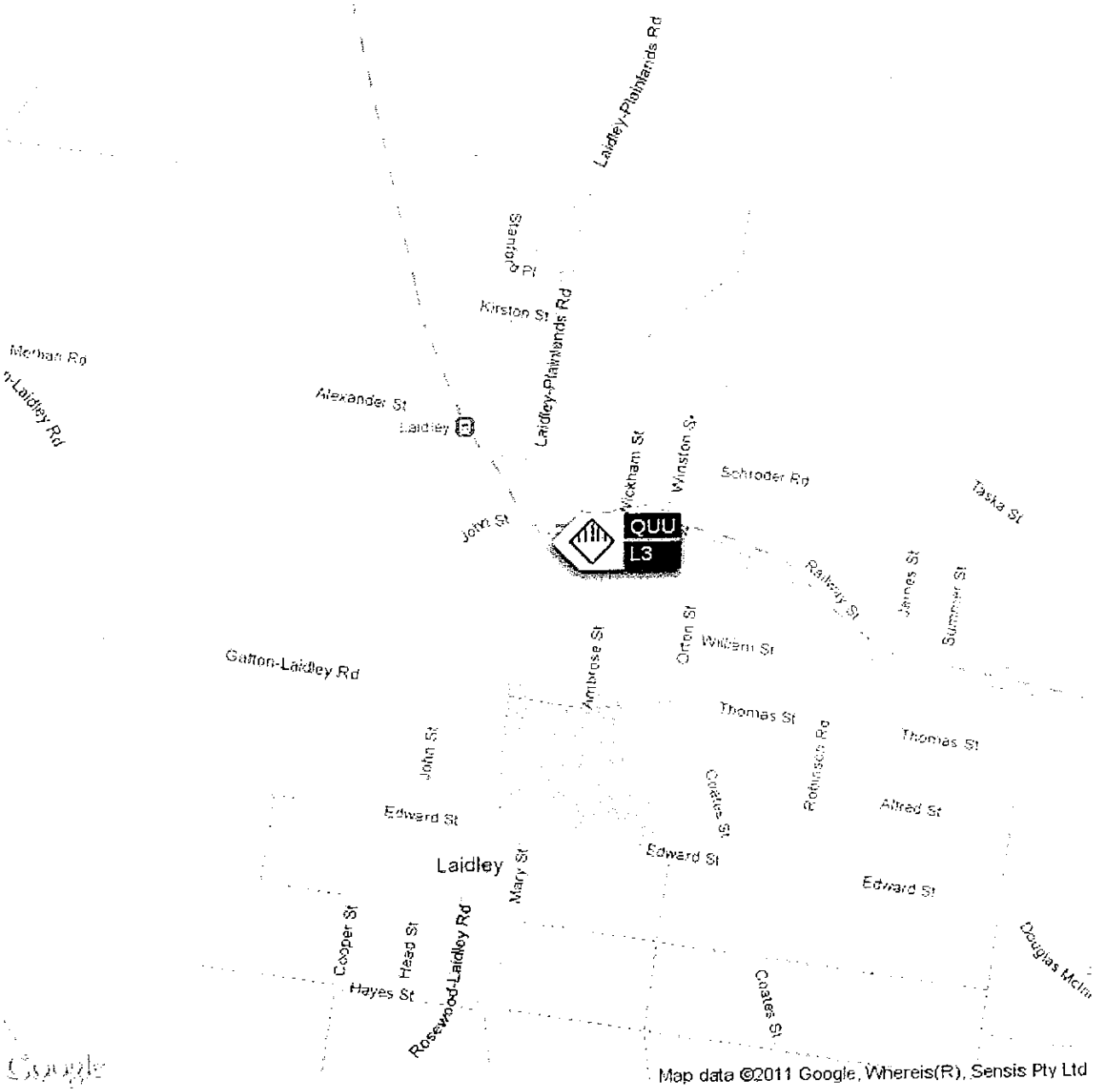
Related Assets (0)

<empty>

Report Documents (0)

<empty>

Mapping


Laidley-Plainlands Rd
Stanley Pl
Kirston St
Laidley-Plainlands Rd
Merhan Rd
n-Laidley Rd
Alexander St
Laidley
Wickham St
Winston St
Schroder Rd
Taska St
John St
QUU
L3
Railway St
James St
Summer St
Ambrose St
Orton St
William St
Gatton-Laidley Rd
Thomas St
Thomas St
John St
Robinson Rd
Coates St
Alfred St
Edward St
Edward St
Edward St
Laidley
Mary St
Douglas McIn
Cooper St
Heap St
Hayes St
Rosewood-Laidley Rd
Coates St
Google
Map data ©2011 Google, Whereis(R), Sensis Pty Ltd

E.coli Detection at Laidley (SP663) Close out [Incident Management]

R20 Incident close-out

Title E.coli Detection at Laidley (SP663) Close out
Report date 19/01/2011 02:08 PM
Status Inactive
Lodging agency QUU
Event(s) E.coli detection at Laidley

Close out summary
Repeated samples collected on 16th, 17th, & 18th January 2011 did not detect any E.coli at SP663

Actions requiring follow up
These actions are part of the flood disaster management. Testing is continuing on sites until further notice

Submitted by [redacted]
Contact phone
Contact mobile
Contact email [redacted]

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

Related Assets (0)

<empty>

Report Documents (0)

<empty>

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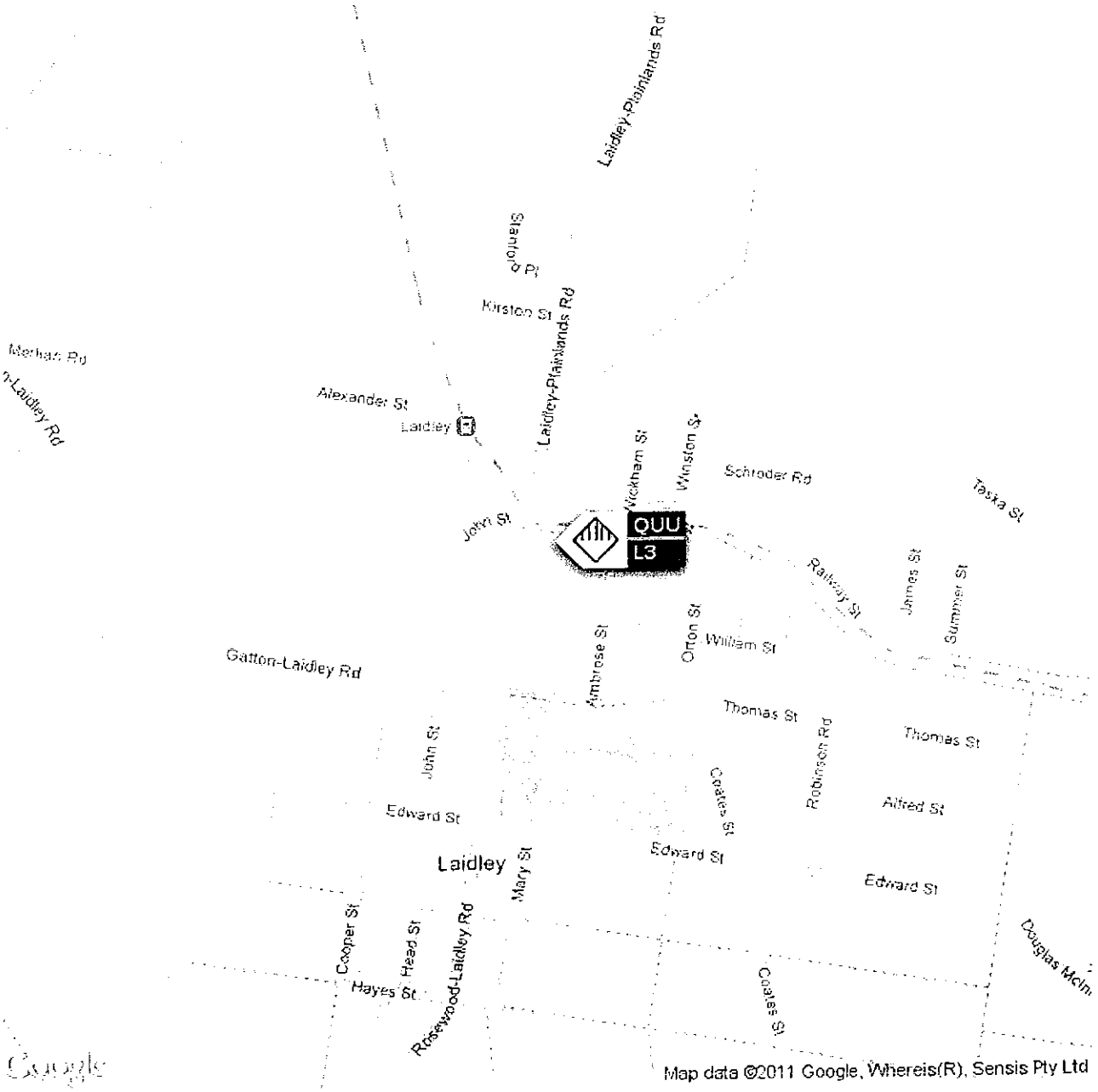

Laidley-Plainlands Rd
Kirston St
Laidley-Plainlands Rd
Alexander St
Laidley
Nickham St
Winston St
Schroder Rd
John St
QUU
L3
Railway St
James St
Summer St
Teska St
Orton St
William St
Gatton-Laidley Rd
Ambrose St
Thomas St
Thomas St
John St
Robinson Rd
Coates St
Alfred St
Edward St
Edward St
Edward St
Laidley
Mary St
Cooper St
Head St
Hayes St
Rosewood-Laidley Rd
Coates St
Douglas McIn
Map data ©2011 Google, Whereis(R), Sensis Pty Ltd

Log Entries

Event E.coli detection at Laidley commenced

Logged By SEQ WGM
Date 16/01/2011 10:00 AM

Email received: DWQ Incident report Part A - Laidley - SP663 - 15 January 2011

Logged By [redacted]
Date 17/01/2011 12:44 PM

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Log Type Event Log
Date 17/01/2011 03:14 PM
Event(s) E.coli detection at Laidley
Entry
Notified by QUU of another E. coli detection at Laidley. 2mpn at Laidley Depot. followup sample taken at the depot and another site about 100m away. Results expected tomorrow.

Logged By Emergency Manager (Emergency Management - SEQ WGM) [redacted]
Log Type Event Log
Date 17/01/2011 03:16 PM
Lodging agency SEQ WGM
Event(s) E.coli detection at Laidley
Entry
Alert level incident - E. coli detection at Laidley escalated to Level 3 Incident as per the Water Grid ERP.

Event E.coli detection at Laidley finished

Logged By SEQ WGM
Date 19/01/2011 10:00 AM

R20 Incident close-out lodged: E.coli detection at Laidley Depot close out

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 19/01/2011 01:49 PM

R20 Incident close-out lodged: E.coli Detection at Laidley (SP663) Close out

Logged By Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
Date 19/01/2011 02:08 PM

Withcott E.coli - 1100EST-18JAN11

Incident

Name Withcott E.coli - 1100EST-18JAN11
Status Inactive
Lead agency SEQ WGM
Incident type Water Quality
Location site name SP673
Reported by [redacted]
Initiating agency Qld Urban Utilities

Commenced 18/01/2011
Finished 19/01/2011

Severity level Alert
Location Berghoffer Drive Withcott Qld

Media interest? No

Incident details
2 E.coli MPN/100ml detected during verification monitoring

Emergency Management Team
Emergency Manager : WGM Duty Manager [redacted] Communications : WGM Communications Duty Manager (Tel [redacted]

Incident team organisation
No team formed

Planning objectives
1. Chlorine dose at Lowood water treatment plant increased to 4-5mg/L on 15/1 by Seqwater - this set-point to continue

Agencies notified
DERM - Office of Water Supply Regulator SEQ Water Grid Manager

Other relevant information
Boiled water notice in place

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Events (0)

<empty>

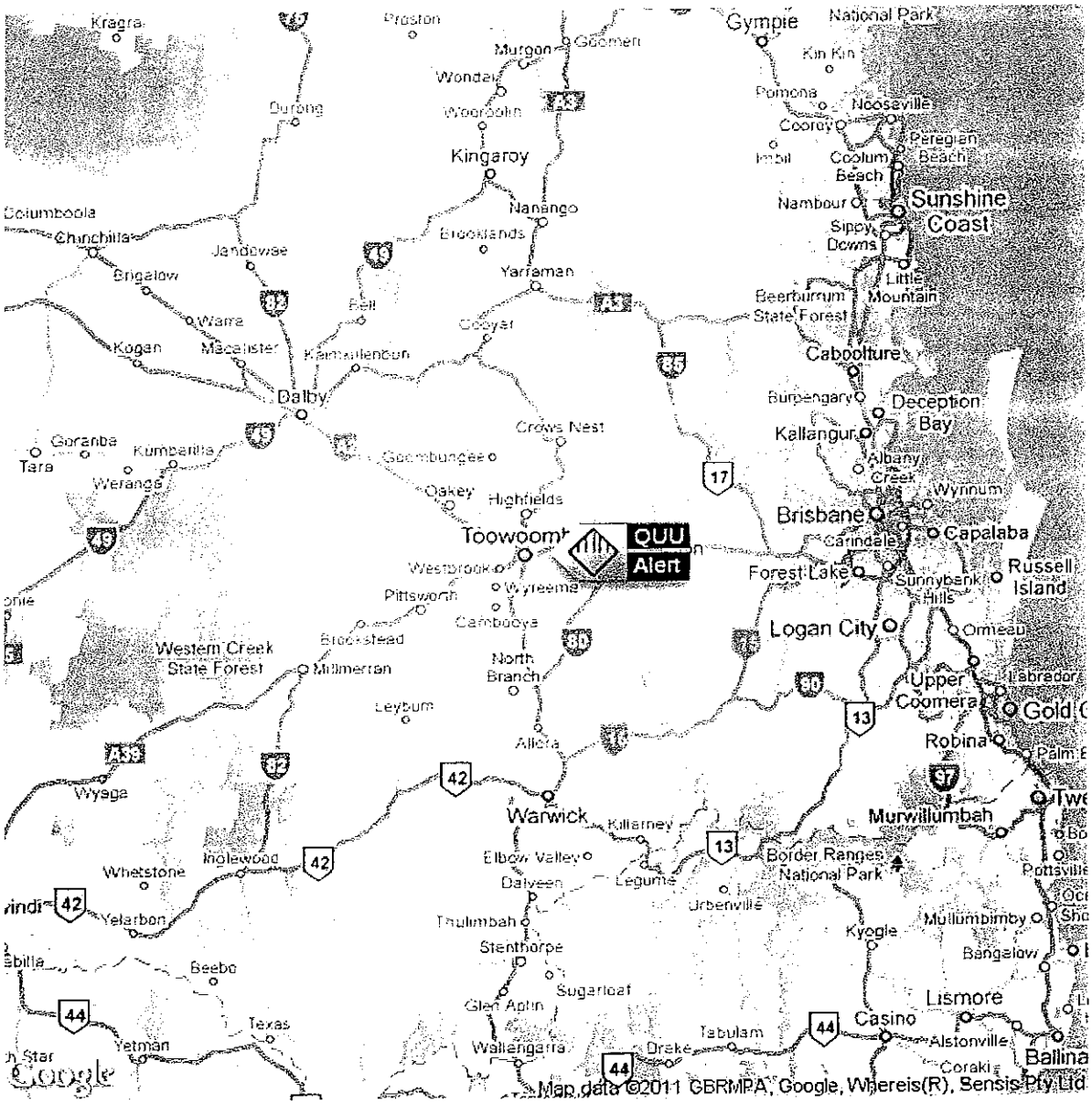
Related Assets (0)

<empty>

Event Documents (1)

DWQ Incident Report Part A - Withcott - 20110118.pdf
File Size: 133kb
File Type: PDF Document
(Attached)

Mapping



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(Please refer to the Explanatory notes and instructions for *Drinking water quality: incident reporting* for further information on completing this form)

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DWIID	
WSID	

PART A (To be completed and submitted within 24 hours of becoming aware of the incident)

Tick *one box only* to describe the type of incident:

(For incidents below please complete sections 1, 2, 3, 4 and 5)

- ☑ **Detection of *Escherichia coli (E. coli)***
- ☐ **Detection of a pathogen**
- ☐ **Detection of chemical parameter that does not meet a health guideline value in *Australian Drinking Water Guidelines***
- ☐ **Detection of radioactivity exceeding gross alpha and gross beta screening values in *Australian Drinking Water Guidelines***
- ☐ **Detection of parameter for which there is no guideline value in the *Australian Drinking Water Guidelines***

(For incident below please complete sections 1, 2, 4 and 5)

- ☐ **An event or series of events likely to affect drinking water quality or will cause difficulty in ability to adequately treat drinking water**

1. Drinking water service provider details

Drinking water service provider	SPID
Queensland Urban Utilities	0521

Drinking water scheme

SEQ Water Grid

2. Contact details (for this incident)

Contact person	Position
[redacted]	Principal officer water quality

Phone number	Fax number	Mobile number
[redacted]		

Postal address

Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001

Email address

[redacted]

Details of telephone report to the regulator

Person reported to: Sarah Schroeder

Date reported	Tuesday 18th January	Time reported:	10:00 a.m.

Drinking water quality: incident reporting

Water Supply (Safety and Reliability) Act 2008—section 630

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2011	

Have you informed any other organisation/agency about this incident? ☑ Yes ☐ No

If **Yes**, other organisation/agency contact details

Organisation/agency name	SEQ Water Grid manager		
Contact name	Duty Manager	Date	Tuesday 18th January 2011
Phone number	[redacted]	Email address	[redacted]
Organisation/agency name			
Contact name		Date	
Phone number		Email address	

3. *Sample information*

Initial sample

System location	☐ Raw/source water ☐ Treated water from water treatment plant ☐ Transmission ☑ Reticulation
Date taken: Monday 17th January 2011	Time taken: 10:15 am

Parameter (e.g. *E. coli*, Fluoride): *E.coli*

Sample location (e.g. High Street Reservoir, 56 Gray St.)

SP673 Berghoffer Drive Withcott

Results (e.g. 5 cfu/100mL, 1.7mg/L)	Date results received
2 MPN/100mL *E.coli*	Tuesday 18th January 2011

Laboratory name where analysis was undertaken

Queensland Urban Utilities Laboratory Services

Follow up sample(s)

Have follow up samples been taken? *(This must include a sample from the initial location)* ☑ Yes ☐ No

If **Yes**, expected timeframe for receipt of results

Date	Wednesday 19th January 2011	Time	10:00 am

If **No**, expected timeframe for follow up sample(s) to be taken

Date	/ /	Time	AM / PM

4. *Incident information*

Describe incident *(E.g. events that led to the incident and the immediate impact. Additional information may be attached)*
Special monitoring following flood disaster detected 2 cfu/100 mL *E.coli* at SP673 collected on Monday 17th January 2011.

Total chlorine measured at 0.19 mg/L.



5. Immediate corrective actions

Have immediate corrective actions been taken? ☑ Yes ☐ No

If **Yes**, please describe action taken *(e.g. what and when corrective action took place and if any public health notification has already taken place, or will be required? Additional information may be attached)*

1. Re-sample collected on the morning of Tuesday 18th January 2011 by laboratory.
2. Laboratory contacted to confirm result.
3. Data for nearby samples sites checked.
4. Data (chlorine levels and bacteriological result) from other sample sites were reviewed.

If **No**, please explain reasons why immediate corrective actions have not been taken *(Additional information may be attached)*

6. Declaration

I declare and warrant that I have all the necessary and appropriate authority on behalf of the relevant entity of the scheme to declare the information provided to be true and accurate to the best of my knowledge:

Name [redacted]

Signature

Date 18 January 2011

7. Submission

Please complete and sign the form and **send** via:

[redacted]

ACK-Withcott and Extreme Weather

R02 Emergency notification acknowledgement

Title	ACK-Withcott and Extreme Weather	**Report date**	11/01/2011 10:31 AM
Event(s)		**Lodging agency**	SEQ WGM
Status	Active	**Time first update is due**	
Reported severity	Alert	**Confirmed severity**	Alert

Reason for changing severity level

Allocated emergency team
Emergency Manager : WGM Duty Manager [redacted]
Communications : WGM Communications Duty Manager [redacted]

Location of emergency control centre
SEQWGM Offices

Initial direction on management of emergency
Continue to advise as tanker access becomes available
Advise of any bottled water drops organised through SDCC and Distric Disiaster Coordinators
Continue to advise power restoration and asset status

Initial direction on management of communication
As per ERP

Other comments

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

Related Assets (0)

<empty>

Report Documents (0)

<empty>

SEQ Water Grid
Emergency Management

Withcott E.coli close out

R20 Incident close-out

Title Withcott E.coli close out
Status Inactive
Report date 19/01/2011 01:30 PM
Lodging agency QUU
Event(s) Withcott E.coli - 1100EST-18JAN11

Close out summary
Repeated sample collected on 18 January 2011, did not detect E.coli.

Actions requiring follow up
These actions are part of the flood disaster management. Testing is continuing on sites until further notice.

Submitted by [redacted]
Contact phone
Contact mobile
Contact email [redacted]

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Tasks (0)

<empty>

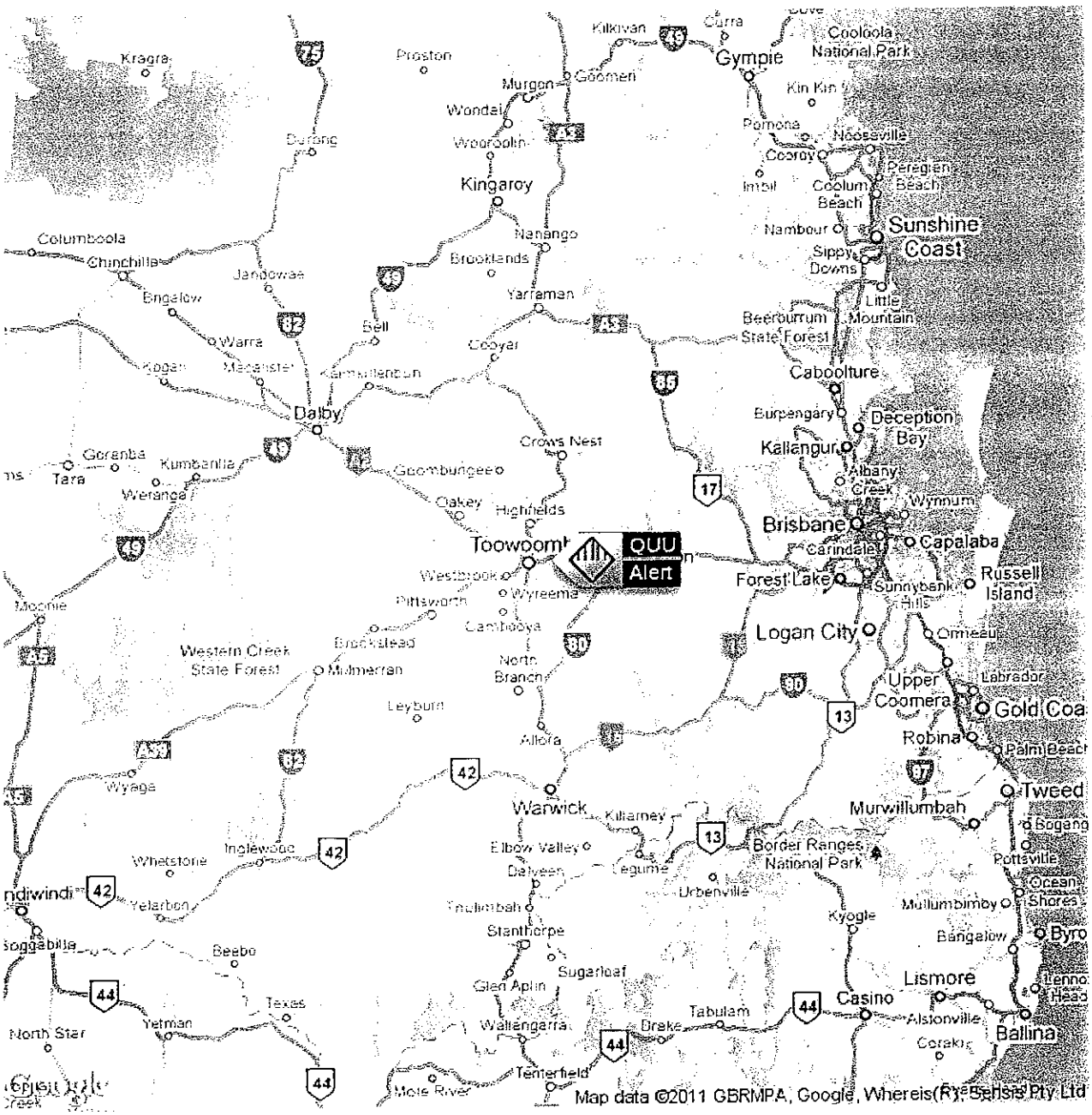
Related Assets (0)

<empty>

Report Documents (0)

<empty>

Mapping


Kilkivan
Curra
Gympie
Cooloola National Park
Kin Kin
Kragra
Proston
Murgon
Goomeri
Wondai
Woorooliin
Durong
Pomona
Noosaville
Cooroy
Peregian Beach
Imbil
Coolum Beach
Kingaroy
Nambour
Sunshine Coast
Columboola
Chinchilla
Nanango
Brooklands
Sippy Downs
Jandowae
Bingalow
Yarraman
Little Mountain
Beerburrum State Forest
Warra
Bell
Cooyar
Kogan
Macalister
Kamsillenbun
Caboolture
Dalby
Burpengary
Deception Bay
Crows Nest
Kallangur
Goranba
Kumbanilla
Tara
Goombungee
Albany Creek
Weranga
Oakey
Highfields
Wynnum
Brisbane
Toowoomba
QUU Alert
Capalaba
Carindale
Westbrook
Forest Lake
Sunnybank Hills
Russell Island
Wyreema
Pittsworth
Moonie
Cambooya
Logan City
Ormeau
Brookstead
Western Creek State Forest
Millmerran
North Branch
Upper Coomera
Labrador
Leyburn
Gold Coa
Allora
Robina
Palm Beach
Wyaga
Warwick
Killarney
Tweed
Murwillumbah
Bogang
Inglewood
Elbow Valley
Border Ranges National Park
Whetstone
Legume
Pottsville
Dalveen
Urbenville
Ocean Shores
Yelarbon
Mullumbimby
Kyogle
Stanthorpe
Bangalow
Byro
Beebo
Sugarloaf
Glen Aplin
Lismore
Texas
Casino
Tabulam
Yetman
Wallangarra
Drake
Alstonville
Ballina
North Star
Coraki
Tenterfield
Mole River
Map data ©2011 GBRMPA, Google, Whereis(R), Sensis Pty Ltd

Log Entries

Event Withcott E.coli - 1100EST-18JAN11 commenced	**Logged By**	SEQ WGM
	Date	18/01/2011 10:00 AM
Email received: DWQ Incident report Part A - Withcott - SP673 - 18 January 2011	**Logged By**	[redacted]
	Date	18/01/2011 01:48 PM
Event Withcott E.coli - 1100EST-18JAN11 finished	**Logged By**	SEQ WGM
	Date	19/01/2011 10:00 AM
R20 Incident close-out lodged: Withcott E.coli close out	**Logged By**	Emergency Manager (Emergency Management - SEQ WGM) - [redacted]
	Date	19/01/2011 01:30 PM

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1800	5/1/1	[redacted]			Seqwater Update 5/1/2011 Mt Crosby and Capalaba WTPs	Mt Crosby MIB/Geosim Taste and Odour 1545EST-15DEC10	Email		MIB/Geosmin Mt Crosby Results for MIB/Geosmin for Mt Crosby are show below. Taste tests shows no real change with taste just at threshold taste levels. Releases from Wivenhoe Dam have now slowed to 4000 ML/day and we have seen a slight increase in raw water quality because there are still some flow coming from Lockyer Creek system. Laboratory samples will continue to be taken daily until we are certain changes have stabilised but analysis will be available every 2-3 days. Date Site MIB Geosmin 5/01/2011 East Bank -Raw 2.7 15
1810	6/1/11				SEQ Water Grid Media Report - 6 January 2011	Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10	Email	SEQ Water Grid Media Report - 6 January 2011.pdf	Cameron's Hill 1 Please see attached today's media report. Coverage over the past 24 hours includes the following State Government • Small grants of $25,000 will be available to businesses affected by flooding (ABC News 24 Sydney) • Premier Anna Bligh states that Queensland's worst disaster has affected more than 200,000 people across central and southern Queensland (ABC1 Brisbane) • Editorial states that the State Government needs to review the infrastructure needs of the residents living on the north side of the Brisbane River and dependent on Colleges Crossing (Queensland Times) Water prices • Letter states that the Labor Party's financial mismanagements has exacerbated the cost of living and that the LNP will cap South East Queensland's water prices in a range of announced initiatives (Queensland Times) Dams / Rainfall • SMS from resident states that if it were not for Wivenhoe Dam, Brisbane would be underwater (4BC Brisbane) • Wivenhoe Dam is almost at capacity and may overflow the flood gates and recently re-opened Colleges Crossing could be closed again in the coming days (River FM Ipswich) • After recent rainfalls, Toowoomba's combined dam levels are at 62.5 per cent (Toowoomba Chronicle) • More rain is forecasted for the south-east (Channel 9 Brisbane)

E434

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
201	5/1/11 16:13	SEQWGM Media [redacted]	Undisclosed recipients:;		Media update: dam releases 6 January 2011		Email		Media update â€" 6 January 2011 Dam releases With recent heavy rainfall across South East Queensland and the forecast of more to come, releases are being made from some of the regionâ€™s water storages. Gate operations at Wivenhoe Dam will be required. To minimise downstream impacts, these releases will commence when flood levels in the lower Lockyer Creek subside. Local flows, and the expected Wivenhoe Dam release, may impact upon Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing for several days. Local councils should be consulted for detailed information on road crossing closures and other impacts. At this stage, no impacts are expected for Fernvale Bridge or Mt Crosby Weir Bridge. Water from Somerset Dam is being released into Wivenhoe Dam through a regulator valve, which may increase later today. A release through the gate at North Pine Dam is expected to commence later today. A release from Leslie Harrison is underway and may continue until the weekend. No water is currently being released from Hinze Dam. The Water Grid is working with local councils regarding the current releases and the likely impacts, which are being managed in accordance with approved flood management plans. Recreation update Dams are currently open for water-based recreational activities, however this may change depending on the weather. Visitors should check the Water Grid website (www.waterqrid.com.au) for additional information for each recreation site.
301	7/1/11 [redacted]	[redacted]			Technical Report W29	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W29.docx	See attached report [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater [cid:image003.png@01CBAE3A.A6F2FE70] [redacted] Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002 Website | www.seqwater.com.au<http://www.seqwater.com.au/> Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater). This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

E435

Id	Received (Australia/Brisbane)	From	To	CC	...ject	Events	Type	Attachments	Plain text
1840[illegible]	7/1/11 09:10	Dan Spiller	[redacted]	[redacted]	Operational teleconference	Wivenhoe Dam Releases 1230EST. 06JAN11	Email		When: Friday, 7 January 2011 9:30 AM-10:00 AM (UTC+10:00) Brisbane Note: The GMT offset above does not reflect daylight saving time adjustments. *~*~*~*~*~*~*~*~* All, We have again had significant rainfall in the Lockyer Valley and are recommencing gate releases from the key storages. As discussed with [redacted]. I propose that we hold a short teleconference at 3pm to provide an update on current status across the Grid. While I do not anticipate major issues, I think it would be useful to have a quick update on: â€¢ WTP status, including the impacts of Brisbane River and Leslie Harrison Dam releases â€¢ System operation â€¢ Desalination status and recommissioning timeframes â€¢ Customer complaints. The teleconference details are: â€¢ Phon[redacted] â€¢ PIN: [redacted] We can adjust timing based on Seqwater advice about Brisbane River quality. Please forward the invitation to relevant people within your organisation. Regards, Dan
1850[illegible]	7/1/11 09:12	Dan Spiller	[redacted]	[redacted]	[illegible]m. Operational teleconference [illegible]m	Wivenhoe Dam Releases 1230EST. 06JAN11	Email		When: Friday, 7 January 2011 3:00 PM-3:30 PM (UTC+10:00) Brisbane Note: The GMT offset above does not reflect daylight saving time adjustments. *~*~*~*~*~*~*~*~* All, We have again had significant rainfall in the Lockyer Valley and are recommencing gate releases from the key storages. As discussed with [redacted]. I propose that we hold a short teleconference at 3pm to provide an update on current status across the Grid. While I do not anticipate major issues, I think it would be useful to have a quick update on: â€¢ WTP status, including the impacts of Brisbane River and Leslie Harrison Dam releases â€¢ System operation â€¢ Desalination status and recommissioning timeframes â€¢ Customer complaints. The teleconference details are â€¢ Phone: 1800 672 949 â€¢ PIN: 72433128 4045 We can adjust timing based on Seqwater advice about Brisbane River quality. Please forward the invitation to relevant people within your organisation. Regards, Dan

EA39

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
01	7/1/11 10:01	[redacted]			Impacts of dirty water events		Email	ole0.bmp	When: Friday, 7 January 2011 3:00 PM-3:30 PM (GMT+10:00) Brisbane Where: Telephone Number: 1800 063 720 A/C & Pin: 7234 0295 7379# Note: The GMT offset above does not reflect daylight saving time adjustments *~*~*~*~*~*~*~*~* You are invited to dial into a teleconference at 3pm today regarding the impacts on operations regarding the current dirty water events Issues for discussion include: • WTP status, including the impacts of Brisbane River and Leslie Harrison Dam releases • System operation • Desalination status and recommissioning timeframes • Customer complaints. You will need to use the following numbers to join this teleconference. Telephone Number: [redacted] A/C & Pin: [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater
701	7/1/11 10:06	[redacted]			Media update: dam releases - 7 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Media update â€" 7 January 2011 Dam releases With recent heavy rainfall across South East Queensland and the forecast of more to come, releases are being made from some of the regionâ€™s water storages. Water from Somerset Dam is being released into Wivenhoe Dam through a regulator valve. The releases may be increased to utilise sluice gates later today or over the weekend. Gate operations at Wivenhoe Dam will be required. To minimise downstream impacts, these releases will commence when flood levels in the lower Lockyer Creek subside. The rate of release will be similar to last week, at up to 130,000 megalitres per day. Local flows, and the expected Wivenhoe Dam release, may impact upon Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing for several days. Local councils should be consulted for detailed information on road crossing closures and other impacts. At this stage, no impacts are expected for Fernvale Bridge or Mt Crosby Weir Bridge. Spillway gate operations commenced on the yesterday evening at North Pine Dam. These releases may continue until next week, depending upon further rainfall. A release from Leslie Harrison is underway and may continue until the weekend. No water is currently being released from Hinze Dam. The Water Grid is working with local councils regarding the current releases and the likely impacts, which are being managed in accordance with approved flood management plans. For further information on dam releases please visit www.watergrid.com.au<http://www.watergrid.com.au>

E437

Id	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
18801	7/1/11 10:13	Dan Spiller	[redacted]		Canceled: Operational teleconference		Email		When: Friday, 7 January 2011 3:00 PM-3:30 PM (UTC+10:00) Brisbane. Note: The GMT offset above does not reflect daylight saving time adjustments. *~*~*~*~*~*~*~*~*~*~* All, We have again had significant rainfall in the Lockyer Valley and are recommencing gate releases from the key storages. As discussed with Stan, I propose that we hold a short teleconference at 3pm to provide an update on current status across the Grid. While I do not anticipate major issues, I think it would be useful to have a quick update on: â€¢ WTP status, including the impacts of Brisbane River and Leslie Harrison Dam releases â€¢ System operation â€¢ Desalination status and recommissioning timeframes â€¢ Customer complaints. The teleconference details are: â€¢ Phon[redacted] â€¢ PIN: [redacted] We can adjust timing based on Seqwater advice about Brisbane River quality. Please forward the invitation to relevant people within your organisation. Regards, Dan
18901	7/1/11 12:14	[redacted]	[redacted]		Drinking water quality incident report Part A - Ecoli detected at The Gap sampled 4 January 2011	E. coli detection at The Gap (SP300) - 2222EST-6JAN11	Email	DWQ Incident report Part A - SP300 - signed 20110107.pdf	Please note that this sample point SP300 The Gap is at the booster pump where water is pumped up to the Summit Reservoir where the water is re-chlorinated. No customers take water from this ploe. Water quality data shows plenty of chlorine and no bacteriological deterioration after the Summit Reservoir. I am expecting the result of the re-sample about 3 pm this afternoon. [redacted] Principal Officer - Water Quality Planning & Source Control Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 Phone [redacted] Website : www.urbanutilities.com.au<http://www.urbanutilities.com.au> Brisbane Transit Centre - West Tower - Level 8 171 Roma Street, Brisbane Qld 4000 This message has passed through an insecure network. Please direct all enquiries to the message author. This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email

E438

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
101	7/1/11 16:0[redacted]	[redacted]		Technical Report W30	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W30.docx	See attached [redacted] M 0400 302 796 Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater). This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from
101	7/1/11 16:2[redacted]	[redacted]		2nd Meeting - Impacts of dirty water events	Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10	Email	ole0.bmp	When: Saturday, 8 January 2011 11:00 AM-11:30 AM (GMT+10:00) Brisbane Where: Telephone Number: [redacted] Note: The GMT offset above does not reflect daylight saving time adjustments. *~*~*~*~*~*~*~*~*~* As agreed at today's teleconference, we will meet again at 11am on Saturday to discuss Water Supply issues based on the latest information available. Would you ensure that a copy of this meeting reminder is forwarded to any key staff rostered on for this weekend. You will need to use the following numbers to join this teleconference: Telephone Number: [redacted] A/C & Pin: David Roberts Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater [No%20AttachName]

E439

Id	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
1920	8/1/11 08:03	[redacted]			Fw: Technical Report W31		Email	Technical Situation Report W31.docx	See attached report From: Rob Drury To: Rob Drury; 'Dan Spiller' [redacted] Cc: Peter Borrows; [redacted] Sent: Sat Jan 08 07:45:39 2011 Subject: RE: Technical Report W31 Attached report number W31. Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBAF08.0B312380] [cid:image002.png@01CBAF08.0B312380] [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 Website | www.seqwater.com.au<http://www.seqwater.com.au/>
1930	8/1/11	[redacted]			Media update dam releases - 8 January 2011	Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10	Email		Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is Media update - 8 January 2011 Dam releases With recent heavy rainfall across South East Queensland and the forecast of more to come, releases are being made from some of the region's water storages Water from Somerset Dam is being released into Wivenhoe Dam through one gate. At Wivenhoe Dam, all five gates are now open. Releases are expected to reach around 100,000 megalitres a day by this afternoon. Releases will be reviewed and may change depending on rainfall, inflows into the dam and river flows. Wivenhoe Dam releases may impact upon Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing for several days. Local councils should be consulted for detailed information on road crossing closures and other impacts. At this stage, no impacts are expected for Fernvale Bridge or Mt Crosby Weir Bridge, although this may change depending on rainfall. Spillway gate operations commenced during the evening of Thursday 6 January 2011. These releases may continue until next week, depending upon further rainfall. A release from Leslie Harrison is underway and may continue until the weekend. Releases through the emergency gates of Hinze Dam is expected to occur sometime over the weekend. The Water Grid is continuing to work with local councils regarding the current releases and the likely impacts, which are being managed in accordance with approved flood management plans. For further information on dam releases please visit www.watergrid.com.au<http://www.watergrid.com.au> Telephone - [redacted] has been established for members of the public seeking information on which dams are spilling in South East Queensland.

E440

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
9401	8/1/11 11:17	Dan Spiller	SEOWGM Emergency	[redacted]	Summary of teleconference 3/1/11		Email	Water Grid operations teleconference_ 3-1-11.docx	Summary of status. Regards, Daniel Spiller This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
9501	8/1/11 11:31	[redacted]			3rd Meeting - Impacts of dirty water events	Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10	Email	ole0.bmp	When: Monday, 10 January 2011 11:00 AM-11:30 AM (GMT+10:00) Brisbane. Where: Telephone Number: [redacted] As agreed at today's teleconference, we will meet again at 11am on Monday (3rd meeting) to discuss Water Supply issues based on the latest information available and current events. Please forward a copy of this appointment to anyone who needs to participate in the teleconference. You will need to use the following numbers to join this teleconference: Telephone Number: [redacted] A/C & Pin: David Roberts Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater [No%20AttachName]
9601	8/1/11 12:06	[redacted]			Minutes of Meeting 20110108 Impact of Rainfall Event on Grid Operations		Email	Minutes of Meeting 20110108 Impact of Rainfall Event on Grid Operations.docx	[redacted] Copy of notes from Teleconference held today Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater). This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from

E441

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1979	9/1/11 0	[redacted]			Fw: Technical Report W32	Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10	Email	Technical Situation Report W32.docx	See attached report From: Rob Drury To: Rob Drury; 'Dan Spiller' [redacted] Cc: Peter Borrows; [redacted] Sent: Sun Jan 09 07:50:23 2011 Subject: RE: Technical Report W31 Would like to blame the computer system but purely operator error Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBAFD1.A74ABD70] [cid:image002.png@01CBAFD1.A74ABD70] [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 Website | www.seqwater.com.au<http://www.seqwater.com.au/>
1980	[redacted]				Media update, dam releases - 9 January 2011	Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10	Email		From: Rob Drury Sent: Sunday, 9 January 2011 7:26 AM Media update - 9 January 2011 Dam releases With recent heavy rainfall across South East Queensland and the forecast of more to come, releases are being made from some of the region's water storages. Based on current forecasts, all release operations may change at short notice. Water from Somerset Dam is being released into Wivenhoe Dam through the sluice gates At Wivenhoe Dam, releases commenced during the evening of Thursday 6 January 2011, with all five gates opened by Saturday 8 January 2011. Releases have reached around 116,000 megalitres a day. Gate operations will continue to be reviewed and may change at short notice depending on rainfall, inflows into the dam and river flows. Wivenhoe Dam releases may impact upon Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing for several days. Local councils should be consulted for detailed information on road crossing closures and other impacts. At this stage, no impacts are expected for Fernvale Bridge or Mt Crosby Weir Bridge, although this may change depending on rainfall. These releases are expected to continue until next week. Release operations at North Pine Dam are being reviewed and may result in the closure of gates later today or tomorrow, however this action is dependent on whether further rainfall is received in the catchment. Releases from Leslie Harrison Dam have now ceased, however further inflows received may see gate operations re-occur at short notice. Minor releases through the emergency gates of Hinze Dam have commenced. The Water Grid is continuing to work with local councils regarding the current releases and the likely impacts, which are being managed in accordance with approved flood management plans.

Received (Australia/Brisbane)	From	To	CC	S	Events	Type	Attachments	Plain text
901	[redacted]			Fw: Technical Report W34	Wivenhoe Dam Releases 1230EST-06JAN11, Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10	Email	Technical Situation Report W34.docx	See attached report From: Rob Drury To: Rob Drury; 'Dan Spiller' [redacted] Cc: Peter Borrows; [redacted] Sent: Sun Jan 09 21:18:23 2011 Subject: RE: Technical Report W34 See attached report W34. Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBB042.BF7DE4A0] [cid:image002.png@01CBB042.BF7DE4A0] [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 Website | www.seqwater.com.au<http://www.seqwater.com.au/>
0001	[redacted]			Media Update - Dam Releases - 10 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11, Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10	Email		From: Rob Drury Sent: Sunday, 9 January 2011 7:26 AM Media update - 10 January 2011 Wivenhoe Dam releases Significant rainfall received across catchments has lifted Wivenhoe Dam's level to above 140 per cent and Somerset Dam to above 150 per cent. Although releases are being made, significant quantities of water have been held back to manage impacts downstream and allow for inflows which have occurred below Wivenhoe Dam. Overnight, this weather has inundated Fernvale Bridge and Mt Crosby Weir bridge together with a number of local roads. They join a number of other bridges already impacted, including Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing. In order to relieve the dam's flood storage compartment and with more rain forecast, controlled releases are being increased today from 116,000 megalitres per day to 150,000 megalitres per day. This will be done in consultation with the Bureau of Meteorology and local councils, utilising a strategy to limit impacts where possible downstream, noting that these releases are a necessity. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. Telephone - [redacted] has been established for members of the public seeking information on which dams are spilling in South East Queensland. ENDS Note to the Editor: While releases are being made from the region's water storages, routine updates will be provided. Community Assistance Please direct the community to contact telephone - 1800 613 122. This number has been established for members of the public seeking information on which dams are spilling in South East Queensland. Members of the public seeking information on potential impacts in their local areas should direct inquiries to their local councils

E443

Id	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
20101	10/1/11 10:2	[redacted]	[redacted]	[redacted]	0830h Teleconference Notes	Extreme Weather Event - 2300EST-10JAN11	Email	Flooding 0830 10JAN11 Teleconference.docx	Colleagues, Attached are the notes as taken during the teleconference today. [redacted] Risk and Emergency Manager SEQ Water Grid Manager [redacted] Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of
20201	10/1/11 10:41	[redacted]			Media update - Dam releases - 10 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Media update - 10 January 2011 Dam releases Significant rainfall across the catchments has lifted Wivenhoe Dam's level to above 140 per cent and Somerset Dam to above 150 per cent. Although releases are being made, large quantities of water continue to flow into the dams and are being held back in order to manage impacts downstream and allow for other inflows from urban runoff, the Lockyer and Bremer Rivers to subside. Overnight, Fernvale and Mt Crosby Weir Bridges together with a number of local roads became inundated. They joined the others already impacted, including Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing. In order to relieve the quickly filling flood storage compartment, and with more rain forecast, controlled releases from the dam have been increased today from 116,000 megalitres per day to 170,000 megalitres per day. These releases are a necessity. Releases are being reviewed in consultation with the Bureau of Meteorology and local councils, utilising a strategy to limit impacts where possible downstream. Water from Somerset Dam is being released into Wivenhoe Dam through the sluice gates. Spillway gate operations are continuing at North Pine Dam, with all five gates open. These releases may continue until next week, depending upon further rainfall. At Leslie Harrison Dam, gate releases are underway. A minor release of around 1200 megalitres a day is being made through the emergency gates of Hinze Dam. The Water Grid is working with local councils regarding the current releases and the likely impacts, which are being managed in accordance with approved flood management plans. For further information on dam releases please visit www.watergrid.com.au<http://www.watergrid.com.au>.

E444

	Received (Australia/Brisbane	From	To	CC	Subject	Events	Type	Attachments	Plain text
0301	10/1/11 14:	[redacted]	[redacted]		Water Supply Issues - Somerset & Scenic Rims Region	Wivenhoe Dam Releases 1230EST-06JAN11	Email	ole0.bmp	When: Monday, 10 January 2011 3:00 PM-3:30 PM (GMT+10:00) Brisbane Where: Telephone Number: 1800 063 720 A/C & Pin: 7234 0295 7379# Note: The GMT offset above does not reflect daylight saving time adjustments. *~*~*~*~*~*~*~*~* As agreed at today's teleconference, we will meet again at 3pm today to discuss Water Supply issues from those single source supply WTP particularly in the Somerset and Scenic Rim regions Please forward a copy of this appointment to any key staff who should participate in this teleconference. You will need to use the following numbers to join this teleconference: Telephone Number: [redacted] A/C & Pin: [redacted] [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater
0401	10/1/11 14:				FW: Drinking Water Quality incidents at SP244 Algester & SP327 Forest Lake - 6 January 2011	E.coli detection at Algester (SP244) - 1020EST-06JAN11, E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11	Email	DWQ incident report Part A SP327 - signed.pdf, DWQ incident report Part A SP244 - Signed.pdf	[No%20AttachName] FYI From: [redacted] Sent: Monday, 10 January 2011 2:51 PM To: [redacted] SEQWGM Operations Cc: [redacted] Dennien, [redacted] Lewis, Robin; [redacted] Subject: Drinking Water Quality incidents at SP244 Algester & SP327 Forest Lake - 6 January 2011 Drinking Water Quality Incident report Part A attached for E.coli detections at SP244 Algester and SP327 Forest Lake reservoir outlet. [redacted] Principal Officer - Water Quality Planning & Source Control Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 [redacted] Brisbane Transit Centre - West Tower - Level 8 171 Roma Street, Brisbane Qld 4000 This message has passed through an insecure network. Please direct all enquiries to the message author.

E445

Id	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
2050	10/1/11 15:4	[redacted]	[redacted]						When: Monday, 10 January 2011 4:00 PM-4:30 PM (GMT+10:00) Brisbane. Where: Telephone Number: 1800 063 720 A/C & Pin: 7234 0295 7379# Note: The GMT offset above does not reflect daylight saving time adjustments. *~*~*~*~*~*~*~*~* As agreed at this morning's teleconference, we will meet again at 4pm today to discuss the latest issues and current events relating to Water Supply issues. Please forward a copy of this appointment to anyone who needs to participate in this teleconference You will need to use the following numbers to join the teleconference Telephone Number: [redacted] A/C & Pin: [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater {No%20AttachName}
2060	10/1/11 16:4								When: Tuesday, 11 January 2011 11:00 AM-11:30 AM (GMT+10:00) Brisbane. Where: Telephone Number [redacted] Note: The GMT offset above does not reflect daylight saving time adjustments. *~*~*~*~*~*~*~*~* As agreed at the teleconference at 4pm today, we will meet again at 11am on Tuesday to discuss the latest issues and current events relating to Grid Wide Water Supply issues. Please forward a copy of this appointment to anyone who needs to participate in this teleconference. You will need to use the following numbers to join the teleconference: Telephone Number: [redacted] A/C & Pin: [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater {No%20AttachName}

E446

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
:0701	[redacted]			Impacts of wet weather events	Wivenhoe Dam Releases 1230EST-06JAN11	Email	ole0.bmp	When: Tuesday, 11 January 2011 11:00 AM-11:30 AM (GMT+10.00) Brisbane. Where: Telephone Number [redacted] Note: The GMT offset above does not reflect daylight saving time adjustments. *~*~*~*~*~*~*~*~*~*~* As agreed at the teleconference at 4pm today, we will meet again at 11am on Tuesday to discuss the latest issues and current events relating to Grid Wide Water Supply issues. Please forward a copy of this appointment to anyone who needs to participate in this teleconference. You will need to use the following numbers to join the teleconference: Telephone Number: [redacted] A/C & Pin: [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater [No%20AttachName]
:0801				Water Supply Issues - Somerset & Scenic Rims Region	Wivenhoe Dam Releases 1230EST-06JAN11	Email	ole0.bmp	When: Tuesday, 11 January 2011 9:00 AM-9:30 AM (GMT+10:00) Brisbane. Where: Telephone Number: [redacted] Note: The GMT offset above does not reflect daylight saving time adjustments. *~*~*~*~*~*~*~*~*~*~* As agreed at today's teleconference, we will meet again at 9am Tuesday to discuss Water Supply issues from those single source supply WTP particularly in the Somerset and Scenic Rim regions. Please forward a copy of this appointment to any key staff who should participate in this teleconference. You will need to use the following numbers to join this teleconference: Telephone Number: [redacted] A/C & Pin: [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater [No%20AttachName]

E447

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
20901	10/1/11 16:50	[redacted]	Undisclosed recipients:;		Water Grid Media Update - Dam Releases 10 January 2011	Wivenhoe Dam Releases 1230EST- 06JAN11	Email		Water Grid Media Update Dam releases - 10 January 2011 Significant rainfall across the catchments has lifted Wivenhoe Dam's level to 154 per cent and Somerset Dam to 158 per cent despite continuing releases. Although releases are being made, large quantities of water continue to flow into the dams. Water is being held back in order to manage impacts downstream and allow for other inflows from urban runoff, the Lockyer and Bremer Rivers to subside. Overnight, Fernvale and Mt Crosby Weir Bridges together with a number of local roads became inundated. They joined the others already impacted, including Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge and Colleges Crossing. In order to relieve the quickly filling flood storage compartment, and with more rain forecast, controlled releases from the dam have been increased today from 116,000 megalitres per day to 172,000 megalitres per day. Further increases to the release rate are planned, to approximately 240,000 megalitres per day by midnight. These releases are a necessity as, at the peak, Wivenhoe Dam was receiving more than twice the volume of Sydney Harbour each day. Releases are continually being reviewed in consultation with the Bureau of Meteorology and local councils, utilising a strategy to limit impacts where possible downstream. Water from Somerset Dam is being released into Wivenhoe Dam through the sluice gates. Spillway gate operations are continuing at North Pine Dam with all five gates open, releasing around 43,000 megalitres a day. These releases may continue until Wednesday 12 January 2011. At Leslie Harrison Dam, gate releases are underway. A minor release of around 1200 megalitres a day is being made through the emergency gates of Hinze Dam. The Water Grid is working with local councils regarding the current releases and the likely impacts. Releases are being managed in
21001	10/1/11 17:48	[redacted]	Undisclosed recipients:;		MEDIA RELEASE UPPER SOMERSET TOWNSHIPS URGED TO CONSERVE WATER	Northern Region Asset Inundation - 1602EST- 10JAN11	Email		MEDIA RELEASE 10 JANUARY 2011 UPPER SOMERSET TOWNSHIPS URGED TO CONSERVE WATER Residents in the upper Somerset townships of Kilcoy, Jimna and Linville are being urged to conserve water due to the impacts of local flooding on water infrastructure. Water Grid spokesperson Dan Spiller said vital water infrastructure in these regions has been damaged by flood waters, cutting off the raw water supply. "We have a limited supply in local reservoirs that is expected to last one to three days. However, we will ensure that critical supplies are maintained. In the meantime we are asking people to conserve water while we repair equipment and organise alternate supplies," he said. The power is currently down at the main water treatment plant in Kilcoy, with flood water restricting access to rectify the situation. In Jimna and Linville rising waters have impacted infrastructure that supports the region's supply. Approximately 1,000 residents on town water across these three areas are impacted. "We are asking people to restrict non-essential water use, including limiting shower times and considering alternative water supplies where possible," said Mr Spiller. The Water Grid Manager is working closely with Emergency Management Queensland to gain access to the plants and to rectify all situations. Current demand and supply levels are being closely monitored and alternate water supplies are being considered. "We are looking at trucking in tankers to fill the reservoirs and are also considering the supply of bottled water if necessary. Obviously we cannot truck in water while roads are closed," said Mr Spiller

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1101	10/1/11 18:20	[redacted]			Notes from Teleconferences		Email	Minutes - teleconference Non grid connected plants V2.docx, Minutes - Teleconference Grid Wide issues V2.docx	I have recorded the attached notes from today's teleconference. You may wish to add them to the log of events [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater [cid:image001.png@01CBB0F3.173B60E0] [redacted] Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002 Website | www.seqwater.com.au<http://www.seqwater.com.au/> Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater). _____ This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.
1201	11/1/11 06:1	[redacted]			Fwd: media alert - withcott	Northern Region Asset Inundation - 1602EST-10JAN11	Email	Withcott residents without water.pdf, ATT00001.htm	Fyi issued by quu this morning [redacted] Sent from my iPhone Begin forwarded message: From: [redacted] Date: 11 January 2011 5:54:41 AM GMT+10:00 To: SEQWGM Media [redacted] Subject: media alert - withcott Please see attached, issued to local media before 6am. Thanks, [redacted] _____ This message has passed through an insecure network. Please direct all enquiries to the message author. _____ _____ This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it: any form of disclosure

E449

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
2130	11/1/11 06:49	[redacted]	ergency@seqwgm.com		Fw: Technical Report		Email	Technical Situation Report W38.docx	See attached report From: Rob Drury To: Rob Drury; [redacted] Peter Borrows; 'Peter.Allen@nrw.qld.gov.au' Cc: David Roberts Sent: Tue Jan 11 06:35:52 2011 Subject: RE: Technical Report Attached is the latest report. Also below is the BoM warning with info on the Lockyer flood. The Somerset Council chambers had water through it and the library and they are working off site at the moment so communications with the Council may be impacted. Basically the FOC was going to try to slow our releases last night to give a small window for the Lockyer flood to go through however we again received and are still receiving heavy rain in the catchments. Hence the best we can do at this stage is not increase releases. Currently the FOC has shut some sluices at Somerset to store more water to keep Wivenhoe below RL74 at which we need to start increasing releases to ensure dam security and minimise downstream flood impacts if possible The strategy is now to keep releases at current levels so as to not worsen the situation downstream as the Lockyer recorded levels higher than any on record at some spots. However we may still need to increase releases depending on what happens through the day. The FOC have given our release strategy (not really different in releases at this stage) to the BoM and they will reissue their flood warnings based on that and other flows in the Lockyer and Bremer and downstream. The FOC have spoken to BCC and ICC and we will send them an update. BCC are having a LDMG meeting this morning Rob
2140	11/1/11 11:15	[redacted]	Undisclosed recipients:;		Water Grid Update - Dam Releases - 11 January 2011	Wivenhoe Dam Releases 1230EST. 06JAN11	Email		Water Grid update - 11 January 2011 Unprecedented Wivenhoe Dam releases Significant rainfall received across catchments has caused waterways upstream of Somerset and Wivenhoe Dams to rise quickly overnight. Wivenhoe Dam is currently at 173% and rising. Somerset Dam is at 160%. Controlled releases through the five gates have been held at around 236,000 megalitres since early last night but will need to be increased further today. These releases will are being made in consultation with the Bureau of Meteorology and local councils and aim to limit downstream impacts where possible. Note these large releases are necessary for the safe management of the dam Release levels will be progressively reviewed depending on rainfall across the catchments today Local Councils have been advised that as a result of Lockyer Creek flows, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. While substantial amounts of water is being released into Wivenhoe from Somerset Dam, water levels in Somerset are expected to continue to rising today and areas around Kilcoy are likely to be impacted by these rising dam levels. Five gates are open at North Pine Dam, releasing around 15,000 megalitres a day and will continue until at least Wednesday 12 January. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam are underway due to rainfall and inflows A minor release of around 1200 megalitres a day is being made through the emergency gates at Hinze Dam. There is no access to the

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1501	11/1/11 11:39	[redacted]	Undisclosed recipients::		MEDIA ALERT: RESIDENTS URGED TO CONSERVE WATER SUPPLY		Email		MEDIA ALERT 11 JANUARY 2011 RESIDENTS URGED TO CONSERVE WATER SUPPLY All Somerset, Scenic Rim and Lockyer Valley residents are being urged to conserve water due to the impacts of local flooding on water infrastructure. Water Grid spokesperson Dan Spiller said vital water infrastructure in these regions has been damaged by flood waters, cutting off the raw water supply. "Although we have a limited supply in the local reservoirs, we are unable to get tankers in to replenish this supply due to flooded roads. We are also facing issues with loss of power at some water treatment plants. "We are therefore urging residents to restrict all non-essential use until further notice The Water Grid Manager, Queensland Urban Utilities and Emergency Management Queensland are working closely to gain access to the plants and to rectify all situations. "We are working urgently to find ways for tankers to get in and replenish supplies. We are also considering options for getting bottled water in to those areas," said Mr Spiller. Residents with further enquiries can contact the local water retailer, Queensland Urban Utilities on 13 26 57, or for emergencies please call 13 23 64. ENDS
1501	11/1/11 11:40	[redacted]	[redacted]	SEQWGM Emergency [redacted]	Water Supply Issues - Somerset & Scenic Rim Regions	Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	ole0.bmp	For further details contact the Water Grid Communications Unit on: When: Tuesday, 11 January 2011 4:00 PM-4:30 PM (GMT+10:00) Brisbane. Where: Telephone Number: [redacted] Note: The GMT offset above does not reflect daylight saving time adjustments. *~*~*~*~*~*~*~*~*~*~* As agreed at today's teleconference, we will meet again at 4pm today to discuss Water Supply issues from those single source supply WTP particularly in the Somerset and Scenic Rim regions Please forward a copy of this appointment to any key staff who should participate in this teleconference. You will need to use the following numbers to join this teleconference. Telephone Number [redacted] A/C & Pin [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater INo%20AttachName1

E451

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
2170	11/1/11 11:42	[redacted]	[redacted]	[redacted]	Impacts of wet weather events	Extreme Weather Event - 2300EST- 10JAN11, Northern Region Asset Inundation - 1602EST- 10JAN11 Wivenhoe Dam Releases 1230EST- 06JAN11	Email	ole0.bmp	When: Tuesday, 11 January 2011 2:00 PM-2:30 PM (GMT+10:00) Brisbane. Where: Telephone Number: 1800 063 720 A/C & Pin: 7234 0295 7379# Note: The GMT offset above does not reflect daylight saving time adjustments. *~*~*~*~*~*~*~*~* As agreed at the teleconference this morning, we will meet again at 2pm to discuss the latest issues and current events relating to Grid Wide Water Supply issues. Please forward a copy of this appointment to anyone who needs to participate in this teleconference You will need to use the following numbers to join the teleconference: Telephone Number: [redacted] A/C & Pin: David Roberts Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater [No%20AttachName]
2180	11/1/11 11:43	[redacted]	[redacted]	[redacted]			Email	10 01 2011 Withcott-Helidon Version 3.doc 10 01 2011 Withcott-Helidon Version 3.doc. 10.01.2011 Withcott-Helidon Version 1.doc	FYI Sent to notifications inbox This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government. Good morning everyone This is the final Situation Report until further notice. Stay safe. Kindest regards [redacted] Senior Learning and Development Advisor Human Resources Queensland Urban Utilities Bell St Ipswich GPO Box 2765 Brisbane Qld 4001 [redacted]

E452

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1901	11/1/11 12:22	[redacted]	[redacted]		erSecure/Veoli ncident agement ate - STATUS EL 2		Email		Hi, Following is a quick update on WaterSecure/Veoliaâ€™s situation with respect to the weather: Emergency Status: Level 2 Management: [redacted]is Watersecures Incident Manager [redacted]s Veoliaâ€™s Incident Manager All communication to be referred to the Incident Managers Discipline leaders to manage their respective stakeholders Communication There is regular phone communication between the Incident Managers. There are conference calls with the WGM and other Grid participants on a regular basis through the day (the next is at 2pm) There are operational conference calls between the Veolia/WaterSecure Incident Managers and Operations Managers on a regular basis through the day (the next is at 3.30pm) Keith Davies and David Fullerton are kept upto date by regular phone calls with Phil Surtees An email will be sent out to the EMT on a regular basis by the Incident Manager for them to communicate with their respective staff and stakeholders. People: Safety comes first. All WaterSecures staff have been advised to go home. Veolia are sending home all non essential staff. Some of Veoliaâ€™s operational staff are experiencing issues with attending site, however there is currently no resource shortage and Veolia are in the process of updating the whereabouts of all staff both those rostered and not GCDA â€“ no issues, we remain operational and ready to respond as required. [redacted]
2001	11/1/11 12	[redacted]	[redacted]		RE: wilhcott update	Northern Region Asset Inundation - 1602EST- 10JAN11	Email		Thanks for your email. As discussed on the phone, we will leave you to manage all isolated incidents such as this one, while we focus on the more wide-spread areas. Touch base if you have any questions Regards [redacted] [redacted] Senior Media Advisor SEQ Water Grid Communications Unit [redacted] Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 ABN: 14783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper. -----Original Message----- From: [redacted] Sent: Tuesday, 11 January 2011 11:50 AM To: [redacted]

E453

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
22101	11/1/11 12:37	Dan Spiller [redacted]	SEQWGM Emergency [redacted]		FW: WaterSecure/Veolias Incident Management update - STATUS LEVEL 2	Mt Crosby MIB/Geosm Taste and Odour 1545EST- 15DEC10 Wivenhoe Dam Releases 1230EST- 06JAN11	Email		Fr[redacted] Sent: Tuesday, January 11, 2011 12:22 PM To: Keith Davies; [redacted] Paul Rees; SEQWGM Emergency; Dan Spiller Cc: [redacted] Subject: WaterSecure/Veolias Incident Management update - STATUS LEVEL 2 Hi, Following is a quick update on WaterSecure/Veoliaâ€™s situation with respect to the weather Emergency Status: Level 2 Management [redacted]s Watersecures Incident Manager [redacted] is Veoliaâ€™s Incident Manager All communication to be referred to the Incident Managers Discipline leaders to manage their respective stakeholders Communication There is regular phone communication between the Incident Managers There are conference calls with the WGM and other Grid participants on a regular basis through the day (the next is at 2pm). There are operational conference calls between the Veolia/WaterSecure Incident Managers and Operations Managers on a regular basis through the day (the next is at 3.30pm) Keith Davies and [redacted]are kept upto date by regular phone calls with [redacted] An email will be sent out to the EMT on a regular basis by the Incident Manager for them to communicate with their respective staff and stakeholders. Update from 9am meeting on single source supply towns and actions undertaken
22201	11/1/11 12:38	[redacted]			Single source supply towns	Extreme Weather Event - 2300EST- 10JAN11 Northern Region Asset Inundation - 1602EST- 10JAN11, Wivenhoe Dam Releases 1230EST- 06JAN11	Email	Isolated town supply summary - 11111@11.xlsx	[redacted] Water Engineer SEQ Water Grid Manager Phone: (07) 3247 3009 | Fax: (07) 3405 0373 Email: [redacted] Visit: Level 15, 33 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 ABN: 14783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
501	11/1/11 12:40	[redacted]			FW: Water Grid Update - Dam Releases - 11 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		From: [redacted] Sent: Tuesday, 11 January 2011 10:09 AM To: [redacted] Subject: FW: Water Grid Update - Dam Releases - 11 January 2011 Importance: High [redacted] Update below. [redacted] Water Grid update - 11 January 2011 Unprecedented Wivenhoe Dam releases Significant rainfall received across catchments has caused waterways upstream of Somerset and Wivenhoe Dams to rise quickly overnight. Wivenhoe Dam is currently at 173% and rising. Somerset Dam is at 160% Controlled releases through the five gates have been held at around 236,000 megalitres since early last night but will need to be increased further today. These releases will are being made in consultation with the Bureau of Meteorology and local councils and aim to limit downstream impacts where possible. Note these large releases are necessary for the safe management of the dam. Release levels will be progressively reviewed depending on rainfall across the catchments today
2401	11/1/11 12:40	[redacted]			FW: information request	Wivenhoe Dam Releases 1230EST-06JAN11	Email		From: SEQWGM Media Sent: Tuesday, 11 January 2011 11:28 AM To: [redacted] Subject: RE: information request Hi [redacted] Please find our update from this morning regarding Wivenhoe releases. I'll let you know shortly if we have someone available to speak between 12 and 3 today. [redacted] Water Grid update - 11 January 2011 Unprecedented Wivenhoe Dam releases Significant rainfall received across catchments has caused waterways upstream of Somerset and Wivenhoe Dams to rise quickly overnight. Wivenhoe Dam is currently at 173% and rising. Somerset Dam is at 160% Controlled releases through the five gates have been held at around 236 000 megalitres since early last night but will need to be increased further today. These releases will are being made in consultation with the Bureau of Meteorology and local councils and aim to limit downstream impacts where possible. Note these large releases are necessary for the safe management of the dam. Release levels will be progressively reviewed depending on rainfall across the catchments today.

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
22301	11/1/11 12:40	[redacted]	SEQWGM Emergency <SEQWGM.Emergency@seqwgm.com.au>		FW: Water Grid Update - Dam Releases - 11 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		From: SEQWGM Media Sent: Tuesday, 11 January 2011 12:17 PM To: [redacted] Subject: FW: Water Grid Update - Dam Releases - 11 January 2011 Importance: High [redacted] Update below [redacted] Water Grid update - 11 January 2011 Unprecedented Wivenhoe Dam releases Significant rainfall received across catchments has caused waterways upstream of Somerset and Wivenhoe Dams to rise quickly overnight Wivenhoe Dam is currently at 173% and rising. Somerset Dam is at 160% Controlled releases through the five gates have been held at around 236,000 megalitres since early last night but will need to be increased further today. These releases will are being made in consultation with the Bureau of Meteorology and local councils and aim to limit downstream impacts where possible. Note these large releases are necessary for the safe management of the dam Release levels will be progressively reviewed depending on rainfall across the catchments today.
22601	11/1/11 12:46	[redacted]			Technical Situation Report W39 (2).docx	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W39 (2).docx	Latest situation report for dam releases. Rob Drury is isolated on the road so I am sending on his behalf Regards [redacted] Acting EGM Water Delivery QLD Bulk Water Supply Authority trading as Seqwater [cid:image001.png@01CBB18D.8B5FD650] [redacted] Level 5, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002 Website	www.seqwater.com.au<http://www.seqwater.com.au/> Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater). This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
2701	11/1/11 12:58	[redacted]	SEQWGM Emergency	[redacted]	FW: BCC Inundation Maps for 5000m3/s	Wivenhoe Dam Releases 1230EST-06JAN11	Email	5000 m3 Brisbane East.pdf, 5000 m3 Brisbane South.pdf, 5000 m3 Brisbane West.pdf, 5000 m3 Whole of Brisbane.pdf	From: Colin Jensen [redacted] Sent: Tuesday, January 11, 2011 9:27 AM To: Barry Dennien; Dan Spiller; [redacted] Cc: Chris Lavin; [redacted] Subject: BCC Inundation Maps for 5000m3/s *=+=+=+

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
2299[illegible]	11/1/11 13:40	[redacted]		SEQWGM Emergency [redacted]	Asset status - For [redacted] as discussed		Email	Isolated town supply summary - 11111@11.xlsx	[redacted] all, This asset sheet will be sent through to SDCC to help us raise awareness and ensure any bottled water support requirements are flagged through their Watch Desk. Please acknowledge receipt and respond with any changes including any current requests to local, district or state emergency coordinators Regards, [redacted] From: [redacted] Sent: Tuesday, 11 January 2011 1:34 PM To: [redacted] Cc: SEQWGM Emergency Subject: Asset status [redacted] as discussed this is the asset sheet we are going to send through to SDCC. Feel free to update if anything changes (not sure if it is useful to you as well) Cheers, [redacted] Risk and Emergency Manager [redacted] for discussion / response. Please cc [redacted] Emergency Manager note update on supply issues [redacted] Sent: Tuesday, 11 January 2011 12:04 PM To: [redacted] Cc: [redacted] Subject: RE: Media release re: heavy rain event Importance: High Dear All, Just come off grid manager conference call (Gary listened) Comms contact at Grid Manager is: [redacted] There are no boil water issues. The main issues being raised are around supply of chemicals to the WTPs to keep them running. Consideration being given to region wide message to reduce demand to conserve especially if people are trying to clean up. I must I say that although I think that is a good idea. I think it is a completely separate issue from the issue that Dayboro and Kenilworth WTP are no longer operating and these areas are being fed from reservoir storage. I should have thought it prudent to try to get a message to these areas for residents to conserve water in case the WTPs are inoperable for an extended period. We cannot issue water restrictions but could advise residents.
2300[illegible]	11/1/11 13:44	[redacted]	SEQWGM Emergency [redacted]		FW: Media release re: heavy rain event	Wivenhoe Dam Releases 1230EST-06JAN11. Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email		

E458

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3201	11/1/11 14:09	[redacted]		Fw: Fwd: Sitrep 4	Extreme Weather Event - 2300EST-10JAN11	Email	Sitrep - wilhcot Helidont 4.doc	********** This message has passed through an insecure network Please direct all enquiries to the message author. ********** This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government. >>> QUU EMT 11/01/2011 12:01 pm >>> Please find attached sitrep 4
3101	11/1/11 14:0	[redacted]		Fw: Fwd: Sitrep 1 - 3	Extreme Weather Event - 2300EST-10JAN11	Email	Sitrep 3.doc, Sitrep 2.doc, Sitrep 1.doc	********** This message has passed through an insecure network. Please direct all enquiries to the message author. ********** This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government. >>> QUU East.IMT 11/01/2011 12:47 pm >>> Please find attached Sitrep 1 through to 3
3301	11/1/11 14:12	[redacted]		Impacts of wet weather events	Wivenhoe Dam Releases 1230EST-06JAN11	Email	ole0.bmp	When: Tuesday, 11 January 2011 2:15 PM-2:45 PM (GMT+10:00) Brisbane Where: Telephone Number: 1800 063 720 A/C & Pin: 7234 0295 7379# Note: The GMT offset above does not reflect daylight saving time adjustments Please dial in at 2.15pm [redacted] [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater [No%20AttachName] [redacted] Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002

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Id	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
2340	11/1/11 14:14	[redacted]			w: sitrep 4	Extreme Weather Event - 2300EST-10JAN11	Email	Sitrep - withcol Heldont 4.doc	********** This message has passed through an insecure network Please direct all enquiries to the message author ********** This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it, any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government. Trust this is fine
2356	11/1/11 14:32				nformation on Wyaralong Dam		Email		Hi [redacted] We put out a regular media updates on all of our dams and the Ministers Office have requested that this include information on Wyaralong Dam. Would you please be able to provide me a brief update on the current status of Wyaralong Dam? Kindest regards [redacted] Senior Correspondence Officer SEQ Water Grid Communications Unit SEQ Water Grid Manager [redacted] Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 _____ This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from

E460

Received (Australia/Brisbane)	From	To	CC	ct	Events	Type	Attachments	Plain text
3601	11/1/11 14:37	[redacted]		RE: Brisbane oods.	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Hi [redacted] [redacted] has spoken to the journalist, providing information on Wivenhoe Dam, current releases, the two storage compartments, flood buffer, current level, increasing flows, Dam's flood mitigation plan, dam working beautifully. Will contact you now to discuss this and any further responses that we may need to provide. Kindest regards Kindest regards [redacted] SEQ Water Grid Communications Unit For further details contact the SEQ Water Grid Communications Unit on: [redacted] [cid:image001.gif@01CBB19D.14778480] From: [redacted] Sent: Tuesday, 11 January 2011 11:58 AM To: SEQWGM Media Subject: FW: Brisbane floods. Good afternoon, Can you help with a response to the below please? From: [redacted] Sent: Tuesday, 11 January 2011 1:59 PM To: SEQWGM All Staff Subject: Emergency Management 'Battle-rhythm" All For those involved, the following 'battle-rhythm' will be implemented as of tomorrow, to place some structure around the co-ordination function: 0800 - Daily EMT planning conf (WGM EMT staff) 0930 - Isolated Supplies Telecon (WGM, QUU, Seqwater) 1030 - Connected Supplies Telecon (WGM, LinkWater, Seqwater, Allconnex, QUU, UnityWater) 1130 - Releases and Flooding Telecon (WGM, Seqwater) 1600 - (reserved) Isolated Supplies Telecon(WGM, QUU, Seqwater) 1630 - (reserved) Connected Supplies Telecon(WGM, LinkWater, Seqwater, Allconnex, QUU, UnityWater) 1700 - EMT evening planning conf (WGM EMT staff) Invites will be sent out to place hold in all diaries until Saturday (Brett please) QUU will have a liaison officer on site for the majority of business hours Seqwater will have a liaison officer (Stan Stevenson) on site between 0900 - 1100 and 1530 - 1700) daily. Regards [redacted]
3701	11/1/11 14:43			FW: Emergency Management 'Battle-rhythm"	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email		

E461

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
23801	11/1/11 14:52	[redacted]			Re: Information on Wyaralong Dam	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted] Facts - overtopped at 9.30 am - full supply is 103,000 ml - estimate 17,000 ml will go over spill during peak flows note this is based on current flows further rain may increase the flow - current flow rate is 4,600 ml first peak of flow expected overnight Press release sent today Wyaralong Dam full Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity this morning, Queensland Water Infrastructure (QWI) Chief Executive Officer Frankie Carroll said today. Mr Carroll said the dam hit 100 per cent capacity (103,000MGL) just 25 days after it started filling on December 17. He said an estimated 17,000 MGL of water was expected to overflow from the dam into Teviot Brook in the next 24 hours. The water will meet the Logan River at Cedar Grove. The exact amount of overflow will depend on ongoing rain fall. "We will continue to monitor the spill rate and dam levels in consultation with Seqwater and the Water Grid Manager." Mr Carroll said. Two property owners in the area and the Logan and Scenic Rim Regional Councils had been advised. At this stage it is understood that no homes on Teviot Brook are at risk from flood waters spilling from the dam. For more information contact Scenic Rim Regional Council on 5540 5111, Logan Council on 3412 3412 or the SES on 132 500. Media: For more information contact Anna Cahill Queensland Water Atkinson Dam incident
23901	11/1/11 14:54	[redacted]			FW: Drinking Water Quality Incident Report 11-01-2011	Atkinsons Dam WTP inundation - 1230EST-10JAN11	Email		[redacted] Two drinking water incidents reported in the past 24 hours. - Old Urban Utilities (low response level incident) - Seqwater (high response level incident)

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	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
4001	11/1/11 15:03	[redacted]		[redacted]	RE: Information on Wyaralong Dam	Extreme Weather Event - 2300EST-10JAN11	Email		Thank you [redacted] will ensure you are included on our updates while Wyaralong Dam information is part of them. Would you be able to send me any further information if the situation changes? We put out updates in the morning and afternoon. Kindest regards [redacted] Senior Correspondence Officer SEQ Water Grid Communications Unit SEQ Water Grid Manager [redacted] Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 From: [redacted] Sent: Tuesday, 11 January 2011 2:51 PM To: Jade Simmons Cc: SEQWGM Emergency; SEQWGM Media Subject: Re: Information on Wyaralong Dam [redacted] Facts - overtopped at 9.30 am - full supply is 103,000 ml Latest update on releases from Wivenhoe Regards [redacted] Acting EGM Water Delivery QLD Bulk Water Supply Authority trading as Seqwater [cid:image001.png@01CBB1A8.6191D380] [redacted] Level 5, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002 Website	www.seqwater.com.au<http://www.seqwater.com.au/> Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater) This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.
4101	11/1/11 15:58	[redacted]			Technical Situation Report W40.docx	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W40.docx	

E463

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
24201	11/1/11 16:06	[redacted]	[redacted]		FW: Media Release: Allconnex System coping well - 20110111	Extreme Weather Event - 2300EST-10JAN11	Email	MR System coping well - 20110111.doc	Hi [redacted] Thanks for the email. We are happy for this to be issued to your local media. Regards [redacted] [redacted] Senior Media Advisor SEQ Water Grid Communications Unit [redacted] [redacted] Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 ABN: 14783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper [cid:image001.gif@01CBB1A9.12C4D530] From: [redacted] Sent: Tuesday, 11 January 2011 3:38 PM To: [redacted] Subject: MR System coping well - 20110111 [redacted] Group Manager Stakeholders Allconnex Water
24202	11/1/11 16:12	[redacted]			FW: UNITYWATER MEDIA UPDATE Update from Unitywater 11 January 2011 1600hrs	Extreme Weather Event - 2300EST-10JAN11	Email	UNITYWATER MEDIA UPDATE Update from Unitywater 11 January 2011 1600hrs.docx	Please note attached media release being issued by Unitywater this afternoon - Service update. [redacted] Senior Media Advisor SEQ Water Grid Communications Unit [redacted] [redacted] Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 ABN: 14783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper [cid:image001.gif@01CBB1AA.4ED88340] From: [redacted] Sent: Tuesday, 11 January 2011 4:08 PM To: [redacted] Cc: [redacted] Subject: FW: UNITYWATER MEDIA UPDATE Update from Unitywater 11 January 2011 1600hrs Importance: High [redacted] Here is a copy of our update to customers, mainly about the sewerage network as discussed. We are not saying much about water supply as the release with Premiers' will cover this... can you advise feedback or any issues that will preclude us sending the attached out to Moreton Bay and SC area media as soon as possible? Note the time of distribution at top which will need to be updated. Our last updates were last night and yesterday afternoon. I'll forward a copy shortly Thanks

E464

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
4401	11/1/11 16:15	[redacted]	[redacted]	[redacted]	RE: UNITYWATER MEDIA UPDATE Update from Unitywater 11 January 2011 1600hrs	Extreme Weather Event - 2300EST-10JAN11	Email	UNITYWATER MEDIA UPDATE Update from Unitywater 11 January 2011 1600hrs.docx	[redacted] Thanks for your email - all good from our end. Regards [redacted] [redacted] Senior Media Advisor SEQ Water Grid Communications Unit [redacted] Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 ABN: 14783 317 530 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper. [cid:image001.gif@01CBB1AA.B1834D40] [redacted] Sent: Tuesday, 11 January 2011 4:08 PM To: [redacted] Cc: Deborah Caruso Subject: FW: UNITYWATER MEDIA UPDATE Update from Unitywater 11 January 2011 1600hrs Importance: High
4501	11/1/11 16:19	[redacted]	Barry Dennien [redacted] >; Damien Brown [redacted] Ken Smith [redacted] Peter Borrows [redacted] Rob Drury [redacted] Stephen Robertson [redacted]		Wivenhoe Dam release update	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W40.docx	[redacted] Here is a copy of our update to customers, mainly about the sewerage network as discussed. We are not saying much about water at all. Current strategy from Flood Control Centre attached. Dan This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

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Id	Received (Australia/Brisbane)	From	To	CC	...	ject	Events	Type	Attachments	Plain text
2460	11/1/11 16:25	[redacted]				Request for logistic support - SEQ Water Grid	Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event - 2300EST-10JAN11	Email	Isolated town supply summary - 11111@11.xlsx	Per telecom at 1605hr, please find attached a log of requested support tasks consisting of 5 towns requiring the supply of potable water (thru tanker or bottled water), and one water treatment plant requiring a resupply of lime. The attachment includes detail of the time-line for supply of water to townships, based on what remains within the reservoirs at present. With regards to the Water Treatment Plant, we have procured some lime, but are unable to get it to the plant. The plant supplys approx 40,000 pers on the Sunshine Coast, and will fail within 24 hours. Included in the attachment are the contact details for personnel at a local level best able to answer queries and to coordinate movements and local support. Regards [redacted] Duty Emergency Executive [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from t Thank you. Your enquiry is important to us. As you can understand we are currently managing a range of pressing operational matters including a large number of media enquiries. The detailed nature of your enquiry means it may be some days before we can get back to you with a comprehensive response. Regards SEQ Water Grid Communications Unit [redacted] [cid:image001.gif@01CBB1AC.FCC2FEC0] From: [redacted] Sent: Tuesday, 11 January 2011 3:10 PM To: SEQWGM Media Subject: Questions from The Australian Newspaper from Journalist Rory Callinan Hi As discussed The Australian seeks answers to the following questions What is Wivenhoe's most up to date level? Can you give an estimate as to what is maximum level Wivenhoe is predicted to rise to in the next 24 to 48 hours? Does Wivenhoe have a secondary spillway? At what level does the water start to go over the secondary spillway ? Can you control the flow of that water over the secondary spillway and if so can you please detail? Is that spillway designed to slowly degrade and if so does that increase the flow of water through the spillway and what does this mean for potential flooding downstream? What recommendations (see below) were adopted from the Provision of Contingency Storage in Wivenhoe and Somerset Dams and if
2470	11/1/11 16:33	[redacted]				RE: Questions from The Australian Newspaper from [redacted]	Wivenhoe Dam Releases 1230EST-06JAN11	Email		

E466

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
4801	11/1/11 16:36	[redacted] John Jacobs	SEQWGM Emergency <SEQWGM.Emergency@seqwgm.com.au>	Water Supply Issues		Email	ole0.bmp	When: Tuesday, 11 January 2011 4:45 PM-5:15 PM (GMT+10:00) Brisbane. Where: Telephone Number: 1800 063 720 A/C & Pin: 7234 0295 7379# Note: The GMT offset above does not reflect daylight saving time adjustments *~*~*~*~*~*~*~*~*~* Please join this teleconference at 4.45pm today You will need to use the following numbers to join this teleconference: Telephone Number: [redacted] A/C & Pin: [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater [No%20AttachName]
4901	11/1/11 16:38	[redacted] Dan Spiller [redacted] Barry Dennien [redacted]	[redacted]WGM Emergency [redacted]QWGM.Emergency@[redacted]wgm.com.au>	Update on conservation media release from Minister's Office	Extreme Weather Event - 2300EST-10JAN11	Email	MEDIA ALERT_Residents urged to conserve water supply.doc	[redacted] Hi team I have just got off the phone from Geoff and can confirm that the conservation media release (attached) is still with the Premiers Office. Geoff said it is likely this may not get approval tonight. Premiers Office is concerned about the hysteria and panic going on in the region at the moment and doesn't want to cause further alarm I will keep you updated. No further media interviews to take place at this stage. Regards [redacted] [redacted] Senior Media Advisor SEQ Water Grid Communications Unit [redacted] Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 ABN: 14783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper. [cid:image001.gif@01CBB1AE.0566CC40]

E467

id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
25001	11/1/11 16:45	[redacted]	[redacted]	[redacted]	edia response - urier Mail - estern Corridor		Email		[redacted] Please find attached a response to your earlier query regarding the Western Corridor Scheme. A Dam Release Media Update currently being prepared and to be issued shortly should answer your questions regarding Wivenhoe Dam. Please attribute all quotes to Dan Spiller, spokesperson for the Water Grid. Questions Can the Western Corridor be used to disperse flood waters somewhere near the mouth of the Brisbane River and if not, why not? No, because the pipe is not equipped for reverse flow. The pipe is capable of only moving 100 megalitres per day. Recent releases from Wivenhoe Dam have exceeded 340,000 megalitres per day. Even if the pipe were capable of reverse flow it would provide negligible flood management benefit. For further details contact the SEQ Water Grid Communications Unit on: [redacted] [cid:image001.gif@01CBB1AE.F5126380]
25101	11/1/11 17:01	[redacted]			Site Report Mt Crosby 1700hrs 11/01/2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted] Sent: Tuesday, 11 January 2011 4:36 PM My office Mt Crosby 34374110 - currently set up here. [redacted] Mt Crosby Eastbank has just been shutdown with >1000NTU in raw water - water quality was ok when we shutdown. Westbank is also currently offline. We have lost online raw water meters and so we are going to Kholo to check turbidity and will reassess. We are currently assessing the real possibility that Eastbank pump station could be flooded - current estimate is that 1.1 metres above 74 flood level will inundate pump wells. We are looking for confirmation of predicted flood level at Mt Crosby. Regards [redacted] [redacted] Manager Water Treatment Operations South QLD Bulk Water Supply Authority trading as Seqwater [cid:image001.png@01CBB1AF.D23409D0] Ph (07) 3437 4010 | Fax (07) 3437 4009 | M 0404 013 796 | E bmyatt@seqwater.com.au<mailto:bmyatt@seqwater.com.au> Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002

E468

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
5201	11/1/11 17:02	SEQWGM Media <media@seqwgm.com.au>	[redacted]		RE: UNITYWATER MEDIA UPDATE - Update from Unitywater 11 January 2011 1600hrs	Extreme Weather Event - 2300EST-10JAN11. Northern Region Asset Inundation - 1602EST-10JAN11	Email		[redacted] Please can you follow up on this enquiry and respond accordingly [redacted] Senior Media Advisor SEQ Water Grid Communications Unit [redacted] Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 ABN: 14783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper. [cid:image001.gif@01CBB1B1.437044F0] From: [redacted] Sent: Tuesday, 11 January 2011 4:59 PM To: [redacted] Subject: RE: UNITYWATER MEDIA UPDATE Update from Unitywater 11 January 2011 1600hrs [redacted] FYI - our Moreton bay customer service operators have just logged another customer call about the water supply situation customers says that they have heard through a media outlet that Unitywater has cut supply off to Moreton Bay area.
5301	11/1/11 17:08	[redacted]	Keith Davies [redacted] Paul Rees [redacted]	[redacted]	WaterSecure/Veolias Incident Management update No. 2 - STATUS LEVEL 2	Extreme Weather Event - 2300EST-10JAN11. Wivenhoe Dam Releases 1230EST-06JAN11. Northern Region Asset Inundation - 1602EST-10JAN11	Email		UPDATE 2 â€“ 5pm Tuesday 11/01/11 Emergency Status: Level 2 Management: Phil Surtees is Watersecures Incident Manager Ben Bowen is Veoliaâ€™s Incident Manager Communication Next conference calls with the WGM and other Grid participants 11am Wednesday Next operational conference calls between the Veolia/WaterSecure is at 9.30am Wednesday Next General update email noon Wednesday. People Minimum Veolia staffing levels at all sites. Bundamba: 2 Staff to remain onsite to manage any issues onsite and at Bundamba RW PS. Food and water are available onsite Tugun At 16.30 Today, Production was ramped up to 66% due to continuing issues at Mount Crosby, the site (and team) continues to run well and react to the changing demands. Bundamba AWTP Production has now stopped due to potential flooding of the raw water intake pumping Station Customers have been notified that no water will be provided. Flooding issues around streets of the AWTP Networks Network is now offline. The water level at Caboonbah (Tarong Responsibility), is likely to overflow due to backfeed of PRW into Caboonbah tank from Tarong

E469

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
25401	11/1/11 17:19	[redacted]	Undisclosed recipients:;		Water Grid Update - Dam Releases - 11 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Water Grid update - 11 January 2011 Increased controlled releases from Wivenhoe Dam NOTE: All SEQ dams are safe, stable and operating within their design specifications Wivenhoe Dam is currently at 190 per cent and rising. Somerset Dam is at 176 per cent and also rising. Controlled releases through Wivenhoe's five radial gates have now been increased to around 490,000 megalitres per day. This is expected to increase. Releases are being made in consultation with the Bureau of Meteorology and local councils and an effort to limit downstream impacts where possible. Note these large releases are necessary for the safe management of the dam. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. While substantial amounts of water is being released into Wivenhoe from Somerset Dam, water levels in Somerset are expected to continue to rising today and areas around Kilcoy are likely to be impacted by these rising dam levels. Five gates are open at North Pine Dam, releasing around 15,000 megalitres a day and will continue until at least Wednesday 12 January. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam are underway due to rainfall and inflows. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity this morning. A minor release of around 6,600 megalitres a day is being made through the emergency gates at Hinze Dam, which is likely to increase to around 8,000 megalitres per day by 6.00 pm Tuesday 11 January. Hi Lisa, Please see below the update from this evening. Regards [redacted] SEQ Water Grid Communications Unit For further details contact the SEQ Water Grid Communications Unit on: [redacted] [cid:image001.gif@01CBB093.38E0AA80] From: SEQWGM Media Sent: Tuesday, 11 January 2011 5:19 PM Subject: Water Grid Update - Dam Releases - 11 January 2011 Importance: High Water Grid update - 11 January 2011 Increased controlled releases from Wivenhoe Dam NOTE: All SEQ dams are safe, stable and operating within their design specifications Wivenhoe Dam is currently at 190 per cent and rising. Somerset Dam is at 176 per cent and also rising. Controlled releases through Wivenhoe's five radial gates have now been increased to around 490,000 megalitres per day. This is expected to increase. Releases are being made in consultation with the Bureau of Meteorology and local councils and an effort to limit downstream impacts where possible. Note these large releases are necessary for the safe management of the dam.
25501	11/1/11 17:37	[redacted]			FW: Water Grid Update - Dam Releases - 11 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3601	11/1/11 17:40	SEQWGM Media <media@seqwgm.com.au>	[redacted]	[redacted]	FW: UNITYWATER MEDIA UPDATE Update from Unitywater 11 January 2011 1600hrs	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] With regards to your email below, we are not aware of any such issues. The key steps for your team are as follows. • Unitywater to investigate the situation • If there is an issue, Unitywater will need to report the incident under the ERP • If it is simply a rumour, Unitywater can communicate to customers through the media - happy to look over any draft messages to ensure consistency Regards [redacted] Senior Media Advisor SEQ Water Grid Communications Unit [redacted] Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 ABN: 14783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper. [cid:image001.gif@01CBB1B0.E81B8830]
3701	11/1/11 17:4[redacted]	[redacted]	[redacted]	[redacted]	[redacted]pacts of wet [redacted]eather events		Email	ole0.bmp	From: [redacted] When: Tuesday, 11 January 2011 6:00 PM-6:30 PM (GMT+10:00) Brisbane. Where: Telephone Number: [redacted] Note: The GMT offset above does not reflect daylight saving time adjustments. [redacted] Please join this teleconference at 6pm tonight You will need to use the following numbers to join this teleconference. Telephone Number: [redacted] A/C & Pin. [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater [No%20AttachName] [redacted] Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia

E4711

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
25801	11/1/11 18:02	[redacted]			isolated town supply summary - 11111@1800.xlsx	Extreme Weather Event - 2300EST-10JAN11 Northern Region Asset Inundation - 1602EST-10JAN11	Email	Isolated town supply summary - 11111@1800 xl sx	All, Have updated the isolated town supply spreadsheet to account for loss of supply at the QUU Lowood Reservoir. This has been compiled based on limited info and hasn't been confirmed by local staff with more local knowledge of this supply zone. Will be verified in the morning. Regards [redacted] Manager - Product Quality Planning Branch Queensland Urban Utilities GPO Box 2765 Brisbane QLD 4001 [redacted] W www.urbanutilities.com.au ..... This message has passed through an insecure network Please direct all enquiries to the message author ..... This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure.
25901	11/1/11 18:44	[redacted]	Barry Dennien [redacted] >, Damien Brown [redacted] Ken Smith [redacted] Peter Borrows [redacted] , Rob Drury [redacted] Stephen Robertson [redacted]		Updated technical support report	Wivenroe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W41.docx	All, Updated report attached. Regards. [redacted] Executive Assistant to Daniel Spiller Director Operations SEQ Water Grid Manager [redacted] Visit: Level 15, 53 Albert Street, Brisbane Post: PO Box 16205, City East Qld 4002 ABN: 14783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of

E472

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
6001	11/1/11 18:45	[redacted]	[redacted]	[redacted]	FW: Request for logistic support - SEQ Water Grid	Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	Water Supply outage Isolated town supply support request - 11111 at 1800h.xlsx	Further to the below, please find attached the latest update. Please note that Fernvale a sub-district of Lowood is now out of water. It is the highest priority for resupply of potable water within the attached list We do not have any internal capacity to carry out the resupply to Fernvale as it is cut off by road. Please acknowledge receipt and do not hesitate to contact our Emergency Manager on [redacted] Regards, [redacted] Duty Emergency Executive [redacted] From: [redacted] Sent: Tuesday, 11 January 2011 4:25 PM To: [redacted] Cc: SEQWGM Emergency Subject: Request for logistic support - SEQ Water Grid Per telecom at 1605hr, please find attached a log of requested support tasks consisting of 5 towns requiring the supply of potable water (thru tanker or boilled water), and one water treatment plant requiring a resupply of lime. The attachment includes detail of the time-line for supply of water to townships, base d on what remains within the reservoirs at present. With regards to the Water Treatment Plant, we have procured some lime, but are unable to get it to the plant. The plant supplys approx 40,000 pers on the Sunshine Coast, and will fail within 24 hours. Included in the attachment are the contact details for personnel at a local level best able to answer queries and to coordinate movements Acknowledged. Thanks
6101	11/1/11 18:46	[redacted]	[redacted]	[redacted]	Re: LW - system changes for current supply incident	Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email		On 11/01/2011, at 6:40 PM, [redacted] We have rated Desel up to 88 Ml/d rate & are currently maximising SRWP into Brisbane. Crosby have now shut down and we are rating NP up to help compensate. Regards <image001.jpg>Jeff Browne Network & Control Operations Coordinator [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 [redacted] w www.linkwater.com.au<http://www.linkwater.com.au> PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0.05 fully grown trees This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient

E473

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
26201	11/1/11 18:54	[redacted]	[redacted]	[redacted]	pacts of wet ather events		Email	ole0.bmp	When: Tuesday, 11 January 2011 8:00 PM-8:30 PM (GMT+10:00) Brisbane Where: Telephone Number [redacted] Note: The GMT offset above does not reflect daylight saving time adjustments *~*~*~*~*~*~*~*~* Please join this teleconference at 8pm tonight You will need to use the following numbers to join this teleconference: Telephone Number: [redacted] A/C & Pin: [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater {No%20AttachName}
26301	11/1/11 19:11	[redacted]	[redacted]	[redacted]	FW: Technical Report	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W41.docx	[redacted] Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia FYI From: Rob Drury Sent: Tuesday, 11 January 2011 6:28 PM To: Rob Drury; [redacted] Peter Borrows; [redacted] Cc: [redacted] Subject: RE: Technical Report Attached is the latest Technical Report Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBB1BD.4D774AF0] [cid:image002.png@01CBB1BD.4D774AF0] [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 Website | www.seqwater.com.au<http://www.seqwater.com.au/> Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water

E474

	Received (Australia/Brisbane)	From	To	CC	S[illegible]	Events	Type	Attachments	Plain text
401	11/1/11 19:31	[redacted]	[redacted]		Fw: Technical Report	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W42.docx	Fy --- From: Rob Drury To: Rob Drury; [redacted] Peter Borrows, [redacted] Sent: Tue Jan 11 19:29:22 2011 Subject: RE: Technical Report Attached is the latest Technical Report. Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBB1C5.D98C37F0] [cid:image002.png@01CBB1C5.D98C37F0] [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 Website | www.seqwater.com.au<http://www.seqwater.com.au/> Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is
3501	11/1/11 20:18	[redacted]			Courier Mail media response	Wivenhoe Dam Releases 1230EST-06JAN11	Email		From: SEQWGM Media Sent: Tuesday, 11 January 2011 7:47 PM To: [redacted] Subject: RE: Wivenhoe and Somerrset Dams [redacted] Per your enquiry latest information is Wivenhoe at 191%, rising slowly and releasing an average the equivalent of 490,000 megalitres per day Somerset at 176% currently not releasing into Wivenhoe but this could change at short notice regards For further details contact the SEQ Water Grid Communications Unit on: [redacted] [cid:image001.gif@01CBB1C8.44309040] --- This message and its attachments may contain legally privileged or confidential information. It is intended solely for the named addressee. If you are not the addressee indicated in this message or responsible for delivery of the message to the addressee, you may not copy or deliver this message or its attachments to anyone. Rather, you should permanently delete this message and its attachments and kindly notify the sender by reply e-mail. Any content of this message and its attachments which does not relate to the official business of the sending company must be taken not to have been sent or endorsed by that company or any of its related entities. No warranty is made that the e-mail or attachments are free from computer virus or other defect.

E475

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
2660[illegible]	11/1/11 20:25	[redacted]			FW: Energex to bring down Brisbane CBD Power Grid at 7am tomorrow		Email		[redacted] Risk Program Manager SEQ Water Grid Manager [redacted] Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper. From: [redacted] Sent: Tuesday, 11 January 2011 8:24 PM To: Dan Spiller; [redacted] Cc: Barry Dennien; [redacted] Subject: Energex to bring down Brisbane CBD Power Grid at 7am tomorrow Hi guys, We need to validate the below article just released on the Courier Mail. We may need to action some comms to WGM staff tonight about non-essential staff remaining at home and check with LinkWater whether the EMT and Comms teams can be accomodated on the generation power back up they have at their building http://www.couriermail.com.au/news/queensland/brisbane-cbd-faces-early-morning-blackout/story-e6freoof-1225985862669 I believe [redacted] is going to call [redacted] and Dan at the office to discuss... Hello guys. This has just been confirmed by [redacted] (of Energex) live on Channel 9. He mentions they will be isolating HV connection points as and when the river rises (as asset inundation occurs) Chance of power outages tomorrow in the CBD but a greater chance on Thursday. They are hoping outages will be short term, and can be quickly cleaned/inspected and turned back on within an hour. Mentions standby generation assets being supplied to waste water treatment plants and water pumping stations. Their website will list outages. Areas affected will correlate to BCC inudation mapping and where energex assets are in basements and underground. Cheers [redacted] Risk Program Manager SEQ Water Grid Manager [redacted] Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper. From: [redacted] Sent: Tuesday, 11 January 2011 8:24 PM
2671[illegible]	11/1/11 20:38	[redacted]	Dan Spiller; [redacted]	Barry Dennien; [redacted]	RE: Energex to bring down Brisbane CBD Power Grid at 7am tomorrow		Email		

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
26801	11/1/11 21:05	[redacted]			Fw: Technical Report	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W43.docx	FYI From: Rob Drury To: Rob Drury; [redacted] eter Borrows; Cc: [redacted] Sent: Tue Jan 11 20:19:49 2011 Subject: RE: Technical Report Attached report W43. Levels at Wivenhoe now seem to be steady. Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBB1CC.2BD75C50] [cid:image002.png@01CBB1CC.2BD75C50] [redacted] PO Box 37, Fernvale QLD 4306 Website | www.seqwater.com.au<http://www.seqwater.com.au/>
26901	11/1/11 21:17	[redacted]			FW: Technical Report	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W44.docx	See attached Report Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater). This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from
27001	11/1/11 21:24	[redacted]	[redacted]	[redacted]	Impacts of wet weather events		Email	ole0.bmp	When: Tuesday, 11 January 2011 10:00 PM-10:30 PM (GMT+10:00) Brisbane. Where: Telephone Number: [redacted] This 10pm teleconference will primarily raise the latest issues regarding Mt Crosby and any urgent issues arising since our last teleconference earlier this evening. Telephone Number: [redacted] A/C & Pin: David Roberts Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater [No%20AttachName] [redacted] Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002

E477

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
2710[illegible]	11/1/11 22:09	[redacted]			FW: Technical Report	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W45.docx	See attached report [redacted] QLD Bulk Water Supply Authority trading as Seqwater {cid:image003.png@01CBB1DC.21F11400} [redacted] Level 5, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002 Website	www.seqwater.com.au<http://www.seqwater.com.au/> Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater). This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure. ----- Original Message ----- From: [redacted] To: [redacted] Sent: Tuesday, January 11, 2011 10:04 PM Subject: Drinking water fact sheet Dear Dan and [redacted] Our fact sheet for distribution to affected residents when loss of water supply occurs from our website http://www.health.qld.gov.au/healthieryou/disaster/ regards [redacted] Executive Director, Health Protection 15 Butterfield Street Herston PO Box 2369 Fortitude Valley BC Q 4006 [redacted] ----- Original Message ----- From: [redacted] To: Cc: [redacted]
2720[illegible]	11/1/11 22:11	[redacted]			RE: QH advice on Lowood and Drinking water fact sheet	Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event - 2300EST-10JAN11	Email	safedrinkingwater.pdf	

E478

	Received (Australia/Brisbane)	From	To	CC	S[illegible]	Events	Type	Attachments	Plain text
301	11/1/11 22:18	Dan Spiller [redacted]	[redacted]	Rob Drury [redacted] >, Barry Dennien [redacted] Peter Borrows pborrows@seqwater.co [redacted]	Wivenhow Dam update	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W44.docx	All, Attached is the most recent technical situation report. Note that Wivenhoe Dam levels have stabilised and are now falling slowly. Without further rainfall, release rates will be reduced progressively. The first reduction will be to 7,100 cubic metres per second. Regards, Daniel Spiller This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
			[redacted] Debbie Best [redacted]						
'401	11/1/11 22:32	[redacted]			Water Grid Update - Dam Releases - 10.30pm	Wivenhoe Dam Releases 1230EST-06JAN11	Email		MEDIA UPDATE 11 January 2011: Issued at 10.30pm Controlled releases from Wivenhoe Dam decreasing NOTE: All SEQ dams remain safe, stable and operating within their design specifications At 10pm Wivenhoe Dam was at 190 per cent with water levels falling slowly. Controlled releases through Wivenhoe's five radial gates of 645,000 megalitres per day are expected to reduce slightly overnight due to easing rainfall. Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort to limit downstream impacts where possible is being made. Note that these large releases are necessary for the continued safe management of the dam Somerset Dam is at 183 per cent and releases into Wivenhoe are expected to recommence overnight however high upstream levels are expected to continue to affect Kilcoy Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today Five gates are open at North Pine Dam and will continue until at least Wednesday 12 January. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam are underway due to rainfall and inflows. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity this morning.

E479

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
2750	11/1/11 22:38	[redacted]	[redacted]	[redacted]	pacts of wet eather events		Email	ole0.bmo	When: Wednesday, 12 January 2011 7:30 AM-8:00 AM (GMT+10:00) Brisbane Where: Telephone Number: 1 [redacted] This meeting has been established to provide a current update for all water supply issues and establish priority actions for the remainder of the day Telephone Number [redacted] A/C & Pin [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater [No%20AttachName] [redacted] Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002 Website I www.seqwater.com.au<http://www.seqwater.com.au/>
2760	11/1/11 23:42	Dan Spiller <Daniel.Spiller@seqwgm.com.au>	Barry Dennien [redacted] Ken Smith [redacted] 'Rob Drury' [redacted] u>, "Damien Brown [redacted]		Updated Wivenhoe m releases	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W46.docx	All, Updated report attached. At 2300, Wivenhoe Dam was at 74.92m AHD (190.4%) and holding The Flood Operations Centre has commenced a closure sequence. At 2330, releases will be reduced to 6,100 cubic metres per second. The centre will continue to monitor rainfall and inflows and adjust as necessary. With releases having peaked, the next report will be provided at 0500 Regards, Dan From: Rob Drury [redacted] Sent: Tuesday, January 11, 2011 11:21 PM To: Rob Drury; Dan Spiller; [redacted] Peter Borrows; [redacted] Subject: RE: Technical Report Attached report W46. Next report will be 5am Wednesday 12.1.2011 Rob Robert Drury

E480

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
27701	11/1/11 23:57	[redacted]			Fw: Technical Report	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W46.docx	Fyi From: Rob Drury To: Rob Drury; [redacted] Peter Borrows; Cc: David Roberts; Duty Seq Sent: Tue Jan 11 23:21:17 2011 Subject: RE: Technical Report Attached report W46. Next report will be 5am Wednesday 12.1.2011 Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBB1E6.3F574730] [cid:image002.png@01CBB1E6.3F574730] [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 Website	www.seqwater.com.au<http://www.seqwater.com.au/>
27801	12/1/11 00:03	SDCCOPS <SDCCOPS@dcs.qld.gov.au>	[redacted]		SEQWater Grid Manager		Email		SEQWater Grid Manager has contacted the SDCC with request for contact phone numbers for the DDC in Ipswich and Sunshine Coast While this information should have come to the LDMG s, we are advised that SEQWater currently are at capacity and have been unable to interact at the local level. The following information is to be considered by the DDC and DDMG as a matter of urgency The telephone number for the DDC has been given to the SEQWater Grid Manager. Scott Denner MOB 0432 385 159 Please consider direction for water supply and forward request for assistance to the SDCC via the DDMG as is protocol Scenic Rim Canungra WTP - Seqwater * WTP offline * Reservoir level - 94%, 2-3 days supply at current demand * Monitoring supply Beaudesert WTP - Seqwater * WTP online * Reservoir level - 86% * Monitoring supply South Maclean WTP - Seqwater * Being supplied by Logan City Council * Supply should continue as normal Kooralbyn WTP - Seqwater * WTP offline * Reservoirs full - 5-7 days supply * Monitoring supply Rathdowney WTP - Seqwater * WTP online, maybe run twice today * Reservoirs full, only 50kL in each though * Break in mains last night, reservoirs re-filled * Monitoring supply Moogerah WTP - Seqwater * Rec WTP offline * Tankering water Boonah-Kalbar WTP - Seqwater * WTP online and all going OK, river level high * Monitoring supply Somerset/Lockyer Valley No access to any WTPs. Some workers have been isolated on site. Jimna WTP - Seqwater * Power off, no access * 1m in reservoir, unsure of supply limit * Requesting bottled water * Monitoring levels * Awaiting access for water tankers Linville WTP - Seqwater * Power off, no access

E481

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
2790	12/1/11 05:37	Dan Spiller	[redacted]	Barry Dennien [redacted] Peter Borrows [redacted] Rob Drury [redacted] Bradley John [redacted]	Dam release update	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W47.docx	All, Attached is the most recent situation report There was minimum rainfall in the catchment last night, meaning that dam levels and release rates were reduced. Wivenhoe Dam is currently at 188%, having peaked at about 191% (74.97m AHD, about 0.6m below the first fuse peak). Somerset Dam is at about 190%, which is its peak level Releases are now at 4,300 cubic metres per second (about 370,000 ML/day), having peaked at 7,500 cubic metres per second (about 650,000 ML/day) for a couple of hours. We will update the report about every three hours. The next report will include more information about the closing sequence, including the broad timeframes for dam levels to be reduced. Note that, while dam levels are reducing, they remain at critical levels An update on water treatment will be provided later this morning Please call me on [redacted] you require further information Regards, Dan Daniel Spiller Director, Operations SEQ Water Grid Manager [redacted]
2800	12/1/11 05:43	[redacted]	[redacted]		RE: Mt Crosby UPdate 12/1/2011 05:30	Northern Region Asset Inundation - 1602EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email		Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 We can only estimate but assuming 74 flood level was 26 meters - we estimate about 27 metres may inundate But due to uncertainty that is why we have someone stationed there. My last advise from flood centre was a forecast level of around 27 metres So current advice seems to indicate it is going to be close but only time will tell. Regards [redacted] From: Dan Spiller [redacted] Sent: Wednesday, 12 January 2011 5:38 AM To: Brett Myatt Cc: [redacted] Subject: RE: Mt Crosby UPdate 12/1/2011 05:30 [redacted] Noted. What is the critical level for inundation of East Bank? Dan From: [redacted] Sent: Wednesday, 12 January 2011 5:35 AM To: Dan Spiller Cc: [redacted]

E482

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
28101	12/1/11 05:57	[redacted]			Talking points - Wivenhoe Dam increased releases(2)	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Talking points - Wivenhoe Dam increased releases(2).doc	Morning [redacted] Would you please check these points for the Premier? We need to get up info on the latest... Will call now. [redacted] This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
28201	12/1/11 06:01	[redacted] Dan Spiller		SEQWGM Emergency <SEQWGM.Emergency@seqwgm.com.au>	Talking points approved and attached.....	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Talking points - Wivenhoe Dam increased releases - 12 January 2011 - 6.00am doc	Hi Dan, Attached are the talking points for the Premier, approved by Seqwater. Kindest regards [redacted] Senior Correspondence Officer SEQ Water Grid Communications Unit SEQ Water Grid Manager [redacted] Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of

E483

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
2833[illegible]	12/1/11 06:06	[redacted]			Talking Points for the Premier - Dam releases	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Talking points - Wivenhoe Dam increased releases - 12 January 201[illegible] - 6 30am doc	Morning Geoff. Please find attached Talking Points for the Premier, containing the latest information for 12 January 2011. Kindest regards [redacted] Senior Correspondence Officer SEQ Water Grid Communications Unit SEQ Water Grid Manager [redacted] Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of
2840[illegible]	12/1/11 06:07	[redacted]			Fw: Technical Report	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W47.docx	Fyi From: Rob Drury To: Rob Drury; [redacted] Peter Borrows. Cc: [redacted] Sent: Wed Jan 12 05:30:31 2011 Subject: RE: Technical Report Attached report W47. Current discharge is 4300cumecs and further reductions to drain the storages will occur. Somerset will also have to be released into Wivenhoe at some stage. Next report later this morning. Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBB219.D4248200] [cid:image002.png@01CBB219.D4248200] [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306

E484

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
8501	12/1/11 06:41	[redacted]			FW: Drinking water fact sheet	Northern Region Asset Inundation - 1602EST-10JAN11	Email	safedrinkingwater.pdf	From: [redacted] Sent: Tuesday, January 11, 2011 10:04 PM To: [redacted] Dan Spiller Subject: Drinking water fact sheet Dear Dan and [redacted] Our fact sheet for distribution to affected residents when loss of water supply occurs from our website http://www.health.qld.gov.au/healthieryou/disaster/ regards [redacted] Executive Director, Health Protection 15 Butterfield Street Herston PO Box 2369 Fortitude Valley BC Q 4006 [redacted] ..... This email, including any attachments sent with it, is confidential and for the sole use of the intended recipient(s). This confidentiality is not waived or lost, if you receive it and you are not the intended recipient(s) or if it is transmitted/received in error.
8601	12/1/11 08:16	[redacted]			MT Crosby Westbank Update 0800 12/1/2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Westbank WTP is back online @ ~125ML/day River level 0800 between 25.9 - 26 metres and appears to be slowing - approximately 1 metre before flooding of wells [redacted] Manager Water Treatment Operations South QLD Bulk Water Supply Authority trading as Seqwater [cid:image001.png@01CBB231.0C5E0120] [redacted] Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002 Website | www.seqwater.com.au<http://www.seqwater.com.au/> Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater). This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

E485

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
2860	12/1/11 08:22	[redacted]			RE: COMMUNITY SERVICE ANNOUNCEMENT: Brisbane water and sewerage treatmentplants operating as normal	Extreme Weather Event - 2300EST-10JAN11	Email		Thank you Kate, for sending the announcement through Chat soon, Regards [redacted] From: [redacted] Sent: Wednesday, 12 January 2011 8:10 AM To: SEQWGM Media Subject: Fwd: COMMUNITY SERVICE ANNOUNCEMENT: Brisbane water and sewerage treatmentplants operating as normal Hi J[redacted] CSA regarding water quality below, as promised Cheers, [redacted] [redacted] Media and Public Relations Officer | Marketing and Communication Branch Corporate Strategy Office | BRISBANE CITY COUNCIL Brisbane Square | Level 19, 266 George Street, Brisbane, QLD 4000 [redacted] Web: http://www.brisbane.qld.gov.au
2870	12/1/11 08:22	[redacted]			FW: Technical Report W48	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W48.docx	FYI From: Rob Drury Sent: Wednesday, 12 January 2011 8:21 AM To: Rob Drury; [redacted] Peter Borrows; [redacted] Subject: RE: Technical Report W48 Attached report W48. Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBB231.9A1EC300] [cid:image002.png@01CBB231.9A1EC300] [redacted] PO Box 37, Fernvale QLD 4306 Website | www.seqwater.com.au<http://www.seqwater.com.au/> Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater)

E486

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
8901	12/1/11 08:38 [redacted]	[redacted]	[redacted]	RE: Seqwater Storage Capacities Update at 8:00hrs on Wednesday 12 Jan 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Thanks [redacted] Will adjust this mornings update to include information from 8.30am update. Please also feel welcome to contact me on [redacted] Regards [redacted] From: [redacted] Sent: Wednesday, 12 January 2011 8:34 AM To: [redacted] Cc: [redacted] John Adcock Subject: FW: Seqwater Storage Capacities Update at 8:00hrs on Wednesday 12 Jan 2011 Good morning, Not much has changed. Wivenhoe's level has bounced up 30mm in last hour. Somerset's level is holding at 105.11mAHD. Levels at a number of our storages are falling gradually. Please note from Hinze dam level is from yesterday. We'll receive an update later today. [https://webmail.seqwgm.com.au/owa/UrlBlockedError.aspx]
9001	12/1/11 09:00 Dan Spiller [redacted]	[redacted] Barry Dennien [redacted] 'Peter Borrows' [redacted] 'Rob Drury' [redacted] 'Bradley John' [redacted]		Dam release update	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W48.docx	All, Attached is an updated Technical Support Report including advice about the gate closure process Note that releases have been reduced to 2,500 cubic metres per second while peak Lockyer Valley flows pass. Increases will then increase to 3,500 cubic metres per second. Please call me on [redacted] if you require further information Regards, Dan Daniel Spiller Director, Operations SEQ Water Grid Manager [redacted] Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 ABN: 14783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper. Disclaimer This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure

E487

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
29[illegible]	12/1/11 09:08	[redacted]			Re: Information on Wyaralong Dam	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted] Update this morning A quick summary and update of the water flows and levels at Wyaralong Dam is as follows: ?????????????????? Total estimated volume through the spillway on Tuesday 11 January was 12,900ML. ?????????????????? Peak flow through the spillway was 353 cumecs which corresponded to a water depth of 1.27m over the spillway ?????????????????? Anticipated volume through the spillway during the next 24 hours is in the order of 30,000ML. FPC --- From: [redacted] To: [redacted] Cc: SEQWGM Emergency ; SEQWGM Media Sent: Tue Jan 11 14:32:04 2011 Subject: Information on Wyaralong Dam [redacted] We put out a regular media updates on all of our dams, and the Ministers Office have requested that this include information on Wyaralong Dam. Would you please be able to provide me a brief update on the current status of Wyaralong Dam?
2929[illegible]	12/1/11 09:13	[redacted]			Updated talking points - Wivenhoe Dam releases	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Talking points - Wivenhoe Dam increased releases - 12 January 2011 - 6.00am.doc	[redacted] Following Geoff Stead's instruction, I have attached the Premiers updated talking points in relation to Wivenhoe Dam releases. the figures in this version are current as at 9.00am Regards [redacted] --- This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

E488

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
9301	12/1/11 09:14	[redacted]		SEQWGM Emergency <SEQWGM.Emergency@seqwgm.com.au>	RE: Information on Wyaralong Dam	Extreme Weather Event - 2300EST-10JAN11	Email		Thanks [redacted] From that information, are we safe to say Wyaralong still spilling as per yesterday? regards [redacted] From: [redacted] Sent: Wednesday, 12 January 2011 9:06 AM To: [redacted] Cc: SEQWGM Emergency; SEQWGM Media Subject: Re: Information on Wyaralong Dam [redacted] Update this morning A quick summary and update of the water flows and levels at Wyaralong Dam is as follows: • Total estimated volume through the spillway on Tuesday 11 January was 12,900ML. • Peak flow through the spillway was 353 cumecs which corresponded to a water depth of 1.27m over the spillway • Anticipated volume through the spillway during the next 24 hours is in the order of 30,000ML. FPC
9401	12/1/11 09:17	[redacted]			W: Updated alking points - Wivenhoe Dam eleases		Email		Hi [redacted] Following [redacted] instruction, I have attached the Premiers updated talking points in relation to Wivenhoe Dam releases. The figures in this version are current as at 9.00am Regards [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
9501	12/1/11 09:19	[redacted]	[redacted]		alking points - eleases	Wivenhoe Dam Releases 1230EST-06JAN11	Email		HI Geoff, Please find attached the updated talking points, sent to [redacted] as per your instructions. Regards [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

E489

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
298[illegible]	12/1/11 09:27	[redacted]	"SEQWGM.Emergency@seqwgm.com.au" <SEQWGM.Emergency@seqwgm.com.au>		Re: Information on Wyaralong Dam		Email		Still spilling greater volume. Pls note we have lost the gauging station upstream at Boonah but we think peak has passed this station From: [redacted] To: [redacted] Cc: SEQWGM Emergency Sent: Wed Jan 12 09:13:10 2011 Subject: RE: Information on Wyaralong Dam Thanks [redacted] From that information, are we safe to say Wyaralong still spilling as per yesterday? regards [redacted] From: [redacted] Sent: Wednesday, 12 January 2011 9:06 AM To: [redacted] Cc: SEQWGM Emergency; SEQWGM Media Subject: Re: Information on Wyaralong Dam [redacted] Update this morning A quick summary and update of the water flows and levels at Wyaralong Dam is as follows: Kind regards, [redacted] General Manager, Projects and Services noggin_logo_email1 Noggin IT Level 8, 28 Foveaux St, Surry Hills NSW Australia 2010 T: +61 2 9219 8800 F: +61 2 9280 4669 E: [redacted] <http://www.noggin.com.au/> http://www.noggin.com.au
298[illegible]	12/1/11 11:20	[redacted]			test email 2	Extreme Weather Event - 2300EST-10JAN11	Email		Testing function of direct to OCA email

E490

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3501	12/1/11 11:56	[redacted]			Fw: Unitywater Technical Corod Team Reps	Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] Sent: Wed Jan 12 11:12:50 2011 Subject: Unitywater Technical Corod Team Reps To: WGM Comms for Dan Spiller Cc: Unitywater Reps, CEO, COO Dear [redacted] Re: Unitywater Technical Coord Team Reps Unitywater reps as follows: Â Stand-alone towns â€" Michael Doherty Â Chemical supply management (Seqwater) â€" NA Â Water quality (Linkwater) â€" Graeme Arthy Â Coordination of staff resources (Chris Evans, Linkwater) â€" Robert Stringfellow Â Water balance (Jeff Brown, Linkwater) - NA
0001	12/1/11 12:00	[redacted]			Fwd: Delivery Status Notification (Failure)	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Hi guys, have taken a call from Patrick Lyon at the Sunday Mail.. 3666 6288 He's requesting an interview with the person who 'presses the button' to make the releases from Wivenhoe.. and also some photos inside the 'control room' I've advised that control photos are not an option and that someone from SEQWGM would call him back to discuss his other request. Cheers [redacted]

E491

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
30[illegible]	12/1/11 12:21	[redacted]			RE: IMPORTANT: Change to emergency contact email for WGM	Wivenhoe Dam Releases 1230EST-06JAN11	Email		FAO Water Grid Emergency Manager Colleagues, This request has been actioned and the update is now live in the Smart Service Queensland Government call centre Many thanks, [redacted] Channel Support Officer smartservice QUEENSLAND Phone [redacted] Ext: Fax: Email: Internet: www.qld.gov.au Delivering service excellence Please consider the environment before printing this email
302[illegible]	12/1/11 12:33	[redacted]			FW: Media release SEQ ENCOURAGED TO LIMIT HOUSEHOLD WATER USE TO HELP FLOOD RESPONSE	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Aleisha, fyi From: [redacted] Sent: Wednesday, 12 January 2011 11:50 AM To: [redacted] Cc: [redacted] Subject: RE: Media release: SEQ ENCOURAGED TO LIMIT HOUSEHOLD WATER USE TO HELP FLOOD RESPONSE Again, I don't think we should issue this as a media release SEOWGM should speak to EMO about utilising local targeted SMS alerts, rather than by media release
303[illegible]	12/1/11 12:37	Robert Drury	Dan [redacted]		Test	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted] Sent: Wednesday, 12 January 2011 11:47 AM To: [redacted] Cc: [redacted] Subject: FW: Media release: SEQ ENCOURAGED TO LIMIT HOUSEHOLD WATER USE Dan, Just checking if your email is working or should I use the emergency backup you sent as above Also can you use this Hotmail one as well as my Seqwater one in the interim. [redacted] May not be as quick a response time as the Blackberry only has phone calls now. Rob

E492

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
0401	12/1/11 12:47	[redacted]			FW:	Extreme Weather Event - 2300EST-10JAN11	Email		As below, can we get five pars asap. Thanks G From: [redacted] Sent: Wednesday, 12 January 2011 12:44 PM To: [redacted] Cc: Premiers Office - Media Unit Subject: [redacted] at local disaster management meeting this morning they flagged the use of the desal plant again to maintain water quality to the city. Can you get SEQ water to draft a release for us ASAP? Thanks [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited. Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government. Please consider the environment before printing this email
0501	12/1/11 13:43	[redacted]			Seqwater Comms Staff		Email		Hi all, just to let you know that this email address, [redacted] will now be used by whichever of the Seqwater comms team is on [redacted] No confusion over email addresses Cheers, [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
0601	12/1/11 13:45	[redacted]			Out of Office AutoReply: Update regarding Water Grid Supply Situation	Wivenhoe Dam Releases 1230EST-06JAN11	Email		I am currently out of the office due to the Brisbane floods. If you need to contact me, ring me on my mobile on 0408 985 852 +----------+ Think B4U Print 1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere 3 sheets of A4 paper = 1 litre of water +----------+

E493

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
307	12/1/11 13:50	[redacted]			Fwd: Seqwater WTP Chemical Supplies	Northern Region Asset Inundation - 1602EST - 10JAN11, Extreme Weather Event - 2300EST - 10JAN11	Email	Seqwater Plant Chemical Stocks Ver1 12-01-2011.xlsx, Seqwater Plant Chemical Stocks Ver1 12-01-2011.xlsx	Sent from my iPad Begin forwarded message: > From: [redacted] > Date: 12 January 2011 1:22:57 PM GMT+10:00 > To: [redacted] > Subject: Seqwater WTP Chemical Supplies > > G'day All > > Please see WTP Chemical stock spreadsheet attached. > > Regards [redacted] > Operation > Ph: 0428 714 398 > >
306	12/1/11 13:52	[redacted]			Fwd: Water Treatment Plant contact details	Northern Region Asset Inundation - 1602EST - 10JAN11, Extreme Weather Event - 2300EST - 10JAN11	Email	Water Treatment Operations Contacts.doc	FYI and records Sent from my iPad Begin forwarded message: > From: [redacted] > Date: 12 January 2011 1:43:22 PM GMT+10:00 > To: [redacted] > Subject: Water Treatment Plant contact details > > Good Afternoon all, > > Attached for your information is contact list for the Water Treatment plants, and also below list of personal email addresses I have received. > [redacted] > > John Jacobs, j7jacobs@gmail.com >

E494

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
0901	12/1/11 14:31	Best Debbie [redacted]	[redacted] >, "Bradley John" [redacted]	Fw: Emergency powers - re use of water	Northern Region Asset Inundation - 1602EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email		Fyi ----- Original Message ----- From: Waldman Karen To: [redacted] Cc: [redacted] Best Debbie Sent: Wed Jan 12 14:23:15 2011 Subject: Fw: Emergency powers - re use of water Hi [redacted] Hope you and your family are safe. As background information we have just had the following prepared. Please don't hesitate to call if you require any assistance. Regards, [redacted] ----- Original Message ----- From: [redacted] To: Waldman Karen Cc: [redacted] Sent: Wed Jan 12 14:06:35 2011 Subject: Emergency powers - re use of water Hi Karen, You requested information about the powers of relevant officers such as the police in the event that water is contaminated or water
1001	12/1/11 14:45	[redacted]		FW: Media release QUU - drinking water supply	Northern Region Asset Inundation - 1602EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email	Media alert - Lockyer Valley and Somerset residents without wat.pdf	Media release attached issued to media at 10.00pm last night - QUU drinking water supply -----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 2:42 PM To: WaterGridMedia Subject: Re: Communication details Please the media release issues on 11 January 10pm. It covers a number of townships including Withcott. Regards [redacted] >>> WaterGridMedia [redacted] 2/01/2011 1:12:52 pm >>> [redacted] We haven't yet received the media release you issued last night. Can you please forward it to this address when you are free and update us on coverage pick up.. Also, our new contact details while our main emails are down are as follows: [redacted]

E495

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
311[illegible]	12/1/11 14:54	WaterGridMedia [redacted]	[redacted]		FW: dwelling stats for Withcott (postcode 4352) and Ferndale (postcode 4466)		Email	Doc1.doc	[redacted] See attached figures for resident numbers in Withcott and Ferndale - what are your thoughts on using these figures as our estimated numbers? From: [redacted] Sent: Wednesday, 12 January 2011 2:49 PM To: WaterGridMedia Subject: dwelling stats for Withcott (postcode 4352) and Ferndale (postcode 4466) This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
312[illegible]	12/1/11 15:2[illegible]	[redacted]			desal MR		Email		Hi, I know everyone is under pressure, but is the desal release far away? Thanks, G [redacted] Senior Media Advisor Office of the Hon Stephen Robertson MP Minister for Natural Resources, Mines and Energy and Trade [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited. Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government. Please consider the environment before printing this email.
33[illegible]	12/1/11 15:28	[redacted]	[redacted]		[illegible]nitywater [illegible]echnical Corod [illegible]eam Reps		Email		To: WGM Comms for Dan Spiller Cc: Unitywater Reps, CEO, COO Dear Stacey Re: Unitywater Technical Coord Team Reps Unitywater reps as follows: • Stand-alone towns - [redacted] • Chemical supply management (Seqwater) - NA • Water quality (Linkwater) - [redacted] • Coordination of staff resources (Chris Evans, Linkwater) - [redacted] • Water balance ([redacted]Linkwater) - NA • Demand management (Michael Lyons, WGM) - [redacted] Please note that Unitywater proposes participation through phone hook up only. Regards, Glen [redacted]Executive Manager Business Support Services Unitywater

E496

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3201	12/1/11 15:28	[redacted]			Out of Office. IMPORTANT: Change to emergency contact email for WGM		Email		I am currently on AL and will be returning to work on 27 January 2011. Your Email has been forwarded to [redacted] who is acting in my position for necessary attention [redacted] ..... This email, including any attachment, is confidential to the intended recipient. It may also be privileged and may be subject to copyright. If you have received this email in error, please notify the sender immediately and delete all copies of the email. Any confidentiality or privilege is not waived. Neither the Council nor the sender warrant that this email does not contain any viruses or other unsolicited items. This email is an informal Council communication. The Council only accepts responsibility for information sent under official letterhead and duly signed by, or on behalf of, the Chief Executive Officer. Privacy Collection Notice Logan City Council may collect your personal information, e.g. name, residential address, phone number etc, in order to conduct its business and/or meet its statutory obligations. The information will only be accessed by employees and/or Councillors of Logan City Council for Council business related activities only. If your personal information will be passed onto a third party, Council will advise you of this disclosure, the purpose of the disclosure and reason why. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.
3301	12/1/11 15:28	[redacted]			Test of email functionality		Email		This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you This message sent as test in order to verify function of emergency@seqwgm.com.au<mailto:emergency@seqwgm.com.au> email. This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it, any form of disclosure, modification, distribution and/or publication of this email is also prohibited While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government
2901	12/1/11 15:28	WaterGridMedia <WaterGridMedia@linkwater.com.au>	[redacted]		RE: Storage levels at 13:00hrs 12 Jan 2011 (Wednesday) - WIV, SOM & NP	Extreme Weather Event - 2300EST-10JAN11	Email		Thanks [redacted] These figures are useful. Kindest regards [redacted] From: [redacted] Sent: Wednesday, 12 January 2011 1:27 PM To: WaterGridMedia Subject: Fwd: Storage levels at 13:00hrs 12 Jan 2011 (Wednesday) -WIV, SOM & NP Hi Telephone network is jammed up.Can't get calls thru. Will provide WIV update later. SOM's level down 50mm in last hour. NP's level down 10mm in last hour. Dam FSL 12/01/2011 12:00 12/01/2011 13:00

E497

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
33001	12/1/11 15:28	[redacted]			Out of Office IMPORTANT Change to emergency contact email for WGM		Email		Thank you for your email I am currently on annual leave returning to work on the 17th of January. For all OCA related questions please contact Lee Hutchison alternatively I will respond to your email on my return Cheers [redacted] This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government. I am currently out of the office until Monday 17th January. I will reply to your email upon my return, for urgent enquires please contact Rayleen Hilleary on 3412 5454 or Rolly Wicks on 3412 5114. **********
33101	12/1/11 15:28	[redacted]			Out of Office: IMPORTANT: Change to emergency contact email for WGM		Email		This email, including any attachment, is confidential to the intended recipient. It may also be privileged and may be subject to copyright. If you have received this email in error, please notify the sender immediately and delete all copies of the email. Any confidentiality or privilege is not waived. Neither the Council nor the sender warrant that this email does not contain any viruses or other unsolicited items. This email is an informal Council communication. The Council only accepts responsibility for information sent under official letterhead and duly signed by, or on behalf of, the Chief Executive Officer. Privacy Collection Notice Logan City Council may collect your personal information, e.g. name, residential address, phone number etc. in order to conduct its business and/or meet its statutory obligations. The information will only be accessed by employees and/or Councillors of Logan City Council for Council business related activities only. If your personal information will be passed onto a third party, Council will advise you of this disclosure, the purpose of the disclosure and reason why. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.
32601	12/1/11 15:28	[redacted]			WaterSecure contact details update		Email		This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you

E498

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
701	12/1/11 15:28	[redacted]			Volume of water in Linkwater reservoirs	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email		QUU has concerns with the constraints around MI Crosby and SRWP being able to produce water and ask that you please provide us urgently with some details as to the volumes of water (and days supply) still available in storage reservoirs owned and managed by SEQwater and Linkwater that would supply to QUU. Thank you. Mike [redacted] General Manager Major Projects & Commercial Services Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 [redacted] E: [redacted] W: www.urbanutilities.com.au This message has passed through an insecure network Please direct all enquiries to the message author This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
801	12/1/11 15:28	[redacted]			Out of Office: IMPORTANT Change to emergency contact email for WGM		Email		I am currently on leave until 17 January 201 Please call Dan Spiller on [redacted] if you need to contact the Water Grid Manager. [redacted]

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
3256[illegible]	12/1/11 15:28	[redacted]	Undisclosed recipients:;		Water Grid media update - 12 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		WATER GRID MEDIA UPDATE 12 January 2011 Issued at 12 30am CONTROLLED RELEASES FROM WIVENHOE DAM DECREASING NOTE. All SEQ dams remain safe, stable and operating within their design specifications Currently, Wivenhoe Dam is at 190 per cent down from 191 per cent overnight. This reflects the current ease in the weather. Somerset Dam is now at 190 per cent Wivenhoe's five radial gates are currently releasing 205,000 megalitres per day, down from 370 000 megalitres and an overnight peak of 645,000 megalitres. This strategy is to allow for the Bremer and Lockyer Rivers to subside After the expected downstream peak in the lower Brisbane River has passed, releases will need to be increased to 301,000 megalitres per day. However, this increase is unlikely to cause a second significant rise in the river These controlled releases must continue in order to relieve Wivenhoe Dam's swollen flood storage compartment in order to create space for further rainfall and inflows They are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today Five gates are open at North Pine Dam, however with no further rainfall, the gates are expected to close today or tomorrow. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam are underway due to rainfall and inflows, however these may cease later today Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity yesterday morning. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council. SEQ ENCOURAGED TO LIMIT HOUSEHOLD WATER USE TO HELP FLOOD RESPONSE Gary Sadburg [0419 660 071<TT.0419%20660%20071?Dial>] will be the Unitywater representative on the WGM Emergency Management Team. Regards, Glen Glen Babington | Executive Manager Business Support Services Unitywater Level 1, 33 King St, Caboolture Qld 4510 [redacted] Unitywater PRIVILEGED PRIVATE AND CONFIDENTIAL - The information contained in this e-mail and any attachments is confidential and may attract legal privilege. It is only intended for the named recipient/s. If you are not a named recipient any use of this information including copying, distribution and publication is prohibited. Confidentiality and legal privilege are not waived or lost as a result of mistaken or erroneous delivery. If you are not a named recipient, please delete all copies immediately and contact the sender to advise of the error. It is recommended that you scan this email and any attachment before opening. Unitywater does not accept any responsibility or liability for loss or damage arising directly or indirectly from opening this email, opening any attachments or any communication errors. This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email
32[illegible]	12/1/11 15:28	[redacted]			Unitywater representative for WGM Emergency Management Team		Email		

E500

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
12301	12/1/11 15:28	Peter Borrows	[redacted]	Message from Emergency Manager		Email		From Seqwater, Stan Stevenson, A/EGMWD on EMT, Paul Rogers, chemical supply logistics, and Michael Byrne, stand-a-lone plants FYI, Paul Rogers will also look after logistics of moving our key people to locations through the system. Stan Stevenson will provide the names of representatives to the various groups and Paul and Michael's contact details Regards Peter Borrows From: [redacted] To: [redacted] Peter Borrows; [redacted] 'Dennien Barry' [redacted] Sent: Wed Jan 12 10:08:07 2011 Subject: Message from Emergency Manager This message is being sent on Dan Spiller's behalf All This message is being sent on Dan Spiller's behalf All, The flood and impacts on water supply has been declared a Level 4 incident under the Emergency Management Plan. The purpose of this email is to formalise the arrangements that been implemented to manage the proposed management response. The Emergency Executive Team is. - Emergency Manager: Daniel Spiller [redacted] - Communications Manager: [redacted] - Coordination Executive: [redacted] I require each entity to nominate an executive level manager to sit on the Emergency Management Team. Notification should be to emergency@seqwgm.com.au<mailto:emergency@seqwgm.com.au>. The Emergency Management Team will have twice daily teleconferences at 0730 and 1600 and at other times as required. At this stage, the EMT will be physically based in the Linkwater offices at Level 6, 200 Creek Street. I request that Linkwater and Seqwater representatives be based in the room for the two teleconferences. [redacted] has formally establish a communications team. This team will also be based at Level 6, in an adjacent room. Because of the scope and complexity of issues being addressed, I am establishing separate Technical Coordination Teams, as discussed at the teleconference this morning. The teams and Chair organisations are;
12101	12/1/11 15:28	[redacted]	[redacted] Water Grid Emergency Manager [redacted] Dennien Barry' [redacted]	Message from Emergency Manager		Email		

E501

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
322[illegible]	12/1/11 15:28	[redacted]	[redacted]		update for approval please - thank [redacted] will call now.	Wivenhoe Dam Releases 1230EST. 06JAN11	Email		WATER GRID MEDIA UPDATE 12 January 2011: Issued at 12 30am CONTROLLED RELEASES FROM WIVENHOE DAM DECREASING NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Currently, Wivenhoe Dam is at 190 per cent down from 191 per cent overnight. This reflects the current ease in the weather. Somerset Dam is now at 190 per cent Wivenhoe's five radial gates are currently releasing 205,000 megalitres per day, down from 370,000 megalitres and an overnight peak of 645,000 megalitres. After the expected downstream peak in the lower Brisbane River has passed, releases will need to be increased to maximum of 301,000 megalitres per day. However, this increase is unlikely to cause a second significant rise in the river. These controlled releases must continue in order to relieve Wivenhoe Dam's swollen flood storage compartment in order to create space for further rainfall and inflows. They are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge, Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. Five gates are open at North Pine Dam, however with no further rainfall, the gates are expected to close today or tomorrow. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam are underway due to rainfall and inflows, however these may cease later today. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity yesterday morning. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council.
320[illegible]	12/1/11 15:28	[redacted]			MT appointments		Email		SEQ ENCOURAGED TO LIMIT HOUSEHOLD WATER USE TO HELP FLOOD RESPONSE Dan I refer to your earlier email I will nominate and then confirm appointments after 1100 LinkWater EMT meeting. I nominate Andrew Moir (General Manager Operations) to be on the EMT The following nominations for the sub committees are in bold • Stand-alone towns (Seqwater) • Chemical supply management (Seqwater) • Water quality (LinkWater) [redacted] • Coordination of staff resources [redacted] • Water balance [redacted] • Demand management [redacted] WGM). If LinkWater nominations for the other committees are required, I can provide those nominations after 1100. [redacted] [cid:image001.jpg@01CBB246.75844A50]Peter McManamon Chief Executive Officer [redacted] Level 5, 200 Creek Street	PO Box 1045	Sorino Hill Qld 4004

E502

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1901	12/1/11 15:28	CRM - Inbox	Water Grid Emergency Manager		IMPORTANT: Change to emergency contact email for WGM		Email		Good morning Thank you for this information. I have passed it on to our Scripting Team to action. Regards [redacted] Client Liaison Officer Client Relationship Management Unit Organisational Planning, Capability and Performance Branch smartservice QUEENSLAND [redacted] Internet: www.qld.gov.au<http://www.qld.gov.au/> Please consider the environment before printing this email From: NGComms [redacted] On Behalf Of Water Grid Emergency Manager Sent: Wednesday, 12 January 2011 11:33 AM To: CRM - Inbox Subject: IMPORTANT: Change to emergency contact email for WGM
1701	12/1/11 15:28	[redacted]			Fw: Technical Report W49	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical Situation Report W49.docx	FYI From: Rob Drury To: Rob Drury; [redacted] Peter Borrows; [redacted] Sent: Wed Jan 12 11:23:36 2011 Subject: RE: Technical Report W49 Attached report. Starting to release from Somerset to start giving relief to Kilcoy area as space appears in Wivenhoe. Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBB24B.275F9D20] [cid:image002.png@01CBB24B.275F9D20] [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 Website | www.seqwater.com.au<http://www.seqwater.com.au/> Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or

E503

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
318[illegible]	12/1/11 15:26	[redacted]			Out of Office AutoReply: IMPORTANT Change to emergency contact email for WGM		Email		I am currently on annual leave until Monday 24 January 2011. In my absence please contact [redacted] Cheers [redacted] Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater). This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from
3158[illegible]	12/1/11 15:28	[redacted]			Out of Office AutoReply: IMPORTANT: Change to emergency contact email for WGM		Email		I am currently away and will be back on Thursdasy 13th of January. Please contact [redacted] regards [redacted] Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater). This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited
316[illegible]	12/1/11 15:28	Jim Pruss	[redacted]		Out of Office AutoReply: IMPORTANT Change to emergency contact email for WGM		Email		Jim Pruss is currently out of the office until Feb 14. Please redirect email to Stan Stevenson who is acting EGM. Please contact Stan at sstevenson@seqwater.com.au or on 0458040001 Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater). This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited.
3140[illegible]	12/1/11 15:28	[redacted]			Out of Office AutoReply: IMPORTANT Change to emergency contact email for WGM		Email		I am currently on leave and will return on 15 February 2010 - Lyall Hinrichsen will be Acting General Manager in my absence. *----------* Think B4U Print 1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere 3 sheets of A4 paper = 1 litre of water *----------* This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of

E504

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1301	12/1/11 15:28	[redacted]			(Spam?) Out of Office: IMPORTANT: Change to emergency contact email for WGM		Email		I am on leave from 20 December, back at work on 17 January 2011. Please contact Amy Hill for any communications or intranet needs during this time - amy.hill@unitywater.com, 0405 357 622 Unitywater PRIVILEGED PRIVATE AND CONFIDENTIAL - The information contained in this e-mail and any attachments is confidential and may attract legal privilege. It is only intended for the named recipient/s. If you are not a named recipient any use of this information including copying, distribution and publication is prohibited. Confidentiality and legal privilege are not waived or lost as a result of mistaken or erroneous delivery. If you are not a named recipient, please delete all copies immediately and contact the sender to advise of the error. It is recommended that you scan this email and any attachment before opening. Unitywater does not accept any responsibility or liability for loss or damage arising directly or indirectly from opening this email, opening any attachments or any communication errors This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure.
3501	12/1/11 15:31	Dan Spiller [redacted]	[redacted]		FW: Message from Emergency Manager	Extreme Weather Event - 2300EST- 10JAN11	Email		From: [redacted] Sent: Wednesday, January 12, 2011 10:39 AM To: Dan Spiller Subject: FW: Message from Emergency Manager Importance: High Resources group currently consisting of myself and Michael Hyde. we will not need to engage a large group [cid:image001.jpg@01CBB244.F00809D0]Chris Evans Manager Service Delivery [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 e chris.evans@linkwater.com.au | w www.linkwater.com.au PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0.05 fully grown trees From: Stacey Renouf On Behalf Of Corporate Communications Sent: Wednesday, 12 January 2011 10:08 AM To: [redacted] 'Dennen Barry'; [redacted] Dan Spiller Cc: Water Grid Emergency Manager [redacted] Subject: Message from Emergency Manager

E505

Id	Received (Australia/Brisbane)	From	To	CC	Object	Events	Type	Attachments	Plain text
3370	12/1/11 15:34	[redacted]			Fwd. Emergency Alert - Chinchilla Water Supply		Email	Header. Part 002	Good afternoon, An emergency alert has been issued for residents connected to the Chinchilla Water Supply. Residents are urged to boil water for 3 minutes prior to consumption until further notice as e-Coli has been detected. Please also advise your neighbours. For further information please contact [redacted] Regards, Media and Corporate Communications - Emergency Services Department of Community Safety [redacted] The DES Media email account is not monitored. If you have any questions for DES Media, it is strongly recommended that you contact 07 3247 8186 to speak with a media officer. This message has passed through an insecure network. Please direct all enquiries to the message author. This correspondence is for the named persons only. It may contain confidential or privileged information or both. No confidentiality or privilege is waived or lost by any mis transmission. If you receive this correspondence in error please delete it from your system immediately and notify the sender. You must not disclose, copy or relay on any part of this correspondence, if you are not the intended
3380	12/1/11 15:34	Robert Drury [redacted]	[redacted]		Technical Report W50	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W50.docx	Attached is report W50. Let me know if you have any trouble opening it. Rob
3390	12/1/11 15:36	[redacted]	[redacted]		abour resources	Extreme Weather Event - 2300EST-10JAN11	Email	Veolia Available Staff 12 Jan 2011(1).xlsx	
339[illegible]	12/1/11 15:36	[redacted]	[redacted]		abour resources		Email	Veolia Available Staff 12 Jan 2011(1).xlsx	
3400	12/1/11 15:53	[redacted]			Withcott	Northern Region Asset Inundation - 1602EST-10JAN11	Email		One helicopter load of bottled water has been delivered and there is two pallets of water remaining on-site, which will probably last another day. QUU now have maybe 3 helicopters to help distribute bottled water to all isolated villages impacted tomorrow. Getting mixed reports, ie Linville reservoir is empty from some and need water to others saying it is still 50% full. Linville possibly getting bottled water today. Regards [redacted]

E506

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
4201	12/1/11 15:54	[redacted]			Esk - water use	Northern Region Asset Inundation - 1602EST- 10JAN11	Email		Has the word got out that supply is limited? There is word from Esk that fire brigades are using town water for cleaning down using hydrants rather than using river water. Clean up operations such as these will empty reservoirs quickly. Regards [redacted]
4101	12/1/11 15:54	Dan Spiller [redacted]	Barry Dennien [redacted] Peter Borrows' [redacted] 'Rob Drury'		Dam release update	Wivenhoe Dam Releases 1230EST- 06JAN11	Email	Technical_Situation_Report_W50.docx	All, Attached is an updated Technical Support Report, including advice about the gate closure process. The Wivenhoe Dam release rate has been maintained at 2,500 cubic metres per second. Dam levels have reduced slightly. Please call me on [redacted] if you require further information Regards, [redacted] Director, Operations SEQ Water Grid Manager [redacted] Visit: Level 15, 53 Albert Street Brisbane Post: PO Box 16205, City East QLD 4002 ABN: 14783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper. Disclaimer This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager
4301	12/1/11 15:59	Chris Owens [redacted]			Fwd: Please post on OCA	Northern Region Asset Inundation - 1602EST- 10JAN11. Wivenhoe Dam Releases 1230EST- 06JAN11. Extreme Weather Event - 2300EST- 10JAN11	Email	WQ Sitrep 1V2.docx	WQ Sitrep 1 ---------- Forwarded message ---------- From: [redacted] Date: Wed, Jan 12, 2011 at 3:56 PM Subject: Please post on OCA To: [redacted] [redacted] Please post this Sitrep on OCA. Cheers, [redacted] *Senior Water Quality Officer [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 [redacted] w **www.linkwater.com.au

E507

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
34[illegible]	12/1/11 17:14	[redacted]			FW: Transport Routes request to SDCC		Email		Please see the 131940 website for state run websites and the RACQ website - for all roads http://highroad.131940.qld.gov.au/ Operations State Disaster Coordination Centre (SDCC) Ph: [redacted] Ema[redacted] Fax: [redacted] --- From: [redacted] On Behalf Of SDCC Sent: Wednesday, 12 January 2011 17:05 To: SDCCOPS Subject: FW: Transport Routes request to SDCC --- From: Water Grid Emergency Manager [redacted] Sent: Wednesday, 12 January 2011 16[redacted] To: SDCC Subject: Transport Routes request to SDCC
34501	12/1/11 17:24	W[redacted]			[redacted]tion	Northern Region Asset Inundation - 1602EST-10JAN11 Extreme Weather Event - 2300EST-10JAN11	Email	Media alert - Lockyer Valley and Somerset residents without wat pdf, MEDIA ALERT_SOME RESIDENTS WITHOUT WATER_12 01 11.doc	Hi [redacted] Please see attached our draft media alert in relation to those residents currently without water - including those that may be affected over coming days Can you please approve at your end and return approval to [redacted] Thanks [redacted] -----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 2:42 PM To: WaterGridMedia Subject: Re: Communication details Please the media release issues on 11 January 10pm. It covers a number of townships including Withcott. Regards [redacted] >>> WaterGridMedia <WaterGridMedia@linkwater.com.au> 12/01/2011 1:12:52 pm >>> [redacted] We haven't yet received the media release you issued last night. Can you please forward it to this address when you are free and update us on coverage pick up. Also, our new contact details while our main emails are down are as follows:

E508

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
4601	12/1/11 17:25	[redacted]			RE: Esk - water use		Email	MEDIA ALERT_SOME RESIDENTS WITHOUT WATER_12.01 11.doc	Please note a draft media release (attached) is currently with QUU for approval - detailing limited supply in affected areas. Esk is not currently listed - we need some direction from QUU or the EMT on this. [redacted] -----Original Message----- From: Water Grid Emergency Manager [redacted] Sent: Wednesday, 12 January 2011 4:02 PM To: WaterGridMedia Subject: Fwd: Esk - water use Comms, Potential contact required or messaging needed? Cheers Water Grid EMR
4701	12/1/11 17:35	[redacted]			FW: Communication details	Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event - 2300EST-10JAN11	Email	Media alert - Lockyer Valley and Somerset residents without wat.pdf, MEDIA ALERT_SOME RESIDENTS WITHOUT WATER_12.01 11.doc	Draft media release attached. Please can you approve via email. Thanks -----Original Message----- From: WaterGridMedia Sent: Wednesday, 12 January 2011 5:24 PM To: [redacted] Cc: [redacted] Subject: FW: Communication details Hi [redacted] Please see attached our draft media alert in relation to those residents currently without water - including those that may be affected over coming days. Can you please approve at your end and return approval to [redacted] Thanks [redacted] -----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 2:42 PM To: WaterGridMedia Subject: Re: Communication details Please the media release issues on 11 January 10pm. It covers a number of townships including Withcott. Regards [redacted]

E509

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
348[illegible]	12/1/11 17:46	WaterGridMedia	Water Grid Emergency	[redacted]	FW: Re: Urgent official advice request (via Dr Ashby at PA) - Is there E Coli and boiled water alert for Brisbane water?	Wivenhoe Dam Releases 1230EST-06JAN11	Email		-----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 4:29 PM To: WaterGridMedia Subject: FW: Re: Urgent official advice request (via Dr Ashby at PA) - Is there E Coli and boiled water alert for Brisbane water? -original message- Subject: Re: Urgent official advice request (via [redacted]al PA) - Is there E Coli and boiled water alert for Brisbane water? From: "HEOC_PHIC HEOC_PHIC" <HEOC_PHIC@health.qld.gov.au> Date: 12/01/2011 4:26 pm [redacted] have just confirmed this information is false. Brisbane water supply is potable and not contaminated [redacted] Operations PHIC
34905	12/1/11 17:53	[redacted]	HEOC Support		Water Grid media update - 12 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		PH: 3328 9180 WATER GRID MEDIA UPDATE 12 January 2011; Issued at 5.51pm CONTROLLED RELEASES FROM WIVENHOE DAM ARE CONTINUING NOTE: All SEQ dams remain safe, stable and operating within their design specifications Currently, Wivenhoe Dam is at 189 per cent, down from 191 per cent overnight. This reflects the current ease in the weather. Somerset Dam is now at 186 per cent, discharging 123,000 megalitres per day into Wivenhoe Dam via a sluice gate. Wivenhoe's five radial gates continue to release 215,000 megalitres per day. This is considerably down from an overnight peak of 645,000 megalitres and will remain at this level to allow for the Bremer and Lockyer Rivers to subside. After the expected downstream peak in the lower Brisbane River has passed, releases will be increased to 301,000 megalitres per day, however, this increase is unlikely to cause a second significant rise in the river. These controlled releases must continue in order to relieve Wivenhoe Dam's swollen flood storage compartment in order to create space for further rainfall and inflows, should they occur. They are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. Five gates are open at North Pine Dam releasing 6,800 megalitres per day, however with no further rainfall, the gates are expected to close in the next coming days. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam are underway due to rainfall and inflows. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity yesterday morning. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council. ENDS Owing to technical issues caused by the flood, a temporary email contact is in use. Please email to

E510

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
5001	12/1/11 17:54	[redacted]			RE: MR Conserve water message _20110112		Email		[redacted] Further to [redacted] telephone call, we would like to let you know via email that this item is approved. Kindest regards Water Grid Communications Unit From: [redacted] Sent: Wednesday, 12 January 2011 4:31 PM To: WaterGridMedia Subject: MR Conserve water message _20110112 Hi Water Grid Media Team [redacted] Pls find draft media release that I would like to send to Bayside Bulletin asap today if possible and then put on our website. Bayside Bulletin goes to print tonight. The release is in response to questions from the Bulletin about whether Allconnex supports the Water Grid call to limit non-essential water and comments about the quality of water. Kind Regards [redacted] [redacted] Group Manager Stakeholders [redacted]
5101	12/1/11 17:59	[redacted]			Contact details for the Water Grid Communications Unit		Email		Just to let you know that the Water Grid Communications Unit can be contacted with the below details. Phone - [redacted] Email - [redacted] Mobile - [redacted] Regards [redacted] Water Grid Communications Unit This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
5201	12/1/11 18:59	Robert Drury	[redacted] [redacted], Dan	[redacted]	Technical Report	Extreme Weather Event - 2300EST-10JAN11	Email	Technical_Situation_Report_W51.docx, Technical_Situation_Report_W51.doc	Attached is the latest Technical Report. There are no planned significant changes over night so the next report will be tomorrow morning. Dan, is 8am okay or do you need it early again? I usually get the FOC status between 6 and 6.30am. There are 2 copies in different Word format. Rob

E511

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
353[illegible]	12/1/11 19:06	[redacted]			FW	Extreme Weather Event - 2300EST- 10JAN11	Email		-----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 6:56 PM To: WaterGridMedia Subject: FW: My details here and interview details below Regards, [redacted] Assistant Media Advisor Office of the Hon. Stephen Robertson MP Minister for Natural Resources, Mines and Energy and Minister for Trade [redacted] -----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 5:43 PM To: [redacted] Subject: RE:
354[illegible]	12/1/11 19:08	[redacted]			FW: Urgent - Community Service Announcement for Gatton and Laidley	Extreme Weather Event - 2300EST- 10JAN11	Email	Community Service Announcement - Gatton and Laidley.doc	-----Original Message----- From: WaterGridMedia Sent: Wednesday, 12 January 2011 7:08 PM To: [redacted] Cc: Subject: FW: Urgent - Community Service Announcement for Gatton and Laidley Importance: High Hi John See attached the draft announcement re supply disruption to Gatton and Laidley areas. -----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 6:49 PM To: WaterGridMedia Subject: Urgent - Community Service Announcement for Gatton and Laidley URGENT CSA FOR APPROVAL Please find attached the following CSA regarding expected loss of water supply to Gatton and Laidley area, for immediate review and approval. QUU is seeking to post this on our website and advise local abc radio in order to encourage local residents to restrict water usage asap.

E512

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3501	12/1/11 19:11	[redacted]	[redacted]	RE: Unitywater Water Conservation media release	Northern Region Asset Inundation - 1602EST-10JAN11	Email	UNITYWATER MEDIA ALERT Limit household water use 12 January 2011 v1.docx	Approved from our end. Thanks [redacted] for the support. [redacted] From: [redacted] Sent: Wednesday, 12 January 2011 6:51 PM To: WaterGridMedia; [redacted] Cc: Media [redacted] Subject: Unitywater Water Conservation media release Importance: High Hi there. Could you please review the attached and "reply all" with any comments. We would like to get this out to breakfast radio tonight so that they can lead with this in the morning. Hope you are all managing ok there - our thoughts are with you. Warm regards. [redacted] Unitywater Communications and Marketing Retail Level 2 , 8-10 Maud Street, Maroochydore Qld 4558 [redacted]
3601	12/1/11 19:14	[redacted]		RE: Urgent - Community Service Announcement for Gatton and Laidley	Extreme Weather Event - 2300EST-10JAN11	Email		We are yet to hear back from Energex. Can you please hold back on this release until further notice. We are waiting to give some solution/time frame context. Thanks [redacted] -----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 6:49 PM To: WaterGridMedia Subject: Urgent - Community Service Announcement for Gatton and Laidley URGENT CSA FOR APPROVAL Please find attached the following CSA regarding expected loss of water supply to Gatton and Laidley area, for immediate review and approval. QUU is seeking to post this on our website and advise local abc radio in order to encourage local residents to restrict water usage asap. Regards. [redacted] Comms Coordinator QUU Emergency Response Team [redacted]

E513

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
357[illegible]	12/1/11 19:25	WaterGridMedia <WaterGridMedia@linkwater.com.au>	[redacted]		RE: Water statement	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] We've had conversations with the BCC comms team this afternoon and are happy with the messages that have been put out to date. [redacted] -----Original Message----- From: [redacted] Sent: Wednesday, [redacted] PM To: Naomi Foro2 Cc: WaterGridMedia Subject: Water statement [redacted] It's my understanding that we don't make statements re: water quality but leave that to local gov't. If this not the case, please let [redacted]atLink Water know. BCC have already come out and said current water in Bris and Ipswich is ok for now. cheers [redacted]
358[illegible]	12/1/11 19:54	[redacted]			Re: Formal request to Water Grid	Extreme Weather Event - 2300EST-10JAN11	Email		This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive Water Grid Team, In response to your inquiry about meeting both supply and relevant drinking water standards, Queensland Health requires additional information in order to provide appropriate advice regarding potential public health risk Firstly, we need to know which areas you anticipate will be affected by water that does not meet the current management plan. Subsequent to this is a rough estimate for the time period this might occur Secondly, some evidence to suggest which parameters you may potentially exceedence and what extent of exceedance is expected. Thirdly, in light of the potential exceeedences will free chlorine or other disinfectant levels for the water be elevated, and to what levels Please note that chlorine levels should be above 0.2mg/L but not to exceed 5.0 mg/L. A reduction in this parameter is not an acceptable proposal without a corresponding boil water notice Fourth, any information you can obtain about risk assessments conducted for affected catchments with particular regard to chlorine-resistant organisms. In absence of any formal risk assessments, details about suspected faecal contamination resulting from the floods coming from affected areas should be considered Finally, any information you can obtain about alternate relevant standards for the parameters that may be exceeded eg turbidity, or other levels you are using to determine the public health safety of the water We will review the information you provide to us and give you advice on boil water notices as they relate to water that does not meet the current standards. Please be advised that regardless of this assessment for triggers to boil water notices that vulnerable populations should be made aware if any provisions of water are made that deviate from the current operating standards Please contact us for clarification is necessary. [redacted] Water Quality Unit

E514

	Received (Australia/Brisbane)	From	To	CC	S t	Events	Type	Attachments	Plain text
3901	12/1/11 19:57	[redacted]			FW: Urgent - Community Service Announcement for Gatton and Laidley	Extreme Weather Event - 2300EST-10JAN11	Email		-----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 7:47 PM To: WaterGridMedia Subject: RE: Urgent - Community Service Announcement for Gatton and Laidley [redacted] anything yet???? We have about 2000 customers about to go down.. and the Courier Mail website already is running a message from the local council on it Pls advise [redacted] GM Marketing and Communication Queensland Urban Utilities GPO Box 2765 Brisbane QLD 4001 [redacted] >>> WaterGridMedia <WaterGridMedia@linkwater.com.au> 12/01/2011 7:14 pm >>> [redacted] We are yet to hear back from Energex. Can you please hold back on this release until further notice. We are waiting to give some solution/time frame context. Thanks [redacted] We were hoping to get a reassurance message in there around timing from Energex but can't wait much longer ..happy for you to send it as -s. Thanks for your patience.
3001	12/1/11 20:01	WaterGridMedia <WaterGridMedia@linkwater.com.au>	[redacted]		RE: Urgent - Community Service Announcement for Gatton and Laidley	Extreme Weather Event - 2300EST-10JAN11	Email		-----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 7:47 PM To: WaterGridMedia Subject: RE: Urgent - Community Service Announcement for Gatton and Laidley [redacted] anything yet???? We have about 2000 customers about to go down.. and the Courier Mail website already is running a message from the local council on it. Pls advise [redacted] GM Marketing and Communication Queensland Urban Utilities GPO Box 2765 Brisbane QLD 4001 [redacted] >>> WaterGridMedia <WaterGridMedia@linkwater.com.au> 12/01/2011 7:14 pm >>> Hi [redacted]

E515

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3610*	12/1/11 20:07	[redacted]			RE: Water statement	Extreme Weather Event - 2300EST- 10JAN11 Northern Region Asset Inundation - 1602EST- 10JAN11	Email		[redacted] That's correct. It is the council / water grid's responsibility to send out boil water alerts & talk about water quality. [redacted] would you mind copying in me to any alerts you do send out so that we are aware. Many thanks Cheers [redacted] >>> WaterGridMedia <WaterGridMedia@linkwater.com.au> 12/01/2011 7:25 pm >>> [redacted] We've had conversations with the BCC comms team this afternoon and are happy with the messages that have been put out to date. [redacted] -----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 7:24 PM To: [redacted] Cc: WaterGridMedia Subject: Water statement [redacted] It's my understanding that we don't make statements re. water quality but leave that to local gov't. If this not the case, please let Alicia atLink Water know.
3630*	12/1/11 20:38	[redacted]			Fwd: WaterSecure chemical availability	Extreme Weather Event - 2300EST- 10JAN11	Email		All, As mentioned to [redacted]. Western Corridor have advised of available chemical supplies if current options don't work out. Supply for most chemicals has been secured. main issue for most sites now is access. Cheers, [redacted] ---------- Forwarded message ---------- From: [redacted] Date: Wed, Jan 12, 2011 at 20:11 Subject: WaterSecure chemical availability To: [redacted] Cc: surfeesphil@hotmail.com, [redacted] [redacted] As discussed we have chemicals sitting at the Western Corridor plants which could potentially be used pending access and logistical details. So let us know if any of these are of interest and we can look into details "Chemical" Luggage Point Gibson Island Bundamba Aqueous Ammonia 4 12 21 kL Sodium Hypochlorite 44 69 50 kL Caustic Soda 43 57 52 kL Sulphuric Acid 2 106 42 kL Sodium Bisulphite 16 33 27 kL Hydrogen Peroxide 7 24 13 tonnes Lime 38 30 35 tonnes Carbon Dioxide 21 14 23 tonnes Polymer Various Ferric

E516

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
5201	12/1/11 20:38	Dan Spiller [redacted]	Barry Dennien	RE: Dam release update	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W51.docx	All Attached is an updated Technical Support Report. Please call me on [redacted] if you require further information. Regards, Dan Daniel Spiller Director, Operations SEQ Water Grid Manager [redacted] Post: PO Box 16205, City East QLD 4002 ABN: 14783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper Disclaimer This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid
		'Peter Borrows'						
		'Rob Drury'						
		'Bradley John'						
3401	12/1/11 21:28	SDCCOPS <SDCCOPS@dcs.qld.gov.au>	<emergency@SEQWGM.com.au>	FW: Contact Details for Ipswich, Scenic Rim and Somerset LDMG's		Email		SEQ Water Grid Duty Officer You will need to go to the District Disaster Management Groups (DDMG) in those areas, they manage information that has come up from a local level. Phone numbers were given to Scott Denner, SEQWater Grid Manager (MOB: [redacted]) last night who has details of the District Disaster Management Groups who manage the Local Disaster Managment Groups (LDMG) in those areas. Scott called the SDCC last night and gathered this information for SEQ Water. The State Disaster Coordination Centre is established to action and support requests received from actions requests received from Local and District Management Groups. No actions are taken by state unless it is approved at a District Level. The success of the disaster management response is in the relationships established through the local and district groups in early planning and exercising by representatives of agencies in the district such as SEQ water outside of storm and cyclone season. The phone numbers given to Scott last night are: Ipswich District Disaster Coordinator (DDC) Supt Garth Pitman MOB: 0417 707 924 Sunshine Coast DDMG XO Sgt Jamie Deacon MOB: 0402 840 644 Scenic Rim and Somerset LDMG's come under the Ipswich DDMG.

E517

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
36601	12/1/11 21:29	[redacted]			FW: Contact Details for Ipswich, Scenic Rim and Somerset LDMG's		Email		SEQ Water Grid Duty Officer You will need to go to the District Disaster Management Groups (DDMG) in those areas, they manage information that has come up from a local level. Phone numbers were given to [redacted]. SEQWater Grid Manager [redacted] last night who has details of the District Disaster Management Groups who manage the Local Disaster Managment Groups (LDMG) in those areas. [redacted] called the SDCC last night and gathered this information for SEQ Water The State Disaster Coordination Centre is established to action and support requests received from actions requests received from Local and District Management Groups. No actions are taken by state unless it is approved at a District Level. The success of the disaster management response is in the relationships established through the local and district groups in early planning and exercising by representatives of agencies in the district such as SEQ water outside of storm and cyclone season The phone numbers given to [redacted] last night are: Ipswich District Disaster Coordinator (DDC) Sunshine Coast DDMG XO [redacted] Scenic Rim and Somerset LDMG's come under the Ipswich DDMG. Operations State Disaster Coordination Centre (SDCC) [redacted]
36501	12/1/11 21:29	[redacted]			Re: Request for contact details - Ipswich, Somerset, and Lockyer ValleyCouncil LDMG's		Email		From: Water Grid Emergency Manager [mailto:seqwgm@id.ngcomms.net] This is Queenstand Urban Utilities Emergency Management Team - Communications... did you mean to send this here? >>> Water Grid Emergency Manager <seqwgm@id.ngcomms.net> 12/01/2011 8:10 pm >>> SDCC Duty Desk We are attempting to contact the Ipswich, Somerset and Lockyer Valley Regional Council LDMG's, in order to prepare for the tankering and other supply of potable water to smaller communities Will you please provide the contact telephone numbers for the LDMG's for each of these three council regions Thanks SEQ Water Grid Emergency Room Desk Officer ..... This message has passed through an insecure network. Please direct all enquiries to the message author. .... This message has passed through an insecure network Please direct all enquiries to the message author. .....

E518

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3701	12/1/11 22:10	[redacted]				Extreme Weather Event - 2300EST- 10JAN11. Wivenhoe Dam Releases 1230EST- 06JAN11	Email		Hi [redacted]nd WGM Written advice from Dan Deere from Waterfutures Regards [redacted] Sent from my iPad Begin forwarded message: > From: [redacted] > Date: 12 January 2011 9:53:28 PM AEST > To: [redacted] > Subject: Boil order and Brisbane > > It is my understanding that at the present time the raw water being abstracted into the Mt Crosby Water Treatment Plant is of the order 1,300 NTU. > > I understand that the filtered water turbidity is approaching 1 NTU. > > I understand that the chlorination process is functioning appropriately > > In my best professional judgement, the current level of risk to consumers of drinking water supplied by the Mt Crosby Water Treatment Plant is not sufficient to warrant a boil water order for the followand reasons.
3801	12/1/11 22:58	[redacted]			Fwd: Follow up from telecon	Extreme Weather Event - 2300EST- 10JAN11. Wivenhoe Dam Releases 1230EST- 06JAN11	Email		Sent from my iPad Begin forwarded message: > From: [redacted] > Date: 12 January 2011 10:51:56 PM AEST > To: [redacted] > Subject: Follow up from telecon > > I concur with the 1 NTU target and 2 NTU short term limit (say up to 1 hour) for running Mt Crosby for the next few days whilst the raw water turbidity is high. To be reviewed if we get close to running above 1 NTU for periods of more than 1 hour. > > [redacted] > > Sent from mobile

E519

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
369	12/1/11 23:00	[redacted]			Fwd: Paper showing turbidity vs crypto removal Correlation isn't too bad.	Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	SeePage7Figured.pdf	Paper from Dan on correlation between turbidity and crypto removal Regards [redacted] Sent from my iPad Begin forwarded message > From: [redacted] > Date: 12 January 2011 10:22:48 PM AEST > To: [redacted] > Subject: Paper showing turbidity vs crypto removal. Correlation isn't too bad. > > > > ---------- > [redacted] > > > >
370	13/1/11 00:39	Dan Spiller	[redacted] 'Best Debbie' [redacted] 'Bradley John' [redacted]		Record of teleconference 12 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Record of teleconference 12 January 2011.docx	Record of teleconference attached. Please contact me should you require any further information Regards, Daniel Spiller This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

E520

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
7101	13/1/11 02:26	WaterGridMedia [redacted]	[redacted]		draft Media Statement - Residents and Business urged to use water wisely - REVIEW & APPROVAL REQUIRED	Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11 Wivenhoe Dam Releases 1230EST-06JAN11	Email	MEDIA STATEMENT_ Residents and Businesses urged to use water wisely_13 January 2011.doc	[redacted] As discussed, please find attached a draft Media Statement intended for use during Premiers morning press conference As this refers to Queensland Health, would you please review and provide approval. On getting this I'll forward to Minister Robertson's office for approval and on forwarding to the Government Media Unit. FYI, the Water Grid Communication Unit has been relocated to the offices of Linkwater at Level 6, 200 Creek Street Spring Hill. Our contact details are: Phone: [redacted] Email: [redacted] If you have any problems my personal mobile is [redacted] Please advise any change to Queensland Health media contact details as necessary. We expect to liaise with Queensland Health media over Thursday regarding water quality related communications Many thanks and regards John Adcock Stakeholder Relations Manager SEQ Water Grid Manager This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk
7201	13/1/11 02:55	[redacted]			Re: draft Media Statement - Residents and Business urged to use waterwisely - REVIEW & APPROVAL REQUIRED	Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email		Hi John That's great - good to go Cheers [redacted] -----Original Message----- From: WaterGridMedia [redacted] To: [redacted] Cc: [redacted] Sent: 13/01/2011 02:26:06 Subject: draft Media Statement - Residents and Business urged to use waterwisely - REVIEW & APPROVAL REQUIRED Hi Naomi As discussed, please find attached a draft Media Statement intended for use during Premiers morning press conference. As this refers to Queensland Health, would you please review and provide approval. On getting this I'll forward to Minister Robertson's office for approval and on forwarding to the Government Media Unit. FYI, the Water Grid Communication Unit has been relocated to the offices of Linkwater at Level 6, 200 Creek Street Spring Hill. Our contact details are: Phone: [redacted] Email: [redacted] If you have any problems my personal mobile is [redacted] Please advise any change to Queensland Health media contact details as necessary. We expect to liaise with Queensland Health media

E521

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
37301	13/1/11 03:31	Dan Spiller	[redacted] Bradley John'	Barry Dennien [redacted] ce.qld.gov.au>, 'Best Debbie'	Update on Water [redacted] rld supply tuation	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Water balance_13011 1.docx	Update attached for information. Please call me on [redacted] you require any further information Regards, Daniel Spiller This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
3740[illegible]	13/1/11 06:09	Robert Drury [redacted]				Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W52.doc; Technical_Situation_Report_W52.docx	Attached report W52 in two formats. Rob

E522

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
7501	13/1/11 06:32	Barry Dennien	[redacted]	[redacted]	Fw: Update on Water Grid supply situation	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Water balance_13011 1.docx	Please print 4 copies of the attached document and provide to Barry Dennien prior to the SDMG meeting to be conducted at 7:00am this morning..

From: Barry Dennien
Sent: Thursday, January 13, 2011 6:26 AM
To: [redacted]
Subject: FW: Update on Water Grid supply situation

Can you please print out 4 copies I will be there in the next 10 mins

From: Dan Spiller
Sent: Thursday, January 13, 2011 3:31 AM
To: [redacted] 'Bradley John' [redacted]
Cc: Barry Dennien; [redacted] Best Debbie' [redacted]
Subject: Update on Water Grid supply situation

Update attached for information.

Please call me on [redacted] if you require any further information

Regards.
Daniel Spiller

This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential

7701	13/1/11 06:34	Barry Dennien	[redacted]	[redacted]	FW: Wivenhoe Dam Flood Operations	Wivenhoe Dam Releases 1230EST-06JAN11	Email	SEQ WGM PrelimRep 12012011.docx, ATT00001.htm	From: Barry Dennien Sent: Wednesday, January 12, 2011 9:52 AM To: [redacted] Subject: Fwd: Wivenhoe Dam Flood Operations

Regards
Barry Dennien

Begin forwarded message:
From: Brian Cooper Consulting [redacted]
Date: 12 January 2011 9:12:28 AM AEST
To: Barry Dennien [redacted]
Cc: [redacted]
Subject: Wivenhoe Dam Flood Operations
Dear Barry,

Please find attached, my letter report giving my initial findings regarding the operations of Wivenhoe and Somerset Dams. Please do not hesitate to call me if you have any questions.

Regards,

[redacted]

This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential

E523

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3760[illegible]	13/1/11 06:34	Barry Dennien [redacted]	[redacted]		FW: Update on Water Grid supply situation	Extreme Weather Event - 2300EST-10JAN11 Northern Region Asset Inundation - 1602EST-10JAN11 Wivenhoe Dam Releases 1230EST-06JAN11	Email	Water balance_1301[illegible] 1.docx	To load into OCA From: [redacted] Sent: Thursday, January 13, 2011 6:25 AM To: [redacted] Subject: FW: Update on Water Grid supply situation Can you please print out 4 copies I will be there in the next 10 mins From: Dan Spiller Sent: Thursday, January 13, 2011 3:31 AM To: [redacted] 'Bradley John'; [redacted] [redacted] Cc: Barry Dennien; [redacted] 'Best Debbie'; [redacted] Subject: Update on Water Grid supply situation Update attached for information. Please call me on [redacted] if you require any further information. Regards, Daniel Spiller This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.
378[illegible]	12/1/11 07:11	[redacted]	[redacted] Peter Borrows [redacted]; Rob Drury [redacted]			Seqwater Communication Staff	Email		Folks, Given the difficulties in reliably accessing the Linkwater email address that had been set-up, we have created an Seqwater Comms staff in Gmail. The address is: seqwater.comms@gmail.com Please use this email address to contacgt the comms team during the current situation. Apologies for any inconvenience Many thanks [redacted]

E524

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
37901	13/1/11 07:21	[redacted]		Fw: Water Grid media update - 12 January 2011	Wivenhoe Dam Releases 1230EST. 06JAN11	Email		[redacted] Hope you are well, Would you please take a look at the below update for approval? Thanks! [redacted] WATER GRID MEDIA UPDATE 13 January 2011: Issued at 6.##am CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 189 per cent, and is dropping gradually with controlled releases through all five gates of 215,000 megalitres per day. This is down from the peak of 645,000 megalitres earlier in the week. The dam's slow recession is due in part to inflows of 121,000 megalitres per day via a sluice gate from Somerset Dam. Somerset is at 175 per cent. After the expected downstream peak in the lower Brisbane River has passed, releases will be increased to 301,000 megalitres per day. This increase is unlikely to cause a second significant rise in the river and is necessary in order to relieve Wivenhoe Dam's swollen flood storage compartment in order to create space for further rainfall and inflows, should they occur. All releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. Five gates are open at North Pine Dam, however are expected to close Friday. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam have now ceased. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity yesterday morning. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. There is no public access to the spillway.
3001	13/1/11 08:23	Dan Spiller [redacted]	[redacted]	FW: Record of teleconference 12 January 2011	Extreme Weather Event - 2300EST. 10JAN11	Email	Mt Crosby.pdf	From: [redacted] Sent: Thursday, January 13, 2011 7:43 AM To: Dan Spiller Cc: Barry Dennien; [redacted] Subject: RE: Record of teleconference 12 January 2011 Hi Dan, please find my letter attached Best Regards [redacted] Principal Water Quality Adviser Public Health Department of Health PO Box 6 Rundle Mall South Australia, 5000 [redacted]

E525

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
38101	13/1/11 08:27	[redacted]	[redacted]		RE: Storage levels at 07:00hrs 13 Jan 2011 (Thursday) - WIV, SOM & NP	Extreme Weather Event - 2300EST-10JAN11	Email		Thanks Paul. From: [redacted] Sent: Thursday, 13 January 2011 7:54 AM To: WaterGridMedia Subject: Storage levels at 07.00hrs 13 Jan 2011 (Thursday) -WIV, SOM & NP Hi, Wivenhoe Dam Wivenhoe levels are provided every 2 hours 4:00am - 74.74mAHD 6.00am - 74.71mAHD Somerset Dam Somerset level has been falling consistently at approx. 40mm per hour North Pine Dam North Pine's Level has fallen 10mm in last hour. Dam FSL 13/01/2011 6:00 13/01/2011 7:00
38307	13/1/11 08:33	[redacted]			RE: GC desal interviews	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] Kindest regards [redacted] From: [redacted] Sent: Thursday, 13 January 2011 8:29 AM To: WaterGridMedia Subject: GC desal interviews Hi, I've had queries from Ch7 and 10 on GC wanting to do more on desal. Is there anyone based on the Coast who could speak to the role the plant is playing at the moment? Thanks G From: WaterGridMedia [mailto:WaterGridMedia@linkwater.com.au] Sent: Thursday, 13 January 2011 5:48 AM To: [redacted] Cc: [redacted] Subject: draft Media Release_use water wisely Importance: High Hi [redacted] I understand Dan Spiller sent the attached draft Media Release to you a few hours ago for review and approval. I understand this release is intended to go out this morning. Would you please confirm you are chasing approvals on this at the moment. Many thanks and regards John Adcock Water Grid Communications

E526

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
:8201	13/1/11 08:33	[redacted]	Undisclosed recipients:;		FW: Water Grid media update - 12 January 2011	Extreme Weather Event - 2300EST-10JAN11	Email		WATER GRID MEDIA UPDATE 13 January 2011: Issued at 8.30am CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 187 per cent, and is dropping gradually with controlled releases through all five gates of 215,000 megalitres per day. This is down from the peak of 645,000 megalitres earlier in the week. The dam's slow recession is due in part to inflows of 121,000 megalitres per day via a sluice gate from Somerset Dam. Somerset is at 174 per cent. After the expected downstream peak in the lower Brisbane River has passed, releases will be increased to 301,000 megalitres per day. This increase is unlikely to cause a second significant rise in the river and is necessary in order to relieve Wivenhoe Dam's swollen flood storage compartment in order to create space for further rainfall and inflows, should they occur. All releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. Five gates are open at North Pine Dam, however are expected to close Friday. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam have now ceased. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity yesterday morning. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council. ENDS Owing to technical issues caused by the flood, a temporary email contact is to use. Please email to [redacted] While releases are being made from the region's water storages, routine updates will be provided.
8401	13/1/11 08:41	[redacted]			Isolated Town water Supplies	Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email		Just an update. Co-operation with UAA increased today, developing a summary sheet and will email when drafted. Bottled water being delivered via two helicpters today to all reservoir areas with less than 1 days supply Have desk and internet today. Land-line is 3178 4146. Will have OCA up all day.
3501	13/1/11 08:43	Dan Spiller [redacted]	[redacted]		FW: Corrected letter	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Mt Crosby.pdf	[redacted] From: [redacted] Sent: Thursday, January 13, 2011 8:34 AM To: Dan Spiller; Barry Dennien Subject: Corrected letter Hi Dan, Many apologies. In my hurry I included a minor typo in the last sentence (used "with" instead of "within"). Probably not too big a problem if you have circulated the letter already. I have also sent a copy over to Old Health Best Regards [redacted] Principal Water Quality Adviser Public Health Department of Health PO Box 6 Rundle Mall South Australia, 5000 [redacted]

E527

d	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
38601	13/1/11 08:47	[redacted]		[redacted]	FW: Water Grid media update - 12 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11. Extreme Weather Event - 2300EST-10JAN11. Northern Region Asset Inundation - 1602EST-10JAN11	Email		From: WaterGridMedia Sent: Thursday, 13 January 2011 8:32 AM Subject: FW: Water Grid media update - 12 January 2011 WATER GRID MEDIA UPDATE 13 January 2011: Issued at 8.30am CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 187 per cent, and is dropping gradually with controlled releases through all five gates of 215,000 megalitres per day. This is down from the peak of 645,000 megalitres earlier in the week. The dam's slow recession is due in part to inflows of 121,000 megalitres per day via a sluice gate from Somerset Dam. Somerset is at 174 per cent. After the expected downstream peak in the lower Brisbane River has passed, releases will be increased to 301,000 megalitres per day. This increase is unlikely to cause a second significant rise in the river and is necessary in order to relieve Wivenhoe Dam's swollen flood storage compartment in order to create space for further rainfall and inflows, should they occur. All releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. Five gates are open at North Pine Dam, however are expected to close Friday. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam have now ceased. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity yesterday morning. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. There is no public access to the spillway.
38701	13/1/11 08:57	[redacted]			Re: Information on Wyaralong Dam	Wivenhoe Dam Releases 1230EST-06JAN11 Extreme Weather Event - 2300EST-10JAN11. Northern Region Asset Inundation - 1602EST-10JAN11	Email		[redacted] Update on dam Water over the spill way has fallen rapidly - Current flow rate 109 cumecs that equates to 9,443ML - height over spill way 0.59 m - water falling rapidly FPC From: [redacted] To: [redacted] Cc: SEQWGM Emergency ; SEQWGM Media Sent: Tue Jan 11 15:03:12 2011 Subject: RE: Information on Wyaralong Dam Thank you Frankie, will ensure you are included on our updates while Wyaralong Dam information is part of them Would you be able to send me any further information if the situation changes? We put out updates in the morning and afternoon. Kindest regards [redacted] Senior Correspondence Officer SEQ Water Grid Communications Unit SEQ Water Grid Manager [redacted]

E528

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
301	1/01/11 09:25	WaterGridMedia	[redacted]	FW: Water Grid media update - 12 January 2011	Extreme Weather Event - 2300EST-10JAN11	Email		Dear [redacted] Please find below our update of 8 30 am. Regards Water Grid Communications Unit From: WaterGridMedia Sent: Thursday, 13 January 2011 8:32 AM Subject: FW: Water Grid media update - 12 January 2011 WATER GRID MEDIA UPDATE 13 January 2011: Issued at 8.30am CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 187 per cent, and is drooping gradually with controlled releases through all five gates of 215,000 megalitres per day. This is down from the peak of 645,000 megalitres earlier in the week. The dam's slow recession is due in part to inflows of 121,000 megalitres per day via a sluice gate from Somerset Dam. Somerset is at 174 per cent. After the expected downstream peak in the lower Brisbane River has passed, releases will be increased to 301,000 megalitres per day. This increase is unlikely to cause a second significant rise in the river and is necessary in order to relieve Wivenhoe Dam's swollen flood storage compartment in order to create space for further rainfall and inflows, should they occur. All releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. Five gates are open at North Pine Dam, however are expected to close Friday. The local Council is being kept informed regarding
01	1/01/11 09:33	WaterGridMedia	[redacted]	Desalination information	Extreme Weather Event - 2300EST-10JAN11	Email		Hi [redacted] Please find below a media release issued yesterday regarding the desalination plant that will answer your questions Minister for Natural Resources, Mines and Energy and Minister for Trade The Honourable Stephen Robertson Wednesday, January 12, 2011 Desal plant ramps up to supply quality drinking water 12 JANUARY 2011 The Gold Coast Desalination plant at Tugun has increased output and is helping to ensure a continued supply of high quality drinking water for South East Queensland. The facility is currently operating at 66 per cent production capacity and this can be increased within hours if required, the Minister for Natural Resources, Stephen Robertson said today. Muddy floodwaters slow down conventional water treatment plants and can lead to taste and odour problems with drinking water. Pure treated water from the desal plant, which is piped to Brisbane via the Southern Regional Pipeline, is mixed with outputs from other treatment plants to ensure maximum quality water supply. "At this time of great uncertainty, the desalination plant and the water grid are being used to their full extent to provide safe, sufficient and secure drinking water supplies for South East Queenslanders", Mr Robertson said. The desal plant has played an ongoing role in maintaining water quality across South East Queensland since the current "big wet" event started back in October. It has operated at levels ranging from 33 per cent to 100 per cent depending on wet weather impacts on other treatment facilities. It also has allowed treatment plants at the Mount Crosby Weir in the Brisbane River to be cleaned of sediment. "The plant is doing exactly what it was designed to do and is proving to be an extremely valuable asset for water quality and water security," Mr Robertson said. Water supplies for Ipswich, Brisbane, Gold Coast and Sunshine Coast are currently safe and secure, despite the severe flooding. There is no need to boil water in most areas of the region. Boil water alerts have been issued in some smaller towns that have been badly affected by the flooding. In these areas, while town water supply remains in place or is being restored, it is possible that small amounts of floodwater have entered local systems.

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
39009	13/1/11 09:50	[redacted]			Fwd: Update from Mike Burns	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11 Northern Region Asset Inundation - 1602EST-10JAN11	Email		update as at the 12 th for Single Source Supply towns Regards [redacted] Sent from my iPad Begin forwarded message. > From: [redacted] > Date: 12 January 2011 7:44:49 PM GMT+10:00 > To: Brooke Foxover <foxover@hotmail.com>, <slantina@ozemail.com.au> > Subject: FW: Update from Mike Burns > > [redacted] > Do you want me to organise this or is it already underway? > [redacted] > > From: [redacted] > To: [redacted] > Subject: RE: Update from Mike Burns > Date: Wed, 12 Jan 2011 19:38:20 +1000 > > Hi > > > Update form Seqwater on small towns Rgards [redacted] Sent from my iPad Begin forwarded message > From: [redacted] > Date: 13 January 2011 9:57:13 AM GMT+10:00 > To: [redacted] > Subject: Stand alone towns update > > please acknowledge receipt >
39101	13/1/11 09:59	[redacted]			Fwd: Stand alone towns update	Wivenhoe Dam Releases 1230EST-06JAN11 Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	Stand Alone Towns Update - 0730 130111.docx	

E530

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text

201	13/1/11 10:11	LDCC LDCC [redacted]	[redacted]		Fwd: Map for Mt. Crosby access	Wivenhoe Dam Releases 1230EST-06JAN11	Email	0800_West.pdf	[redacted]
									Please find attached the map that we discussed. It gets a bit grainy when it's zoomed in, but I hope it helps.
									Regards
									[redacted]
									LDCC
									
									>>> Bridie Luva 13/01/2011 10:08 am >>>
									
									Bridie Luva
									Senior Project Officer Program 7
									Compliance and Regulatory Services
									
									Phone [redacted]
									
									>>> Flood_Information_Centre 13/01/2011 10:06 am >>>
									Green colour is current situation for the next 12 hours, the red colour indicates extent for 0800 Friday the 14th.
									
									---------- 	
									Flood Information Centre
									Level 1 - South Tower Green Square
									505 St Pauls Terrace
									FORTITUDE VALLEY QLD 4006
									Telephone [redacted]
									Facsimile: [redacted]
									Email: [redacted]

301	13/1/11 10:27	[redacted]			Fwd: Record of teleconference 12 January 2011	Extreme Weather Event - 2300EST-10JAN11	Email	Mt Crosby.pdf	---------- Forwarded message ---------- From: [redacted] Date: Thursday, 13 January 2011 Subject: Fwd: Record of teleconference 12 January 2011 To: [redacted] ----------[redacted] 283 737---------- Begin forwarded message: From: [redacted] Date: 13 January 2011 8:42:43 AMTo: [redacted] Subject: RE: Record of teleconference 12 January 2011 Hi Dan, please find my letter attached. Best Regards[redacted] Principal Water Quality Adviser Public Health Department of Health PO Box 6 Rundle Mall South Australia, 5000 [redacted]
401	13/1/11 10:43	[redacted]			Water Supply Status Reports for SEQ		Email		From: Dan Spiller [redacted] Sent: Thursday, 13 January 2011 1:07 AM To Dan Spiller Dan I am currently not receiving emails through my Blackberry. Would you mind forwarding the daily situation report on SEQ's water supply to the email address below. [redacted] Thanks [redacted] OWSR, DERM

E531

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
39501	13/1/11 11:16	[redacted]			Re: Confirmation of new address	Extreme Weather Event - 2300EST-10JAN11	Email		Hi [redacted] Email received. Many Thanks [redacted] ----- Original Message ----- From: Water Grid Emergency Manager To: [redacted] Sent: Thursday, January 13, 2011 11:11 AM Subject: Confirmation of new address Hi [redacted] Can you please confirm receipt of this email to your new email account? Regards Water Grid Emergency Management Room [redacted]
39601	13/1/11 11:17	WaterGridMedia	[redacted]		FW: Water Grid media update - 12 January 2011	Extreme Weather Event - 2300EST-10JAN11	Email		HI [redacted] Please find below the media update issued this morning. We will contact you today in relation to your request for an interview. Regards Water Grid Communications Unit From: WaterGridMedia Sent: Thursday, 13 January 2011 8:48 AM Cc: [redacted] Subject: FW: Water Grid media update - 12 January 2011 From: WaterGridMedia Sent: Thursday, 13 January 2011 8:32 AM Subject: FW: Water Grid media update - 12 January 2011 WATER GRID MEDIA UPDATE 13 January 2011: Issued at 8.30am CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 187 per cent, and is dropping gradually with controlled releases through all five gates of 215,000 megalitres per day. This is down from the peak of 645,000 megalitres earlier in the week. The dam's slow recession is due in part to inflows of 121,000 megalitres per day via a sluice gate from Somerset Dam. Somerset is at 174 per cent. After the expected downstream peak in the lower Brisbane River has passed, releases will be increased to 301,000 megalitres per day. This increase is unlikely to cause a second significant rise in the river and is necessary in order to relieve Wivenhoe Dam's swollen flood

E532

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
701	13/1/11 11:26	[redacted]			Update on Stand alone towns	Extreme Weather Event - 2300EST-10JAN11	Email	Stand Alone Towns Update - 0730 130111.docx	Please add to records in OCA

[redacted]

QLD Bulk Water Supply Authority

trading as Seqwater

[redacted]

Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia
PO Box 16146, City East QLD 4002

Website | www.seqwater.com.au <http://www.seqwater.com.au/>

301	13/1/11 11:55	[redacted]			Information on conserving water	Extreme Weather Event - 2300EST-10JAN11	Email		

[redacted]

Please find below the wording that you may find useful. I have just adjusted slightly to allow you to insert your key people/areas, as discussed, would you mind sending past us as discussed before you send out?

Thanks!

[redacted]

South East Queensland residents have been encouraged to limit the amount of water they use in coming days until the impact of flooding on water infrastructure can be fully assessed.

xxxx spokesperson xxx said the suggestion to conserve water as a precaution until a full assessment can be made of expected damage to smaller treatment plants and reservoirs, mostly in outlying areas of the SEQ region.

"There is a limited supply of water in some local reservoirs and we are unable to get tankers in to replenish supplies due to flooded roads. We are also facing issues with loss of power at some smaller water treatment plants.

"We are therefore encouraging all SEQ residents to assist in the flood response by restricting non-essential water use until further notice."

The Water Grid and Unitywater are working closely to restore or ensure water supply and to rectify all situations to maintain essential supplies.

"We are working urgently to find ways for tankers to get in and replenish supplies. We are also considering options for getting bottled water in to those areas," said xxx.

Residents with further enquiries can contact their local water retailer with further questions:

E533

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3990	13/1/11 11:59	[redacted]	[redacted]		Teleconference Grid Wide Teleconference	Extreme Weather Event - 2300EST-10JAN11	Email		When: Thursday, 13 January 2011 12:30 PM-1:00 PM (GMT+10:00) Brisbane. Where: Teleconference -~-~-~-~-~-~-~-~-~- You are invited to join this teleconference to discuss the latest water supply demand and supply issues. Please ensure this message gets to the key people in your organisation WGM Phone no: [redacted] Acct:/&Pin [redacted] QLD Bulk Water Supply Authority trading as Seqwater [No%20AttachName]
4000	13/1/11 12:08	[redacted]	[redacted]		Isolated town water report	Extreme Weather Event - 2300EST-10JAN11	Email	Water Supply outage Isolated town supply support request - 13-1-11.xlsx	[redacted] Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002 Please find attached updated spreadsheet summarising situation. Note - bottled water delivery has been severely reduced. State Government has succondeed the larger 1T helicopter to do communications work leaving QUU with the half ton helicopter to continue with deliveries. There needs to be a high level acknowledgement that people that have not had water for 2 days should have priority over communication type work. Contact QUU Paul or Luke for more details if required. Major question/confirmation from SEQWater is required on following: Is Jimna up and going as they are not getting calls yet advised yesterday up and going, today advised not? Lowood critical - need regular updates please as Gatton and others will never be supplied by truck or helicopter - demans just for drinking water will be excessive, let alone clean up operations. Please check my spreadsheet and confirm that the rest is generally correct. I will remain here for rest of day and help where I can - please let me know if you want me elsewhere.
4020	13/1/11 12:09	Dan Spiller	[redacted]		RE: next teleconference	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] No. -----Original Message----- From: Water Grid Emergency Manager [redacted] Sent: Thursday, January 13, 2011 12:02 PM To: Dan Spiller Subject: next teleconference Need me on this one? [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

E534

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
01	13/1/11 12:09	[redacted]		FW: Water Grid media update - 12 January 2011	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	to be loaded into OCA From: [redacted] Sent: Thursday, 13 January 2011 10:49 AM To: [redacted] Subject: FW: Water Grid media update - 12 January 2011 see below - typed your email in wrong before - hows things your end?? [redacted] From: [redacted] To: [redacted] CC: [redacted] Subject: RE: Water Grid media update - 12 January 2011 Date: Thu, 13 Jan 2011 10:36:04 +1000 Website is up and running and now has up-to-date content. Removed that intro text Leishy [and saved it] - let me know if Home Page is not displaying correctly at your end (I am currently making updates from personal laptop which is a Mac - I am nearly out of battery so I am about to walk my laptop and mobile to friends house in Toowoong [he has power] to charge these). Please post on OCA. Thanks, [redacted] ----- Original Message ----- From: WaterGridMedia To: [redacted] Cc: [redacted] Sent: Thu Jan 13 12:46:34 2011 Subject: RE: Please review Hi [redacted] Hope you are well! I have gone through and put on the 'comms' external rules, minor stuff, just spelling out etc.... Attached. Regards [redacted] -----Original Message----- From: [redacted] Sent: Thursday, 13 January 2011 12:24 PM To: WaterGridMedia Subject: Please review
01	13/1/11 12:53	[redacted]	[redacted]	Fw: Please review	Extreme Weather Event - 2300EST- 10JAN11	Email	WO Sitrep 3.doc	

E535

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
40[illegible]	13/1/11 12:55	WaterGridMedia [redacted]	[redacted]		RE: Information on conserving water	Extreme Weather Event - 2300EST- 10JAN11	Email		[redacted] Thank you for the opportunity to look at your release, we have no problem with this. Kindest regards [redacted] From: [redacted] Sent: Thursday, 13 January 2011 12:43 PM To: WaterGridMedia Subject: RE: Information on conserving water [redacted] Please find our media release attached for your approval. Let me know your feedback and we'll press send Thanks in advance for your help, Amber [redacted] For Chief Executive Officer Unitywater Communications and Marketing | Retail Level 2 , 8-10 Maud Street, Maroochydore Qld 4558 m: 0403 000 330 e: [redacted] Please find attached the boiled water alert from QUU Regards Water Grid Communications Unit -----Original Message----- From: Urban Utilities Comms [redacted] Sent: Thursday, 13 January 2011 12:54 PM To: WaterGridMedia Subject: Boiled Water Alert Please find attached a boiled water alert for parts of the Lockyer Valley region. The attached alert needs to be approved by Queensland Health and DERM Regards [redacted] ..... This message has passed through an insecure network. Please direct all enquiries to the message author. ..... This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not
405[illegible]	13/1/11 13:01	WaterGridMedia <WaterGridMedia@lin kwater.com.au>	[redacted]	[redacted]	FW: Boiled Water Alert	Extreme Weather Event - 2300EST- 10JAN11	Email	20110113_QU U Media Release _ Boil water_V1.doc	

E536

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
)601	13/1/11 13:02	Madonna Brennan	[redacted]	"DDC.Toowoomba@polic e.qld.gov.au" <DDC.Toowoomba@polic e.qld.gov.au>, "Deacon.JamieC@police. qld.gov.au" <Deacon.JamieC@police. qld.gov.au>	FW: teleconference - updated details	Extreme Weather Event - 2300EST-10JAN11	Email	LDMG Meeting Minutes 120111.doc	Please find attached teleconference information for this afternoon and the meeting minutes from the meeting held at 1700hours on the 12 January 2011. I will forward the minutes of the meeting held at 0900 hours. Regards Madonna Madonna Brennan ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 [redacted] E-mail: [redacted]
)701	13/1/11 13:06	Madonna Brennan	[redacted]	[redacted] Cr Graham Moon	Situation Report	Extreme Weather Event - 2300EST-10JAN11	Email	Sitrep 011.DOC	Please find attached situation report 011. Madonna Madonna Brennan ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 [redacted]

E537

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
40801	13/1/11 13:09	Rob Drury [redacted]	"Dan Spiller" [redacted] "Peter Borrows" [redacted]	[redacted]	Technical Report W53	Extreme Weather Event - 2300EST-10JAN11	Email	Technical_Situation_Report_W53.docx	Attached is the latest report Releases from Somerset are being increased to drain Somerset into Wivenhoe Dam. Releases from Wivenhoe will be managed from 1pm today to maintain a flow of around 3500cumecs at Moggill. Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater
40901	13/1/11 13:27	[redacted]			FW: Technical Report W53	Extreme Weather Event - 2300EST-10JAN11	Email	Technical_Situation_Report_W53.docx	FYI From: Rob Drury [redacted] Sent: Thursday, [redacted] To: Dan Spiller; Peter Borrows, [redacted] Cc: [redacted] Subject: Technical Report W53 Attached is the latest report. Releases from Somerset are being increased to drain Somerset into Wivenhoe Dam Releases from Wivenhoe will be managed from 1pm today to maintain a flow of around 3500cumecs at Moggill. Rob

E538

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
101	13/1/11 13:32	Madonna Brennan [redacted]	Councillors <Councillors@lvrc.qld.gov au>, DDC.Toowoomba@polic .qld.gov.au" <DDC.Toowoomba@polic .qld.gov.au>, Deacon.JamieC@police ld.gov.au" <Deacon.JamieC@police. ld.gov.au>	Minutes of Meeting Held at 0900 hours	Extreme Weather Event - 2300EST-10JAN11	Email	LDMG Meeting Minutes 130111 0900.doc	Please find attached meeting minutes from the LDMG meeting held at 0900 on the 13 January 2011 Madonna Madonna Brennan ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 [redacted]
001	13/1/11 13:32	David Roberts [redacted]		FW: Technical Report W53	Extreme Weather Event - 2300EST-10JAN11	Email	Technical_Situation_Report_W53.docx	FYI From: Rob Drury [redacted] Sent: Thursday, 13 January 2011 1:09 PM To: Dan Spiller; Peter Borrows; [redacted] Cc: [redacted] Subj[redacted] Attached is the latest report. Releases from Somerset are being increased to drain Somersel into Wivenhoe Dam. Releases from Wivenhoe will be managed from 1pm today to maintain a flow of around 3500cumecs at Moggill. Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBB320.18317190] [cid:image002.png@01CBB320.18317190] [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 Website | www.seqwater.com.au<http://www.seqwater.com.au/>

E539

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
4129[illegible]	13/1/11 13:41	Heather Uwins-England [redacted]	WaterGridMedia <WaterGridMedia@linkwater[redacted].com.au>	[redacted]	Re: Boiled Water Alert	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] I have no concerns with the draft boiled water alert. regards [redacted] On 13/01/2011, at 1.01 PM, WaterGridMedia wrote: > Please find attached the boiled water alert from QUU. > > Regards > Water Grid Communications Unit > > -----Original Message----- > From: Urban Utilities Comms [redacted] > Sent: Thursday, 13 January 2011 12:54 PM > To: WaterGridMedia > Subject: Boiled Water Alert > > Please find attached a boiled water alert for parts of the Lockyer Valley region. The attached alert needs to be approved by Queensland Health and DERM > > Regards > [redacted] > > > ..... Hi [redacted] As advised over the phone, all the updates with the releases from Wivenhoe are available at www.watergrid.com.au<http://www.watergrid.com.au> Regards Water Grid Communications Unit From: [redacted] Sent: Thursday, 13 January 2011 12:40 PM To: WaterGridMedia Subject: FW: [redacted] For a graphic to go with this yarn could someone forward me a run down of releases from Wivenhoe from Monday until today. There doesn't need to be much in it, basically those figures you sent out in media releases. We're trying to chart the flood and releases as it went through Brisbane. Kindest, Brian W. From: [redacted] Sent: Thursday, 13 January 2011 10:35 To: 'watergridmedia@linkwater.com.au' Subject: FW: PS: The Flood Control Centre would do for the pic From: [redacted] Sent: Thursday, 13 January 2011 10:31
41301	13/1/11 13:5[redacted]	[redacted]			RE:	Wivenhoe Dam Releases 1230EST-06JAN11	Email		

E540

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
01	13/1/11 14:01	[redacted]		RE: Boiled Water Alert	Wivenhoe Dam Releases 1230EST-06JAN11 Extreme Weather Event - 2300EST-10JAN11	Email	20110113_QUU Media Release _ Boil water_V1 (2).doc	Attached version approved from our end, including approval from QLD Health and DERM. Thanks [redacted] -----Original Message----- From: Urban Utilities Comms [redacted] Sent: Thursday, 13 January 2011 12:54 PM To: WaterGridMedia Subject: Boiled Water Alert Please find attached a boiled water alert for parts of the Lockyer Valley region. The attached alert needs to be approved by Queensland Health and DERM. Regards [redacted] This message has passed through an insecure network Please direct all enquiries to the message author. This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not
01	13/1/11 14:17	[redacted]		RE: Boiled Water Alert	Extreme Weather Event - 2300EST-10JAN11	Email	Media List for QUU.xlsx	Hi Darren, Please find attached a media list that you may find useful for circulating your alert. All journalists are separated by area or topic, which we use to send updates to certain areas, or if needed, to whole list. Kindest regards [redacted] SEQ Water Grid Communications From: Urban Utilities Comms [mailto:comms@urbanutilities.com.au] Sent: Thursday, 13 January 2011 2:04 PM To: WaterGridMedia Subject: RE: Boiled Water Alert Thanks Aleisha, we can't see any changes, please confirm there are none? >>> WaterGridMedia [redacted] 13/01/2011 2:01 pm >>> Attached version approved from our end, including approval from QLD Health and DERM. Thanks [redacted] -----Original Message----- From: Urban Utilities Comms [redacted] Sent: Thursday, 13 January 2011 12:54 PM To: WaterGridMedia Subject: Boiled Water Alert Please find attached a boiled water alert for parts of the Lockyer Valley region. The attached alert needs to be approved by Queensland Health and DERM. Regards
01	13/1/11 14	[redacted]		QUU Estimate for Water Demands during Clean up	Extreme Weather Event - 2300EST-10JAN11	Email		Current Brisbane and Ipswich consumption is 375Ml/day Additional water for cleanup 115Ml/d Additional water for Ipswich cleanup 30Ml/day Total average 520Ml/d over a 7 day cleaning period. There will be peaks on particular days and demand will increase as the river recedes. Information via Paul Belz QUU Note- from [redacted] if river recedes slowly the amount of water used will be reduced but will remain higher for a longer period. I have been involved with the logic of calculating these figures and tehy are reasonable and hopefully will be conservative.

E541

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
41701	13/1/11 14:35	Madonna Brennan	[redacted]	[redacted]	Road closures	Extreme Weather Event - 2300EST-10JAN11	Email	Copy of Road Closures and Water Over Road January 13-01-2011 1.47AM.xls	Please find attached an updated roads list for the region Regards Madonna Madonna Brennan ---------- Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 LVRC [redacted] Direct: [redacted] E-mail: [redacted] Web: www.lockyervalley.qld.gov.au
41801	13/1/11 14:44	[redacted]			Latest update from Seqwater on Chemical Supplies	Extreme Weather Event - 2300EST-10JAN11	Email	Seqwater Plant Chemical Stocks Ver4 13-01-2011.xlsx	See attached file
41901	13/1/11 14:46	[redacted]	[redacted]		Fwd: East & West Bank WTP's	Extreme Weather Event - 2300EST-10JAN11	Email		Sent from my iPad Further update on Chemical supplies at Mt Crosby Regards [redacted] Sent from my iPad Begin forwarded message > From: [redacted] > Date: 13 January 2011 12:28:39 PM GMT+10:00 > To: [redacted] > Subject: East & West Bank WTP's > > Gâ€™day [redacted] > > Chemical supply info as requested. > > > > Â· I have spoken with Derek Fisher from Elite Chemicals. they said that they are sending 2 trucks of Hypo (23,000L & 12,000L) to West-Bank WTP via Ipswich and should arrive in the nest couple of hours > > Â· Elite chemicals have NO caustic available until Sunday or Monday morning. > >

E542

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
001	13/1/11 15:57	Madonna Brennan	[redacted]	[redacted]	Meeting Agenda attached - teleconference details below	Extreme Weather Event - 2300EST-10JAN11	Email	LDMG Agenda 130111 1600.doc	As a meeting participant, please do the following: 1 Dial toll free [redacted] 2 At the prompt, participants enter the meeting number [redacted] (Please be sure to enter both the preceding and trailing '*') Madonna Madonna Brennan ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 LVRC: 1300 00 5872
101	13/1/11 15:59	Rob Drury	[redacted] r Graham Moon "Rob Drury" [redacted] "Dan Spiller" "Peter Borrows" "Jim Pruss"	[redacted]	RE: Technical Report W53	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W54.docx	[redacted] Attached is the latest report W53. Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 [redacted]

E543

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
42201	13/1/11 16:02	[redacted]			Advice on availability of roads to water treatment plants	Extreme Weather Event - 2300EST- 10JAN11	Email		Attention: [redacted] [redacted] Re our telephone conversation earlier today I've just got email access. After our telephone conversation earlier this afternoon [redacted] and I spoke with [redacted] om the Australian Defence Force in relation to providing accurate advice on access to roads and vehicle load carrying capacity to water treatment plants in South East Queensland. [redacted] advised he has contacts in place who can provide me with the required information. I've just sent an email off to Paul and now awaiting his further advice In the interim my contact details are [redacted] Current location: Level 9, Landcentre [redacted] contact details. Ph: Email: [redacted] Current location: Level 9, Landcentre
42301	13/1/11 16:06	[redacted]			Technical Report W53	Wivenhoe Dam Releases 1230EST- 06JAN11	Email	Technical_Situation_Report_W54.docx	See attached From: Rob Drury [redacted] Sent: Thursday, 13 January 2011 3:59 PM To: Rob Drury; Dan Spiller; Peter Borrows; [redacted] Jim Pruss Cc: [redacted] Subject: RE: Technical Report W53 Attached is the latest report W53 Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBB33A.C25DE6C0] [cid:image002.png@01CBB33A.C25DE6C0] [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 Website | www.seqwater.com.au<http://www.seqwater.com.au/> From: Rob Drury Sent: Thursday, 13 January 2011 1:09 PM

E544

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
01	13/1/11 16:26	[redacted]		FW: Water Grid media update - 12 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Hi [redacted] for approval please. WATER GRID MEDIA UPDATE 13 January 2011: Issued at 4.30pm CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications Wivenhoe Dam is at 186 per cent, and is dropping gradually with controlled releases through all five gates of 215,000 megalitres per day. This is down from the peak of 645,000 megalitres earlier in the week. The dam's slow recession is due in part to inflows of 120,000 megalitres per day via a sluice gate from Somerset Dam. Somerset is at 167 per cent Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today Five gates are open at North Pine Dam, however, are expected to close Friday. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam have now ceased. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity earlier this week. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council ENDS Owing to technical issues caused by the flood, a temporary email contact is now [redacted] Please email to [redacted] Note to the Editor: While releases are being made from the region's water storages, routine updates will be provided. Community Assistance: Please direct the community to contact telephone [redacted]. This number has been established for members of the public seeking information on which dams are spilling in South East Queensland.
01	13/1/11 16:32	[redacted]		FW: Water Grid media update - 12 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Hi [redacted] As per Barry Dennien's request, please see the draft Water Grid media update, which we will issue shortly Regards [redacted] SEQ Water Grid Communications Unit DRAFT - WATER GRID MEDIA UPDATE 13 January 2011: Issued at 4.30pm CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 186 per cent, and is dropping gradually with controlled releases through all five gates of 215,000 megalitres per day. This is down from the peak of 645,000 megalitres earlier in the week. The dam's slow recession is due in part to inflows of 120,000 megalitres per day via a sluice gate from Somerset Dam. Somerset is at 167 per cent. Releases from Wivenhoe Dam will now be managed gradually in order to further reduce the floods storage compartment, without causing renewed rises downstream Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. Five gates are open at North Pine Dam, however, are expected to close Friday. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam have now ceased. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity earlier this week. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council.

E545

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
42601	13/1/11 16:34	WaterGridMedia [redacted]	[redacted]	[redacted]	Water Grid media update - 13 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted] Just wanted to run this one past you as an update of the wording for our Water Grid Media Update Thanks! [redacted] DRAFT - WATER GRID MEDIA UPDATE 13 January 2011: Issued at 4.30pm CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications Wivenhoe Dam is at 186 per cent, and is dropping gradually with controlled releases through all five gates of 215,000 megalitres per day. This is down from the peak of 645,000 megalitres earlier in the week. The dam's slow recession is due in part to inflows of 120,000 megalitres per day via a sluice gate from Somerset Dam. Somerset is at 167 per cent. Releases from Wivenhoe Dam will now be managed gradually in order to further reduce the floods storage compartment, without causing renewed rises downstream. Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. Five gates are open at North Pine Dam, however, are expected to close Friday. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam have now ceased. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity earlier this week. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council. ENDS Owing to technical issues caused by the flood, a temporary email contact is in use. Please email to [redacted]
42701	13/1/11 16:36	WaterGridMedia [redacted]	[redacted]	[redacted]	Revised - Water Grid media update - 13 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Revised below - From: WaterGridMedia Sent: Thursday, 13 January 2011 4:27 PM To: 'Seqwater Communications' Cc: [redacted] Subject: FW: Water Grid media update - 12 January 2011 Hi [redacted] for approval please. WATER GRID MEDIA UPDATE 13 January 2011: Issued at 4.30pm CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 186 per cent, and is dropping gradually with controlled releases through all five gates of 228,000 megalitres per day. This is down from the peak of 645,000 megalitres earlier in the week. The dam's slow recession is due in part to inflows of 120,000 megalitres per day via a sluice gate from Somerset Dam. Somerset is at 167 per cent. Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. Five gates are open at North Pine Dam, however, are expected to close Friday. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam have now ceased. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity earlier this week. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. There is no public access

E546

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
301	13/1/11 16:51	[redacted]			Seqwater approved - Water Grid media update - 13 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Seqwater approved update below From: Seqwater Communications [mailto:seqwater.comms@gmail.com] Sent: Thursday, 13 January 2011 4:49 PM To: WaterGridMedia Subject: Re: FW: Revised - Water Grid media update - 13 January 2011 Thanks [redacted] looks good. All the best, [redacted] On Thu, Jan 13, 2011 at 4:41 PM, WaterGridMedia [redacted] wrote: Hi [redacted] Revised update below. Thanks! [redacted] WATER GRID MEDIA UPDATE 13 January 2011: Issued at 4.30pm CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 186 per cent, and is dropping gradually with controlled releases through all five gates of 228,000 megalitres per day. This is down from the peak of 645,000 megalitres earlier in the week. The dam's slow recession is due in part to inflows of 120,000 megalitres per day via a sluice gate from Somerset Dam. Somerset is at 167 per cent. Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo
901	13/1/11 17:26	[redacted]			Asset based maintenance/general enquiry	Extreme Weather Event - 2300EST-10JAN11	Email		Enquiry Reference Number: 1411540Referred Time: 17:26Referred By: jacklinsRelated Script: SEQ Water GridCustomer's Name: * [redacted] * [redacted] Phone number/s: * [redacted] Asset name (or enter 'Unknown'): * Advance water treatment plat in bundamba (he thinks) Type of Asset: * Seqwater - Water treatment plant Other (please specify if possible): Street number: * n/a Street Name: * River Road Suburb: * Bundamba Post code: Nearby landmarks: Message: Clint works for energex contral centre. Wants to get in contact with someone on site (at the bundamba water treatment plant) to gain access to the sub station they have there. Please call to advise. Thanks

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Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
4300*	13/1/11 17:28	[redacted]	undisclosed-recipients:;		Water Grid media update - 13 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		WATER GRID MEDIA UPDATE 13 January 2011: Issued at 5.30pm CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 186 per cent, and is dropping gradually with controlled releases through all five gates of 228,000 megalitres per day. This is down from the peak of 645,000 megalitres earlier in the week. The dam's slow recession is due in part to inflows of 120,000 megalitres per day via a sluice gate from Somerset Dam. Somerset is at 167 per cent. Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. Five gates are open at North Pine Dam, however, are expected to close Friday. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam have now ceased. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity earlier this week. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council. ENDS Owing to technical issues caused by the flood, a temporary email contact is in use. Please email to [redacted] Note to the Editor: While releases are being made from the region's water storages, routine updates will be provided. Community Assistance: Please direct the community to contact telephone [redacted] This number has been established for members of the public seeking information on which dams are spilling in South East Queensland. Members of the public seeking information on potential impacts in their local areas should direct inquiries to their local councils. For OCA records
4310*	13/1/11 17:29	[redacted]			FW: Water Grid media update - 13 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		From: WaterGridMedia Sent: Thursday, 13 January 2011 5:28 PM Subject: Water Grid media update - 13 January 2011 WATER GRID MEDIA UPDATE 13 January 2011: Issued at 5.30pm CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 186 per cent, and is dropping gradually with controlled releases through all five gates of 228,000 megalitres per day. This is down from the peak of 645,000 megalitres earlier in the week. The dam's slow recession is due in part to inflows of 120,000 megalitres per day via a sluice gate from Somerset Dam. Somerset is at 167 per cent. Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. Five gates are open at North Pine Dam, however, are expected to close Friday. The local Council is being kept informed regarding Youngs Crossing. Gate releases at Leslie Harrison Dam have now ceased. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity earlier this week. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council. ENDS

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
201	13/1/11 17:30	WaterGridMedia	[redacted]	FW: 1600 Water Release Update	Wivenhoe Dam Releases 1230EST-06JAN11	Email		From: Seqwater Communications [mailto:seqwater.comms@gmail.com] Sent: Thursday, 13 January 2011 4:55 PM To: [redacted] Subject: [redacted] As at 4.00pm on Thursday 13 January, the following applies: SOMERSET DAM: Three sluices are open as at 3.00pm on Thursday 13 January 2011, discharging 119,000 megalitres into Wivenhoe Dam. Sluice gates will be utilised to drain of the flood storage compartment during the next five days. Water levels in Somerset Dam will fall slowly in the next 24 hours. WIVENHOE DAM: The releases from Wivenhoe Dam had been temporarily reduced to 215,000 megalitres at 07:30 am on Wednesday 12 January 2011 to allow the peak of Lockyer Creek to enter the Brisbane River. The Brisbane River has peaked at the Port Office Gauge early Thursday morning. Releases from Wivenhoe Dam will now be managed to drain the floodwaters stored within the required seven days in case further rainfall eventuates. The Flood Operations Centre is continuing to monitor inflows and water levels through the Brisbane and Pine catchments and reviewing operating strategy. The Centre is also maintaining close contact with warning agencies and local councils. NORTH PINE DAM: North Pine is releasing about 6,800 megalitres per day with all gates opened. It is expected that gates will be closed early Friday [redacted]
201	13/1/11 17:37	WaterGridMedia	[redacted]	FW: Information on Wyaralong Dam	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Just to let you know, I have spoken to Anna Cahill on this. I understand from Anna that there is a possibility that Wyaralong might cease spilling, we put out the update morning and afternoon, would you be able to let me know if this occurs? We will adjust the update to reflect your information. Kindest regards [redacted] From: [redacted] Sent: Thursday, 13 January 2011 4:57 PM To: [redacted] Cc: WaterGridMedia Subject: RE: Information on Wyaralong Dam HI [redacted] After question from Mins Office (DERM), Just to ensure we are correct, Wyaralong is still spilling? Kindest regards [redacted] From: [redacted] Sent: Thursday, 13 January 2011 8:53 AM To: [redacted] Cc: SEQWGM Emergency; SEQWGM Media Subject: Re: Information on Wyaralong Dam

E549

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
43401	13/1/11 17:46	[redacted]	[redacted]		Attn Dan Spiller	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Dan, can u assist pls? From: [redacted] To: [redacted] Sent: Thu Jan 13 15:51:54 2011 Subject: Hey, I need a number I can refer members of the public to who are ringing in to Premier's office with technical questions/criticisms about releases of water from Wivenhoe .. Lachlan Smith | Senior Policy Advisor to The Hon Anna Bligh MP Premier of Queensland [redacted] [redacted] P Please consider the environment before printing this email This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited
43501	13/1/11 17:47	[redacted]			Fwd: Letter		Email, winmail.dat		For our records Sent from my iPhone Begin forwarded message From: [redacted] To: [redacted] Subject: FW: Letter [redacted] Water Quality Officer SEQ Water Grid Manager Mobile: 0432 365 997 Email: [redacted] Post: PO Box 16205 City East QLD 4002 ABN: 14783 317 630 From: [redacted] Sent: Thursday, 13 January 2011 4:17 PM To: [redacted] Subject: Fwd: Letter [redacted]

E550

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
601	13/1/11 17:52	[redacted]		FW: QUU Media Release _ Water Rebate for Cleanup V4	Extreme Weather Event - 2300EST-10JAN11	Email	QUU Media Release _ Water Rebate for Cleanup V4.doc	-----Original Message----- From: [redacted] Sent: Thursday, 13 January 2011 5:52 PM To: WaterGridMedia Subject: QUU Media Release _ Water Rebate for Cleanup V4 [redacted] Please find draft media release, as discussed. Happy to receive WGM input. Look forward to hearing from you. Cheers, [redacted] Justin Poulus GM Marketing and Communication Queensland Urban Utilities GPO Box 2765 Brisbane QLD 4001 [redacted] This message has passed through an insecure network. Please direct all enquiries to the message author. This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive
701	13/1/11 17:55	[redacted]		Re: Information on Wyaralong Dam	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Jade It is still spilling no estimate when it will finish yet FPC From: WaterGridMedia To: Frankie Carroll Cc: [redacted] Sent: Thu Jan 13 17:37:01 2011 Subject: FW: Information on Wyaralong Dam Hi [redacted] Just to let you know I have spoken to Anna Cahill on this. I understand from Anna that there is a possibility that Wyaralong might cease spilling, we put out the update morning and afternoon, would you be able to let me know if this occurs? We will adjust the update to reflect your information. Kindest regards [redacted] From: [redacted] Sent: Thursday, 13 January 2011 4:57 PM To: [redacted] Cc: WaterGridMedia Subject: RE: Information on Wyaralong Dam Hi [redacted]

E551

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
4380	13/1/11 17:56	[redacted]			FW: QUU Media Release _ Water Rebate for Cleanup V4	Extreme Weather Event - 2300EST-10JAN11	Email	QUU Media Release _ Water Rebate for Cleanup V4.doc	Hi Barry Please note QUU would like to release this tonight and are seeking comment asap. ie state support. [redacted] -----Original Message----- From: WaterGridMedia Sent: Thursday, 13 January 2011 5:52 PM To: [redacted] Cc: [redacted] Subject: FW: QUU Media Release _ Water Rebate for Cleanup V4 Importance: High -----Original Message----- From: [redacted] Sent: Thursday, 13 January 2011 5:52 PM To: WaterGridMedia Subject: QUU Media Release _ Water Rebate for Cleanup V4 [redacted] Please find draft media release, as discussed. Happy to receive WGM input... Look forward to hearing from you. Cheers. [redacted]
4390	13/1/11 17:58	[redacted]			FW: Water Quality Sitrep 4	Extreme Weather Event - 2300EST-10JAN11	Email	WQ Sitrep 4.docx	HI [redacted] You should be in Comms! Reviewed and attached Regards [redacted] From: [redacted] Sent: Thursday, 13 January 2011 5:44 PM To: WaterGridMedia Subject: Water Quality Sitrep 4 Please can you review the attached water quality sitrep. Thanks, [redacted] [cid:image001.jpg@01CBB349.68FB1120] [redacted] Water Quality and Compliance Manager [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 e mark.crabtree@linkwater.com.au | w www.linkwater.com.au PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program

E552

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
01	12/1/11 19:48	[redacted]		QUU water drop update	Extreme Weather Event - 2300EST- 10JAN11	Email	water drops plan- 13-1- 14- 1.xls	Hi Dan, As discussed with [redacted] please find attached the list of bottled water supplies through the western region today and our plans for tomorrow. If you have any questions, please contact our Emergency management Team. Cheers [redacted] Business Resilience Co Ordinator Business Resilience Group Corporate Services Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 [redacted]
01	13/1/11 20:30	Dan Spiller	[redacted] Best Debbie'	RE: Record of teleconference 12 January 2011	Extreme Weather Event - 2300EST- 10JAN11. Wivenhoe Dam Releases 1230EST- 06JAN11	Email		All. I wish to flag that a teleconference may be required early tomorrow morning. The Mt Crosby West water treatment plant has been producing at a rate of 150 ML/day today, with water quality in the range of 0.4 to 0.8 NTU. While overall quality was within the agreed specification, two of twelve filters were producing water at above 1.5 NTU. For this reason, and mindful that East Bank WTP was commencing operation, we chose not to increase production. Queensland Health confirmed that continued operation at this levels was appropriate. With this production, we maintained reservoir levels at about 150 ML. However without additional production, we are unlikely to be able to match the forecast increase in demand for wash down (estimated at 60 to 80 ML/day). Unfortunately, we will be unable to meet these increased demands from the East Bank water treatment plant. Due to a series of unrelated mechanical failures, the East Bank water treatment plant will not commence production until at least tomorrow morning. Without the East Bank water treatment plant being available, I have directed that production be maximized at • West Bank water treatment plant, increasing supply by 100 ML/day (total 250 ML/day) • North Pine water treatment plant, increasing supply by about 50 ML/day with re-valving within the Linkwater network. The purpose of this email is to highlight that a teleconference may be required early tomorrow morning, should increase production from the West Bank water treatment plant exceed the triggers agreed last night. A teleconference may also be required should water from the North Pine water treatment plant exceed existing operating protocols (noting that much of the logic applying to the Mt Crosby water treatment plant also applies to North Pine). Please call me on [redacted] should you require any further information. Recards.

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
44201	13/1/11 20:49	Rob Drury	"Rob Drury" [redacted] "Dan Spiller" [redacted] [redacted] Peter Borrows" [redacted] "Jim Pruss" [redacted]	[redacted]	E: Technical eport W55	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W55.docx	Attached is Report W55 North Pine will close at 5am tomorrow morning. Wivenhoe is slowly adjusting as the Bremer and Lockyer die away, discharging around 3,117 cumecs at 8pm. Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater
44301	13/1/11 20:52	[redacted]	[redacted]		FW: Technical Report W55	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W55.docx	FYI From: Rob Drury [redacted] Sent: Thursday, 13 January 2011 8:49 PM To: Rob Drury; Dan Spiller; Peter Borrows; [redacted] Jim Pruss Cc: [redacted] Subject: RE: Technical Report W55 Attached is Report W55. North Pine will close at 5am tomorrow morning Wivenhoe is slowly adjusting as the Bremer and Lockyer die away discharging around 3,117 cumecs at 8pm. Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBB363.237BC800] [cid:image002.png@01CBB363.237BC800] [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 Website | www.seqwater.com.au<http://www.seqwater.com.au/>
44[illegible]	13/1/11 21:03	[redacted]			Update Stand Alone Towns		Email	Stand_Alone_Towns_Update_-_1159_130111_1.docx	Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).

E554

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
01	[redacted]	[redacted]		Update Stand Alone Towns	Extreme Weather Event - 2300EST- 10JAN11	Email	Stand_Alone_Towns_Update_-_1159_130111 1.docx	Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).
01	[redacted]	[redacted]		Re: Record of teleconference 12 January 2011	Extreme Weather Event - 2300EST- 10JAN11	Email		This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from Dan I believe there is a high possibility that a decision will be required tonight as turbidity is likely to increase rapidly at Mount Crosby based on the requested flows. Also, based on the methodology used last night, less than 3 log removal will be achieved if turbidity increases above 0.5 NTU at North Pine. Again a highly likely event based on the requested flows. If a boil water advisory is recommended by QH, in the event agreed WQ targets are exceeded, I'm conscious that QUU have not been fully involved in discussions. In light of our experiences in issuing a boil water notice for the Somerset and Lockyer Valley towns, which took over a day, I believe it would be highly prudent to start the discussions now. Regards, [redacted] From: Dan Spiller [redacted] [redacted] Bradley John' <John.Bradley@derm.qld.gov.au>; [redacted] [redacted] Barry Dennien [redacted]
01	[redacted]	[redacted]		: Record of eleconference 12 nuary 2011	Extreme Weather Event - 2300EST- 10JAN11	Email		It should also be noted that boil water notices associated with these plants would impact on Allconnex and Unity Water in addition to QUU Regards, [redacted] From: [redacted] To: [redacted] Sent: Thu Jan 13 21:08:45 2011 Subject: Re: Record of teleconference 12 January 2011 Dan, I believe there is a high[redacted]sibility that a decision will be required tonight as turbidity is likely to increase rapidly at [redacted]nt Crosby based

E555

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
4480	13/1/11 21:25	[redacted]			FW: draft Media Statement - Residents and Business urged to use wate rwisely - REVIEW & APPROVAL REQUIRED	Extreme Weather Event - 2300EST-10JAN11	Email		-----Original Message----- From: WaterGridMedia Sent: Thursday, 13 January 2011 2:56 AM To: Naomi Ford2 Subject: RE: draft Media Statement - Residents and Business urged to use waterwisely - REVIEW & APPROVAL REQUIRED Many thanks [redacted] Best regards [redacted] -----Original Message----- From: [redacted] Sent: Thursday, 13 January 2011 2:55 AM To: WaterGridMedia Cc: [redacted] Subject: Re: draft Media Statement - Residents and Business urged to use waterwisely - REVIEW & APPROVAL REQUIRED Hi [redacted] That's great - good to go Cheers [redacted] -----Original Message----- From: WaterGridMedia [redacted] To: [redacted] Cc: [redacted]
4490	13/1/11 21:28	[redacted]			FW: draft Media Release for approval by Minister's Office	Extreme Weather Event - 2300EST-10JAN11	Email	MEDIA RELEASE_Residents and Businesses urged to use water wisely_13 January 2011.doc	From: WaterGridMedia Sent: Thursday, 13 January 2011 3:01 AM To: [redacted] Subject: draft Media Release Dan Draft approved by Qld Health for on forwarding and approval to John Bradley and Geoff Stead. Regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E556

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
01	13/1/11 21:28	[redacted]		FW: draft Media Release_use water wisely_Minister's approval required	Extreme Weather Event - 2300EST-10JAN11	Email	MEDIA RELEASE_Residents and Businesses urged to use water wisely_13 January 2011.doc	From: WaterGridMedia Sent: Thursday, 13 January 2011 5:48 AM To: [redacted] Cc: [redacted] Subject: draft Media Release_use water wisely Importance: High Hi [redacted] I understand Dan Spiller sent the attached draft Media Release to you a few hours ago for review and approval. I understand this release is intended to go out this morning. Would you please confirm you are chasing approvals on this at the moment. Many thanks and regards John Adcock Water Grid Communications [redacted] or [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered
01	13/1/11 21:51	[redacted]		Breakfast Teleconference	Extreme Weather Event - 2300EST-10JAN11	Email		When: Friday, 14 January 2011 6:30 AM-7:00 AM (GMT+10:00) Brisbane. Where: Seqwater Teleconference Number - [redacted] A/C & Pin: [redacted] *~*~*~*~*~*~*~*~*~*~* Please join our team for this teleconference at 6.30 am Friday (just before Tee Off) Please ensure that I have covered all key personnel. Telephone Number: [redacted] A/C & Pin: [redacted] QLD Bulk Water Supply Authority trading as Seqwater [No%20AttachName] [redacted] Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002

E557

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
4520[illegible]	13/1/11 22:07	[redacted]			Notes: Thursday, January 13	Extreme Weather Event - 2300EST-10JAN11	Email		L[redacted] [redacted]om the DDMG group as the QLD Police rep on [redacted] has offered his services to assist with Chemical Deliveries. our next requirement is to get.. Alum to Ipswich via police escort ..if land access is available Contact number is: [redacted]--- DDMG for support to Eastbank [redacted] is the Orica chemical supplier contact on [redacted] [redacted]can you please check via your contacts whether the following access routes are accessible Mogill rd between Manning and Rafting UBD Map 177 G12 Mt Crosby rd Moggill UBD Map 196 H3 Mt Crosby and Wirraverra via the Bunya Bridge UBD Map 175 H19 Info is that there may be a need to move cars on this bridge The Flood level for this Bridge is RL 14.5 [redacted]if you could please confirm IF these potential land access routes are available or likely to be available in the next 24 hours.. ..if NOT then we will need to arrange a contingency access plan tomorrow via the Air with small loads.... this supply is critical to the Eastbank Plant and we need to have the next delivery arrangements in place by COB Friday 14 th Jan I will check in with you tomorrow afternoon. FYI Leigh and Records Regards [redacted] Sent from my iPad Begin forwarded message: > From: [redacted] > Date: 13 January 2011 5:22:09 PM GMT+10:00 > To: [redacted] > > Gâ€™day All > > An update on chemical stocks & deliveries. > > > > Please see attached detailed instructions on the route Elite chemicals used to access West-bank. I have forwarded this information on to our other suppliers: Omega for Alum, Orica for Caustic & Sibelco for Lime. > > >
4530[illegible]	13/1/11 22:17	[redacted]			Fwd: Chemical Supply Continuity	Extreme Weather Event - 2300EST-10JAN11	Email	UBD on Disk 06.pdf, UBD on Disk.pdf, UBD on Disk 01.pdf, UBD on Disk 02.pdf, UBD on Disk 03.pdf, UBD on Disk 04.pdf, UBD on Disk 05.pdf, Mount Crosby Directions.pdf	

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
401	13/1/11 22:54	[redacted]			River levels at 5pm tomorrow 14 January 2011	Extreme Weather Event - 2300EST-10JAN11	Email		Dan, I have spoken to Jess Carey at BOM (3239 8779). Brisbane River levels at 5.00pm tomorrow evening will be: • Ipswich - 9.5 metres • Moggill - 9.5 metres • Jindalee - 6 metres • Brisbane - 2.6 metres but more likely 2.3/2.4metres They have suggested to contact back tomorrow morning as they will have more of an accurate figure. [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
501	13/1/11 23:3	[redacted]	[redacted] Jim Pruss [redacted] Peter Borrows [redacted]	[redacted]	MI Crosby Update 2230 13/1/2011	Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email		Treatment Update 2 truck loads of Hypo were received at Westbank today which has extended our low stocks. We have also received 2 tanker loads of alum (usage is over two tankers per day) - this is a significant achievement given the extreme circumstances. We have increased production slightly over the last several hours to maximum production with one raw water pump being Operating at ~180ML/day. Current combined filter turbidity quality from on line turbidimeter information within the guidance set last night of <= 1 NTU with some excursions > 1 NTU Today we have improved quality generally through - a reduction in turbidity - an effective increase in coegulant dose to an optimum compared to last night when we were unable to apply an optimum dose with such a high turbidity and colour due to dose capacity constraint - repair of one of the offline DAF saturators Tomorrow the last offline saturator is targeted for completion of repairs. Between now and morning we are testing impact of increasing to ~200ML/day using two raw water pumps throttled. Despite the decrease in turbidity, the colour has remain high and not decreased consequently carryover from the sedimentation process has not improved. Our experience and process understanding tells us increasing to 250Ml/day is likely to be a tipping point to unacceptable quality ie very above 5 NTU. So our strategy is to test the 200ML/day and if this becomes a tipping pint to back off, if not then remain on 200ML/day. If 200ML/day is successful by morning then we will look at options for increasing further. As we increase production at these high doses, chemical deliveries will become a constraint. This will be considered in the morning. Eastbank Pump Station (summary from verbal update relayed by Jo Meissner, Murray Bryant and Peter Finlayson) Raw Eastbank H well shaft was consider best opportunity for production but the well has moved very slightly due to the flood and this has

E559

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
45601	14/1/11 00:16	Dan Spiller	[redacted]	Best Debbie'	RE: Record of teleconference 12 January 2011	Extreme Weather Event - 2300EST-10JAN11	Email		All, The Mt Crosby West Bank WTP has increased production to 180 ML/day, with treated water remaining in the range of 0.4 to 0.8 NTU. It is currently being increased to 200 ML/day, with operators optimistic that at least this level of production can be achieved while remaining within the operating parameters that were agreed at the teleconference last night. Given the increased output, until decided otherwise, operators will seek to ensure that water treatment plant is operated within the agreed operating parameters. We will continue to seek to increase production to 250 ML/day, but will limit it to less if further increases would result in exceeding the agreed parameters. There is likely to be an increase in demand tomorrow, as the river level falls and clean-up commences. River levels are currently at 2.75 m at the Port Office gauge, which is below the major flooding level defined by Brisbane City Council. The BoM has verbally advised that it expects levels to fall to 2.3 to 2.4 metres by 5pm tomorrow, which remains within the moderate flooding range. A teleconference has been arranged with Grid entities for 10am to assess the water balance, including the likely timing of commencement of production at the East Bank WTP and the outcomes of trials to increase the production from the North Pine WTP. Without this additional production, the Grid will have limited capacity to meet demand that is significantly greater than it was today. Should the additional production not be available, scenarios and responses will need to be quickly agreed with relevant agencies, including consideration of health impacts. A teleconference may need to be urgently called with Queensland Health at about 10.30am to discuss options. Prior to this occurring, entities will update and refine potential supply scenarios. To minimize these risks, the WGM recommends that residents outside the impacted area be strongly urged to conserve water. Within the affected area, until the East Bank WTP is consistently treating water, we recommend that the use of water to wash down roads and driveways be limited to what is required for health and safety reasons. Please call me on 0403 607 857 if you require any further information. Regards, Dan
45701	14/1/11 00:36	[redacted]				Extreme Weather Event - 2300EST-10JAN11	Email	MEDIA RELEASE_Residents and Businesses urged to use water wisely_14 January 2011.doc	Draft Media Release for on-forwarding and approval by Minister Roberston's office and then Government Media Office. Cheers John Adcock This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
45801	14/1/11 00:47	Dan Spiller	[redacted] 'Bradley John' [redacted]	[redacted]	Demand management media release	Extreme Weather Event - 2300EST-10JAN11	Email	MEDIA RELEASE_Residents and Businesses urged to use water wisely_14 January 2011.doc	[redacted] Given water balance considerations, we believe that there is a need to strongly encourage efficient water use by residents outside the affected area. Attached is an updated version of the previously proposed press release for your consideration and approval. Regards, Dan From: WaterGridMedia [redacted] Sent: Friday, January 14, 2011 12:36 AM To: Dan Spiller Cc: [redacted] Subject: Dan Draft Media Release for on-forwarding and approval by Minister Roberston's office and then Government Media Office. Cheers John Adcock This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E560

Received (Australia/Brisbane)	From	To	CC	Su'	Events	Type	Attachments	Plain text
01	14/1/11 05:52	Rob Drury [redacted]	"Rob Drury" [redacted] "Dan Spiller" [redacted] "Peter Borrows" [redacted] "Jim Pruss" [redacted]	[redacted]	RE: Technical Report W55	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W56.docx, Technical_Situation_Report_W56.doc	Attached report W56 in 2 formats. North Pine closed at 5am. Wivenhoe releasing close to 3500cumecs as the flows downstream are dropping off. Will continue around this rate until early next week to drain storage in 7 days. Rob Robert Drury Dam Operations Manager Water Delivery Queenstand Bulk Water Supply Authority trading as Seqwater
01	14/1/11 06:45	[redacted]		RE: The Sunday Mail	Extreme Weather Event - 2300EST-10JAN11	Email		Hi [redacted] Thanks for your email. As you can appreciate things are still very busy at our end, with the emergency not yet over and many of our team still incredibly busy at an operational level. Perhaps this is something we can look at next week, given current time constraints. The updates, decisions and briefings are still taking place. Thank you for your interest and understanding. Regards [redacted] From: [redacted] Sent: Thursday, 13 January 2011 12:44 PM To: SEQWGM Media Subject: The Sunday Mail Hi we are doing a story on how all our leaders, and our police, stood up to this great flood challenge, and the editor wants me to do a story on how it all unfolded ie the regularly briefings, the constant updates, the hard decisions that needed, and were, made. I know you guys are flat out but was wondering if at some stage I could have 15 min one of your people to explain what was involved from your end, and the tough decisions made by you guys and round-the-clock surveillance. Could you please give me a call ASAP. Kind regards [redacted] Senior Reporter

E561

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
46101	14/1/11 07:00	[redacted]			Interview request	Extreme Weather Event - 2300EST-10JAN11	Email		Hi [redacted] Thanks for your phone calls regarding an interview request through the Water Grid Unfortunately at this stage our key spokespeople are tied up at an operational level and are unable to do an interview before 8.00am. As you can appreciate, we also need to prioritise media opportunities within the SEQ region, to reach and communicate with impacted residents. We will continue to send you our dam updates, which are also made available online at www.watergrid.com.au<http://www.watergrid.com.au> Thank you for your interest and understanding at this time. Regards [redacted] Water Grid Communications Team [redacted] www.watergrid.com.au This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not
46203	14/1/11 07:36	Dan Spiller	Barry Dennien	[redacted]	FW: Technical Report W55	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W56.docx. Technical_Situation_Report_W56.doc	From: Rob Drury [redacted] Sent: Friday, January 14, 2011 5:52 AM To: Rob Drury; Dan Spiller; Peter Borrows; [redacted] Jim Pruss; [redacted] Subject: RE: Technical Report W55 Attached report W56 in 2 formats North Pine closed at 5am. Wivenhoe releasing close to 3500cumecs as the flows downstream are dropping off. Will continue around this rate until early next week to drain storage in 7 days Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [cid:image001.jpg@01CBB3AB.AF349730] [cid:image002.png@01CBB3AB.AF349730] [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306

E562

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
401	14/1/11 07:44	Dan Spiller	Barry Dennien	[redacted]	FW: file	Extreme Weather Event - 2300EST-10JAN11	Email	Distribution and Reticulation Issues for Stand Alone Communities in Flood Affected Zones.doc	From: [redacted] Sent: Friday, January 14, 2011 7:39 AM To: Dan Spiller Subject: file This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
401	14/1/11 07:48	[redacted]			Updated water rebate media release	Extreme Weather Event - 2300EST-10JAN11	Email	QUU WGM_Media_Release___Water_Rebate_for_Cleanup_V5.docx	Hi [redacted] Please see attached some updates to the media release. Barry wants to run this by the Premier in the next 15 minutes, can you please confirm that you are happy with this approach in principle. Lead media coordination to be advised. Regards [redacted] Water Grid Communications Team [redacted] www.watergrid.com.au This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
501	14/1/11 08:13	[redacted]	undisclosed-recipients:;		Water Grid media update - 14 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email		WATER GRID MEDIA UPDATE 14 January 2011: Issued at 8:00am CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 179 per cent, and continues to drop steadily. Releases have been graduated to 301, 000 megalitres per day in a 7 day strategy designed to draw down the flood storage compartment with no noticeable effects downstream. The continuing releases are necessary in order to prepare Wivenhoe for any future weather events should they occur. Somerset Dam is at 151 percent and also dropping steadily with 111, 800 megalitres per day being released into Wivenhoe via the sluice gates. Inflows and water levels in the Brisbane and Pine catchments are being continually monitored. Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until at least Sunday 16 January. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites today. People are advised not to travel to any recreation sites during the flood crisis, even if the roads are open. Recreation sites may need to remain closed until they can be properly inspected and any public safety issues assessed. All five gates at North Pine Dam closed this morning. Gate releases at Leslie Harrison Dam have ceased. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity earlier this week. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. This release may reduce slowly over the next few days but will continue until next week. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council. ENDS Owing to technical issues caused by the flood, a temporary email contact is in use. Please email to watergridmedia@linkwater.com.au<mailto:watergridmedia@linkwater.com.au> Note to the Editor: Whi[illegible]eases are being made from the regionâ€™s water storages, routine updates will be [illegible]ed.

E563

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
4660	14/1/11 08:56	WaterGridMedia [redacted]	Barry Dennien	[redacted]	Updated rebate media release	Extreme Weather Event - 2300EST-10JAN11	Email	QUU WGM_Media_Release___Water_Rebate_for_Cleanup_V6.doc x	Hi [redacted] Please see below the updated rebate media release as discussed. Please note we are still awaiting feedback from the QUU team. Regards [redacted] MEDIA RELEASE - FOR APPROVAL 14 January, 2010 Free water to aid residents in the flood clean-up Residents in flood-affected parts of Brisbane, Ipswich, the Lockyer Valley, Somerset and Scenic Rim will be offered free water to help them clean up their homes and businesses The SEQ Water Grid Manager and Queensland Urban Utilities today announced that, while the flood emergency is continuing in some parts of South East Queensland, customers ready to begin clean-up activities will be assisted through a water rebate. Residential and small business customers in designated flood areas would be credited with a discount on water equivalent to 20,000L (20 kilolitres) of water - the equivalent of an agricultural rainwater tank The SEQ Water Grid Manger will supply the bulk water at no cost while Queensland Urban Utilities will pass this saving on to customers. Residents are being urged to continue to act responsibly and use only the water they need to undertake necessary clean-up activities. Parts of the water and wastewater infrastructure remain underwater or in need of repair.
4670	14/1/11 09:01	Madonna Brennan [redacted]	[redacted]	[redacted]	Situation Report 012	Extreme Weather Event - 2300EST-10JAN11	Email	Sitrep 012.docm	Please find attached the fastest situation report. Madonna Madonna Brennan ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 [redacted] Web: www.lockyervalley.qld.gov.au

E564

	Received (Australia/Brisbane)	From	To	CC	S	Events	Type	Attachments	Plain text
801	14/1/11 09:39	[redacted]			Chemical Supplies Status 14/10/11	Extreme Weather Event - 2300EST-10JAN11	Email		G'day All Status report below as at 09:00 14/01/11 • Lime deliveries are returning to normal. Sibelco/Unimin lime now have their Gympie plant back up & running, they also have road access out of Gympie so delivery schedules should now return to normal. • West-Bank has now received several loads of Hypo & Alum since yesterday afternoon and are full. • Caustic for West-bank been dispatched from Orica to Mt Crosby via the route used by the other suppliers they should be on-site with in the hour. Orica intend to send subsequent tankers to West-bank through out the day to fill the Plant's storages facilities. • Caustic for East-bank is also being dispatched from Orica today once confirmation is given that access to the Plant is possible. Following Rob Townsley's advice this morning I informed Orica that the Chollo Creek crossing is open. However the latest information I have is that the Moogill Creek crossing and the Pullen-Pullen bridge are still All.
901	14/1/11 09:40	[redacted]	, Dan Spiller [redacted]	[redacted]	Isolated towns report - 14111 @ 0930	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Attached is an isolated towns supply as at 0930 14 Jan. Cheers. This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it, any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

E565

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
47101	14/1/11 09:57	Scott Denner	Barry Dennien	[redacted]	Teleconferences	Extreme Weather Event - 2300EST-10JAN11. Wivenhoe Dam Releases 1230EST-06JAN11	Email	winmail.dat	Gents The Emergency Management Room is getting a lot of queries regarding teleconference timings, numbers, and who is involved. Will you pls: 1. Notify the duty staff in the EMR if you are planning a telecom, so that they can field queries from possible participants 2. If running a teleconference from the EMR, use only the following teleconference number: [redacted] Pls also 'cc' in any emails of note to the OCA system - address per cc to this email Thanks [redacted] Sent from my iPad This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of,
4700[illegible]	14/1/11 09:57	[redacted]			Isolated Towns WTP update	Extreme Weather Event - 2300EST-10JAN11	Email	Doc3.docx	FYI Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater)
47201	14/1/11 09:58	[redacted]			Isolated Towns WTP update		Email	Doc3.docx	FYI Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater). This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from

E566

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
301	14/1/11 10:14	[redacted]	Barry Dennien	[redacted]	RE: Updated rebate media release	Extreme Weather Event - 2300EST-10JAN11	Email		Hi Barry Please see updated media release below back from QUU. What is our position on timing for QUU to issue this in light of Eastbank? Aleisha MEDIA RELEASE - FOR APPROVAL 14 January, 2010 Free water to aid residents in the flood clean-up Residents in flood-affected parts of Brisbane Ipswich, the Lockyer Valley, Somerset and Scenic Rim will be offered free water to help them clean up their homes and businesses. Queensland Urban Utilities and the SEQ Water Grid Manager today announced that, while the flood emergency is continuing in some parts of South East Queensland, customers ready to begin clean-up activities will be assisted through a water rebate. Residential and small business customers in designated flood areas would be credited with a discount on water equivalent to 20,000L (20 kilolitres) of water - the equivalent of an agricultural rainwater tank. The SEQ Water Grid Manger will supply the bulk water at no cost. Queensland Urban Utilities will not apply its water consumption charge for the first 20,000 litres used by these customers. This rebate is in addition to any other rebates provided by local Councils and will offer further assistance for the flood cleanup. "While this is a financial contribution, our most tangible contribution to the clean-up effort is the work of our staff to restore water and sewerage services and to help their local communities recover and rebuild," Queensland Urban Utilities Chief Executive Officer, Mr Faulkner said. Lee Early advice received to date re key areas is as follow. No problem with access to Moggill road between Manning and Rafting Mt Crosby Road Moggill However I have been advised there is a problem with the section Mt Crosby and Wirraverra via Bunya Bridge. John Kennedy, DDMG contact re Eastbank has an Engineer on site at present with Police to assess the situation. He will not know anything more until approx 2pm today. When I hear more I'll let you know. Regards [redacted] From: Water Grid Emergency Manager [redacted] Sent: Friday, 14 January 2011 7:17 AM To: Macpherson Julie Subject: Urgent Task 001/2011 - Road access confirmation to Mt Crosby East Bank
401	14/1/11 10:23	[redacted]			RE: Urgent Task 001/2011 - Road access confirmation to Mt Crosby East Bank		Email		

E567

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
47501	14/1/11 10:24	[redacted]			Draft rebate media release	Extreme Weather Event - 2300EST-10JAN11	Email	QUU WGM_Media_Release___Water_Rebate_for_Cleanup_V6_3_WGM.doc	[redacted] Please see attached the draft water rebate for cleanup media release - as approved by QUU and the WGM. I understand Barry Dennien is calling to brief [redacted] now We look forward to your approval on the release. Thanks [redacted] MEDIA RELEASE - FOR APPROVAL 14 January, 2010 Free water to aid residents in the flood clean-up Residents in flood-affected parts of Brisbane, Ipswich, the Lockyer Valley, Somerset and Scenic Rim will be offered free water to help them clean up their homes and businesses. Queensland Urban Utilities and the SEQ Water Grid Manager today announced that, while the flood emergency is continuing in some parts of South East Queensland, customers ready to begin clean-up activities will be assisted through a water rebate. Residential and small business customers in designated flood areas would be credited with a discount on water equivalent to 20,000L (20 kilolitres) of water - the equivalent of an agricultural rainwater tank. The SEQ Water Grid Manger will supply the bulk water at no cost. Queensland Urban Utilities will not apply its water consumption charge for the first 20,000 litres used by these customers.
47801	14/1/11 10:34	[redacted]			Fwd: Proposed changes to emergency management roles	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Sent from my iPad Begin forwarded message From: Dan Spiller [redacted] Date: 14 January 2011 6:15:03 AM AEST To: [redacted] Subject: Fwd: Proposed changes to emergency management roles Begin forwarded message: From: Dan Spiller [redacted] Date: 14 January 2011 12:41:08 AM GMT+10:00 To: [redacted] Cc: Barry Dennien [redacted] 'Best Debbie' 'Bradley John'
47[illegible]	14/1/11 10:34	[redacted]			Isolated towns update 14.1.11 - 9:30 AM		Email	winmail.dat	

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Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
'601	14/1/11 10:34	[redacted]		RE: Draft rebate media release	Extreme Weather Event - 2300EST-10JAN11	Email	QUU WGM_Media_Release___Water_Rebate_for_Cleanup_V6_3_WGM.doc	Hi [redacted] Please note the additional line at the end in red, and some rewording highlighted - as requested by Barry and the team here at WGM. Barry will discuss with Tim when he calls... Please let us know if you have any questions. Water Grid Communications Team [redacted] From: WaterGridMedia Sent: Friday, 14 January 2011 10:24 AM To: [redacted] Cc: seqwgm@id.ngcomms.net; WaterGridMedia Subject: Draft rebate media release Importance: High Hi [redacted] Please see attached the draft water rebate for cleanup media release - as approved by QUU and the WGM. I understand Barry Dennien is calling to brief Tim now. We look forward to your approval on the release. Thanks Colleagues.
'901	14/1/11 10:37	[redacted]		Small Towns Water Recovery Group		Email	winmail.dat	Please find attached the notes from this morning's conference. They include the latest status report prepared by Richard. Regards. [redacted] Water Grid Emergency Team This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

E569

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
480[illegible]	14/1/11 10:40	[redacted]			FW: Small Towns Water Recovery Group		Email	winmail.dat	
481[illegible]	14/1/11 10:42	[redacted]			FW: urgent	Extreme Weather Event - 2300EST-10JAN11	Email		
482[illegible]	14/1/11 10:45	[redacted]			Small Towns Working Group Notes	Extreme Weather Event - 2300EST-10JAN11	Email	C:\Documents and Settings\[illegible]\Desktop\Small Towns Working Group.doc	

[redacted]
Sent: Friday, 14 January 2011 10:34 AM
To: [redacted]
Subject: Small Towns Water Recovery Group

Colleagues,

Please find attached the notes from this morning's conference. They include the latest status report prepared by Richard.

Regards,
[redacted]
Water Grid Emergency Team

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From: WaterGridMedia
Sent: Friday, 14 January 2011 10:36 AM
To: [redacted]
Subject: RE: urgent

[redacted]
Releases are calibrated by Dam Management within the SEQ Water Grid in accordance with the legislated dam release manual, in consultation with the BOM and in close liaison with Councils.
There is no one person.
Regards
[redacted]
Director of Communications
SEQ Water Grid

From: [redacted]
Sent: Friday, 14 January 2011 10:10 AM
To: WaterGridMedia
Subject: urgent
Importance: High

Hi mate, who is the person who decides when and how much water should be released from Wivenhoe?

[redacted]
Senior Reporter

The Sunday Mail

E570

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
801	14/1/11 11:07	[redacted]		Re:Contact details for Queensland Health	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] Sr. Environmental Health Scientist [redacted] Heidi Grodecki, Sr. Environmental Health Officer [redacted] ----- Original Message ----- From: Water Grid Emergency Manager To: [redacted] Sent: Thursday, January 13, 2011 3:32 PM Subject: Fwd: FW: Record of teleconference 12 January 2011 [redacted] as discussed. [redacted]
801	14/1/11 11:09	[redacted]		FW: Courier Mail response	Extreme Weather Event - 2300EST-10JAN11	Email		From: [redacted] Sent: Thursday, January 13, 2011 7:43 AM [redacted] All of our staff are currently engaged 24/7 in dealing with the operational communications to do with this still declared emergency. We do not have the ability to redirect resources away from this emergency in order to facilitate your "colour" piece - that is to conduct investigations and put timelines in etc. I'm sure The Courier Mail can appreciate this situation. We acknowledge the importance of your inquiry and will seek to address it in due course. However, that may not be for a few days. In return we seek your patience and understand at this difficulty time. Regards [redacted] Director of Communications SEQ Water Grid From: [redacted] Sent: Friday, 14 January 2011 10:48 AM To: WaterGridMedia Subject: Dear [redacted] I need some basic nuts and bolts info for a colour piece today about the process of events on Tuesday and Wednesday. It's basically a timeline of events. It can be just a series of dot points or the details can be phoned through. What time did SEQ water become aware of a big flood coming down the Lockyer, Bremer and Warrill creeks and rivers? How much were Wivenhoe holding at that time? How fast were dams rising? What time did you decide to ramp up releases on Tuesday night, eg was it a gradualed step up to the most major releases? I've been told eg that the major releases occurred for a few hours on Tuesday night and once things stabilised they were reduced to allow downstream floods to get through, is that correct? Who do you rely on mostly for advice - Weather Bureau hydrologists? Who are the key people in taking decision on releases?

E571

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
4840[illegible]	14/1/11 11:09	WaterGridMedia [redacted]	[redacted]		FW: courier mail response	Extreme Weather Event - 2300EST-10JAN11	Email		From: WaterGridMedia Sent: Friday, 14 January 2011 10:55 AM To: [redacted] Subject: RE: [redacted] All of our staff are currently engaged 24/7 in dealing with the operational communications to do with this still declared emergency. We do not have the ability to redirect resources away from this emergency in order to facilitate your "colour" piece - that is to conduct investigations and put timelines in etc. I'm sure The Courier Mail can appreciate this situation. We acknowledge the importance of your inquiry and will seek to address it in due course. However, that may not be for a few days. In return we seek your patience and understand at this difficulty time Regards [redacted] Director of Communications SEQ Water Grid From: [redacted] Sent: Friday, 14 January 2011 10:48 AM To: WaterGridMedia Subject: Dear [redacted] I need some basic nuts and bolts info for a colour piece today about the process of events on Tuesday and Wednesday. It's basically a timeline of events. It can be just a series of dot points or the details can be phoned through What time did SEQ water become aware of a big flood coming down the Lockyer, Bremer and Warrill creeks and rivers? How much were Wivenhoe holding at that time? Richard.
4860[illegible]	14/1/11 11:11	[redacted]			Request to change time of submission for status update	Extreme Weather Event - 2300EST-10JAN11	Email: winmail.dat		Would you please modify the time for submission of the Stand Alone Towns status update to be 2pm each day. Would you also please include Julie Shanks (DERM) in your distribution list Julie will be consolidating data for report to the state disaster management group Regards, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3701	1/1/11 11:14	[redacted]		Re: Fwd: RE: Urgent Task 001/2011 - Road access confirmation to Mt Crosby East Bank	Extreme Weather Event - 2300EST-10JAN11	Email		Correct Lee deliveries expected on site before COB today will provide update at 12 noon Regards [redacted] From: Water Grid Emergency Manager - [redacted] To: [redacted] Sent: Fri Jan 14 11:11:51 2011 Subject: Fwd: RE: Urgent Task 001/2011 - Road access confirmation to Mt Crosby East Bank [redacted] prelim update on East Bank access through Ipswich. Will update again as further info is clarified throughout the day. Stan - I'm assuming Paul Rogers is coording the transport access for the Caustic? If he needs support with getting info, we caan help but early notice is always good. Cheers [redacted]
1801	13/1/11 11:16	[redacted]		RE: 7.30 report	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] Thanks for your interest. Unfortunately our team is tied up in operational matters at this stage and will be unavailable. Thank you for your understanding at this time. Regards [redacted] Water Grid Communications Team [redacted] www.watergrid.com.au From: [redacted] Sent: Thursday, 13 January 2011 9:09 AM To: WaterGridMedia Subject: 7.30 report Hello, [redacted] from 7.30 Report here. I'm enquiring as to whether Barry Dennien might be available for an interview tonight on the 7.30 Report. I think I heard Mr Dennien on 612 ABC the other night and found him extremely knowledgeable about the Wivenhoe. Before locking in any interview however I would need to talk to briefly talk with him or an advisor about what Mr Dennien might be in a position to say. Best John

E573

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
48901	14/1/11 15:44	[redacted]	[redacted]	[redacted]	Re: Small Towns Water Recovery Group	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	[redacted] I believe [redacted] may already have notified you however if not, will you please ensure you have your written update through by 2pm daily, in the tabularised format (similar to the one produced yesterday), so that it can get thru to the State Disaster Management Group in time for there afternoon meeting I realize that to get it done by 2 pm it will be more of a 'mid day status' rather than end of day report, however along with all the other agencies we will need to meet that SDMG timescale in order to allow them to develop the state based picture and planning Thanks [redacted] Sent from my iPad On 14/01/2011, at 10:37 AM, [redacted] wrote: Colleagues, Please find attached the notes from this morning's conference. They include the latest status report prepared by Richard. Regards, [redacted] Water Grid Emergency Team <Small Towns Working Group.doc>
49003	14/1/11 11:55	[redacted]	[redacted]	[redacted]	Updated water wise media release	Extreme Weather Event - 2300EST-10JAN11	Email	MEDIA RELEASE_Residents and Businesses urged to use water wisely_14 January 2011(2).doc	This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential Hi Dan See attached the updated water wise media release Regards [redacted] Water Grid Communications Team [redacted] www.watergrid.com.au This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E574

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
01	12/1/11 12:10	[redacted]		FW: urgent courier mail response	Northern Region Asset Inundation - 1602EST-10JAN11	Email		From: WaterGridMedia Sent: Friday, 14 January 2011 11:35 AM To: [redacted] Subject: RE: urgent [redacted] There are a number of legislative delegations within the Department of Environment and Resource Management (DERM) that supervise the manual. I suggest you contact the Department for more information. Again I reiterate that there are various inputs into the careful calibrations of these releases. Regards, [redacted] Director of Communications SEQ Water Grid From: [redacted] Sent: Friday, 14 January 2011 11:02 AM To: WaterGridMedia Subject: RE: urgent Ok, but who is the manager in charge who ticks off the decisions? [redacted] Senior Reporter The Sunday Mail [redacted]
:01	14/1/11 12:25	[redacted]		FW: Urgent heads up - Courier-Mail - who approves dam releases	Extreme Weather Event - 2300EST-10JAN11	Email		From: [redacted] Sent: Friday, 14 January 2011 12:20 PM To: WaterGridMedia Subject: RE: Urgent heads up - Courier-Mail - who approves dam releases Thanks [redacted] - no call here yet. I have forwarded to Debbie Best and MO as an fyi [redacted] From: WaterGridMedia [redacted] Sent: Friday, 14 January 2011 12:10 PM To: [redacted] Cc: [redacted] Subject: Urgent heads up - Courier-Mail - who approves dam releases [redacted] Just a heads up that the Courier-Mail may contact DERM asking which person is responsible for ticking off decisions about dam releases. As it's a complex issue, Michael Lyons opted to give the response below, which Bob Reilly has seen. Cheers, [redacted]

E575

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
49301	14/1/11 12:41	[redacted]	[redacted] "Barry Dennien" [redacted]		RE: Draft rebate media release	Extreme Weather Event - 2300EST-10JAN11	Email		If this goes ahead will QUU automatically deduct the amount from the next bill? Do you know when bills are due in most flooded areas next? And, will all properties flooded get the rebate? Or just those where water was in the house? These questions will most likely get asked if this goes ahead [redacted] Policy Advisor Office of the Minister for Natural Resources, Mines and Energy and Minister for Trade [redacted] From: WaterGridMedia [redacted] Sent: Friday, 14 January 2011 10:34 AM To: [redacted] Cc: seqwgm@id.ngcomms.net; WaterGridMedia; Barry Dennien Subject: RE: Draft rebate media release Importance: High
49401	14/1/11 12:56	[redacted]			PRW for washdown purposes	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Hi Geoff and Tim [redacted] The WGM would like QH to consider the possibility of using purified recycled water (PRW) for the express purposes of washdown of flood residue. The rules of usage will be: - The PRW is to fill recycled water tankers - This water is to be used for the washown of roads, surfaces and other articles contaminated with flood residue by council or other government employees/contractors (not the public) - The water is not be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances - The water is to be handled as it would for A+ class recycled water. Cheers, Paul. This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from

E576

	Received (Australia/Brisbane)	From	To	CC	S[illegible]	Events	Type	Attachments	Plain text
501	14/1/11 13:27	[redacted]			RE: Urgent Task 001/2011 - Road access confirmation to Mt Crosby East Bank	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Attention: [redacted] I have received the following response this afternoon from the State Disaster Co-ordination Centre, in relation to your email this morning concerning road access to Mt Crosby East Bank [redacted] As discussed, the Brisbane Metropolitan Transport Managment Centre advise that the Kholo Bridge at Kholo; College's Crossing on Mt Crosby Rd; and The Weir on Allawah Rd are currently under water preventing access to Mt Crosby Rd and Moggill Rd direct from Ipswich. The only alternative at this time is a very long detour from Ipswich along the Centenary Highway, Logan Motorway, Gateway Motorway, Pacific Motorway; back through Brisbane City and out the Western Freeway to Moggill Road from the north. Let me know if you require any further information. Cheers. [redacted] Department of Transport and Main Roads State Disaster Coordination Centre [redacted]
601	14/1/11 13:47	[redacted]			PRW washown proposal and rules	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] The WGM would like QH to consider the possibility of using purified recycled water (PRW) for the express purposes of washdown of flood residue. The rules of usage will be: - The PRW is to fill recycled water tankers - This water is to be used for the washown of roads, surfaces and other articles contaminated with flood residue by council or other government employees/contractors (not the public) - The water is not be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances - The water is to be handled as it would for A+ class recycled water [redacted]

E577

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
497[illegible]	14/1/11 13:58	Madonna Brennan	[redacted]		Request for Contact Number - Scott Denner	Extreme Weather Event - 2300EST-10JAN11	Email		Scott could you please forward me your contact number and advise if you will calling into the teleconference Madonna Madonna Brennan ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 [redacted]
4980[illegible]	14/1/11 14:04	[redacted]			olated town water upply update	Extreme Weather Event - 2300EST-10JAN11	Email	Distribution_and_Reticulation_Issues_for_Stand_Alone_Communities_in_Flood_Affected_Zones31.docx, Water Supply outage Isolated town supply support request - 14.1.11.xlsx, Status of Wastewater Recovery issues in South East Queensland Regional Communities and Brisbane Metropolitan Areas.docx, Bottled water delivered 1314.1.11.xlsx	Please find attached 1 - Isolated town water report 2 - Isolated town water spreadsheet 3 - Status of Wastewater recovery issues 4 - Bottled water delivery update from QUU - Please email or print copy to Aaron from Health that was there this morning. Regards [redacted]
498[illegible]	14/1/11 14:15	Jim Pruss	[redacted]		Out of Office AutoReply: Isolated own water supply pdate	Extreme Weather Event - 2300EST-10JAN11	Email		Jim Pruss is currently out of the office until Feb 14. Please redirect email to Stan Stevenson who is acting EGM. [redacted] [redacted] Important information. This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450230876 (Trading as Seqwater)

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
)001	14/1/11 14:18	[redacted]	[redacted]	Sitrep 5 - Water Quality Technical Coordination Group	Extreme Weather Event - 2300EST-10JAN11	Email	WQ_Sitrep_5.d oc	Please find attached Water Quality Sitrep #5 [redacted] *Water Quality Officer *SEQ Water Grid Manager [redacted] Email: [redacted] Post: PO Box 16205 City East QLD 4002 ABN: 14783 317 630
)101	14/1/11 14:19	[redacted]		Out of Office: Isolated town water supply update		Email		Due to the flooding in Brisbane I am currently located at the LinkWater office and may not be able to reply immediately. I will respond as soon as possible. [redacted] Water Quality Officer SEQ Water Grid Manager Email:[redacted] Post: PO Box 16205 City East QLD 4002 ABN: 14783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper. This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it. any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from

E579

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
50201	14/1/11 14:24	[redacted]			Re: Undeliverable. Fwd: Undeliverable. Re: Small Towns Water Recovery Group		Email	winmail.dat	Noted thanks [redacted] EMT Duty Officer - ofs change in OCA Thanks [redacted] Sent from my iPad On 14/01/2011 at 2:00 PM, [redacted] Hi [redacted] Thanks for your email. [redacted] [redacted] Could you please confirm receipt of this email, along with any other relevant details thank you Regards [redacted] Manager, Network Operations Unitywater
50301	14/1/11 14:38	Dan Spiller [redacted]			FW: Water quantity management.docx	Extreme Weather Event - 2300EST-10JAN11	Email	Water quantity management.docx	From: [redacted] Sent: Friday, January 14, 2011 2:08 PM To: [redacted] Cc: [redacted] Barry Dennien; Dan Spiller Subject: Water quantity management.docx Ken [redacted] Grid Manager advice regarding Water Supply for SEQ please note the last section on contingencies This is highly unlikely to be required. Regards Barry Dennien This correspondence is for the named persons only. It may contain confidential or privileged information or both. No confidentiality or privilege is waived or lost by any mis transmission. If you receive this correspondence in error please delete it from your system immediately and notify the sender. You must not disclose, copy or relay on any part of this correspondence. If you are not the intended recipient, Any opinions expressed in this message are those of the individual sender except where the sender expressly, and with the authority, states them to be the opinions of the Department of Community Safety, Queensland. All reasonable precautions will be taken to respect the privacy of individuals in accordance with the Information Privacy Act 2009 (Qld) Details on how personal information may be used or disclosed by the Department of Community Safety, Queensland are available from www.communitysafety.qld.gov.au/info/privacy.htm

E580

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1401	14/1/11 14:44	Kathy Reilly	[redacted]	Inclusion of QUU sewerage infrastructure status information in Small Towns, and related reports		Email		Hi [redacted] As discussed today, [redacted] and [redacted] will sit with QUU staff and obtain from them, on a daily basis, sewerage infrastructure status information, for both the Small towns group and Brisbane/Ipswich. This will be included in the Small Towns report prepared by [redacted] and in the Sitrep report prepared by [redacted] (for Brisbane/Ipswich). Further, if you require expedited assistance from EMQ/ADF in the restoration of the sewerage assets, [redacted] will act as the conduit to progress such requests Thank you for your co-operation. Please telephone me on [redacted] if you have any queries. Regards [redacted]
501	14/1/11 14:54	[redacted]		Boil water notice - Small towns - messaging efforts by QUU	Extreme Weather Event - 2300EST- 10JAN11. Northern Region Asset Inundation - 1602EST- 10JAN11	Email	winmail.dat	FYI From: [redacted] Sent: Friday, 14 January 2011 2:09 PM To: [redacted] Cc: [redacted] Subject: RE: Water Quality Technical Coordination Group e-mail contact details [redacted] Here is the update on boiled water communications as requested in todays meeting- 1. boiled water alert notice issued to ABC local radio outlets including Toowoomba - 3.00pm yesterday. 2. repeated message in QUU community service announcement today at 8.30a.m 3. community service announcement with boiled water alert posted in IGA Laidley, Pharmacy Laidley and BP and IGA Gatton 4. notification via Channel 7 interview with Robin Lewis today 5. notification via ABC Radio interview with Robin Lewis today. 6. Alert message sent to Channel 10 today. Regards [redacted] Manager - Product Quality Planning Branch Queensland Urban Utilities GPO Box 2765 Brisbane QLD 4001

E581

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
5060[illegible]	14/1/11 14:57	[redacted]			Re: Isolated town water supply update		Email		Hi [redacted] Thanks--I cannot open the file--would you be able to resend it? Thanks [redacted] ----- Original Message ----- From: "Water Grid Emergency Manager" [redacted] To: [redacted] Sent: Friday, January 14, 2011 2:14 PM Subject: Fwd: Isolated town water supply update > Please find attached > > 1 - Isolated town water report > 2 - Isolated town water spreadsheet > 3 - Status of Wastewater recovery Issues > 4 - Bottled water delivery update from QUU - Please email or print copy to > Aaron from Health that was there this morning. > > Regards [redacted]
5070[illegible]	14/1/11 15:03	[redacted]			RE: Draft Radio Media Alert	Extreme Weather Event - 2300EST-10JAN11 Northern Region Asset Inundation - 1602EST-10JAN11 Wivenhoe Dam Releases 1230EST-06JAN11	Email		Hi [redacted] Terribly sorry we did not respond sooner, and thank you for sending through to us. We have no issues with the below alert Kindest regards [redacted] Water Grid Communications Unit From: [redacted] Sent: Friday, 14 January 2011 1:38 PM To: [redacted] Cc: [redacted] Subject: FW: Draft Radio Media Alert Importance: High Hi, Hope you are all well, breathing a sigh of relief and preparing for more work . the fun is just beginning') Can you pls approve the attached alert which we would like to send to radio immediately: Unitywater crews have been working around the clock to ensure systems are recovering to satisfactory operating levels. Unitywater is urging all customers to continue to conserve water. Non-essential water usage such as washing cars is not recommended and limiting shower times, baths, toilet flushing and washing clothes and dishes would assist in systems recovery and supply. Reticulated water supplies remain safe to drink in all areas. For more information visit www.unitywater com<http://www.unitywater com/> We will also be preparing a status update following our internal IRT meeting this afternoon. Thanks.

E582

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
801	13/01/11 15:19	Madonna Brennan	[redacted]	Meeting Minutes for LDMG Meeting held at 1600 hours on 13/01/11 and at 0900 on 14/01/11	Extreme Weather Event - 2300EST- 10JAN11	Email	LDMG Meeting Minutes 140111 0900.doc, LDMG Meeting Minutes 130111 1600.doc, Road Closures and Water Over Road January 14-01-2011 9.13am.xls	Please find attached meeting minutes and updated roads and bridge damage list. I will Endeavour to have a situation report to your all prior to this afternoons meeting. regards Madonna Madonna Brennan ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 [redacted]
901	14/01/11 15	[redacted]		Re: Isolated town water supply update	Extreme Weather Event - 2300EST- 10JAN11	Email	LOCALITY POPULATION x ls	E-mail: [redacted] I notice in the spreadsheet that there are some gaps in population numbers I'm not sure if these have just not been filled in as yet or there are information gaps. So, on the side of caution, I have attached a spreadsheet (unfortunately Statewide) that has town/community populations that may help. The information is a little dated but may be useful. [redacted] asked us to prepare this last night. Apologies if you already have the population numbers in the gaps and disregard this email. Would you forward on to Richard Priman as I don't have an email address for him at the moment. Regards [redacted] ----- Original Message ----- From: "Water Grid Emergency Manager" [redacted] To [redacted] Sent: Friday, January 14, 2011 2:14 PM Subject: Fwd: Isolated town water supply update > Please find attached

E583

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
510[illegible]	14/1/11 15:46	WaterGridMedia [redacted]	[redacted]		FW: questions	Extreme Weather Event - 2300EST- 10JAN11	Email		Hi Barry, As discussed with [redacted] ease find the questions from Hedley Thomas, Chief Correspondent, The Australian Regards [redacted] Water Grid Communications Unit From: Thomas, Hedley [redacted] Sent: Friday, 14 January 2011 3:24 PM To: WaterGridMedia Subject: questions Stacey Re questions in writing, due to the tight time frame I have limited them to four: 1. What do the operators of Wivenhoe Dam say to the suggestion that the warnings by the BOM's severe weather forecasters in September and October of a confirmed La Nina, and the heightened possibility of flooding rains and cyclone activity, should have necessitated a much more conservative approach to Wivenhoe Dam - specifically, that it should have led to the volume of water in Wivenhoe being significantly reduced over the ensuing weeks to give the dam a much larger buffer? 1. What do the operators say to the suggestion that the failure to err on the side of caution - to ensure this much larger buffer - was a poor decision under the circumstances and in the light of the warnings of extreme weather, and that this compromised the dam's ability to take the water?
512[illegible]	14/1/11 15:49	[redacted]	[redacted]		Lowood WTP	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Hey [redacted] I was just speaking to Seqwater and they are hoping to have Lowood WTP operational by tonight. However they cannot assure the water quality (ie turbidity) but given that water quantity is a more serious issue than water quality, then this is deemed to be an approporate approach at this time. Given potential water quality issues, Seqwater would therefore like QUU to ensure that a boil water notice has been received by all poteantial consumers of water from the Lowood WTP Cheers, [redacted] This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of
513[illegible]	14/1/11 15:49	[redacted]	[redacted]		Minutes - Status Update	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

E584

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1301	14/1/11 16:00	[redacted]				Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
1401	14/1/11 16:01	[redacted]			FW: Minutes - Status Update	Extreme Weather Event - 2300EST-10JAN11	Email	Teleconference 200pm - 14-01-11.docx	--- On Fri, 14/1/11, [redacted] From: [redacted] Subject: FW: Minutes - Status Update To: "c[redacted] Received: Friday, 14 January, 2011, 4:55 PM From: [redacted] Sent: Friday, 14 January 2011 4:42 PM To: s[redacted] Subject: Minutes - Status Update
1501	14/1/11 16:07	WaterGridMedia [redacted]			Flood water rebate - Allconnex - request to be kept in the loop regarding rebate actions	Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email		Print copy of below given to Barry and Elaina - 4.07pm From: [redacted] Sent: Friday, 14 January 2011 3:28 PM To: WaterGridMedia Subject: Flood water rebate - Allconnex Hi [redacted] As discussed, I am managing arrangements for possible water rebates to flood affected Allconnex customers. Could you please keep me in the loop regarding any arrangements/announcements for the other areas. I will also be in contact regarding any initiatives from Allconnex. Thanks Tracey Tracey Walker Group Manager Stakeholders Allconnex Water PO Box 8042 Gold Coast MC 9726 P 07 5582 8104 M 0416 045 741 F 07 5582 9066 [redacted]

E585

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
5160	14/1/11 16:10	[redacted]			Website update		Email		Updated our contact details for members of media on recent releases posted to website For log Regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
51901	14/1/11 16:21	[redacted]			Fwd: Daily Chemical Update 2:00pm 14 Jan	Extreme Weather Event - 2300EST-10JAN11	Email	Daily Chemical Update 14 Jan 2011.xlsx	
5180	14/1/11 16:21	[redacted]			FW: Urgent documents for SDMG meeting		Email	winmail.dat	From: [redacted] Sent: Friday, 14 January 2011 4:19 PM To: csnape@yahoo.com; Chris Snape Subject: FW: Urgent documents for SDMG meeting Hey [redacted] can you please put this into OCA? Ta [redacted] From: [redacted] Sent: Friday, 14 January 2011 4:16 PM To: [redacted] Subject: Urgent documents for SDMG meeting This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered. This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential

E586

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
'01	14/1/11 16:21	[redacted]		FW:		Email	winmail.dat	

From: [redacted]
Sent: Friday, 14 January 2011 4:16 PM
To: [redacted]
Subject: FW:

From: [redacted]
Sent: Friday, 14 January 2011 3:29 PM
Subject: FW:

From: [redacted]
Sent: Friday, 14 January 2011 3:22 PM
To: [redacted]
Subject:

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)01	14/1/11 16:23	[redacted]		FW:	Extreme Weather Event - 2300EST-10JAN11	Email	newwaterdocmt 14jan2011.doc docx; newwaterdocmt 14jan2011.doc	This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential

--- On Fri, 14/1/11, [redacted]
From: [redacted]
Subject: FW:
To: [redacted]
Received: Friday, 14 January, 2011, 5:16 PM

```
_filtered #yiv1860590342 {
font-family:Cambria Math;}
_filtered #yiv1860590342 {
font-family:Calibri;}
_filtered #yiv1860590342 {margin:72.0pt 72.0pt 72.0pt 72.0pt;}
#yiv1860590342 P.yiv1860590342MsoNormal {
FONT-SIZE:11pt;MARGIN:0cm 0cm 0pt;FONT-FAMILY:"sans-serif";}
#yiv1860590342 LI.yiv1860590342MsoNormal {
FONT-SIZE:11pt;MARGIN:0cm 0cm 0pt;FONT-FAMILY:"sans-serif";}
#yiv1860590342 DIV.yiv1860590342MsoNormal {
FONT-SIZE:11pt;MARGIN:0cm 0cm 0pt;FONT-FAMILY:"sans-serif";}
#yiv1860590342 A:link {
COLOR:blue;TEXT-DECORATION:underline;}
#yiv1860590342 SPAN.yiv1860590342MsoHyperlink {
COLOR:blue;TEXT-DECORATION:underline;}
#yiv1860590342 A:visited {
COLOR:purple;TEXT-DECORATION:underline;}
```

E587

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text

5210	14/1/11 16:24	[redacted]			FW: Urgent documents for SDMG meeting	Extreme Weather Event - 2300EST-10JAN11	Email	datatable14jan2001.xlsx, newwaterdocmt 14jan2011.doc docx, updateonwater14JAn2011.docx	--- On Fri, 14/1/11 [redacted]
									From: [redacted]
									Subject: FW: Urgent documents for SDMG meeting
									To: [redacted]
									Received: Friday, 14 January, 2011, 5:19 PM
									
									_filtered #yiv2146670851 {
									font-family:Cambria Math;}
									_filtered #yiv2146670851 {
									font-family:Calibri;}
									_filtered #yiv2146670851 {margin:72.0pt 72.0pt 72.0pt 72.0pt;}
									#yiv2146670851 P.yiv2146670851MsoNormal {
									FONT-SIZE:11pt;MARGIN:0cm 0cm 0pt;FONT-FAMILY:"sans-serif";}
									#yiv2146670851 LI.yiv2146670851MsoNormal {
									FONT-SIZE:11pt;MARGIN:0cm 0cm 0pt;FONT-FAMILY:"sans-serif";}
									#yiv2146670851 DIV.yiv2146670851MsoNormal {
									FONT-SIZE:11pt;MARGIN:0cm 0cm 0pt;FONT-FAMILY:"sans-serif";}
									#yiv2146670851 A:link {
									COLOR:blue;TEXT-DECORATION:underline;}
									#yiv2146670851 SPAN.yiv2146670851MsoHyperlink {
									COLOR:blue;TEXT-DECORATION:underline;}
									#yiv2146670851 A:visited {
									COLOR:purple;TEXT-DECORATION:underline;}

5230	14/1/11 16:35	WaterGridMedia <WaterGridMedia@linkwater.com.au>	[redacted]		FW: briefing note - ttached	Extreme Weather Event - 2300EST-10JAN11	Email	Briefing note - template.doc	Now attached :) From: WaterGridMedia Sent: Friday, 14 January 2011 4:35 PM To: 'paul.burrell@seqwgm.com.au' Cc: 'seqwgm@id.ngcomms.net' Subject: briefing note - ttached HI [redacted] Have just made you a temporary briefing note template for your use. Attached [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
5220	14/1/11 16:35	[redacted]			briefing note - ttached	Extreme Weather Event - 2300EST-10JAN11	Email		HI [redacted] Have just made you a temporary briefing note template for your use Attached. [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E588

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
101	14/1/11 16:37	[redacted]			FW: Bottled water delivered 13 14.1.11 due to floods.xlsx	Extreme Weather Event - 2300EST- 10JAN11	Email	Bottled water delivered 1314.1.11 due to floods.xlsx	Regards [redacted] -----Original Message----- From: [redacted] Sent: Friday, 14 January 2011 3:13 PM To [redacted] Subject: Fwd: Bottled water delivered 13 14.1.11 due to floods.xlsx [redacted] Latest update [redacted] Manager - Product Quality Planning Branch Queensland Urban Utilities GPO Box 2765 Brisbane QLD 4001 [redacted] W www.urbanutilities.com.au
501	14/1/11 16:43	[redacted]			FW: Google Maps link for Lockyer Valley Road Conditions		Email		LDMG members please see details below. Regards [redacted] Afternoon all, Please visit the following link for the most up to date information regarding road conditions throughout the region, compiled from the lists we have been working with over the last couple of days. http://maps.google.com.au/maps/ms?ie=UTF8&hl=en&msa=0&msid=214486830046143591401.00049976e5bbcb13e8ba9&z=11 This should assist in Council staff and others finding a way around closures and assist in handling phone enquiries. It is hoped that this will be made public on Council's website when we have confirmed the locations of closures. Please note that this is not a comprehensive indication of affected roads as there are many areas which are not yet accessible to assess. For most roads, the location shown on the map will be correct, however there will be a few areas where we have had report that the road is closed, but are unsure of the location of the problem. Red = closed Yellow = caution Blue = water over road Thumbtack icons have been used for bridges. Other icons are all other locations. As more reports and more detail comes in, please give the information to myself or Angela so that the road lists and map can be kept up to date.

E589

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
52601	14/1/11 16:46	[redacted]	[redacted]		FW: Inclusion of QUU sewerage infrastructure status information in Small Towns, and related, reports	Extreme Weather Event - 2300EST- 10JAN11	Email		Does someone have an alternative email address for [redacted] bounced from [redacted] If you have an alternative address please forward this email and let Bob and myself know that it has gone. Thanks [redacted] Regards [redacted] -----Original Message----- From: [redacted] Sent: Friday, 14 January 2011 3:44 PM To: [redacted] Cc: [redacted] [redacted] Best Debbie [redacted] Subject: Inclusion of QUU sewerage infrastructure status information in Small Towns, and related, reports Hi Paul As discussed today, [redacted] and [redacted] will sit with QUU staff and obtain from them, on a daily basis, sewerage infrastructure status information, for both the small towns' group and Brisbane/Ipswich. This will be included in the Small Towns report prepared by Richard and Wailtong, and in the Sitrep report prepared by Julie Shanks (for Brisbane/Ipswich)
52701	14/1/11 17:02	[redacted]	[redacted]		Media Release - Non flood affected residents urged to use water wisely	Extreme Weather Event - 2300EST- 10JAN11	Email		MEDIA RELEASE 14 JANUARY 2011 NON-FLOOD AFFECTED RESIDENTS URGED TO USE WATER WISELY Despite significant operational challenges caused by flooding, the major water supplies remain reliable in the Water Grid supplying Brisbane, Ipswich and the Gold Coast. Deputy Premier Paul Lucas said that the region's major water treatment plant at Mount Crosby had been partly flooded and impacted by poor water quality in the Brisbane River "While production is increasing, some of our water treatment infrastructure was impacted by floods and the output is still being affected by turbidity in the Brisbane and North Pine Rivers. "One of Mount Crosby's two water treatment plants, East Bank, was flooded resulting in substantial mechanical damage to large pumps" moved by the force of the water "Both Mt Crosby plants are now back on line and gradually being brought up to maximum production "We are also using the desalination plant and transfers across the Water Grid to resupply local water reservoirs where water levels declined while Mount Crosby was off line." Mr Lucas urged residents and businesses in Brisbane, Logan and Ipswich who had not been affected by floods to use only what they need for the next few days "Our key priority in these areas is maintaining sufficient water for those households and businesses who need to use more in the immediate flood recovery "Flood affected residents and businesses will need to use a lot more water than normal, so it's important that people who haven't been affected try to use water wisely," he said.

E590

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
801	14/1/11 17:07	[redacted]		FW: Media Release - Non flood affected residents urged to use water wisely	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] Please see below the media release that has now been distributed and is also available on our website. Would you please pass this information to Saran Abbot. Kindest regards [redacted] Water Grid Communications Unit From: WaterGridMedia Sent: Friday, 14 January 2011 5:02 PM Subject: Media Release - Non flood affected residents urged to use water wisely MEDIA RELEASE 14 JANUARY 2011 NON-FLOOD AFFECTED RESIDENTS URGED TO USE WATER WISELY Despite significant operational challenges caused by flooding, the major water supplies remain reliable in the Water Grid supplying Brisbane, Ipswich and the Gold Coast. Deputy Premier Paul Lucas said that the region's major water treatment plant at Mount Crosby had been partly flooded and impacted by poor water quality in the Brisbane River. "While production is increasing, some of our water treatment infrastructure was impacted by floods and the output is still being affected by turbidity in the Brisbane and North Pine Rivers. "One of Mount Crosby's two water treatment plants, East Bank, was flooded resulting in substantial mechanical damage to large pumps moved by the force of the water.
301	14/1/11 17:14	[redacted]		Media Response - The Australian - Hedley Thomas- FOR IMMEDIATE APPROVAL	Extreme Weather Event - 2300EST-10JAN11	Email	Media Response - The Australian - Hedley Thomas .doc	Deadline was 5PM. Thank you This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
01	14/1/11 17:14	Dan Spiller	[redacted]	Out of Office: New report	Extreme Weather Event - 2300EST-10JAN11	Email		I am out of the office until Sunday 16 January. Should your email relate to the flood incident response, please be advised that the Emergency Manager role is now allocated to: Â· Â· [redacted] This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it. any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of

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Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
53101	14/1/11 17:32	[redacted]	Barry Dennien [redacted]	[redacted]	FW: Flight confirmation	Wivenhoe Dam Releases 1230EST-06JAN11	Email	winmail.dat	Hi Barry, Seqwater helo request slightly being delayed by EMO authorisation. [redacted] asked me if your could raise this at the next Brisabne LDMG to ensure approval granted. This is to get staff in and out of Eastbank for the weekend Regards [redacted] Risk Program Manager SEQ Water Grid Manager [redacted] Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper From: [redacted] Sent: Friday, 14 January 2011 5:19 PM To: [redacted] Cc: [redacted] Subject: Flight confirmation [redacted]
53201	14/1/11 17:41	Bradley John [redacted]	[redacted]	[redacted]	RE: Media Response - The Australian - Hedley Thomas- FOR IMMEDIATE APPROVAL	Extreme Weather Event - 2300EST-10JAN11	Email	Media Response - The Australian - Hedley Thomas .doc	Can you helo to make sure that the SDCC comolete the necessary paperwork for the bookino we have to chopper in relief staff for Mt My suggested edits to Hedley Thomas please From: [redacted] Sent: Friday, 14 January 2011 5:15 PM To: [redacted] Dennien Barry [redacted] Bradley John; [redacted] Cc: [redacted] Subject: Media Response - The Australian - Hedley Thomas- FOR IMMEDIATE APPROVAL Deadline was 5PM. Thank you This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as

E592

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
401	13/1/11 17:42	[redacted]			News page on website - edits	Wivenhoe Dam Releases 1230EST- 06JAN11, Extreme Weather Event - 2300EST- 10JAN11, Northern Region Asset Inundation - 1602EST- 10JAN11	Email		Dear [redacted] Busy last couple of days have seen me add a great number of media releases to our NEWS section of the website - as you will see below on the actual NEWS link screen grab (http://www.watergrid.com.au/news) some of the links (11 Jan, 11 Jan, 10 Jan, 10 Jan) seem to have an extra date and dash at the end of the text link?? I have had a look into this but cannot pin down what is causing this to happen. Could you please have a look into this for me and let me know how I can change this. Good to hear you have increased our monthly bandwidth - I have a feeling the next few months will see vastly increased traffic to water related websites! What size is the bandwidth now Bradley?? Many thanks! Regards [redacted] [cid:image001.png@01CBB411.EFCF3910] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk michael /barry dont forget to wait for geoff's greenlight and send without tracked changes --- From: Bradley John Sent: Friday, 14 January 2011 5:41 PM To: 'WaterGridMedia'; [redacted] Dennien Barry [redacted] Subject: RE: Media Response - The Australian - Hedley Thomas- FOR IMMEDIATE APPROVAL My suggested edits to Hedley Thomas please --- From: WaterGridMedia [mailto:WaterGridMedia@linkwater.com.au] Sent: Friday, 14 January 2011 5:15 PM To: [redacted] Dennien Barry [redacted] Bradley John; [redacted]
301	13/1/11 17:42	Bradley John	"Bradley John"	[redacted]	RE: Media Response - The Australian - Hedley Thomas- FOR IMMEDIATE APPROVAL	Extreme Weather Event - 2300EST- 10JAN11	Email		

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
5350	14/1/11 17:50	[redacted]			FW: Flight confirmation	Wivenhoe Dam Releases 1230EST-06JAN11	Email	winmail.dat	[redacted] Risk Program Manager SEQ Water Grid Manager [redacted] Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper [redacted] Sent: Friday, 14 January 2011 5:47 PM [redacted] Subject: RE: Flight confirmation [redacted] Just spoke with [redacted] f EMO all good for Saturday and Sunday [redacted] will redo paperwork tomorrow for Saturday and Sunday and get it accross to OFS Just also spoke to OFS (Simon on leave, but his replacment). He has the Saturday transfer scheduled and a tentative for Sunday. I asked him to call EMO to ensure Sunday is ordered as well. You may wish to follow up with OFS this evening or tomorrow to ensure EMO has confirmed the Sunday transfer with OFS Hi [redacted] Hope you are well Please find below the response to the Queensland Times in relation to Mt Crosby Weir. I have also attached the photo that was sent from the paper What actions is Seqwater undertaking with the collapse of Mt Crosby Weir? Seqwater had inspected this earlier today. This flood damage is to bank protection, and is not related to Mt Crosby Weir. Seqwater will repair the bank protection, once flood waters subside What are the ramifications for the Mt Crosby Water Treatment Plant? This subsidence will have no ramifications for the Mt Crosby Water Treatment Plant, nor the pump infrastructure adjacent to the flood damaged bank protection. Regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not
5360	14/1/11 17:52	[redacted]			Media response for approval please	Wivenhoe Dam Releases 1230EST-06JAN11	Email	WEIR15.jpg	Hi [redacted] Hope you are well Please find below the response to the Queensland Times in relation to Mt Crosby Weir. I have also attached the photo that was sent from the paper What actions is Seqwater undertaking with the collapse of Mt Crosby Weir? Seqwater had inspected this earlier today. This flood damage is to bank protection, and is not related to Mt Crosby Weir. Seqwater will repair the bank protection, once flood waters subside What are the ramifications for the Mt Crosby Water Treatment Plant? This subsidence will have no ramifications for the Mt Crosby Water Treatment Plant, nor the pump infrastructure adjacent to the flood damaged bank protection. Regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not

E594

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
701	13/1/11 17:55 [redacted]	[redacted]	[redacted]	RE: Mt Crosby Weir Bridge damage	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Thank you [redacted] We will respond to Yvonne's questions shortly. Regards Water Grid Communications Unit From: [redacted] Sent: Friday, 14 January 2011 5:36 PM To: WaterGridMedia Cc: [redacted] Subject: Mt Crosby Weir Bridge damage Hello Jade, Please find image attached of the damage to the Mt Crosby bridge. Cheers. [redacted] Photographer The Queensland Times & The Ipswich Advertiser 260 Brisbane Street	West Ipswich	QLD	4305 [redacted]
801	14/1/11 17:59 [redacted]	[redacted]		Extreme Weather Event - 2300EST-10JAN11	Email	201101141723 03852.pdf		Dear All, Attached is the signed cover letter for the briefing note requesting Queensland Health for allowing the proposed use of PRW for flood residue washdown. Briefing note is in the next email. Could you please action as soon as possible. Thanks, [redacted] WGM Water Quality Coordinator

E595

Id	Received (Australia/Brisbane)	From	To	CC	...oject	Events	Type	Attachments	Plain text
5390[illegible]	14/1/11 18:01	[redacted]			Re: Media response for approval please	Wivenhoe Dam Releases 1230EST-06JAN11	Email		All good. Thks jade Cheers mike --- From: WaterGridMedia [redacted] To [redacted] Cc [redacted] Peter Borrows Sent: Fri Jan 14 17:52:49 2011 Subject: Media response for approval please Hi [redacted] Hope you are well, Please find below the response to the Queensland Times in relation to Mt Crosby Weir. I have also attached the photo that was sent from the paper
5400[illegible]	14/1/11 18:05	[redacted]	[redacted]		...e Fwd: FW:	Extreme Weather Event - 2300EST-10JAN11	Email	201101141723_24336.pdf	Hi All, As promised, attached is the briefing note for the proposed application of PRW for washdown purposes for QH to review and action
5410[illegible]	14/1/11 18:07	[redacted]	[redacted]		Water Grid media update - 14 January 2011		Email		[redacted] Peter Borrows has reviewed below text, about to send out now, let me know if you have any issues. Regards AjM WATER GRID MEDIA UPDATE 14 January 2011: Issued at 6:00pm CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 172 per cent, and continues to drop steadily. Releases have been gradualed to 301,000 megalitres per day in a 7 day strategy designed to draw down the flood storage compartment without contributing to further flooding. The continuing releases are necessary in order to prepare Wivenhoe for any future weather events should they occur. Somerset Dam is at 140 per cent and also dropping steadily with 111,800 megalitres per day being released into Wivenhoe via the sluice gates. Inflows and water levels in the Brisbane and Pine catchments are being continually monitored. Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until the middle of next week. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites. People are advised not to travel to any recreation sites during the flood crisis, even if the roads are open. Recreation sites may need to remain closed until they can be properly inspected and any public safety issues assessed All five gates at North Pine Dam closed this morning. Gate releases at Leslie Harrison Dam have ceased. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity earlier this week. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. This release may reduce slowly over the next few days but will continue until next week. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council.

E596

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1201	14/1/11 18:18	[redacted]	undisclosed-recipients:;	WATER GRID MEDIA UPDATE - 14 January 2011	Extreme Weather Event - 2300EST-10JAN11	Email		WATER GRID MEDIA UPDATE 14 January 2011: Issued at 6:00pm CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 172 per cent, and continues to drop steadily. Releases have been graduated to 301,000 megalitres per day in a 7 day strategy designed to draw down the flood storage compartment without contributing to further flooding. The continuing releases are necessary in order to prepare Wivenhoe for any future weather events should they occur. Somerset Dam is at 140 per cent and also dropping steadily with 111,800 megalitres per day being released into Wivenhoe via the sluice gates. Inflows and water levels in the Brisbane and Pine catchments are being continually monitored. Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until the middle of next week. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites. People are advised not to travel to any recreation sites during the flood crisis, even if the roads are open. Recreation sites may need to remain closed until they can be properly inspected and any public safety issues assessed. All five gates at North Pine Dam closed this morning. Gate releases at Leslie Harrison Dam have ceased. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity earlier this week. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. This release may reduce slowly over the next few days but will continue until next week. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council. ENDS
301	14/1/11 18:27	[redacted]		Media Update	Extreme Weather Event - 2300EST-10JAN11	Email		Owing to technical issues caused by the flood, a temporary email contact is in use. Please email to watergridmedia@linkwater.com.au<mailto:watergridmedia@linkwater.com.au> http://www.watergrid.com.au/news/33 http://www.watergrid.com.au/news Dear Team The website has been updated again and now has the evenings MR's on the NEWS page. Regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
401	14/1/11 18:32	[redacted]		Text from website - for log	Extreme Weather Event - 2300EST-10JAN11	Email	website_14.01.11.docx	For log. Regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E597

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
5450*	14/1/11 18:42	[redacted]			RE: Mt Crosby Weir Bridge damage	Extreme Weather Event - 2300EST-10JAN11	Email		As per the conversation with Yvonne. Please find below, response to Yvonne's questions regarding the Mt Crosby Weir bridge. What actions is Seqwater undertaking with the collapse of Mt Crosby Weir bridge? Seqwater had inspected this earlier today. This flood damage is to bank protection, and is not related to Mt Crosby Weir. Seqwater will repair the bank protection, once flood waters subside What are the ramifications for the Mt Crosby Water Treatment Plant? This subsidence will have no ramifications for the Mt Crosby Water Treatment Plant, nor the pump infrastructure adjacent to the flood damaged bank protection. Regards Water Grid Communications Unit From: [redacted] Sent: Friday, 14 January 2011 5:36 PM To: WaterGridMedia Cc: [redacted] Subject: Mt Crosby Weir Bridge damage Hello [redacted] Please find image attached of the damage to the Mt Crosby bridge Cheers Thanks for the information Deb. Kindest regards [redacted] Water Grid Communications Unit -----Original Message----- From: [redacted] Sent: Friday, 14 January 2011 6:09 PM To: WaterGridMedia Cc: [redacted] Subject: RE: Water quality in Woodford Importance: High Hi Pls see below re: rumoured 'spiked' water at Woodford I am about to send a media update from Unitywater as well - do you want me to include a message about this in our update? Thanks, [redacted] Unitywater Communications and Marketing Retail Level 2 , 8-10 Maud Street, Maroochydore Qld 4558
5460*	14/1/11 18:43	[redacted]			RE: Water quality in Woodford	Extreme Weather Event - 2300EST-10JAN11	Email		

E598

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
01	[redacted]	[redacted]		FW: URGENT docs		Email	winmail.dat	

From: [redacted]
Sent: Friday, 14 January 2011 6:13 PM
To: [redacted]
Subject: FW: URGENT docs

Hi [redacted]

This is the email that was sent to the various senior managers for OCA

Thanks, [redacted]

From: [redacted]
Sent: Friday, 14 January 2011 5:36 PM
To: Dan Spiller; Barry Dennien; [redacted]
Cc: [redacted]
Subject: FW: URGENT docs

Dear All

Please find attached briefing notes for 14 January 2011 prepared for SDMG.

The last document above is the full DERM report.

New briefing note titled newwaterdocmt14jan2011js tries to consolidate reports on water and sewerage and is the attachment to the full DERM report. The two excel documents are attachments to this. If you would like to provide any feedback or comments on the new document it would be greatly appreciated as the document is likely to form the basis for future briefings.

01	[redacted]	[redacted]		FW: URGENT docs		Email	winmail.dat	

From: [redacted]
Sent: Friday, 14 January 2011 4:40 PM
To: [redacted]
Subject: FW: URGENT docs

Hi [redacted]

there is a fourth document to add - you already have three of them .

Thanks, [redacted]

From: [redacted]
Sent: Friday, 14 January 2011 4:20 PM
To: [redacted]
Cc: [redacted]
Subject: URGENT docs

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Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
54901	14/1/11 19:06	[redacted]			Responses on the Wivenhoe Performance from Water Grid Manager	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] Further to our conversation I have supplied a few of the key statistics that the Seqwater Flood Control Centre have assembled to date. Given that we are still in an emergency situation, more complete stats will be available when the situation eases. We will be in a better position to discuss these and the processes behind them, on the weekend. • During peak time, Wivenhoe Dam was rising between 4.5% and 5% per hour. • Total inflow into Wivenhoe Dam during this event was 2.6 million megalitres. If there was a dam for flood control in 1974, this would have been 1.5million megalitres. • Total flow in the Brisbane River in 1974 was 9500 cubic metres per second. The estimated flow from this event in the river would have been 13000 cubic metres per second if Wivenhoe did not exist Regards, [redacted] Water Grid Communications Team [redacted] www.watergrid.com.au

55001	14/1/11 19:10	[redacted]
		>
			
			>
					FW: URGENT docs	Extreme Weather Event - 2300EST-10JAN11	Email	Bottled water delivered 14.1.11.xlsx, datatable14jan2001.xlsx, newwaterdocm14jan2011js.docx, updateonwater14JAn2011.docx	This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient.
									
									--- On Fri, 14/1/11, [redacted]
									From: Paul Burrell <Paul.Burrell@seqwgm.com.au>
									Subject: FW: URGENT docs
									To, [redacted]
									Received: Friday, 14 January 2011, 7:13 PM
									
									_filtered #yiv1788021331 {
									font-family:Cambria Math;}
									_filtered #yiv1788021331 {
									font-family:Calibri;}
									_filtered #yiv1788021331 {margin:72.0pt 72.0pt 72.0pt 72.0pt;}
									#yiv1788021331 P.yiv1788021331MsoNormal {
									FONT-SIZE:11pt;MARGIN:0cm 0cm 0pt;FONT-FAMILY:"sans-serif";}
									#yiv1788021331 LI.yiv1788021331MsoNormal {
									FONT-SIZE:11pt;MARGIN:0cm 0cm 0pt;FONT-FAMILY:"sans-serif";}
									#yiv1788021331 DIV.yiv1788021331MsoNormal {
									FONT-SIZE:11pt;MARGIN:0cm 0cm 0pt;FONT-FAMILY:"sans-serif";}
									#yiv1788021331 A:link {
									COLOR:blue;TEXT-DECORATION:underline;}
									#yiv1788021331 SPAN.yiv1788021331MsoHyperlink {
									COLOR:blue;TEXT-DECORATION:underline;}
									#yiv1788021331 A:visited {
									COLOR:purple;TEXT-DECORATION:underline;}

E600

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
301	14/1/11 19:11	[redacted]			FW: Urgent documents for SDMG meeting	Extreme Weather Event - 2300EST. 10JAN11	Email	datatable14jan2001.xlsx, newwaterdocmt 14jan2011.doc docx, updateonwater14JAn2011.docx	--- On Fri, 14/1/11, [redacted] From: [redacted] Subject: FW: Urgent documents for SDMG meeting To: [redacted] Received: Friday, 14 January, 2011, 8:05 PM From: [redacted] Sent: Friday, 14 January 2011 4:19 PM To: [redacted] Subject: FW: Urgent documents for SDMG meeting Hey [redacted] can you please put this into OCA? [redacted] From: [redacted] Sent: Friday, 14 January 2011 4:18 PM To: [redacted] Dan Spiller; [redacted] Subject: Urgent documents for SDMG meeting
201	14/1/11 19:11	[redacted]	SEQWGM OCA [redacted]		FW: URGENT docs		Email	Bottled water delivered 14 1 11.xlsx, datatable14jan2001.xlsx, newwaterdocmt 14jan2011js.docx, updateonwater14JAn2011.docx	--- On Fri, 14/1/11, Chris Snape <Chris.Snape@seqwgm.com.au> wrote: From: [redacted] Subject: FW: URGENT docs To: [redacted] Received: Friday, 14 January, 2011, 8:04 PM From: [redacted] Sent: Friday, 14 January 2011 4:40 PM To: [redacted] Subject: FW: URGENT docs Hi [redacted] there is a fourth document to add - you already have three of them. Thanks, [redacted] From: [redacted] Sent: Friday, 14 January 2011 4:20 PM To: [redacted] Cc: [redacted] Subject: URGENT docs

E601

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
551(1	14/1/11 19:11	[redacted]			FW: URGENT docs		Email	Bottled water delivered 14 1 11.xlsx; datalable14jan2001.xlsx; newwaterdocml 14jan2011js.docx; updateonwater14JAn2011.docx	--- On Fri, 14/1/11, [redacted] From: [redacted] Subject: FW: URGENT docs To: [redacted] Received: Friday, 14 January, 2011, 8:04 PM From: [redacted] Sent: Friday, 14 January 2011 4:40 PM To: [redacted] Subject: FW: URGENT docs Hi [redacted] there is a fourth document to add - you already have three of them Thanks, [redacted] From: [redacted] Sent: Friday, 14 January 2011 4:20 PM To: [redacted] Cc: [redacted] Subject: URGENT docs Hi [redacted] The Water Grid has no issues with the lines around conservation and safety. Thanks you for sending through. Regards Water Grid Communications Unit From: [redacted] Sent: Friday, 14 January 2011 7:07 PM To: [redacted]WaterGridMedia Cc: [redacted] Subject: FOR APPROVAL - Unitywater media update Importance: High Hello, Please find attached the latest Unitywater Media Update for your APPROVAL [redacted] - I have it as approved given that you were just here [redacted] please approve the section on what we are doing to assist outside our network Water Grid media - pls approve water conservation messaging and 'tap water safe to drink' message. Many thanks. Another update will be through on Sunday afternoon however it may not change from this update.
554(1	14/1/11 19:16	[redacted]			RE: FOR APPROVAL - Unitywater media update	Extreme Weather Event - 2300EST - 10JAN11	Email		

E602

	Received (Australia/Brisbane)	From	To	CC	S[illegible]	Events	Type	Attachments	Plain text
501	14/01/11 19:26	[redacted]			FW: Queensland Health response to letter dated 14 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11. Extreme Weather Event - 2300EST-10JAN11. Northern Region Asset Inundation - 1602EST-10JAN11	Email	winmad.dat	[redacted] See the aporoval letter attached for the use of PRW for washdown Peter Mcmanamon is going to contact Robin Lewis right now with the news. I will give a call in a second to confirm this email. Cheers, [redacted] From: Barry Dennien Sent: Friday, 14 January 2011 7:20 PM To: [redacted] Subject: FW: Queensland Health response to letter dated 14 January 2011 From: [redacted] Sent: Friday, 14 January 2011 7:10 PM To: Barry Dennien; [redacted] Cc: [redacted] Subject: Queensland Health response to letter dated 14 January 2011 With the compliments of the Chief Health Officer. Regards
601	14/01/11 19:30	[redacted]	"Bradley John" [redacted]		Hedley Thomas - the Australian response	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Floods-Wivenhoe The Australian 140111.doc	This version has been approved by GMU, Min's office and John Bradley for sending. [redacted] <<Floods- Wivenhoe The Australian 140111.doc>> [redacted] Senior Media Advisor Office of the Hon Stephen Robertson MP Minister for Natural Resources, Mines and Energy and Trade [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited. Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government. Please consider the environment before printing this email.

E603

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
55701	14/1/11 19:35	[redacted]			Wivenhoe - Courier Mail for Williams	Extreme Weather Event - 2300EST-10JAN11	Email	Floods-Wivenhoe CM 140111.doc	Please find attached response approved by Minister and Premiers RE questions from Brian Williams. <<Floods- Wivenhoe CM 140111 doc>> Regards, [redacted] Assistant Media Advisor Office of the Hon Stephen Robertson MP Minister for Natural Resources, Mines and Energy and Minister for Trade [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government. Please consider the environment before printing this email
55801	14/1/11 19:38	Bradley John [redacted]	"Stephen Robertson" [redacted]		RE: Wivenhoe - Courier Mail for Williams	Wivenhoe Dam Releases 1230EST-06JAN11 Extreme Weather Event - 2300EST-10JAN11	Email		pls change 1990 to 1992 in the flood manual response so it aligns with latest version of Hedley Thomas responsee -----Original Message----- From: [redacted] Sent: Friday, 14 January 2011 7:35 PM To: Media @ SEQWGM; [redacted] Stephen Robertson, [redacted] Cc: [redacted]; Bradley John; [redacted] Subject: Wivenhoe - Courier Mail for Williams Please find attached response approved by Minister and Premiers RE questions from [redacted] <<Floods- Wivenhoe CM 140111 doc>> Regards, [redacted] Assistant Media Advisor Office of the Hon. Stephen Robertson MP Minister for Natural Resources, Mines and Energy and Minister for Trade [redacted]

E604

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
01	14/1/11 20:07	Madonna Brennan	[redacted]		Extreme Weather Event - 2300EST-10JAN11	Email	Sitrep 013.docm, LDMG Meeting Minutes 140111 1600.doc	Please find attached the Sitrep 13 and the Meeting Minutes from LVRC LDMG 1600hrs today. Regards, Madonna Madonna Brennan ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343
01	14/1/11 20:08	[redacted]		FW: Queensland Health response to letter dated 14 January 2011	Extreme Weather Event - 2300EST-10JAN11	Email	20110114190300897.pdf	--- On Fri, 14/1/11, Paul Burrell <Paul.Burrell@seqwgm.com.au> wrote: From: [redacted] Subject: FW: Queensland Health response to letter dated 14 January 2011 To: [redacted] Received: Friday, 14 January, 2011, 8:21 PM Keith [redacted] See the approval letter attached for the use of PRW for washdown. [redacted] is going to contact Robin Lewis right now with the news. I will give a call in a second to confirm this email Cheers, [redacted]

E605

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
56101	14/1/11 20:17	Dan Spiller [redacted]	[redacted]		Out of Office:	Extreme Weather Event - 2300EST- 10JAN11	Email		I am out of the office until Sunday 16 January Should your email relate to the flood incident response, please be advised that the Emergency Manager role is now allocated to: Â [redacted] Â Keith Davies [redacted] This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of [illegible]
56300	14/1/11 20:34	[redacted]	[redacted]		RE: Floods- Wivenhoe The Australian 140111 (4).doc	Extreme Weather Event - 2300EST- 10JAN11	Email		FYI From: Thomas, Hedley [redacted] Sent: Friday, 14 January 2011 8:19 PM To: WaterGridMedia Subject: RE: Floods- Wivenhoe The Australian 140111 (4).doc Thanks, we missed the deadline for the first edition by a wide mark but I have managed to force some of the statement into the articles for the second edition, and I have asked them to make sure the internet version picks up the comment. Cheers Hedley Thomas National Chief Correspondent The Australian & The Weekend Australian [redacted] 28 Mayne Road Bowen Hills Qld 4006 From: WaterGridMedia [redacted] Sent: Friday, 14 January 2011 8:45 PM To: Thomas, Hedley Subject: Floods- Wivenhoe The Australian 140111 (4).doc

E606

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
201	[redacted] 20 34	WaterGridMedia [redacted]	undisclosed-recipients:;	FW: WATER GRID MEDIA UPDATE - 14 January 2011	Extreme Weather Event - 2300EST-10JAN11	Email		Please see below the latest Water Grid Update - as per the request, your details have been added to the Water Grid Media list. You will now receive updates from this address moving forward. Regards Water Grid Communications Team [redacted] WATER GRID MEDIA UPDATE 14 January 2011: Issued at 6:00pm CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 172 per cent, and continues to drop steadily. Releases have been graduated to 301,000 megalitres per day in a 7 day strategy designed to draw down the flood storage compartment without contributing to further flooding. The continuing releases are necessary in order to prepare Wivenhoe for any future weather events should they occur. Somerset Dam is at 140 per cent and also dropping steadily with 111,800 megalitres per day being released into Wivenhoe via the sluice gates. Inflows and water levels in the Brisbane and Pine catchments are being continually monitored Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until the middle of next week. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites. People are advised not to travel to any recreation sites during the flood crisis, even if the roads are open.
301	[redacted] 21:02	[redacted]		RE: PRW tanking for clean-up	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Hi Cedric, Could you ensure [redacted] and his team get a copy of the PRW washdown brief (and they may wish to distribute to QUU), so that they know the protocl and controls, etc are in place and followed when QUU start arriving to load the PRW onto the tankers? I don't have his email details on hand and I'm home now. I have sent Keith and [redacted] copies of the approval letter from QH though. Thanks [redacted] From: [redacted] Sent: Friday, 14 January 2011 5:02 PM To: [redacted] Subject: PRW tanking for clean-up [redacted] as discussed. As a measure to support the clean-up effort, WaterSecure is proposing to supply PRW and fill tankers at the following points: - Bundamba AWTP – filling from the main from Mt Petrie to Bundamba from an air valve on the pipe - Lowood Pump Station – filling from an air valve on the main at Lowood PS - Gibson Island AWTP – filling from sample location off the Treated Water Tank Ongoing monitoring programs demonstrate that PRW produced at the Advanced Water Treatment Plants meets all the necessary quality criteria required for the prooosed use . As an additional precautionary measure, water will be rechlorinated at supply by adding sodium hypochlorite directly to PRW when filling the tankers.

E607

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
564[illegible]	14/1/11 21:02	WaterGridMedia	[redacted]		Media response key messaging - the operation of Wivenhoe Dam during the flood event	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Floods- Wivenhoe The Australian 140111 (4).doc	Evening All, Please find attached one of the first responses to be sent regarding the overall operations of Wivenhoe Dam during the flood event. We would like to share this with you as the information contained will form the basis for key consistent messaging for future media responses of this nature Regards Jade Simmons Water Grid Communications Unit From: WaterGridMedia Sent: Friday, 14 January 2011 7:45 PM To: [redacted] Subject: Floods- Wivenhoe The Australian 140111 (4).doc Hedley as promised, responses. Thanks, SEQ WGM Media Unit. This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered
566[illegible]	14/1/11 21:08	[redacted]			Fw: RE: PRW tanking for clean-up		Email		... On Fri, 14/1/11, Paul Burrell <Paul.Burrell@seqwgm.com.au> wrote From: [redacted] Subject: RE: PRW tanking for clean-up To: [redacted] Cc: [redacted] Received: Friday, 14 January, 2011, 9:57 PM Hi [redacted] Â Could you ensure [redacted] and his team get a copy of the PRW washdown brief (and they may wish to distribute to QUU), so that they know the protocl and controls, etc are in place and followed when QUU start arriving to load the PRW onto the tankers? Â I don't have his email details on hand and I'm home now. I have sent Keith and [redacted] copies of the approval letter from QH though. Â Thanks [redacted] Â

E608

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
6701	14/1/11 21:30	[redacted]			FW: Hedley Thomas - the Australian response	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Floods- Wivenhoe The Australian 140111.doc	FYI - approvals for media response to The Australian -----Original Message----- From: [redacted] Sent: Friday, 14 January 2011 7:33 PM To: WaterGridMedia Subject: FW: Hedley Thomas - the Australian response From: [redacted] Sent: Friday, 14 January 2011 7:31 PM To: [redacted] Stephen Robertson Cc: Bradley John; [redacted] Subject: Hedley Thomas - the Australian response This version has been approved by GMU, Min's office and John Bradley for sending. [redacted] <<Floods- Wivenhoe The Australian 140111.doc>> [redacted] Senior Media Advisor Office of the Hon Stephen Robertson MP Minister for Natural Resources, Mines and Energy and Trade [redacted]
3801	14/1/11 21:54	[redacted]			Update and media release for approval - PRW to be used for cleanup	Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event - 2300EST-10JAN11	Email		Hope you are well, Further to the brief sent this morning from Barry Dennien on recycled water supply used to assist the clean up, purified recycled water is now ready for supply through tankers tomorrow. Queensland Health have approved the use of purified recycled water for the clean up earlier this evening Attached is a draft media release that we could possibly use, for your approval. Kindest regards [redacted] Water Grid Communications Unit This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E609

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
5690[illegible]	14/1/11 21:55	[redacted]			FW: ATTACHED - update and media release for approval - PRW to be used for cleanup	Extreme Weather Event - 2300EST-10JAN11	Email	MEDIA ALERT_PURIFIED RECYCLED WATER TO BE USED FOR FLOOD CLEAN UP doc	Attached now :) From: WaterGridMedia Sent: Friday, 14 January 2011 9:54 PM To: [redacted] Cc [redacted] WaterGridMedia Subject: update and media release for approval - PRW to be used for cleanup Hi [redacted] Hope you are well. Further to the brief sent this morning from Barry Dennien on recycled water supply used to assist the clean up, purified recycled water is now ready for supply through tankers tomorrow. Queensland Health have approved the use of purified recycled water for the clean up earlier this evening. Attached is a draft media release that we could possibly use, for your approval. Kindest regards [redacted] Water Grid Communications Unit This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its
570[illegible]	15/1/11 00:44	[redacted]			Re: PRW tanking for clean-up	Extreme Weather Event - 2300EST-10JAN11 Wivenhoe Dam Releases 1200EST-06JAN11 Northern Region Asset Inundation - 1602EST-10JAN11	Email		No problem Paul, already done. Kind regards, Cedric [redacted] Chief Technology Officer WaterSecure t [redacted] On 14/01/2011, at 20.57, [redacted] > Hi [redacted] > > Could you ensure [redacted] and his team get a copy of the PRW washdown brief (and they may wish to distribute to QUU), so that they know the protocl and controls, etc are in place and followed when QUU start arriving to load the PRW onto the tankers? > > I don't have his email details on hand and I'm home now. I have sent Keith and [redacted] copies of the approval letter from QH though. > > Thanks [redacted] > > From: [redacted] > Sent: Friday, 14 January 2011 5:02 PM > To: [redacted] > Subject: PRW tanking for clean-up >

E610

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
101	15/1/11 06.54	[redacted]			Mt Crosby Update 14 January 9:30pm	Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email		Subject: Mt Crosby Update 14 January 9:30pm We have been advised to target 400ML/day - we will be aiming for combined filtered water turbidity target <0.5 NTU, with short periods of up to 1 NTU being acceptable The information I have is that we have been achieving this target for Eastbank WTP since startup and Westbank WTP for over 24 hours. Currently @ 9:30pm - Westbank is meeting individual filter HACCP targets and has combined filter turbidity of 0.06 NTU - Eastbank has 16 filters with <0.1 NTU; 2 filters <0.2 NTU and 1 filter <0.3 NTU with treated water turbidity (pH corrected) 0.08 NTU We have only had 1 HACCP alert at Eastbank when a filter was backwashed which was for one hour > 0.3NTU (peak at ~0.6 NTU)
201	15/1/11 06.57	[redacted]			Mt Crosby Update 14 January 9:30pm	Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email		We have been operating on 230 ML/day at Westbank and 180 ML/day Eastbank since about 6pm. The strategy is to continue operation tonight without any pumping changes and to focus on stabilising/ optimising the process Subject: Mt Crosby Update 14 January 9:30pm We have been advised to target 400ML/day - we will be aiming for combined filtered water turbidity target <0.5 NTU, with short periods of up to 1 NTU being acceptable. The information I have is that we have been achieving this target for Eastbank WTP since startup and Westbank WTP for over 24 hours. Currently @ 9:30pm - Westbank is meeting individual filter HACCP targets and has combined filter turbidity of 0.06 NTU - Eastbank has 16 filters with <0.1 NTU; 2 filters <0.2 NTU and 1 filter <0.3 NTU with treated water turbidity (pH corrected) 0.08 NTU We have only had 1 HACCP alert at Eastbank when a filter was backwashed which was for one hour > 0.3NTU (peak at ~0.6 NTU) We have been operating on 230 ML/day at Westbank and 180 ML/day Eastbank since about 6pm. The strategy is to continue operation tonight without any pumping changes and to focus on stabilising/.optimising the process and improving water quality. The focus for technical support will be to reduce chemical doses while maintaining water quality within HACCP limits. 24x7 manning has been arranged for Eastbank - 2 operators per shift and Westbank 1-2 operators per shift (we have asked Kathy Gray to assist Westbank Operator tomorrow with regular testing and she has kindly agreed). Plus we have on site technical support 24x7 from Earle, Rob and Jonathan Creamer. Ongoing onsite technical support will be reviewed on Saturday. I will be on-site Saturday and Sunday during the day to assist with communication, logistics, and fielding any other issues. [redacted] has arranged for pump station to be physically manned by an electrician and fitter tonight in case of an issue arising with other staff available on call offsite. Tomorrow a full crew will work 6am to 6pm on restoration of more pump units and then for remainder of weekend the pump station will be manned on 12 hour shifts by an electrician and fitter in case of an issue arising with other staff available on call offsite [redacted] Manaoer Water Treatment Operations South

E911

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
5730[illegible]	15/1/11 06:58	Rob Drury	"Rob Drury" [redacted] "Dan Spiller" "Peter Borrows" [redacted] "Jim Pruss" [redacted]	[redacted]	RE: Technical Report W57	Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W57.docx	Attached is report W57. Only change is the gradual reduction in levels as below. Will send next report tomorrow morning around 8am or so unless there is a significant change. Main points Rainfall There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours. Somerset/Wivenhoe Somerset is 101.35m and 490,137ML at 129.0% and discharging 920cumecs (release slowly decreases as the head of water behind sluices decreases) Wivenhoe Dam is 72.86 m AHD at 1,905,900ML and 163.6% and dropping slowly and discharging around 3,500cumecs and this flow will be maintained.
5745[illegible]	15/1/11 07:18	[redacted]	[redacted]		Fwd: Fwd.	Extreme Weather Event - 2300EST-10JAN11 Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	winmail.dat	The combined flood event volume in Somerset and Wivenhoe Dams is [redacted] i.e. The attendee lists, the dial in to the ldmg over the past two days from the Water Grid Manager and Seqwater (we dial in together) have been [redacted] and Jim Pruss. We will continue to dial in to the daily teleconference until we are happy that we have the lowood water treatment plant operating smoothly, and all linked town reservoirs are being replenished. Regards [redacted] Sent from my iPad Begin forwarded message. From: [redacted] Date. 14 January 2011 8.14:09 PM AEST To: [redacted] Subject: Fwd. Please find attached the Sitrep 13 and the Meeting Minutes from LVRC LDMG 1600hrs today Regards. Madonna

E612

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
501	15/1/11 07:34	[redacted]		[redacted]	Fwd: URGENT docs	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	[redacted] Will you pls cc in the following address to all your report submissions [redacted] It is our emergency management system address in which we record and track everything to do with our emergency management. EMR Duty Officer - I have replied to Julie letting her know that the detail in the report is correct Regards [redacted] Sent from my iPad Begin forwarded message: From: [redacted] Date: 14 January 2011 5:48:56 PM AEST To: [redacted] [redacted] Robson Chris >> Subject: FW: URGENT docs Dear All Please see attached today's media report. The majority of coverage in the past 24 hours relates to flooding in Brisbane, Ipswich and surrounding areas. Please note story in The Australian re Wivenhoe Dam. Regards, Trent Water Grid Communications Team This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater) This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
301	15/1/11 07:44	[redacted]	undisclosed-recipients:;		SEQ Water Grid Media Report 15 January 2011	Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	Water Grid media clips 150111.pdf	

E613

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
577[illegible]	15/1/11 08:01	[redacted]			Incidents / Alerts: Saturday, January 15	Extreme Weather Event - 2300EST- 10JAN11 Wivenhoe Dam Releases 1230EST- 06JAN11	Email		David for our records my notes from this mornings teleconference 6:00 AM Flood Incident Update [redacted] Mt Crosby status. EB doing well doing - 230 WB ok but 1 Filter being - 230 Water Quality Ok combined NTU below agreed limits Individual Fillers we had 1 spike at WB will be rated down to 170 this morning which will still leave us with a combined supply of 400ML WB. .05 EB. .08 These are combined filter NTU North Pine status Working well doing 85 Linkwater update Demand up 14 Ml from a week ago Current Levels are 268ML This time yesterday were 179ML so we have made 100 Linkwater would like 360 in the system then we can back of at Crosby Unity Water Would like another 100 l/ sec going to Central sunshine coast area
575[illegible]	15/1/11 08:36	[redacted]			Proposed use of Class A+ recycled water for washdown purposes of flood residue	Northern Region Asset Inundation - 1602EST- 10JAN11, Extreme Weather Event - 2300EST- 10JAN11	Email	Briefing_note_-_templateClass Aplus.doc	Media [redacted] Attached is the modified briefing note requesting QH to consider the use of Class A+ recycled water for washdown purposes. Cheers, Paul -- [redacted]PhD MASM Senior Project Officer Department of Natural resources and Water Adjunct Senior Lecturer, School of Veterinary Science, UQ [redacted]

E614

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
57901	15/1/11 08:39	[redacted]		Re: Gatton Police contact for QUU to check pipeline through Grantham	Northern Region Asset Inundation - 1602EST-10JAN11. Extreme Weather Event - 2300EST-10JAN11	Email		Thanks I'll pass this on to Paul Belz and Robin Lewis now. [redacted] >>> Water Grid Emergency Manager - [redacted] > 15/01/2011 8:33 am >>> QUU, OPS will allow QUU access to Grantham to check the pipeline from Gatton to Helidon. Please use following process: Approach Grantham along Williams St through Grantham. There will be a command post; Ask for Tony Newam, if he is unavailable and if you get stopped by other local police ask for the site Deputy Commander - [redacted] knows and has approved QUU access to site. If any Police stop the QUU staff get them to call [redacted] to grant access. OPS will grant a couple of police officers to escort QUU staff through Grantham Regards Water Grid Emergency Management Team ..... This message has passed through an insecure network. Please direct all enquiries to the message author. .... This message has passed through an insecure network Please direct all enquiries to the message author. .....
58001	15/1/11 08:57	[redacted]		FW: QUU Sitrep #16	Northern Region Asset Inundation - 1602EST-10JAN11. Extreme Weather Event - 2300EST-10JAN11	Email	20110115_Executive_Summary_sitrep_16[1].doc, 20110115_Sitrep_16__Extreme_wet_weather[1].doc	Tryy again [cid:image001.jpg@01CBB491.D9427560]Peter McManamon Chief Executive Officer [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 e peter.mcmanamon@linkwater.com.au | w www.linkwater.com.au PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0.05 fully grown trees From: [redacted] Sent: Saturday, 15 January 2011 8:55 AM To: Cc: [redacted] Subject: FW: QUU Sitrep #16 [redacted] Barry asked me to send you a copy of QUU's management SitRep Report as received this morning I will arrange for updating as soon as practicable and on availability of information. [redacted] [cid:image001.jpg@01CBB491.D9427560]Peter McManamon Chief Executive Officer [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 [redacted]

E615

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
5813[illegible]	15/1/11 08:58	[redacted]			FW: turbidities	Extreme Weather Event - 2300EST-10JAN11 Wivenhoe Dam Releases 1230EST-06JAN11	Email	winmail.dat	[redacted] can you please load email onto OCA? Thanks, [redacted] From: [redacted] Sent: Saturday, 15 January 2011 8:56 AM To: [redacted] Subject: turbidities Hi [redacted] Got the good news that Eastbank and Westbank are stable and consistently treating water to below 0.1NTU. 2 quickies - how is Nth Pine going - plant stability and treated water turbidities - how are turbidities (if you have any) out of Lowood (we are insisting that Lockyer Valley Boil water notice be reiterated for the foreseeable future). Thanks, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.
5820[illegible]	15/1/11 09:06	[redacted]			Proposed use of Class A+ recycled water for washdown purposes of flood residue	Northern Region Asset Inundation - 1602EST-10JAN11 Extreme Weather Event - 2300EST-10JAN11 Wivenhoe Dam Releases 1230EST-06JAN11	Email	winmail.dat	Heather and Toni. FYI Attached is the modified briefing note requesting QH to consider the use of Class A+ recycled water for washdown purposes. This is in additional to approval of PRW usgae which you saw last night Please contact them regarding this matter Cheers, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

E616

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
8301	15/1/11 09:26	[redacted]			recycled water	Extreme Weather Event - 2300EST-10JAN11	Email	Floods-recycled water 150111.docx	[redacted] I have GMU approval on this, just wa[illegible] for an ok from the Min. Can you check this version and make sure you are all happy with the message, [redacted] <<Floods-recycled water 150111.docx>> [redacted] Senior Media Advisor Office of the Hon Stephen Robertson MP Minister for Natural Resources, Mines and Energy and Trade [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited. Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government. Please consider the environment before printing this email.
8501	15/1/11 09:27	[redacted]			FW: turbidities	Extreme Weather Event - 2300EST-10JAN11	Email		--- On Sat, 15/1/11, Paul Burrell <Paul.Burrell@seqwgm.com.au> wrote: From: [redacted] Subject: FW: turbidities To: [redacted] Received: Saturday, 15 January, 2011, 9:56 AM [redacted] can you please load email onto OCA? Thanks, [redacted] From: [redacted] Sent: Saturday, 15 January 2011 8:56 AM [redacted]

E617

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
5840	15/1/11 09:27	[redacted]			Fw: Proposed use of Class A+ recycled water for washdown purposes of flood residue	Extreme Weather Event - 2300EST- 10JAN11	Email	Briefing_note_-_templateClass Aplus.doc	--- On Sat, 15/1/11, [redacted] From: [redacted] Subject: Proposed use of Class A+ recycled water for washdown purposes of flood residue To: [redacted] Cc: [redacted] Received: Saturday, 15 January, 2011, 9:36 AM [redacted] Attached is the modified briefing note requesting OH to consider the use of Class A+ recycled water for washdown purposes Cheers [redacted] .. [redacted] Senior Project Officer Department of Natural resources and Water [redacted]
5860	15/1/11 09:45	[redacted]			WATER GRID MEDIA UPDATE - 15 January 2011	Northern Region Asset Inundation - 1602EST- 10JAN11, Extreme Weather Event - 2300EST- 10JAN11 Wivenhoe Dam Releases 1230EST- 06JAN11	Email		WATER GRID MEDIA UPDATE 15 January 2011: issued at 9.30am CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE. All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 163 per cent, and continues to drop steadily. Releases continue at around 301,000 megalitres per day as part of a strategy designed to draw down the flood storage compartment by mid-next week without contributing to further flooding. The continuing releases are necessary in order to prepare Wivenhoe for any future weather events should they occur. Somerset Dam is at 129 per cent and also dropping slowly with about 79,000 megalitres per day being released into Wivenhoe via the sluice gates. Inflows and water levels in the Brisbane and Pine catchments are being continually monitored. Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until the middle of next week. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites. People are advised not to travel to any recreation sites during the flood crisis, even if the roads are open. Recreation sites may need to remain closed until they can be properly inspected and any public safety issues assessed. All five gates at North Pine Dam closed this morning. Gate releases at Leslie Harrison Dam have ceased. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity earlier this week. A minor release of around 8,000 megalitres a day is being made through the emergency gates at Hinze Dam. This release may reduce slowly over the next few days but will continue until next week. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council. RESIDENTS AND BUSINESSES STRONGLY URGED TO USE WATER WISELY The connected Water Grid continues to maintain safe and secure water supplies in the face of unprecedented flooding impacts. Water Treatment Plants across the connected Water Grid are producing at maximum rates however very high demand associated with the clean-up of flood impacts is expected over the weekend.

E618

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
8701	15/1/11 10:02	[redacted]			Fwd: Prooosed use of Class A+ recycled water for washdown purposes of flood residue	Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted] Could you please OCA this email? Thanks [redacted] ---------- Forwarded message ---------- From: [redacted] Date: Sat, Jan 15, 2011 at 9:30 AM Subject: RE: Proposed use of Class A+ recycled water for washdown purposes of flood residue To: [redacted] All, Please note attached proposal currently before the Health Dept for their consideration & decision. Whilst our demand for cleanup water won't be as great as Brisbane's every ML will count if potable supplies are stretched. During the drought a few tankers from Brisbane accessed recycled water from our Weier Rd outlets, so we may see some increased activity there. hey [redacted] Can you please ensure this goes onto OCA? Ta muchly, [redacted] From: [redacted] Sent: Saturday, 15 January 2011 10:00 AM To: [redacted] I will attach an email from [redacted] which will allay your concerns - all plants stable and providing good water quality. From 7.30am meeting today - Mt Crosby late yesterday was producing 460Ml/day and both had treated water of below 0.1 NTU turbidity I will update Sit rep today accordingly and circulate... Cheers, [redacted] Norm Pine:
8801	15/1/11 10:05	[redacted]			FW: Water Quality Technical Coordination Group e-mail contact details	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	

E619

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
5890	15/1/11 10:11	[redacted]			FW: recycled water	Extreme Weather Event - 2300EST-10JAN11	Email	Floods-recycled_water_150111[1].doc x	Water Grid Communications Team [redacted] www.watergrid.com.au -----Original Message----- From: [redacted] Sent: Saturday, 15 January 2011 10:00 AM To: WaterGridMedia Subject: FW: recycled water FYI From [redacted] Sent: Saturday, 15 January 2011 10:54 AM To: [redacted] Subject: RE: recycled water Hi [redacted] One change to the attached. WaterSecure and WGM have are happy with this version
5891	15/1/11 10:18	[redacted]			Seqwater WTP update and QWSR response	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	[redacted] From [redacted] Sent: Saturday, 15 January 2011 10:07 AM To: [redacted] Cc: [redacted] Thanks [redacted] Thats good news. [redacted] On 15/01/2011, at 10:00 AM, Paul Burrell wrote: [redacted] I will attach an email from [redacted] which will allay your concerns - all plants stable and providing good water quality From 7.30am meeting today - Mt Crosby late yesterday was producing 460Ml/day and both had treated water of below 0.1 NTU turbidity I will update Sit rep today accordingly and circulate.. [redacted]

E620

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
59101	15/1/11 10:40	[redacted]			FW: Extra water for flood clean up	Northern Region Asset Inundation - 1602EST-10JAN11 Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	winmail.dat	From: [redacted] Sent: Saturday, 15 January 2011 11:18 AM To: [redacted] Subject: Extra water for flood clean up Minister for Natural Resources, Mines and Energy and Minister for Trade The Honourable Stephen Robertson 15/01/2011 Extra water for flood clean up 15 January 2011 The Bligh Government has re-activated its water recycling plants to provide purified water for this weekend's floods clean up. Recycled water is now available 24 hours a day from the Western Corridor Recycled Water Scheme for use in the Brisbane, Ipswich and Esk regions, the Minister for Natural Resources Stephen Robertson said today. "Local councils, water retailers and state government authorities will be able to access the water from the advanced water treatment plants and some pumping stations in a coordinated effort to conserve normal water supplies," Mr Robertson said. The water will be used primarily for street cleaning and hosing down industrial and commercial sites. "There is a lot of waste water in the system and it makes sense to recycle and purify this water for use in the clean up effort," Mr Robertson said.
59201	15/1/11 10:52	[redacted]			Comment from Peter Borrows	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted] Please find below the comments you requested from Peter Borrows, CEO, Seqwater I was very conscious of the job we needed to do and the responsibility of balancing the release of water against the potential impacts on people living along the river and downstream. The ultimate protection of the community is maintaining the integrity and safety of Wivenhoe Dam, which we were able to achieve. We were able to manage our releases in a way that minimised downstream impacts while at same time maintaining the dam's ability to provide flood mitigation in the event of further major rainfall. Peter Borrows, CEO, Seqwater Regards [redacted] Water Grid Communications Team [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its

E621

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
593[illegible]	15/1/11 10:57	[redacted]	[redacted]		RE: Update on PRW media release	Northern Region Asset Inundation - 1602EST- 10JAN11 Extreme Weather Event - 2300EST- 10JAN11 Wivenhoe Dam Releases 1230EST- 06JAN11	Email		Don FYI The Media Statement from the Minister below has just gone out Re: Media Support. At this stage we're OK but we may need some operational detail from you as the PRW effort ramps up. This is a great proactive media story and once we have specifics re: actual pick-ups we will try and get media attending the fill-ups Many thanks John Adcock Water Grid Communications [redacted] From: [redacted] Sent: Saturday, 15 January 2011 11:18 AM To [redacted] Subject: Extra water for flood clean up Minister for Natural Resources, Mines and Energy and Minister for Trade The Honourable Stephen Robertson 15/01/2011 Extra water for flood clean up 15 January 2011 The Bligh Government has re-activated its water recycling plants to provide purified water for this weekend's floods clean up
593[illegible]	15/1/11 11:05	[redacted]			FW: Mt Crosby Update 14 January 9:30pm	Northern Region Asset Inundation - 1602EST- 10JAN11 Extreme Weather Event - 2300EST- 10JAN11 Wivenhoe Dam Releases 1230EST- 06JAN11	Email		[cid:image002.jpg@01CBB4A3.F166B4A0]Peter McManamon Chief Executive Officer [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 [redacted] PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0.05 fully grown trees From: [redacted] Sent: Saturday, 15 January 2011 6:58 AM To [redacted] Subject: Mt Crosby Update 14 January 9:30pm Subject: Mt Crosby Update 14 January 9:30pm We have been advised to target 400ML/day - we will be aiming for combined filtered water turbidity target <0.5 NTU, with short periods of up to 1 NTU being acceptable. The information I have is that we have been achieving this target for Eastbank WTP since startup and Westbank WTP for over 24 hours. Currently @ 9:30pm - Westbank is meeting individual filter HACCP targets and has combined filter turbidity of 0.06 NTU - Eastbank has 16 filters with <0.1 NTU; 2 filters <0.2 NTU and 1 filter <0.3 NTU with treated water turbidity (pH corrected) 0.08 NTU We have only had 1 HACCP alert at Eastbank when a filter was backwashed which was for one hour > 0.3NTU (peak at ~0.6 NTU)

s. 6.22

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
0501	15/1/11 11:14	[redacted]		FW: Water Quality Technical Coordination Group e-mail contact details	Northern Region Asset Inundation - 1602EST- 10JAN11, Extreme Weather Event - 2300EST- 10JAN11, Wivenhoe Dam Releases 1230EST- 06JAN11	Email	winmail.dat	[redacted] can you please load into OCA? Ta muchly, [redacted] From: [redacted] Sent: Saturday, 15 January 2011 11:11 AM To: [redacted] Cc: [redacted] Subject: RE: Water Quality Technical Coordination Group e-mail contact details Dear All, Attached is the draft version of today's WQ Tech Co-ord group's Sit Rep (Sit Rep 6). This has been drawn from advice and information gathered up from last night and this morning. Could all parties review for accuracy and if there are any issues with the text (particularly with access to testing locations and verification frequencies), please get it back to me before 1pm so I can amend document and have it approved before putting up on OCA at 2pm today? Many thanks in advance, [redacted] From: [redacted]
0601	15/1/11 11:22	[redacted]		FW: Water Quality Technical Coordination Group e-mail contact details		Email	winmail.dat	For OCA [redacted] From: [redacted] Sent: Saturday, 15 January 2011 11:19 AM To: [redacted] Cc: [redacted] Subject: RE: Water Quality Technical Coordination Group e-mail contact details G'day All, See email from [redacted] regarding Nth Grid WTPs. Good news. Cheers [redacted] Hi [redacted] Kenilworth res was full at 10pm last night. Plant shutdown. They are no longer tankering and plant will resume operation when triggered by low level.

E623

Id	Received (Australia/Brisbane)	From	To	CC	Object	Events	Type	Attachments	Plain text
596[illegible]	15/1/11 11:2[illegible]	[redacted]			FW: Water Quality Technical Coordination Group e-mail contact details	Extreme Weather Event - 2300EST-10JAN11	Email	WQ_Sitrep_[illegible]oc	--- On Sat, 15/1/11, [redacted] From: [redacted] Subject: FW: Water Quality Technical Coordination Group e-mail contact details To: [redacted] Received: Saturday, 15 January, 2011, 12:12 PM
									Hi [redacted] can you please load into OCA? Ta muchly, [redacted] From: [redacted] Sent: Saturday, 15 January 2011 11:11 AM To: [redacted]
597[illegible]	15/1/11 11:29	[redacted]	SEQWGM OCA <seqwgm@id.ngcomms.net>		Fw: Seqwater WTP update and OWSR response	Extreme Weather Event - 2300EST-10JAN11	Email		--- On Sat, 15/1/11, [redacted] From: [redacted] Subject: Seqwater WTP update and OWSR response To: [redacted] Received: Saturday, 15 January, 2011 11:16 AM
									Thanks [redacted] From: [redacted] Sent: Saturday, 15 January 2011 10:07 AM To: [redacted] Cc: [redacted]

E624

I	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
59901	15/1/11 11:32	[redacted]			Fw: NEWS UPDATE - Most Sunshine Coast beaches reopen	Extreme Weather Event - 2300EST-10JAN11	Email	UNITYWATER_MEDIA_UPDATE_BEACHES REOPEN_1501 2011_11am_final.docx	Water Grid Communications Team [redacted] From: Media [mailto:media@unitywater.com] Sent: Saturday, 15 January 2011 11:29 AM [redacted] Please see the latest update that has been sent this morning to media and local councillors Media Update
60001	15/1/11 11:59	[redacted]			RE: Class A+ approval from Old Health	Extreme Weather Event - 2300EST-10JAN11	Email		For immediate release 11am, Saturday 15 January 2011 Information for Residents Sunshine Coast beaches reopen Many thanks for the update. All, please note below advise regards using class A+ recycled water for external cleaning of flooded areas. Regards, [redacted] --- original message --- From: "Water Grid Emergency Manager" [redacted] Subject: Class A+ approval from Old Health Date: 15th January 2011 Time: 11:54:13 am Hi Unitywater, Please note that Old Health have given verbal and written approval. As soon as we receive an electronic copy we will forward it through. Regards Water Grid Emergency Management Team

E625

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
601[illegible]	15/1/11 12:01	[redacted]	[redacted]		FW: Turbidity North Pine and Mt Crosby	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Hi All, Here is QH's comments/approach on turbidity/teatment for drinking water Please circulate as appropriate I'd read it that if 0.3 NTU HACCP limits exceeded, time to hit the phones, but all looks like this call will not need to be made... . Cheers [redacted] From: [redacted] Sent: Saturday, 15 January 2011 11:53 AM To: [redacted] Cc: [redacted] Subject: Turbidity North Pine and Mt Crosby Hello [redacted] Please see below the Old Health response to current turbidity data for Mt Crosby and North Pine for communication with all relevant parties. On Wednesday 12 January 2011 in an emergency meeting between WGM, QH, DERM and two water industry professionals, [redacted] was held to undertake a risk assessment to ensure potential public health risks associated with continued provision of drinking water through the flood instance and immediately post flood were appropriately addressed. As a result of discussions at this meeting, due to very high turbidity in raw intake at Mt Crosby and North Pine it was proposed that the WGM maintain treated water turbidity at 1NTU, although periods of up to 2NTU may occur, (in addition to maintaining standard operating conditions for disinfection residual). This decision was based on the achievement of a three log reduction in turbidity and ensuring that Gents.
602[illegible]	15/1/11 12:04	[redacted]			Class A+ recycled water washdown approval from QH	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Still waiting on QH advice on Class A+ water. I have however been verbally tolo that it has been signed off, but please hold on until we receive a hard copy of signed letter. Hope to have very, very soon!!! [redacted] From: [redacted] Sent: Saturday, 15 January 2011 11:46 AM To: [redacted] UWNCRsouth; UWNCRnorth; [redacted] Cc: [redacted] Subject: FWD: Water Quality Technical Coordination Group e-mail contact details Following email from WGM with advice on Dayborough and Kennilworth WTPs. At mid-morning today we had about 900 kL storage in the high and low res combined. Unable to estimate consumption as we can't see the WTP on telem. If WTP runs till 5.00 this afternoon I don't think we'll need to tanker unless SeqWater want us full ASAP. Need to remember though that residences near the res cop a lot of noise from the tanker's pumps whilst they're filling the res. Regards, [redacted] --- original message --- From: [redacted] Subject: RE: Water Quality Technical Coordination Group e-mail contact details Date: 15th January 2011 Time: 11:22:08 am

E626

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
50301	15/1/11 12:11	[redacted]			QH Approval for PRW Use	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Keith, As discussed please find attached the approvals from QH for the use of PRW Cheers [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
0401	15/1/11 12:12	[redacted]			FW: Proposed use of Class A+ recycled water for washdown purposes of flood residue	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Keith, As requested., Cheers [redacted] Sent: Saturday, 15 January 2011 9:05 AM To: [redacted] Cc: [redacted] Subject: Proposed use of Class A+ recycled water for washdown purposes of flood residue [redacted] FYI Attached is the modified briefing note requesting QH to consider the use of Class A+ recycled water for washdown purposes. This is in additional to approval of PRW usgae which you saw last night. Please contact them regarding this matter As requested (something may be wrong with briefing note), so have printed copies for Keith Cheers, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
0601	15/1/11 12:26	[redacted]			attached - Briefing note to QH and QH approval letter	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	

E627

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
60501	15/1/11 12:26	[redacted]			FW: QUU Sitrep #16	Extreme Weather Event - 2300EST-10JAN11:	Email	winmail.dat	[redacted] Whenever a new QUU Sitrep report is submitted can we please email it from OCA to John Bradley (DG of DERM), cc Peter Mac and Keith Davies in the email as well. QUU are submitting these as attachments in a Sitrep report (not via email) so I just saved the 2 attachments into the Weather Event folder and then composed a new email and attached the files and sent through Cheers [redacted] Risk Program Manager SEQ Water Grid Manager [redacted] Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper From: Bradley John [redacted] Sent: Saturday, 15 January 2011 12:13 PM To: [redacted] Cc: [redacted] Subject: RE: QUU Sitrep #16
60701	15/1/11 12:30	[redacted]			Isolated Towns and Wastewater Reports	Extreme Weather Event - 2300EST-10JAN11	Email	Bottled water delivered up to 15-1.xlsx, Distribution_and_Reticulation_Issues_for_Stand_Alone_Communities_in_Flood_Affected_Zones31.docx SQWater treatment plant progress 15-1-11.docx Status of Wastewater Recovery issues in South East Queensland Regional Communities and Brisbane Metropolitan Areas.docx Water Supply outage Isolated town supply support request - 15-1-11.xlsx	Please find attached 1 - Isolated town water report 2 - Isolated town water spreadsheet 3 - Status of Wastewater recovery Issues 4 - Bottled water delivery update from QUU 5 - Seqwater Treatment Plant Progress report Unless otherwise requested it is proposed that no further reports be prepared and that only a monitoring role with exception reporting be adopted. Regards [redacted]

E628

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
0801	15/1/11 12:32	[redacted]			FW: attached - Briefing note to QH and QH approval letter	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	From: [redacted] Sent: Saturday, 15 January 2011 12:25 PM To: [redacted] Cc: Subject: attached - Briefing note to QH and QH approval letter As requested (something may be wrong with briefing note), so have printed copies for Keith Cheers, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it, any form of disclosure, modification, distribution and/or publication of this email is also prohibited While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of
0901	15/1/11 12:40	[redacted]			WaterSecure Signed Approval PRW - Keith	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it, any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government
1001	15/1/11 12:43	[redacted]			Teleconference - 12:00pm Saturday 15/01/11	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it, any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

E629

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
6110	15/1/11 12:49	[redacted]			Incidents / Alerts Saturday, January 15	Extreme Weather Event - 2300EST-10JAN11	Email		FYI / [redacted]y record of the 12 noon teleconference today. 12:00 PM Flood Incident Update Mt Crosby EB production - 230 ML plus 200 contingency. EB Water Quality - combined Filtered water NTU = 0.08 WB production - 230 ML WB WaterQuality - combined filtered water NTU = 0.05 Lowood Still producing water at 140 L/ sec and the town balance tank is at 30%. QUU reservoirs not filling as quick . 50 into Gatton emptying the clear water storage local QUU operations to confirm with Seqwater local operator Dayboro we can cease tankering last tanker from 5 pm ..based on Unity Water recommendation Linkwater demands We can reduce WB down to 180 Storage status we have increased another 40 ML ..Demand expected to be up 120 for the day compared to yesterday The turndown of WB can occur straight away This will assist with stress on current valving arrangements. North Pine Production 85- 100 ML NP water quality combined filtered water = 0.2 NTU Recommendations Turndown WB from 230ML day back to 180ML day commencing 2 pm Saturday. This will provide a balance from Mt Crosby of 400 ML/ hey Chris. Could you OCA this please? [redacted] From: [redacted] Sent: Saturday, 15 January 2011 12:56 PM To: [redacted] Cc: [redacted] Subject: RE: Water Quality Technical Coordination Group e-mail contact details Hi All. QH has provided some advice on Mt Crosby and North Pine (water supply versus water quality), and this has been highlight in modified SitRep 6 attached. Please review and comment if necessary Thanks, [redacted] From: [redacted] Sent: Saturday, 15 January 2011 10:07 AM To: [redacted]
6129	15/1/11 13:04	[redacted]			FW: Water Quality Technical Coordination Group e-mail contact details	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	

E630

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1301	15/1/11 13:05	[redacted]		FW: Water Quality Technical Coordination Group e-mail contact details	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	[redacted] can you please load up onto OCA. [redacted] From: [redacted] Sent: Saturday, 15 January 2011 12:51 PM To: [redacted] Cc: Subject: RE: Water Quality Technical Coordination Group e-mail contact details Hi [redacted] Will do. Cheers [redacted] From: [redacted] Sent: Saturday, 15 January 2011 12:46 PM To: [redacted] Cc: [redacted] Subject: Re: Water Quality Technical Coordination Group e-mail contact details [redacted] Could you please update the sitrep with the latest advice from QH regarding HACCP limits for North Pine and Mt Crosby. When the sitrep is finalised could you please send the it directly to me and Lisa McMain (email address attached) as we don't have access to OCA. --- On Sat, 15/1/11, [redacted] From: [redacted] Subject: FW: Water Quality Technical Coordination Group e-mail contact details To: [redacted] Received: Saturday, 15 January, 2011, 2:04 PM [redacted] can you please load up onto OCA. thanks [redacted] From: [redacted] Sent: Saturday, 15 January 2011 12:51 PM To: H[redacted]
501	15/1/11 13:10	[redacted]		FW: Water Quality Technical Coordination Group e-mail contact details	Extreme Weather Event - 2300EST-10JAN11	Email		

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
61401	15/1/11 13:10	[redacted]			FW: Water Quality Technical Coordination Group e-mail contact details	Extreme Weather Event - 2300EST-10JAN11	Email	WQ_Strep, [redacted] oc	--- On Sat, 15/1/11, Paul Burrell <Paul.Burrell@seqwgm.com.au> wrote From: [redacted] Subject: FW: Water Quality Technical Coordination Group e-mail contact details To: [redacted] Received: Saturday, 15 January, 2011, 2:03 PM [redacted] Could you OCA this please? Ia, [redacted] From: [redacted] Sent: Saturday, 15 January 2011 12:56 PM
61601	15/1/11 13:36	[redacted]			Fwd: Isolated Towns and Wastewater Reports	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	[redacted] Please find attached latest updates. With regards to the 'small towns and isolated supplies', the overall assessment is that all Water Treatment Plants are now operational Some local QUU reservoirs will still be supplied in the short term by tanker due to breakage in their mains Given the recovery of the key water assets in the Lockyer Valley and Somerset Council regions, I will be deactivating the specialist Small Towns Water Recovery Group forthwith in order to allow those resources to focus on other pressing elements of the overall recovery as appropriate. The Water Grid Emergency Management Team will continue to include management of any issues that arise within the small and isolated towns if they arise, however again to confirm, we believe that the bulk supply elements have now stabilized STWRG members - please continue to dial in to the the daily 0730 teleconference for the water grid as normal - there is however no further requirement for the specialist reporting (Richard and Jim). Thank you all for your focus and effort on getting supply going Regards [redacted] Sent from my iPad Begin forwarded message: From: [redacted] Date: 15 January 2011 12:47:46 PM AEST To: [redacted] Subject: Fwd: Isolated Towns and Wastewater Reports Please find attached

E632

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1701	15/1/11 13:41	[redacted]			Re: Minutes 12:00 Teleconference 15 Jan	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Pls note that the minute note re Lowood is slightly misleading - the plant is producing at 130 l/s, whereas usage by the residents is calculated at approximate 60 l/s. There is liason going on between QUU and Seqwater to ensure that the refilling of reservoirs occurs in an orderly fashion so that it doesn't adversely impact the good order of the plants function [redacted] Sent from my iPad On 15/01/2011, at 1:00 PM, "Water Grid Emergency Manager" <[redacted] wrote: Saturday 15 January 2011 â€" 1200 â€" Teleconference Actions from last meeting: Â Approvals for class A â€" QH confirmed verbally and written approval received Â Police approvals to enter Granthamâ€" Received details and approvals, looking at hos to mobilise... ISOLATED Towns:
1801	15/1/11 13:53	[redacted]	[redacted]		WQ Technical Coordination Group Sit Rep (Sit Rep 6). Saturday 15 January, 2011	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Lowood â€" still 140 litres per second â€" town supply at 30 % - not filling reservoir â€" unsure as to the cause at this stage. Emptying clear water storage â€" risk of running dry... Hi All, Please see attached today's WQ Technical Coordination Group Sit Rep (Sit Rep 6). Thanks to all for comments. Please provide any pertinent information for tomorrow's Sit Rep to me by email or phone [redacted] by 11am tomorrow if possible. [redacted] From: [redacted] Sent: Saturday, 15 January 2011 10:07 AM To: [redacted] Cc: [redacted] Subject: Re: Water Quality Technical Coordination Group e-mail contact details Thanks Paul Thats good news. [redacted] On 15/01/2011, at 10:00 AM, [redacted] wrote: [redacted]

E633

Id	Received (Australia/Brisbane)	From	To	CC	Object	Events	Type	Attachments	Plain text
6190[illegible]	15/1/11 13:54	WaterGridMedia [redacted]	[redacted]		Media Release_Water Grid gears-up for the clean-up_15.1.2011 APPROVAL REQUIRED	Extreme Weather Event - 2300EST-10JAN11	Email	Media Release_Water Grid gears up for clean up_15.01.11.doc	[redacted] Please find attached a draft Media Release for review and approval. Ideally we would like to release this as soon as possible. If you have questions please don't hesitate to call us. Many thanks and regards [redacted] Water Grid Communications Ph[redacted] www.watergrid.com.au This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
6208[illegible]	15/1/11 14:38	[redacted]			Re: Isolated Towns and Wastewater Reports	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Bob QUU send a detailed daily sit rep which I will have our Emergency Duty Manager send you (pls Locky/Lee) In essence, the one key distribution issue is that Withcott is not connected to the Lowood supply due to a main break. This may not be repaired until early next week, however QUU is tankering to the local res in the mean time. As the Lowood system is repressurised there is likely to be bursts occurring, and subsidence is likely to have caused localized but as yet unidentified issues. QUU have five additional field teams in their Western region today, which will be supplemented by another five teams from Allconnex and Toowoomba in order to tackle those localized issues. A precautionary boil water notice is in place for both the Lockyer Valley and Somerset Council regions. The QUU report contains an update on their sewerage network in the Western region as well. Regards [redacted] Sent from my iPad On 15/01/2011, at 1.54 PM, "Kathy Reilly" [redacted] wrote: Hi [redacted] Have all the QUU issues re the reticulation network been resolved as well--if not how will these be dealt with? Thanks

E634

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
101	15/1/11 14:59	[redacted]			RE: Media Release_Water Grid gears-up for the clean-up_15.1.2011 APPROVAL REQUIRED	Extreme Weather Event - 2300EST-10JAN11	Email		Good to go from Prems and us. Thanks. [redacted] Assistant Media Advisor Office of the Hon. Stephen Robertson MP Minister for Natural Resources, Mines and Energy and Minister for Trade [redacted]
201	15/1/11 15:01	WaterGridMedia <WaterGridMedia@linkwater.com.au>	[redacted]		RE: Media Release_Water Grid gears-up for the clean-up_15.1.2011 APPROVAL REQUIRED	Extreme Weather Event - 2300EST-10JAN11	Email		Great thanks [redacted], we will issue this now Water Grid Communications Team [redacted] [redacted] Sent: Saturday, 15 January 2011 3:00 PM To: WaterGridMedia; Geoff Stead Cc: s[redacted] Subject: RE: Media Release_Water Grid gears-up for the clean-up_15.1.2011 APPROVAL REQUIRED Good to go from Prems and us. Thanks. [redacted] Assistant Media Advisor Office of the Hon. Stephen Robertson MP Minister for Natural Resources, Mines and Energy and Minister for Trade [redacted]

E635

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
62301	15/1/11 15:10	[redacted]			FW: QUU Drinking water test results for Friday 14 January	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Please put this email and attachments into OCA? [redacted]
62401	15/1/11 15:16	[redacted]			FW: QUU Drinking water test results		Email	winmail.dat	

From: [redacted]
Sent: Saturday, 15 January 2011 3:00 PM
To: Paul Burrell
Subject: Fwd: QUU Drinking water test results

[redacted]

Update on recent DWQ monitoring in QUU area - see attached.

The Bacto testing for Ipswich/Lockyer samples collected today will be available tomorrow and another sample run will occur tomorrow.

Brisbane sampling will revert to rotuine testing on Monday

Regards

[redacted]
Manager - Product Quality
Planning Branch
Queensland Urban Utilities
GPO Box 2765 Brisbane QLD 4001

[redacted]

QUU description of results (14/1/11) for Lockyer and other areas including Brisbane (key reservoirs and reticulation), and describing further testing that is planned

All looks good except one E coli positive result that should have been reported (Ashwell School Rosewood)

[redacted]

From: [redacted]
Sent: Saturday, 15 January 2011 3:00 PM
To: [redacted]
Subject: Fwd: QUU Drinking water test results

[redacted]

Update on recent DWQ monitoring in QUU area - see attached.

The Bacto testing for Ipswich/Lockyer samples collected today will be available tomorrow and another sample run will occur tomorrow.

Brisbane sampling will revert to rotuine testing on Monday.

Regards
Cameron

[redacted]
Manager - Product Quality
Planning Branch

E636

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
2501	15/1/11 15:25	[redacted]			Media release: Water Grid gears-up for the clean-up	Extreme Weather Event - 2300EST-10JAN11	Email		Media release 15.01.11 Water Grid gears-up for the clean-up The expected spike in water use this weekend has started with every asset in the SEQ Water Grid currently in use. Real-time bulk water consumption data from LinkWater today showed water use increasing rapidly due to the big clean-up across Brisbane and Ipswich now taking place Water Grid spokesperson Barry Dennien said typically Brisbane and Ipswich areas use about 700 megalitres over a weekend period, but already these areas had reached 215 megalitres by mid morning today. "We've noticed a rapid rise in water use over the last few hours and expect the total to reach over 950 megalitres by tomorrow evening," said Mr Dennien. "If people see minor discolouration of their tap water, they should not be concerned - Brisbane's water is absolutely safe to drink. "A precautionary boil water notice has been issued for Marburg, however water across Ipswich and the Sunshine and Gold Coasts also remains safe to drink," he said. Seqwater maintenance and operations staff are working around the clock to get major water treatment plants back to full production. "A large spike in water demand so soon after flooding presents a real challenge - but it's a challenge that with the communities help we are up to," he said. Brisbane's biggest water treatment plant at Mt Crosby is now stretching production to 410 megalitres per day after recovering from significant flood impacts. The Tugun desalination plant currently at 66% or 88 megalitres per day is also making an important contribution.
2601	15/1/11 15:37	[redacted]			FW: Urgent reports	Extreme Weather Event - 2300EST-10JAN11	Email	Bottled water delivered up to 15-1.xlsx, newwaterdocmt 15jan2011v4 doc, Water Supply outage Isolated town supply support request - 15-1-11.xlsx, dermupdate15j an2011version3 docx	FYI Cheers [redacted] From: [redacted] Sent: Saturday, 15 January 2011 3:33 PM To: [redacted] Cc [redacted] Subject: Urgent reports Hi [redacted] Please find attached reports for 15th January. Note in the DERM report - that I have not updated the highlighted areas as someone else deals with this. Please call if you have any issues. [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E637

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
6270[illegible]	15/1/11 15:53	[redacted]			Updated reports	Extreme Weather Event - 2300EST-10JAN11	Email	newwaterdocml 15jan2011v4 doc	Dear All We just the approval from OH re: use of class A+ recycled water so I have quickly updated the sentence in our brief. Cheers [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
628[illegible]	15/1/11 15:54	[redacted]			Website update	Extreme Weather Event - 2300EST-10JAN11	Email		http://www.watergrid.com.au/news/36 For tog - new MR is now live. Regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
6290[illegible]	15/1/11 15:56	[redacted]			FW: Class A+ Recycled Water for clean up - approval email embedded	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	For OCA. We have approval for Class A+ recycled water use. Thanks guys From: [redacted] Sent: Saturday, 15 January 2011 3:53 PM To: Barry Dennen; [redacted] Dan Spiller Cc: [redacted] Subject: FW: Class A+ Recycled Water for clean up Hi All, Attached are emails containing signed letter from [redacted] from OH authorising approving the use of Class A+ recycled water for wash-down of flood residue, with appropriate controls and restrictions. Do we need to ensure Minister's office OK with this (and OWSR) before we can contact Unitywater to let them know it is a go for other DRE's)? Media later? T[redacted] From: [redacted] Sent: Saturday, 15 January 2011 3:28 PM To: Paul Burrell Subject: Fwd: Class A+ Recycled Water for clean up [redacted] Here's a copy for your records in case it has been missed

E638

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3001	15/1/11 16:10	[redacted]	[redacted] Barry Dennien [redacted]	RE: Class A+ recycled water washdown approval from QH	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Hi All, Sorry about the delay. OWSR and QH have spoken about this issue. Attached is the QH approval for use of Class A+ recycled water for flood residue washdown purposes, with appropriate controls and restrictions lised within. So good luck with it all [redacted] Sent: Saturday, 15 January 2011 12:15 PM To: [redacted] Cc Subject: RE: Class A+ recycled water washdown approval from QH Thanks [redacted] Regards [redacted] Manager, Network Operations For Chief Executive Officer Unitywater Infrastructure Services Division [redacted]Maud Street, Maroochydore, Old, 4558 Dear Keith Thanks for taking the time earlier to speak with me on the phone. The couple of things I needed to organise media for tomorrow were: • Address of Lowood pump station • What time will pumping kick off tomorrow - What time is best for the media to arrive and film? We will call media agencies tonight and let them know of the media opportunity tomorrow out at Lowood I will let you know how we go. Regards AjM Water Grid Communications Team Ph [redacted] www.watergrid.com.au This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered
3101	15/1/11 16:16	[redacted]		PRW trucks filling up at Lowood	Extreme Weather Event - 2300EST-10JAN11	Email		

E639

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
6320	15/1/11 16:30	WaterGridMedia [redacted]	[redacted] Barry Dennien [redacted]		Interview - 4BC - Spike in water demand	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] 4BC are very keen to speak with you re spike in water demand for their drive time show, at 5.10pm. Details below: Call the station at 5:10pm on [redacted] (interview around spike in water demand, and how Grid (PRW etc) is handling this) Regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
6330	15/1/11 16:38	[redacted]			Update on PRW use	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] We've had a few fire trucks fill up at Lowood pump station and a couple of private water trucks visit the Bundamba plant today, so the word is getting out. It appears many tankers are filling from local fire hydrants. QUU is following up this afternoon. Perhaps we could help with some publicity tomorrow eg a news story with a fire truck fill [redacted] is coordinating the PRW fills at Lowood and at Bundamba (m: [redacted] Let me or Keith know if you want to follow up Cheers [redacted]

E640

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3401	10/1/11 16:47	[redacted]	[redacted]		Update on TMR Roads in the Lockyer Area	Extreme Weather Event - 2300EST- 10JAN11	Email		
3501	10/1/11 16:57	[redacted]	[redacted]		Approved use of alternate water sources for flood washdown purposes	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Hi All, FYI. OWSR and QH have spoken about the use of various recycled waters for flood residue washdown purposes. PRW use was approved last night and Class A+ recycled water was aporoved this afternoon. The briefs and letters (outlining controls and restrictions for both recycled water types) is attached. Please circulate as appropriate to consider this option. The use of Class A+ recycled water has been sent to Unitywater. Please contact the WGM Duty Manager if you need further information. Best regards, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

E641

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
6360[redacted]	15/1/11 17:24	Madonna Brennan	[redacted]		Meeting Minutes 15/01/11	Extreme Weather Event - 2300EST-10JAN11	Email	LDMG Meeting Minutes 150111 1400.doc	Afternoon Please find attached a copy of the LDMG Meeting Minutes from today a situation report will be sent shortly. Kind Regards Madonna Madonna Brennan ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 [redacted]
6370[redacted]	15/1/11 18:29	[redacted]			FW: Media release Water Grid gears-up for the clean-up	Extreme Weather Event - 2300EST-10JAN11	Email	weir1.JPG	Hi team I have advised Yvonne to contact the local council for comment on riverbank damage. Alesha Water Grid Communications Team [redacted] From: [redacted] Sent: Saturday, 15 January 2011 5:38 PM To: WaterGridMedia Subject: RE: Media release. Water Grid gears-up for the clean-up Hi there Jade in your team answered an inquiry I had yesterday about the Mt Crosby Weir Trouble is, our photographer had taken the photo from the opposite bank so we were confused about the damage, which was said to be "riverbank damage". These are the photos I took from the Mt Crosby side - can you please give me a comment about this damage, because it looks like the road has collapsed. Has it been inspected?

E642

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3801	15/1/11 18:51	[redacted]			Evening update - 16.01.11 - for log	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Seqwater_Wei_Safety_Campaign_banner.jpg	WATER GRID MEDIA UPDATE 15 January 2011: Issued at 6:00pm CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 154 per cent, and continues to drop steadily. Releases continue at around 301,000 megalitres per day as part of a strategy designed to draw down the flood storage compartment by mid-next week without contributing to further flooding. The continuing releases are necessary in order to prepare Wivenhoe for any future weather events should they occur. Somerset Dam is at 121 per cent and also dropping slowly with about 79,000 megalitres per day being released into Wivenhoe via the sluice gates. Inflows and water levels in the Brisbane and Pine catchments are being continually monitored.
3901	15/1/11 19:01	[redacted]			Evening Update	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Dear Team, Please see below the evening dam update for 16.01.11 that HAS been uploaded onto the website, but NOT distributed to the media - as from here on in we will only be issuing ONE dam media update per day. Regards [redacted] WATER GRID MEDIA UPDATE 15 January 2011 CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 154 per cent, and continues to drop steadily. Releases continue at around 301,000 megalitres per day as part of a strategy designed to draw down the flood storage compartment by mid-next week without contributing to further flooding. The continuing releases are necessary in order to prepare Wivenhoe for any future weather events should they occur. Somerset Dam is at 121 per cent and also dropping slowly with about 79,000 megalitres per day being released into Wivenhoe via the sluice gates. Inflows and water levels in the Brisbane and Pine catchments are being continually monitored. Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible.
4001	15/1/11 19:46	[redacted]			16.01.11 Handover notes	Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	WATER GRID COMMUNICATION HANDOVER_pm-am shift 15 01 11.docx	Attached for log Regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E643

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
64101	15/1/11 19:58	[redacted]			FW: www.watergrid.com.au site contact	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Dear Seqwater Not sure if you have recieved this SSQ call centre enquiry below already Please contact [redacted] so we can close this enquiry out. Many thanks Water Grid Communications Team [redacted] From: [redacted] Sent: Wednesday, 12 January 2011 3:27 PM To: SEQWGM Enquiries Subject: www.watergrid.com.au site contact [http://www.watergrid.com.au/image/Logo.png?height=120&image=/u/lib/watergrid-logo.png]<http://www.watergrid.com.au> Site Contact Robert Zappia has submitted the generic contact us form Full Name [redacted] Email Address [redacted] Phone
64201	15/1/11 20:01	[redacted]			Brisbane Water Consumption	Extreme Weather Event - 2300EST-10JAN11	Email	Grid report_reservoir storages_1700.pdf	Attached is a chart showing the current status of Brisbane Reservoir storages and hourly consumption throughout Saturday 15 January 2011. While the daily demand was higher than yesterday given the clean up underway, the total storage is trending upwards. This would indicate that supply is meeting demand Regards [redacted] Emergency Manager Queensland Urban Utilities [redacted] This message has passed through an insecure network Please direct all enquiries to the message author

E644

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
54301	16/1/11 06:37	Rob Drury	"Rob Drury" [redacted] "Dan Soller" [redacted] "Peter Borrows" [redacted] "Jim Pruss" [redacted]	[redacted]	RE: Technical Report W58	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W58.docx, Technical_Situation_Report_W58.doc	Attached is report W58 in 2 formats.. Only change is the gradual reduction in levels as below. Will send next report tomorrow morning around 8am or so unless there is a significant change. Main points Rainfall There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours Somerset/Wivenhoe At 6am Somerset was 100.01m and 424,360ML at 111.7% and discharging 820cumecs. At 6am Wivenhoe Dam was 71.3 m AHD at 1,687,269ML and 144.8% and dropping and discharging around 3,477cumecs and this flow will be maintained.
4401	16/1/11 07:19	Madonna Brennan	[redacted]	[redacted]	Situation report C15, 2pm	Extreme Weather Event - 2300EST-10JAN11	Email		Situation report Saturday 5pm - next meeting 12pm Sunday 16 Jan 2011 Madonna Madonna Brennan ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 [redacted]

E645

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
6450[illegible]	16/1/11 07:23	[redacted]	Rob Drury	[redacted]	TSRs 31 32 and 33	Wivenhoe Dam Releases 1230EST-06JAN11 Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Rob Will you pls feed TSRs 31 32 and 33 through to the OCA system (address per cc to this email) when you have time (they are the only ones we don't have recorded in the system) Thanks [redacted] Sent from my iPad On 16/01/2011, at 6.38 AM, "Rob Drury" [redacted] Attached is report W58 in 2 formats. Only change is the gradual reduction in levels as below Will send next report tomorrow morning around 8am or so unless there is a significant change Main points Rainfall There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours. Somerset/Wivenhoe At 6am Somerset was 100.01m and 424,360ML at 111.7% and discharging 820cumecs At 6am Wivenhoe Dam was 71.3 m AHD at 1,687,269ML and 144.8% and dropping and discharging around 3,477cumecs and this flow will be maintained. The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres
6460[illegible]	16/1/11 07:26	Madonna Brennan [redacted]	[redacted]		Situation Report 015 attached	Extreme Weather Event - 2300EST-10JAN11	Email	Sitrep 015.docm	That was my error. situation report 015 attached. Next meeting 12.00 hrs Sunday 16 Jan 2011 Madonna Madonna Brennan ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 LVRC: 1300 00 5872 [redacted]

E646

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
701	10/1/11 07:35	[redacted]	[redacted]		Courier Mail photographer - Access to Wivenhoe Dam control room	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] Hope you are well on this lovely Sunday morning! I am just following up on possible actions from yesterday and whether it is possible to get a Courier Mail photographer into Wivenhoe Dam's control room? I believe Mike Lyons may have discussed this with you Thanks! [redacted] Water Grid Communications [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
801	10/1/11 07:48	Rob Drury	[redacted]		RE: TSRs 31, 32 and 33	Extreme Weather Event - 2300EST-10JAN11	Email		Will get [redacted] to put them in Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 Website	www.seqwater.com.au <http://www.seqwater.com.au/>

E647

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
649	16/1/11 07:52	[redacted]			Dam Releases SitReps	Wivenhoe Dam Releases 1230EST 06JAN11	Email	Technical Situation Report W33.docx, Technical Situation Report W32.docx, Technical Situation Report W31.docx	Can you add these historical SitReps to OCA TA Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater)
65001	16/1/11 07:54	[redacted]			Dam Releases SitReps		Email	Technical Situation Report W33.docx Technical Situation Report W32.docx Technical Situation Report W31.docx	Can you add these historical SitReps to OCA [redacted] Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater) This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it, any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from
651	16/1/11 07:56	[redacted]			SEQ Water Grid Media Report 16 January 2011	Extreme Weather Event - 2300EST 10JAN11	Email	SEQ Water Grid Media Report - 16 January 2011.pdf	Please see attached today's media report. The majority of coverage in the past 24 hours relates to flooding in Brisbane, Ipswich and surrounding areas. Regards, Trent Water Grid Communications Team This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E648

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
401	16/1/11 08:36	[redacted]		FW: Manning	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Could this be loaded into OCA too....thanks [redacted] From: [redacted] Sent: Sunday, 16 January 2011 8:25 AM To: [redacted] Cc: [redacted] Subject: RE: Manning Hey [redacted] I've done a 12 hr and 10 hr days, but they have been relatively steady. I've just spoken to [redacted] and said that I should be fine today. And [redacted] has offered her services as well if need be. Things are calming down - I have been busy doing other things like securing the use of PRW and Class A+ recycled water for wash-down from the regulator and OH. I reckon that if you and [redacted] come in tomorrow, we'll see if there are any outstanding/urgent WQ issues to deal with, and how to manage staff. The Managers are still determining if the usual 7.30am meeting is going to happen later today (4pm meetings were suspended yesterday), but if it goes ahead I can attend that one. Happy for you guys to arrive 8-8.30am. I have two issues that I will raise with the various members of the WQ Tech Coord group today, including you. A) is there a need to do a risk assessment of small town drinking water catchments with non functional WWTPs, and (Seqwater guys but your input is welcome) B) for the Water Grid - one for us to think about in the next few days - how to balance large water storages against possible longer water ages and losing disinfection residual (particularly if demand does not meet supply). Do we want to ask Seqwater to bump up disinfectant residual (and SRWP etc)? Cheers, [redacted]
5201	16/1/11 08:36	[redacted]		FW: thoughts	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Can we please load into OCA? Ta muchly [redacted] From: [redacted] Sent: Sunday, 16 January 2011 8:33 AM To: [redacted] Cc: [redacted] Subject: thoughts Hi All, An issue was raised today at the 7.30am meeting and I'd like your thoughts. There are quiet a number of WWTPs that are not operating (Esk, Lowood, Gatton), and I'd like to able to determine whether this will impact significantly on the various drinking water catchments/sources for the WTPs in these areas. Perhaps this sewage will be offset by the massive dilution of the flood waters, but that is a guess. My thinking is that operational monitoring (and verification monitoring) should pick up any issues. And I know that disinfection residual in some WTPs have also been increased as a preventative measure. Do the Seqwater guys have any concerns? [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential

E649

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
65301	16/1/11 08:36	[redacted]			...: Courier Mail photographer - Access to Wivenhoe Dam control room	Extreme Weather Event - 2300EST-10JAN11	Email		Hi [redacted] Isn't working on a Sunday just wonderful . City is almost like a morgue but thankfully Starbucks was open!!! Understand [redacted] Peter Borrows had a discussion last night about a suitable location [redacted] should be able to put you in the picture Cheers. [redacted]
6553*	16/1/11 09:19	[redacted]			FW: thoughts	Extreme Weather Event - 2300EST-10JAN11	Email: winmail.dat		Please be advised I will be getting written advice from Seqwater later this morning, but verbally they feel that if the HACCP limits for the treated drinking water is being met, then there should be no health issues with the water Cheers, [redacted] From: [redacted] Sent: Sunday, 16 January 2011 8:33 AM To: Cc: [redacted] Subject: thoughts Hi All, An issue was raised today at the 7.30am meeting and I'd like your thoughts There are quiet a number of WWTPs that are not operating (Esk, Lowood, Gatton), and I'd like to able to determine whether this will impact significantly on the various drinking water catchments/sources for the WTPs in these areas. Perhaps this sewage will be offset by the massive dilution of the flood waters, but that is a guess My thinking is that operational monitoring (and verification monitoring) should pick up any issues. And I know that disinfection residual in some WTPs have also been increased as a preventative measure Do the Seqwater guys have any concerns? thanks. [redacted]

E650

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
65601	16/1/11 09:21	[redacted]			WQ results for samples taken yesterday (sat 15 jan)		Email	winmail.dat	Hi Guys, I know you got one positive for Laidley, I guess the dealled location will go up on OCA. When possible can I get the results from yesterday's WQ testing please? And perhaps forward them to me on a daily basis when you have them? Thanks, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
65701	16/1/11 09:22	[redacted]			FW: Urgent interim report	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Could you please load up Julie's report? thanks, [redacted] From: [redacted] Sent: Sunday, 16 January 2011 8:57 AM To: [redacted] Dan Spiller [redacted] Subject: Urgent interim report Dear All Please find attached interim updated report – updated information is highlighted in yellow. Will update other information this morning. Kind regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E651

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
65801	16/1/11 09:30	[redacted]			...infection residual	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Gents, For the Water Grid, I'd like for us to think about water supply versus water quality, specifically disinfectant residual As you all appreciate we have trouble with residual maintenance during summer, and we operate to maximise this using lower water volumes in reservoirs, and a range of other measures. At the moment the system is pretty full in the various QUU and LinkWater reservoirs and my concern is that even though the usage is high, we are matching supply so volumes and so reservoir levels are staying high. The risk is longer water ages and loss of residual So I'd like to ask Linkwater (operational and verification data) and QUU (verification data) to review their residual data from the last few days and next few days and compare them to seasonal trends etc, to determine if we are/or likely to have residual issues (and locations). We may be able to request Seqwater and LinkWater (given supplies Ok) to bump up residuals if possible/useful But let's see how the system is going first [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure
65901	16/1/11 09:46	[redacted]	[redacted]	[redacted]	Class A+ recycled water for washdown purposes	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Hi Genls, When you get the chance can you quickly answer the questions below If you are not the correct contact could you please forward? 1) are the offered supplies of Class A+ recycled water being used? 2) can you estimate how much is being used? 3) are you satisfied that the controls/restrictions for the collection and use of this water are being followed? 4) how are the controls/restrictions being monitored? 5) who has been using the water? Can you please reply to me and CC s[redacted] Thanks in advance,[redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government

E652

	Received (Australia/Brisbane)	From	To	CC	ct	Events	Type	Attachments	Plain text
6001	1[illegible]1/11 09:49	[redacted]			Re: WQ results for samples taken yesterday (sat 15 jan)	Extreme Weather Event - 2300EST-10JAN11	Email	Water 110115.xlsx	[redacted] Attached is the data for the QUU western service area for yesterday. Will be resampled today and again tomorrow. No sampling conducted yesterday in Brisbane. 10-15 samples to be collected today from Brisbane flood impacted areas. Routine sampling program to commence tomorrow. Regards [redacted] Manager - Product Quality Planning Branch Queensland Urban Utilities GPO Box 2765 Brisbane QLD 4001 [redacted] > [redacted] 16/01/2011 9.21 >>> Hi Guys. I know you got one positive for Laidley. I guess the deailed location will go up on OCA. When possible can I get the results from yesterday's WQ testing please? And perhaps forward them to me on a daily basis when you have them?
56101	1[illegible]1/11 09:52	[redacted]	[redacted]		Approved use of PRW for washdown purposes	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Hi Gents. When you get the chance can you quickly answer the questions below If you are not the correct contact could you please forward? 1) are the offered supplies of PRW being used? 2) can you estimate how much is being used? 3) are you satisfied that the controls/restrictions for the collection and use of this water are being followed? 4) how are the controls/restrictions being monitored? 5) who has been using the water? Can you please reply to me and CC [redacted] Thanks in advance. Paul. This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of

E653

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
66201	16/1/11 09:55	[redacted]		FW: WQ results for samples taken yesterday (sat 15 jan)	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Hi [redacted] Attached is QUU results for flooded impacted areas for amller stand alone towns, plus future sampling/testing.... Positive in Patrick St, Laidley Cheers [redacted] From: [redacted] Sent: Sunday, 16 January 2011 9:49 AM To: [redacted] Cc: [redacted] Subject: Re: WQ results for samples taken yesterday (sat 15 jan) [redacted] Attached is the data for the QUU western service area for yesterday. Will be resampled today and again tomorrow No sampling conducted yesterday in Brisbane. 10-15 samples to be collected today from Brisbane flood impacted areas. Routine sampling program to commence tomorrow Regards [redacted] Manager - Product Quality Planning Branch Queensland Urban Utilities
66301	16/1/11 10:14	[redacted]		FW: Technical Report W58	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W58.docx Technical_Situation_Report_W58.doc	Would you advise if we need to return to the original â€œemergencyâ€ email address? I have sent copies of these reports to both emergency and [redacted] David Attached is report W58 in 2 formats. Only change is the gradual reduction in levels as below Will send next report tomorrow morning around 8am or so unless there is a significant change Main points Rainfall There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours. Somerset/Wivenhoe At 6am Somerset was 100.01m and 424,360ML at 111.7% and discharging 820cumecs At 6am Wivenhoe Dam was 71.3 m AHD at 1,667,269ML and 144.8% and dropping and discharging around 3,477cumecs and this flow will be maintained The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres North Pine At 6am North Pine Dam was 39.46mAHD and 211,319ML and 98.6% and all gates were closed Leslie Harrison closed and Hinze to close gate around Tuesday

E654

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
6401	16/1/11 10:29	[redacted]			FW: Queensland Urban Utilities Community Service Announcement Water supply	Extreme Weather Event - 2300EST-10JAN11	Email	20110116_Community Service Announcement_Quality and Supply_FINAL.pdf	CSA from QUU Water Grid Communications Team [redacted] -----Original Message----- From: Urban Utilities Comms [redacted] Sent: Sunday, 16 January 2011 10:26 AM To: Urban Utilities Comms Subject: Queensland Urban Utilities Community Service Announcement Water supply Good morning all Attached is a Community Service Announcement from Queensland Urban Utilities for immediate release. Most residents and businesses in the Lockyer Valley and Somerset are now receiving water. Please call me if you have any questions. [redacted] Queensland Urban Utilities Media team [redacted]
6501	16/1/11 10:35	[redacted]			FW: Skyjuice summary of assistance for Queensland flood situation	Extreme Weather Event - 2300EST-10JAN11	Email	Specification-SkyHydrant Nov 09.pdf, SkyHydrant set up.pdf	..... From: Keith Davies Sent: Sunday, 16 January 2011 7:55 AM To: [redacted] Subject: [redacted] [redacted] Keith From: [redacted] Sent: Friday, 14 January 2011 5:26 PM To: Keith Davies Subject: FW: Skyjuice summary of assistance for Queensland flood situation First part [redacted] We have been offered the use of these units, are they any use to you? Give me a call if they are. Thanks [redacted]

E655

id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
66601	16/1/11 10:36	[redacted]			...bby QH briefing note - approval for conditions to operate WTPs with elevated treated drinking water turbidities	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	FYI For records including OCA From: [redacted] Sent: Sunday, 16 January 2011 10:24 AM To: [redacted] Subject: Fwd: Hi [redacted] As discussed. Regards [redacted] [redacted] A/Director Water Quality Unit Environmental Health Branch Division of the Chief Health Officer Queensland Health
66701	16/1/11 10:38	[redacted]			Updated reoprt as at 10.30am	Extreme Weather Event - 2300EST-10JAN11	Email	new-waterdocm... 16jan2011v2 do cx	[redacted] Please find attached updated report from SEQ Water Grid. This 10.30am report updates 8.30am report in terms of reservoir storage levels for both water treatment plants and distribution systems in the small towns. Please feel free to call or email if you have any queries. Kind regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E656

	Received (Australia/Brisbane)	From	To	CC	S	Events	Type	Attachments	Plain text
801	[redacted] 10:50	[redacted]			FW: Urgent interim report	Extreme Weather Event - 2300EST-10JAN11	Email	newwaterdocml 16jan2011v1.docx	This version is at 8.30AM this morning. An updated version was sent at 10.30Am. - refer to 10.30am email. Cheers [redacted] From: [redacted] Sent: Sunday, 16 January 2011 8:58 AM To: [redacted] Cc: [redacted] Subject: Urgent interim report Dear All Please find attached interim updated report - updated information is highlighted in yellow. Will update other information this morning Kind regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
3901	[redacted] 10:52	[redacted]			RE: Seqwater WTP water quality update and risk assessment	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Thanks Duncan. I will circulate first part of email to all in WQ Tech Coord group - SitRep probably won't change much as nothing has really changed much since yesterday. - will take second part of your email - risk assessment and send to Scott Denner, OH etc to allay their concerns Thanks again [redacted] PS Will send draft sit rep around 11.30am for comment to all reps on Group. From: [redacted] Sent: Sunday, 16 January 2011 10:31 AM To: [redacted] Cc: [redacted] Subject: Seqwater WTP water quality update [redacted] Here are the updates for the WTP's Mt Crosby: Westbank is off Eastbank operating within HACCP limits at 170 ML/day and expecting to go up to 220 this afternoon. Raw turbidity remains at about 400 NTU

E657

	(Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
67003	16/1/11 10:56	[redacted]	[redacted]	[redacted] Paul Rees [redacted]	_Approved_use_of_PRW_for_washdown_purposes	Extreme Weather Event - 2300EST-10JAN11	Email		From: [redacted] Sent: Sunday, 16 January 2011 10:21 AM To: [redacted] Subject: Fwd: Approved use of PRW for washdown purposes [redacted] Having some difficulty manipulating webmail so haven't done a reply to all. To answer your questions: 1. PRW is only being taken at Lowood 2. 17,00 litres yesterday, 4,500 litres so far today 3&4. Water is only being taken by Rural Fire Brigade. A log is kept of how much, vehicle rego, and stated use 5 As above Rural Fire Brigade for washdown Kind regards [redacted] Level 2, 95 Nth Quay, Brisbane, Qld, Aust. [redacted]
67101	16/1/11 10:58	[redacted]	[redacted]		Seqwater WTP update for Sunday Jan 16, 2011	Extreme Weather Event - 2300EST-10JAN11	Email winmail.dat		Hi All, Attached email provided by Duncan and colleagues at Seqwater I will summarise this information, and add any other data since yesterday, and intend to circulate a draft Sit Rep for today by 11.30am or so. .can you all please check and get back to me by 1.30pm if Ok or needs chnages . [redacted] Here are the updates for the WTP's Mt Crosby Westbank is off. Eastbank operating within HACCP limits at 170 ML/day and expecting to go up to 220 this afternoon Raw turbidity remains at about 400 NTU Individual filter turbidity is generally less than 0.1 NTU spiking to 0.3 NTU for short time (about 10 min) at back wash Primary disinfection free chlorine about 2.5 mg/L and secondary about 3.5 mg/L total chlorine Northern: All plants operating within HACCP limits and are considered to be back to normal operation (although Landers, Petrie and North Pine are manned 24 hrs). All tankering has ceased. The only issue is Daybrough which has lost dial out alarms so is only operated when manned, which is 03:30 to 17:00. North Pine raw turbidity remains elevated at over 200 NTU. Somerset:

E658

	Received (Australia/Brisbane)	From	To	CC		Events	Type	Attachments	Plain text
201	16/1/11 11:00	[redacted]	Paul Rees [redacted]		RE: Approved use of PRW for washdown purposes	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	[redacted] eing used...
7301	16/1/11 11:04	[redacted]			Please call the Water Grid Communications Unit - 3247 3000 OR 0458 249 365	Extreme Weather Event - 2300EST- 10JAN11	Email		

From: [redacted]
Sent: Sunday, 16 January 2011 10:55 AM
To: [redacted]
Cc: [redacted] Keith Davies; [redacted] Paul Rees
Subject: RE: Approved use of PRW for washdown purposes

From: [redacted]
Sent: Sunday, 16 January 2011 10:21 AM
To: [redacted]
Subject: Fwd: Approved use of PRW for washdown purposes

[redacted]

Having some difficulty manipulating webmail so haven't done a reply to all. To answer your questions.

1. PRW is only being taken at Lowood

2. 17,00 litres yesterday, 4,500 litres so far today

3&4. Water is only being taken by Rural Fire Brigade. A log is kept of how much, vehicle rego, and stated use

5 As above Rural Fire Brigade for washdown.

[redacted]

Having a little trouble getting through to you, would you please telephone the Water Grid Communications Unit on [redacted]

Regards

[redacted]
Water Grid Communications

[redacted]

www.watergrid.com.au

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E659

ɜ	Received (Australia/Brisbane)	From	To	CC	ɔject	Events	Type	Attachments	Plain text
67401	16/1/11 11:05	[redacted]				Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Hi Ali, I have a response from Seqwater about our question as to the possibel sewage risks to drinking water sources and treatment in areas where the WWTPs non-functional. Should allay your concerns . Cheers, [redacted] Risk from bypassing WWTP· The Esk WWTP discharges to Esk Creek. This creek enters Wivenhoe upstream of the Esk WTP intake. Although this presents an elevated raw water risk, with the Esk WTP operating within HACCP Critical Limits it is not considered by Seqwater to present an unacceptable risk to drinking water safety We have limited information on the Gallon and Laidlel WWTP's. We believe they discharge to Locker Creek, which enters the Brisbane River upstream of the Lowood WTP. There is significant dilution by releases from Wivenhoe dam and with Lowood WTP operating within HACCP Critical Limits the bypassing by these WWTP's is not considered by Seqwater to present an unacceptable risk to drinking water safety. The boil water notice in the whole Lowood supply area provides further risk mitigation. Lowood WWTP discharges in to a creek which enters the Brisbane River downstream of the Lowood WTP intake. However it is uptream of the Mt Crosby intakes. There is significant dilution of this wastewater by the releases from Wivenhoe dam. With the Mt Crosby WTP's operating within HACCP Critical Limits it is considered by Seqwater that the bypassing of these WWTP's does not present an unacceptable risk to drinking water safety.
67501	16/1/11 11:24	[redacted]			Revised at 11:20AM report	Extreme Weather Event - 2300EST-10JAN11	Email	newwaterdocmt 16jan2011v3.do cx	This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential [redacted] Here is a revised report with more detail on reservoir storages as at 11:20AM Cheers [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
67601	16/1/11 11:25	[redacted]			Mt Crosby information for Channel 7 interview	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] Will call you shortly, but to let you know now we are just chasing a few key lines on Mt Crosby Water Treatment Plant, in particular: • How many houses/businesses does Mt Crosby supply? • What are the production figures for Mt Crosby during the flood? What is the average production normally? • What exactly does Mt Crosby do and how important is it to Brisbane's water supply? • How many staff working around the clock - any of these affected by flood and still chose to keep working? [redacted] Water Grid Communications Team Ph [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not

E660

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
67701	16/1/11 11:26	[redacted]	[redacted]		draft WQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16 Jan) for review	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Hi All, Please see attached draft Sit Rep and if any major issues/errors please advise me ASAP (latest 1.30pm) Most changes are highlighted in yellow. QUU (and to a lesser extent LinkWater) input is mainly required [redacted] This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
67801	16/1/11 11:37	[redacted]			WATER GRID MEDIA UPDATE - 16 January 2011	Extreme Weather Event - 2300EST- 10JAN11	Email		WATER GRID MEDIA UPDATE 16 January 2011: issued at 11.30am CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 144 per cent, and continues to drop steadily. Releases continue at around 299,000 megalitres per day. This flow will be maintained to drain the flood storage compartment this week. The continuing releases are necessary in order to prepare Wivenhoe for any future weather events should they occur. Inflows and water levels continue to be monitored in the Brisbane and Pine catchments. Somerset Dam is at 111 per cent and also dropping slowly with about 70,500 megalitres per day being released into Wivenhoe via the sluice gates. Water levels in Somerset will fall slowly in the next 24 hours. Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge, Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until the middle of next week. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts. All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites. People are advised not to travel to any recreation sites during the flood crisis, even if the roads are open. Recreation sites may need to remain closed until they can be properly inspected and any public safety issues assessed. North Pine Dam is at 96 per cent and all five gates remain closed. Water has spilled from Wyaralong Dam after it exceeded 100 per cent capacity earlier this week. A minor release of around 6,800 megalitres a day is being made through the emergency gates at Hinze Dam. This release may reduce slowly over the next few days but will continue until next week. There is no public access to the spillway. For detailed information on river levels, road and crossing closures and other potential impacts, always contact your local council. RESIDENTS AND BUSINESSES STRONGLY URGED TO USE WATER WISELY The connected Water Grid continues to maintain safe and secure water supplies in the face of unprecedented flooding impacts. Water Treatment Plants across the connected Water Grid are producing at maximum rates however very high demand associated with

E661

Id	Received (Australia/Brisbane)	From	To	CC	bject	Events	Type	Attachments	Plain text
67961	16/1/11 11:46	[redacted]			Resend of SitRep	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Hi All, Is this version better??? [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government
68001	16/1/11 11:48	HEOC_PHIC HEOC_PHIC <HEOC_PHIC@healt .qld.gov.au>	[redacted]		Re. draft WQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16 Jan)for review	Extreme Weather Event - 2300EST- 10JAN11	Email	WQ_Sitrep_7 DH tracked changes.docx	[redacted] Thanks for forwarding this our review Please find tracked changes in the attachment in relation to messaging around boil water alerts. Kind regards [redacted] Water quality advisory team PHEOC HEOC Support [redacted] Training Room 2 Ground Floor 15 Butterfield Street Herston Q 4006

E662

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
68101	16/1/11 12:11	[redacted]	[redacted]	[redacted]	RE: draft WQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16 Jan)for review	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Hi All, Suggested changes requested by QH, Seqwater and QUU included Thanks for input Hope that I have faithfully made changes requested... Reminder of 1.30pm deadline..... Cheers [redacted] From: HEOC_PHIC HEOC_PHIC [HEOC_PHIC@health.qld.gov.au] Sent: Sunday, 16 January 2011 11:47 AM [redacted] Cc: Claire Moriat; HEOC_PHIC@health.qld.gov.au Subject: Re: draft WQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16 Jan)for review [redacted] Thanks for forwarding this our review. Please find tracked changes in the attachment in relation to messaging around boil water alerts.
68201	16/1/11 12:51	[redacted]	[redacted]	[redacted]	11am Sunday 16 January 2011 - Roads update for Ipswich and Lockyer region	Extreme Weather Event - 2300EST-10JAN11	Email		

E663

!	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
66301	15/1/11 13:03	[redacted]			...Water disinfection residual review	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	FYI From: [redacted] Sent: Sunday, 16 January 2011 10:41 AM To: Paul Burrell Subject: Re: disinfection residual Paul, I concur .No worries. I will work on this data first thing tomorrow morning Regards, Wade From: [redacted] To [redacted] Sent: Sun Jan 16 09:30:04 2011 Subject: disinfection residual Gents, For the Water Grid I'd like for us to think about water supply versus water quality specifically disinfectant residual Hi Suzie and Lynne, QUU have just contacted us about OH's proposed change to the SitRep, by inserting that statement you provided me They prefer for it not to be included as it is quite a significant change in what has already been approved over the last 6 days. They already have Boil water notices and updates circulated (and on their website) and feel that if OH wishes for this message to change, then it would be best done through directly through their Comms unit responsible for the Boil water notice, and not to go into the Sit Rep. Because QUU are very sensitive about these SitReps I have been swayed by the logic but happy to chat about this - please call me before 1.30pm please if the removal of that statement is a major issue or not thanks [redacted] From: HEOC_PHIC HEOC_PHIC [HEOC_PHIC@health.qld.gov.au] Sent: Sunday, 16 January 2011 11:47 AM To [redacted] Subject: Re: draft WQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16 Jan)for review Hi [redacted] Thanks for forwarding this our review
68401	16/1/11 13:20	[redacted]	HEOC_PHIC HEOC_PHIC <HEOC_PHIC@health.qld.gov.au>	[redacted]	RE: draft WQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16 Jan)for review	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	

E664

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
8501	16/1/11 13:26	[redacted]		RE: draft WQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16Jan)for review	Extreme Weather Event - 2300EST-10JAN11	Email		Hi [redacted] Happy to remove the information from the sit rep, however QUU to need to note that this will be the formal position from QH regarding boil water alerts. QH will be amending all it's public documentation and water providers will need to do the same. If there is an appropriate person that we need to contact about this, it would be great if QUU can send us their details. Thanks for passing this on. Regards [redacted] HEOC Support [redacted] Training Room 2 Ground Floor 15 Butterfield Street Herston Q 4006
8601	16/1/11 13:35	[redacted]			Extreme Weather Event - 2300EST-10JAN11	Email winmail.dat		[redacted] Hi Suzie and Lynne, Thanks Paul SD Sent from my iPad On 16/01/2011, at 11:05 AM [redacted] Hi All, I have a response from Seqwater about our question as to the possibel sewage risks to drinking water sources and treatment in areas where the WWTPs non-functional. Should allay your concerns Cheers, Paul. Risk from bypassing WWTP: The Esk WWTP discharges to Esk Creek. This creek enters Wivenhoe upstream of the Esk WTP intake. Although this presents an elevated raw water risk, with the Esk WTP operating within HACCP Critical Limits it is not considered by Seqwater to present an unacceptable risk to drinking water safety. We have limited information on the Gatton and Laidlet WWTP's. We believe they discharge to Locker Creek, which enters the Brisbane River upstream of the Lowood WTP. There is significant dilution by releases from Wivenhoe dam and with Lowood WTP operating within HACCP Critical Limits the bypassing by these WWTP's is not considered by Seqwater to present an unaceptable risk to drinking water safety. The boil water notice in the whole Lowood supply area provides further risk mitigation. Lowood WWTP discharges in to a creek which enters the Brisbane River downstream of the Lowood WTP intake. However it is upstream

E665

Id	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
68701	16/1/11 13:47	[redacted]			Fw: QUU Drinking water test results	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	To be loaded onto OCA p:[illegible]e From: [redacted] Sent: Saturday, 15 January 2011 1:49 PM To: [redacted] Cc: [redacted] Subject: Fwd: QUU Drinking water test results Paul, Update on recent DWQ monitoring in QUU area - see attached The Bacto testing for Ipswich/Lockyer samples collected today will be available tomorrow and another sample run will occur tomorrow. Brisbane sampling will revert to roturne testing on Monday Regards [redacted] [redacted] Manager - Product Quality Planning Branch Queensland Urban Utilities GPO Box 2765 Brisbane QLD 4001 [redacted] W www.urbanutilities.com.au<http://www.urbanutilities.com.au>
68680	16/1/11 13:48	[redacted]			FW: QUU Drinking water test results	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Hi All, For your inromation, yesterday's QUU WQ sample results and proposed future testing plans [redacted] From: [redacted] Sent: Saturday, 15 January 2011 1:49 PM To: [redacted] Cc: [redacted] Subject: Fwd: QUU Drinking water test results Paul, Update on recent DWQ monitoring in QUU area - see attached The Bacto testing for Ipswich/Lockyer samples collected today will be available tomorrow and another sample run will occur tomorrow. Brisbane sampling will revert to roturne testing on Monday. Regards [redacted] Manager - Product Quality Planning Branch

E666

#	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
68901	16/1/11 13:55	[redacted]	[redacted]	[redacted]	FinalWQ Technical Coordination Group Sit Rep (Sit Rep 7 - 16 Jan)for review	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Hi All, See attached fro final WQ Technical Coordination Group Sit Rep (Sit Rep 7) for Sunday 16 January. Thansk for everyone's input once again Please forward any important information to me for tomorrow's version Does anyone have burning desire for a teleconference tomorrow, or is this process from last few days working? [redacted] This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it. any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
69001	16/1/11 14:01	[redacted]	[redacted]	[redacted]	RE: QUU Drinking water test results	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Hi All, Just in case you didn't receive yesterday's results, I have also sent todays' results earlier today, so if you missed out, please let me know. [redacted] From: [redacted] Sent: Sunday, 16 January 2011 1:47 PM To: [redacted] Cc: [redacted] Subject: FW: QUU Drinking water test results Hi All, For your inromation. yesterday's QUU WQ sample results and proposed future testing plans Cheers, [redacted] From: [redacted] Sent: Saturday, 15 January 2011 1:49 PM To: [redacted] Cc: [redacted] Subject: Fwd: QUU Drinking water test results [redacted]

E667

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
69101	16/1/11 14:10	[redacted]	[redacted]		Early warning		Email	winmail.dat	Hi [redacted] Just like we are asking the distributors to let us know if there is a spike in customer complaints as an early warning of potential (health) water quality issues, could you guys please (if you are allowed to) to let us know if PHUs, etc detect any pick up in gastro/health isssues that may be water related, so we can (assist) investigate and possibly offer solutions with the appropriate Grid entities/councils in a timely manner? Thanks [redacted] PS my mobile number is [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of
69201	16/1/11 14:23	[redacted]			FW: Responses on the Wivenhoe Performance from Water Grid Manager	Extreme Weather Event - 2300EST-10JAN11	Email		For the record From: WaterGridMedia Sent: Sunday, 16 January 2011 11:49 AM To: [redacted] Subject: FW: Responses on the Wivenhoe Performance from Water Grid Manager [redacted] Further to our phone conversation this morning, I have supplied a few of the key statistics that the Seqwater Flood Control Centre have assembled to date. Given that we are still in an emergency situation, more complete statistics will be available this afternoon or late tomorrow morning, when the situation eases and the flood control centre has a chance to collate the information • During peak time Wivenhoe Dam was rising between 4.5% and 5% per hour. • Total inflow into Wivenhoe Dam during this event was 2.6 million megalitres. If there was a dam for flood control in 1974 this would have been 1.5million megalitres. • Total flow in the Brisbane River in 1974 was 9,500 cubic metres per second. The estimated flow from this event in the river would have been 13,000 cubic metres per second if Wivenhoe did not exist (note, this final number will need to be calculated and confirmed by the Bureau of Meteorology) • Since the 9 October 2010 when the first releases began from Wivenhoe Dam, we have had five events and we have released in excess of 4.2 million megalitres or approximately eight Sydney Harbours Regards

E668

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
9301	16/1/11 14:33	[redacted]		Website updated - 16.01.11	Extreme Weather Event - 2300EST- 10JAN11	Email		Dear Team The website now has todays update live For log. Regardsd [redacted] [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
9401	16/1/11 14:44	[redacted]		final email message of day from me (I hope), and WC issues to track	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Hi All, Things seem to be calming down and I am thinking of jumping off email and heading home, a bit before 3pm today. I'll be back for 7.30 am meeting tomorrow (if determined itis still needed) and [redacted] and [redacted] will also join me here at the LinkWater offices. In the meantime my mobile number is [redacted] if anything urgent arises, and I should be able to acess this email from home if need be. There are several key WQ issues for us to continue to monitor: 1) Correct use of PRW and Class A+ recycled water for washdown purposes, as outlines by regulator and QH 2) Keeping an eye on drinking water WQ verification results (particularly from flood impacted areas of QUU) 3) This Group, with advice from QH (and QWSR), will assist QUU in determining how/when it is appropriate to lift the Boil water notice. 4) Keeping an eye on disinfection residual levels (in LinkWater and relic systems) given that we generally have more water in the various parts of the system than normal - which could increase water age if demand does not offset residence time in reservoirs (plus usual summer loss of disinfection residual issues). 5) Any unexpected increases in customer complaints (or other information sources such as PHUs around water associated health issues) needs to be immediately flagged because it may indicate WQ issues exist that need to be investigated/addressed ASAP. There are a range of other WQ issues at the periphery too. My brain is a bit tired, so if I've missed anything significant please email in and share with the Group, so those items can be taken care of. [redacted]

E669

Id	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
6950	10/1/11 14:55	[redacted]	[redacted]		re: early warning	Extreme Weather Event - 2300EST - 10JAN11	Email		[redacted] Absolutely, and we will raise this at our daily teleconference with the PHUs and pass on any feedback. Regards [redacted] Water quality advisory team PHEOC HEOC Support [redacted] Training Room 2 Ground Floor 15 Butterfield Street Herston Q 4006
6960	10/1/11 15:1	[redacted]	[redacted]		FW: DRAFT media release - Water Grid keeps fresh water flowing during flood crisis	Wivenhoe Dam Releases 1230EST - 06JAN11. Northern Region Asset Inundation - 1602EST - 10JAN11. Extreme Weather Event - 2300EST - 10JAN11	Email		[redacted] Hi [redacted] [redacted] working in the comms team [redacted] has gone home, [redacted] is going home soon and [redacted] is helping [redacted] with the Ministerial Brief. The draft Media Release has been prepared by the team this morning. I don't think you have seen it yet. Is there any prospect of getting this proactive MR out at the moment? Regards John [redacted] From: WaterGridMedia Sent: Sunday, 16 January 2011 2:29 PM To: WaterGridMedia Subject: DRAFT media release - Water Grid keeps fresh water flowing during flood crisis [redacted] Below is an updated draft of this release - please feel free to make any changes/additions as you see fit. (You're also welcome to save this as a Word doc - for some reason my access won't let me save documents) Regards, [redacted] Media release 16.01.11

E670

	Received (Australia/Brisbane)	From	To	CC	ct	Events	Type	Attachments	Plain text
9701	16/1/11 15:17	[redacted]			RE: levels update	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Thanks[redacted] Cheers [redacted] From: [redacted] Sent: Sunday, 16 January 2011 3:16 PM To: WaterGridMedia Subject: FW: levels update Wiv 70.75m 1,613,871ML 138.5% releasing 3477cumecs Som 99.59 405,384ML 106.7% releasing 609cumecs NPD 39.5m 212,171ML 98.8% Hinze releasing 28cumecs Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).
69801	16/1/11 15:20	[redacted]			DRAFT - Proactive MEdia Release attached - Correct Formatting	Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Assel Inundation - 1602EST-10JAN11, Extreme Weather Event - 2300EST-10JAN11	Email	Media Release_Water Grid keeps fresh water flowing_16.01.11.doc	This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered. DRAFT Attached, waiting of feedback from Michael Lyons before getting approvals underway. Regards Water Grid Communications Team [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
69901	16/1/11 15:30	[redacted]			Water Supply for Standalone Towns and Wastewater Update	Extreme Weather Event - 2300EST-10JAN11	Email	Distribution and Reticulation Issues for Stand Alone Communities in Flood Affected Zones 16Jan.docx, Status of Wastewater Recovery Issues for South East Queensland Regional Communities and Brisbane Metropolitan and Surrounding Areas 16 Jan.docx, Bottled water delivered up to 15-1.xlsx	Please find attached the daily updated documents for: • Water Supply for Standalone Communities • Status of Wastewater recovery issues • Bottled water delivery from QUU Regards [redacted] Queensland Water Commission [redacted] (sent from Matthew Healy computer, Linkwater) This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E671

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
70009	16/1/11 15:41	[redacted]			URGENT report	Wivenhoe Dam Releases 1230EST-06JAN11. Northern Region Asset Inundation - 1602EST-10JAN11 Extreme Weather Event - 2300EST-10JAN11	Email	newwaterdocmt 16jan2011v5.do cx. Water Supply outage Isolated town supply support request - 16-1-11v2.xlsx	Please find attached latest UEQ Water Grid report as at 3pm Please contact me if you have any queries. Kind regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
70010	16/1/11 15:51	[redacted]			RE: Water Supply for Standalone Towns and Wastewater Update	Extreme Weather Event - 2300EST-10JAN11	Email		Any chance you could send .doc versions? I think these are .docx and I can't open them? Thanks, [redacted] --- original message --- From: "Water Grid Emergency Manager" [redacted] Subject: Fwd: Water Supply for Standalone Towns and Wastewater Update Date: 16th January 2011 Time: 3:38:23 pm Please find attached the daily updated documents for: Water Supply for Standalone Communities Status of Wastewater recovery issues Bottled water delivery from QUU Regards [redacted]
70203	16/1/11 15:54	WaterGridMedia	[redacted]		Media Enquiry - Wivenhoe Dam releases	Wivenhoe Dam Releases 1230EST-06JAN11	Email		(sent from Matthew Healy computer, Linkwater) I have just spoken with Hedley Thomas from the Australian re: him requesting to speak with Michael Lyons DIRECTLY around the releases from Wivenhoe Dam, or lack thereof last week, that has been the main contributing factor to Brisbane suffering serious flooding. He stressed many times that he needs to be briefed by someone directly over the phone as the allegations going around are serious Regards [redacted] Water Grid Communications Team [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E672

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
0301	16/1/11 16:03	Madonna Brennan [redacted]	[redacted]	Councillors [redacted]	LDMG Minutes 16 Jan 2011	Extreme Weather Event - 2300EST-10JAN11. Northern Region Asset Inundation - 1602EST-10JAN11	Email	LDMG Meeting Minutes 160111 1400.doc	LDMG Minutes for 16 Jan 2001 Madonna Madonna Brennan ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 [redacted] E-mail: [redacted] Web.
0401	16/1/11 16:10	[redacted]			RE: Floods- Wivenhoe The Australian 140111 (4).doc	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Dear Hedley [redacted] will not be able to speak to you directly over the phone today, if you could please send in your questions to [redacted] we will endeavour to get you a response asap Kindest Regards [redacted] Water Grid Communications Team [redacted] From: Thomas, Hedley [redacted] Sent: Friday, 14 January 2011 8:19 PM To: WaterGridMedia Subject: RE: Floods- Wivenhoe The Australian 140111 (4).doc Thanks, we missed the deadline for the first edition by a wide mark but I have managed to force some of the statement into the articles for the second edition, and I have asked them to make sure the internet version picks up the comment. Cheers Hedley Thomas National Chief Correspondent The Australian & The Weekend Australian [redacted]

E673

Id	Received (Australia/Brisbane)	From	To	CC	Object	Events	Type	Attachments	Plain text
7050[illegible]	16/1/11 16:28	WaterGridMedia [redacted]	[redacted]		Update - Seqwater contact	Extreme Weather Event - 2300EST-10JAN11 Wivenhoe Dam Releases 1230EST-06JAN11	Email		Dear Team [redacted] has taken over from [redacted] as the contact for tonight's media enquiries etc. At Seqwater [redacted] Email: Seqwater Communications [redacted] For log. Regards [redacted] Water Grid Communications Team [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
707[illegible]	16/1/11 16:31	Madonna Brennan [redacted]	[redacted] Cr Graham Moon	[redacted]	Situation Report for 16 Jan 2011	Extreme Weather Event - 2300EST-10JAN11	Email	Sitrep 016.docm	Situation Report for 16 Jan 2011 Madonna Madonna Brennan ---------- Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 [redacted]

E674

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
70801	16/1/11 16:31	[redacted]			Re: Fwd: Water Supply for Standalone Towns and Wastewater Update	Extreme Weather Event - 2300EST-10JAN11. Wivenhoe Dam Releases 1230EST-06JAN11. Northern Region Asset Inundation - 1602EST-10JAN11	Email		Q Regards. Michael Burns Nth WTP Ops [redacted] From: Water Grid Emergency Manager [redacted] To: [redacted] Sent: Sun Jan 16 15:37:26 2011 Subject: Fwd: Water Supply for Standalone Towns and Wastewater Update Please find attached the daily updated documents for: Water Supply for Standalone Communities Status of Wastewater recovery issues Bottled water delivery from QUU Regards
70801	16/1/11 16:35	[redacted]	Water Grid Emergency Manager [redacted]		Re: Water Supply for Standalone Towns and Wastewater Update	Extreme Weather Event - 2300EST-10JAN11	Email		Many thanks [redacted] --- original message --- From: "Water Grid Emergency Manager" [redacted] Subject: Re: RE: Water Supply for Standalone Towns and Wastewater Update Date: 16th January 2011 Time: 4:08:52 pm Graeme Arthy wrote on 16/01/2011 15:51. Any chance you could send .doc versions? I think these are .docx and i can't open them? Thanks, [redacted] Unitywater [redacted] [redacted]--- original message --- From: "Water Grid Emergency Manager" [redacted] Subject: Fwd: Water Supply for Standalone Towns and Wastewater Update Date: 16th January 2011 Time: 3:38:23 pm Please find attached the daily updated documents for: Water Supply for Standalone Communities Status of Wastewater recovery issues Bottled water delivery from QUU Regards

E675

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
7090	16/1/11 17:19	[redacted]			FW: Floods- Wivenhoe The Australian 140111 (4).doc	Wivenhoe Dam Releases 1230EST- 06JAN11	Email		See below team. Regards [redacted] From: Thomas, Hedley [redacted] Sent: Sunday, 16 January 2011 5:13 PM To: WaterGridMedia Subject: RE: Floods- Wivenhoe The Australian 140111 (4).doc [redacted] The deadline has to be 6.30pm your time because we are an hour ahead in Sydney. That's why it was missed last time, and it is why I again asked two hours ago for an oral briefing. I cannot do anything if the deadline is missed I am focusing on a story around the relatively limited releases of water on Friday, Saturday and Sunday (Jan 7-9) when the dam's capacity went from a little over 100 per cent to almost 150 per cent. 1. Why did SEQWater permit the flood storage capacity to build up so much over the weekend? 2. Why did SEQWater not release significantly greater volumes on Friday, Saturday and Sunday, prior to the freak rainfall event on Monday over the Toowoomba escarpment? 3. What does SEQWater say to the suggestion that its strategy to limit the releases on the weekend meant its storage buffer was limited, necessitating a massive outflow on Tuesday of 645,000 megalitres? 4. What does SEQWater say to the suggestion that this 645,000 megalitre release was responsible for more than 80 per cent of the peak flow rate (which you advised me last Friday was about 9000 cubic metres per second in Brisbane)?
7109	16/1/11 18:05	[redacted]			SEQWGM 'Enquiries' Inbox	Extreme Weather Event - 2300EST- 10JAN11	Email		The Enquiries Inbox is clear and there are no pending information requests to be attended to (6pm - 16/01/11) Regards Water Grid Communications Team [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E676

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1101	16/1/11 18:19	[redacted]		further questions from Hedley Thomas- The Australian	Extreme Weather Event - 2300EST- 10JAN11	Email		H[redacted] Further to the conversation with Dan approximately an hour ago. Please find below further questions from Hedley Thomas. We are currently drafting a response and will need a fast turnaround please. Will send through the response shortly. Regards Water Grid Communications Unit From: Thomas, Hedley[redacted] Sent: Sunday, 16 January 2011 5:13 PM To: WaterGridMedia Subject: RE: Floods- Wivenhoe The Australian 140111 (4).doc [redacted] The deadline has to be 6.30pm your time because we are an hour ahead in Sydney. That's why it was missed last time, and it is why I again asked two hours ago for an oral briefing. I cannot do anything if the deadline is missed I am focusing on a story around the relatively limited releases of water on Friday, Saturday and Sunday (Jan 7-9) when the dam's capacity went from a little over 100 per cent to almost 150 per cent. 1. Why did SEQWater permit the flood storage capacity to build up so much over the weekend? 2. Why did SEQWater not release significantly greater volumes on Friday, Saturday and Sunday, prior to the freak rainfall event on Monday over the Toowoomba escarpment? 3. What does SEQWater say to the suggestion that its strategy to limit the releases on the weekend meant its storage buffer was limited. [redacted]
1201	16/1/11 19:07	[redacted]		RE: Floods- Wivenhoe The Australian	Extreme Weather Event - 2300EST- 10JAN11 Wivenhoe Dam Releases 1230EST- 06JAN11	Email	Media Response - the Australian - Hedley 16 1 11.doc	Please find attached our suggested responses for Hedley Thomas at the Australian. The DG has already approved attached doc. Speak soon. Regards Water Grid Communications Team [redacted] From: Thomas, Hedley[redacted] Sent: Sunday, 16 January 2011 5:13 PM To: WaterGridMedia Subject: RE: Floods- Wivenhoe The Australian 140111 (4).doc The deadline has to be 6.30pm your time because we are an hour ahead in Sydney. That's why it was missed last time, and it is why I again asked two hours ago for an oral briefing. I cannot do anything if the deadline is missed. I am focusing on a story around the relatively limited releases of water on Friday, Saturday and Sunday (Jan 7-9) when the dam's capacity went from a little over 100 per cent to almost 150 per cent. 1. Why did SEQWater permit the flood storage capacity to build up so much over the weekend?

E677

ID	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
7135[illegible]	16/1/11 19:47	[redacted]			: Media Response - the Australian - Hedley 16 1 11	Extreme Weather Event - 2300EST- 10JAN11- Wivenhoe Dam Releases 1230EST- 06JAN11	Email		No problems, thanks [illegible] Lauren. Regards Water Grid Communications Team [redacted] From: [redacted] Sent: Sunday, 16 January 2011 7:46 PM To: WaterGridMedia Subject: FW: Media Response - the Australian - Hedley 16 1 11 FYI Sorry, I keep using your regular address From: [redacted] Sent: Sunday, 16 January 2011 7:40 PM To: [redacted]SEQWGM Media' Cc: NRMET Advisors Subject: FW: Media Response - the Australian - Hedley 16 1 11 OK to go. Thanks,
7140[illegible]	16/1/11 21:53	[redacted]			RE: FOR APPROVAL. Unitywater media update	Extreme Weather Event - 2300EST- 10JAN11. Northern Region Asset Inundation - 1602EST- 10JAN11	Email		[redacted] Barry Dennien has reviewed the attached file and it is good to go, no changes from this end Regards Water Grid Communications Team [redacted] From: [redacted] Sent: Sunday, 16 January 2011 9:42 PM To: WaterGridMedia Cc: [redacted] Subject: FOR APPROVAL: Unitywater media update Importance: High good evening, Can you please approve our latest media update. the key messaging around water conservation etc has not changed from previously approved statements. many thanks [redacted]

E678

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
501	16/1/11 21:56	[redacted]			RE: FOR APPROVAL: Unitywater media update	Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email		much appreciated From: WaterGridMedia [redacted] Sent: Sunday, 16 January 2011 9:53 PM To: [redacted] Cc: [redacted] Subject: RE: FOR APPROVAL: Unitywater media update Dear [redacted] Barry Dennien has reviewed the attached file and it is good to go. no changes from this end Regards Water Grid Communications Team Ph: [redacted] www.watergrid.com.au<http://www.watergrid.com.au> From: [redacted] Sent: Sunday, 16 January 2011 9:42 PM To: WaterGridMedia Cc: [redacted] Subject: FOR APPROVAL: Unitywater media update Importance: High good evening, Please add this short update to the log entry for Atkinson Dam. Tankered water is still being supplied to Atkinson dam with chlorine added to boost the chlorine residual. No estimate is available when the WTP will return to service although water quality sampling will continue today. [redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater
1601	17/1/11 07:25	[redacted]			Atkinson Dam WTP inundation	Atkinsons Dam WTP inundation - 1230EST-10JAN11	Email		

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
71701	17/1/11 07:32	[redacted]			: W: Boil Water Position	Extreme Weather Event - 2300EST- 10JAN11 Wivenhoe Dam Releases 1230EST- 06JAN11. Northern Region Asset Inundation - 1602EST- 10JAN11	Email winmail.dat		FYI. OH required wording for boil water notices in email below QUU - can you please action with your Comms Unit to modify current Boil water Alerts Cheers, [redacted] From: HEOC_PHIC HEOC_PHIC [HEOC_PHIC@health.qld.gov.au] Sent: Sunday, 16 January 2011 5:44 PM To: [redacted] Cc: [redacted] Subject: Boil Water Position Please be advised that the Chief Health Officer has today approved the following policy to be used by water utilities where a decision is made to issue a boil water alert. 'as a precautionary measure we are advising our customers to bring all water to be used for drinking, food preparation, ice-making and brushing teeth, to a continuous rolling boil for 1 minute, until further notice.' Please disseminate this policy to relevant contacts. Kind regards [redacted]
7160	17/1/11 07:3	[redacted]			RE: early warning	Extreme Weather Event - 2300EST- 10JAN11 Wivenhoe Dam Releases 1230EST- 06JAN11. Northern Region Asset Inundation - 1602EST- 10JAN11	Email winmail.dat		[redacted] From: HEOC_PHIC HEOC_PHIC [redacted] Sent: Sunday, 16 January 2011 2:54 PM To: [redacted] Cc: [redacted] Subject: Re: early warning Hi Paul, Absolutely, and we will raise this at our daily teleconference with the PHUs and pass on any feedback Regards [redacted] Water quality advisory team PHEOC HEOC Support [redacted] Training Room 2

E680

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
901	1/1/11 07:45	[redacted]			Seqwater WTPs update	Northern Region Asset Inundation - 1602EST- 10JAN11. Extreme Weather Event - 2300EST- 10JAN11. Wivenhoe Dam Releases 1230EST- 06JAN11	Email	winmail.dat	Hi [redacted] When you get the chnace, could you compile another WTP summary like you have on other days - will use for SitRep purposes and circulate to WQ Tech Coord group. Thanks in advance, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
2001	1/1/11 07:48	[redacted]			Incidents / Alerts: Monday, January 17	Northern Region Asset Inundation - 1602EST- 10JAN11. Extreme Weather Event - 2300EST- 10JAN11	Email		7:30 AM Flood Incident Update [redacted] Mt Crosby status. EB doing well doing - 170 ML WB ok - 0 although ran overnight for 4-5 hours Water Quality Ok combined NTU below agreed limits Yesterdays consumption lower than expected...lower than Sat North Pine status Working well doing 85-100 QUU Report that the isolated town supply is Ok with the exception of those towns that require major infrastructure repairs. Only 1 Ecoli reported by distribution system operators. Last of the scheduled 7.30am teleconferences Regards Stan Stevenson Seqwater.
2101	1/1/11 07:49	[redacted]			QUU WQ results for Sun 16 Jan	Northern Region Asset Inundation - 1602EST- 10JAN11. Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	[redacted] Can you please forward to meet the WQ lab results for yesterday's testing of QUU relic system? BTW LinkWater is going to start looking at disinfection residual in their reservoirs/system- I know you are busy but if you could review your residuals and let me know whether you have any concerns, and let me know Thanks heaps, [redacted] This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of

E681

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
72201	17/1/11 07:50	[redacted]			Linkwater WO results	Northern Region Asset Inundation - 1602EST- 10JAN11 Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Hi Guys, For SitRep today, can you please confirm no WO issues? Thanks, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
72301	17/1/11 08:13	[redacted]			Fwd: Situation Report for 16 Jan 2011	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	[redacted] Per discussion, pls email Madonna at the Lockyer Valley LDMG and let her know that the report they have sent out is incorrect. The Lowood Water Treatment Plant which supplies all connected towns in the Lockyer Valley is operating at normal capacity, and the reservoirs supplying all towns have been charged. There are some isolated street level connection issues, primarily south of the railway line in Grantham due to multiple local breaks, however the vast majority of houses are connected. Per our conversation with Energex, the power is on at Withcott, and so residents will be able to operate their in home pumps where they are on a trickle feed water supply The boil water notice will remain in place whilst all pipelines are inspected to ensure there is no ingress, and Qld Health are happy that we have returned a long enough series of 'clear' water quality lab returns Thanks [redacted] Sent from my iPad Begin forwarded message From: [redacted] Date: 16 January 2011 4:41:11 PM AEST To: [redacted] Subject: Fwd: Situation Report for 16 Jan 2011 Situation Report for 16 Jan 2011
72401	17/1/11 08:21	[redacted]			Symantec Mail Security detected prohibited content in a message sent from your address (SYM:16578097384 2405439111)	Extreme Weather Event - 2300EST- 10JAN11	Email		Subject of the message: Fwd: Fwd: Situation Report for 16 Jan 2011 Recipient of the message: [redacted] Please contact the receiver of this email if you feel it is work related Thanks Server Name: SVREXC09.LVRC.local This email (including any attached files) is confidential and is for the intended recipient(s) only. If you received this email by mistake, please, as a courtesy, tell the sender, then delete this email. The views and opinions are the originator's and do not necessarily reflect those of the Lockyer Valley Regional Council. Although all reasonable precautions were taken to ensure that this email contained no viruses at the time it was sent we accept no liability for any losses arising from its receipt.

E682

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
'2501	17/1/11 08:26	[redacted]		RE: Water sampling for Lowood supply	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Hi [redacted] Firstly, [redacted] is not rostered on so the key contact from QUU now is [redacted] (email him for a phone number as I don't have it on hand). He will be able to provide and QUU WQ information to QH QUU sampled 10-15 flood affected areas in Brisbane yesterday and the daily sampling of small towns I have requested those results when available today. The small towns are also going to be sampled again today. But that is the last scheduled sampling of daily small towns based on an email from [redacted] yesterday. I suspect that will need to be extended until we can consider lifting Boil water Notice. QH will have to liaise with QUU on this issue. Normal routine sampling of the rest of the QUU system will resume today. As far as small town supply is concerned, you will need to contact [redacted] from WGM for an update. I only know as much as was discussed on teleconference this morning, but the bulk of the Lowood WTP service area is connected - double check that with [redacted]. Only those last few places at end of line (Withcot) and Grantam (severe damage) do not have supplies. You could also request from Scott small town supply reports (there are quite a few of them around which are quite detailed). All WTPs are operating within HACCP limits. I am confirming that with Seqwater again this morning. And I'm also checking with LinkWater if there are any WQ issues but I believe not. Unitywater and Allconnex water relic systems are OK. I'll attach SitRep from yesterday. At this stage we are managing comms by phone and email and not teleconference, which everyone appears satisfied with Cheers [redacted]
'2601	17/1/11 08:27	Rob Drury [redacted]	[redacted]	RE: Technical Report W59	Wivenhoe Dam Releases 1230EST- 06JAN11	Email	Technical_Situation_Report_W59.docx	Attached is report W59. Somerset almost to 100%, only a valve is open. Wivenhoe to be closed around Wednesday, closing sequence may start today. North Pine closed. Rob Robert Drury Dam Operations Manager Water Delivery

E683

d	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
72701	17/1/11 08:41	[redacted]	Jim Pruss [redacted]		Lowood WTP	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	[redacted] When you have time, will you pls drop a short email thru to OCA on the medium term status of Lowood whilst the permanent repairs are being planned (eg will there be a second temporary pump brought in as redundancy etc) Thanks [redacted] Sent from my iPad This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
72801	[redacted]	[redacted]			Non-SEQ WG Logo		Email	watergrid-logo.png	For your file Aleisha - logo without SEQ Water Grid Communications Team [redacted] www.watergrid.com.au This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
72901	17/1/11 08:52	[redacted]	[redacted]	[redacted]	Media release - Dam operators explain operating decisions	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Media release_Dam operators explain operating decisions_17.01.11.doc	[redacted] See attached the draft media release as requested Please let us know if there is anything else you need Regards [redacted] From: WaterGridMedia Sent: Monday, 17 January 2011 7:56 AM To: [redacted] Cc: [redacted] WaterGridMedia Subject: RE: Talking points Wivenhoe Dam releases [redacted] This is currently getting approval at our end - should be with you in the next 30mins. Regards [redacted] From: [redacted] Sent: Monday, 17 January 2011 7:41 AM To: WaterGridMedia Subject: RE: Talking points Wivenhoe Dam releases Hi [redacted]

E684

Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
'3001	17/1/11 08:59	[redacted]	[redacted]	Re: FW: Boil Water Position	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] Our communications were modified yesterday Sunday 16 January 2011 after advice from Queensland Health. [redacted] Principal Officer - Water Quality Planning & Source Control Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 [redacted] Brisbane Transit Centre - West Tower - Level 8 171 Roma Street, Brisbane Qld 4000 >>> [redacted] 17/01/2011 7:29 am >>> FYI OH required wording for boil water notices in email below QUU - can you please action with your Comms Unit to modify current Boil water Alerts. Cheers, [redacted]
3101	17/1/11 09:20	[redacted]		New Graph - Flood story line	Wivenhoe Dam Releases 1230EST-06JAN11	Email		From: HEOC_PHIC HEOC_PHIC (HEOC_PHIC@health.qld.gov.au) Sent: Sunday, 16 January 2011 5:44 PM [redacted] We are currently formulating some data around a new graph the Water Grid wants to create illustrating how the flood was managed - from a dam operator / incoming rainfall / river level perspective. I will give you a buzz before lunch time today to discuss - heading into a meeting now to discuss what is required. How did you go with the flooding guys? All good? Regards [redacted] Water Grid Communications Team [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E685

d	Received (Australia/Brisbane)	From	To	CC	bject	Events	Type	Attachments	Plain text
73201	17/1/11 09:27	[redacted]	[redacted]		FW: Water sampling for Lowood supply	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	FYI - [redacted] may contact you about drinking water supply to small towns - as discussed earlier Cheers, [redacted] From: [redacted] Sent: Monday, 17 January 2011 8:26 AM To: [redacted] Cc: [redacted] Hi [redacted] Firstly, [redacted] is not rostered on so the key contact from QUU now is [redacted] (email him for a phone number as I don't have it on hand). He will be able to provide and QUU WQ information to QH QUU sampled 10-15 flood affected areas in Brisbane yesterday and the daily sampling of small towns. I have requested those results when available today The small towns are also going to be sampled again today. But that is the last scheduled sampling of daily small towns based on an email from Cameron yesterday. I suspect that will need to be extended until we can consider lifting Boil water Notice. QH will have to liaise with QUU on this issue. Normal routine sampling of the rest of the QUU system will resume today. As far as small town supply is concerned, you will need to contact [redacted] from WGM for an update. I only know as much as was discussed on teleconference this morning, but the bulk of the Lowood WTP service area is connected - double check that with [redacted] Only those last few places at end of line (Withcot) and Grantam (severe damage) do not have supplies. You could also [redacted] We are still in Linkwater offices, but we are hoping to resume normal functions and get back to our offices tomorrow. After working Fri, Sat and yesterday, I hope to take a breather a bit later after SitRep goes out RE WQ testing in small towns. Had a chat to [redacted] here about this. I'm sure QH and the regulator will request QUU to continue daily sampling at routine sample points until further notice I would like for QH and the regulator to also consider whether the limited number of sample points being sampled is adequate given the circumstances - ie do they represent WQ being delivered to all of the customers - I suspect not (but happy to be proved otherwise) and propose that QH and the regulator think about requesting/or assisting in having extra samples taken from small towns relic systems (together with ensuring QUU has checked entire relic system) as some of the conditions set for the lifting of the boil water notice. Anyway, I hope these musings/thoughts are of assistance? Cheers, [redacted]
73301	17/1/11 09:28	[redacted]			RE: Water sampling for Lowood supply	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	From: [redacted] Sent: Monday, 17 January 2011 8:57 AM To: [redacted] Subject: RE: Water sampling for Lowood supply Thanks for the updat[redacted] Last I heard was a teleconference for today. Happy to resume to direct contact. I'll follow up per your suggestions as soon as I have a moment How are things on you end? Back to normal yet?

E686

I	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
73401	17/1/11 09:42	[redacted]			Contact details		Email		[redacted] could you please pass this email onto the key contacts for the small towns group and the water quality group. thanks My work email address is back up and running. Could you please remove my personal email from the database and add my DERM address thanks. For those of you who don't know, Mineral House is closed and will remain closed probably until next Monday. In the meantime I have a few desks at Queen Adelaide Building that some of my team will be working from. However, most of my staff will be working from home this week. The best number to get me on will be my mobile [redacted] Thanks [redacted] +----------+ Think B4U Print 1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere 3 sheets of A4 paper = 1 litre of water +----------+
73501	17/1/11 09:50	[redacted]			Interim report for water and sewerage by SEQ Water Grid	Northern Region Asset Inundation - 1602EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email	newwaterdocmt 17jan2011v1.docx, Water Supply outage Isolated town supply support request - 16-1-11v2.xlsx	Please find attached the SEQ Water Grid Interim Report on Water and Sewerage as at 9.30am today. Note that some information will need to be updated in the report provided at 3pm this afternoon (including reservoir levels for Dayboro and Kenilworth, water quality test results from 16 January, bottled water figures in the appendix and status of sewerage treatment plants) Please contact me if you have any queries Kind regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E687

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
7360	17/1/11 09:55	[redacted]	Dan Spiller	[redacted]	N: ANCOLD Media Release	Wivenhoe Dam Releases 1230EST-06JAN11	Email	winmail.dat	Hi team See attached media release issued by ANCOLD in response to a high volume of media enquiries. The media release provides general dam information but directs the inquirer to the owner or responsible jurisdiction for specific dam or other information. Regards [redacted] From: [redacted] Sent: Monday, 17 January 2011 10:52 AM To: [redacted] SEQWGM Media Subject: FW: ANCOLD Media Release From: [redacted] Sent: Monday, 17 January 2011 9:51 AM To: [redacted] Subject: FW: ANCOLD Media Release FYI Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater Icid:image001.jpg@01CBB62C.130609101 Thanks again [redacted] Great points. In terms of monitoring we need to know what is happening before we can decide if it is sufficient. This is a priority for us at the moment. If [redacted] can give us an update on what sampling has happened with each of the towns for the Lowood supply that would be greatly appreciated. I believe we are expecting samples from each of the towns affected not just routine sampling points in the supply. [redacted] please confirm if this is happening. In regards to Atkinson Dam, I know it is a small supply, but what remediation is happening here? Is the main still under water, and when will sampling occur to get this supply cleared? I'm not sure who covers this area. Thanks again [redacted] Water Quality Unit Environmental Health Branch Queensland Health [redacted] Find us on the web at: http://www.health.qld.gov.au/phs/ehu/water_quality.asp
7360	17/1/11 09:57	[redacted]			RE: Water sampling for Lowood supply	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted]

E688

	Received (Australia/Brisbane)	From	To	CC	ct	Events	Type	Attachments	Plain text
3701	17/1/11 09:57	[redacted]			FW: Interim report for water and sewerage by SEQ Water Grid	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	[redacted] Parts of this report may help. .. Cheers, [redacted] --- From: [redacted] Sent: Monday, 17 January 2011 9:50 AM To: [redacted] Cc: [redacted] Subject: Interim report for water and sewerage by SEQ Water Grid Please find attached the SEQ Water Grid Interim Report on Water and Sewerage as at 9.30am today Note that some information will need to be updated in the report provided at [redacted] this afternoon (including reservoir levels for Dayboro and Kenilworth, water quality test results from 16 January, bottled water figures in the appendix and status of sewerage treatment plants). Please contact me if you have any queries. Kind regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not
3901	17/1/11 09:58	[redacted]			RE: Contact details	Extreme Weather Event - 2300EST- 10JAN11	Email		Thanks [redacted]hat's great. cheers [redacted] --- From: Water Grid Emergency Manager [redacted] Sent: Monday, 17 January 2011 9:56 AM To: Uwins Heather Subject: Re: Contact details [redacted] We have updated QCA with your DERM email address. Can you please confirm receipt of this email? Regards Water Grid Emergency Management Team

E689

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
74001	17/1/11 10:07	[redacted]	[redacted]	[redacted]	W: Seqwater WTP water quality update - AM Monday 17 Jan	Northern Region Asset Inundation - 1602EST- 10JAN11, Wivenhoe Dam Releases 1230EST- 06JAN11 Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Hi All, Please see today's update from [redacted] regarding the status of Seqwater's WTPs across SEQ [redacted] your enquiry about Atkinson dam rec area is included. Please contact Seqwater if you need further information Will send around today's draft SitRep about 11.30am for comment by 1.30pm Cheers [redacted] From: [redacted] Sent: Monday, 17 January 2011 9:54 AM To: [redacted] Cc: [redacted] Subject: Seqwater WTP water quality update - AM Monday 17 Jan [redacted] Mt Crosby: I am still waiting on Mt Crosby to get back to me. As of late yesterday afternoon only Eastbank was operating and it was within HACCP limits. Earlier yesterday they had an alum blockage for 15 mins, which caused some issues for one of the basins. This resulted in some filters putting out some elevated turbidity (up to 0.5 NTU) for about 2 hours. I will provide an update when I can get some more recent information. Northern: All plants are operating within HACCP Limits and are considered to be back to normal operation. All tankering has ceased. As with previous updates the only issue is Daybrough which has lost dial out alarms (spare parts are still not available) and will only be operated only when manned. This is currently 03:30 – 17:00 [redacted]
74101	17/1/11 10:1[redacted]	[redacted]	[redacted]	[redacted]	FW: WQ results for samples taken yesterday (sat 15 jan)	Northern Region Asset Inundation - 1602EST- 10JAN11 Wivenhoe Dam Releases 1230EST- 06JAN11 Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Attached is Sat WQ test results and the sample point locations for small stand alone towns for your information. You will have to discuss suitability, etc with [redacted] from QUU as they have better knowledge. Cheers, [redacted] From: [redacted] Sent: Sunday, 16 January 2011 9:49 AM To: [redacted] Cc: [redacted] Subject: Re: WQ results for samples taken yesterday (sat 15 jan) [redacted] Attached is the data for the QUU western service area for yesterday. Will be resampled today and again tomorrow No sampling conducted yesterday in Brisbane. 10-15 samples to be collected today from Brisbane flood impacted areas. Routine sampling program to commence tomorrow. Regards [redacted] Manager - Product Quality Planning Branch Queensland Urban Utilities GPO Box 2765 Brisbane QLD 4001

E690

	Received (Australia/Brisbane)	From	To	CC	...ct	Events	Type	Attachments	Plain text
'4201	17/1/11 10:13	WaterGridMedia [redacted]	[redacted]		Radio Interview - for Barry	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Dear Team I have just spoken to [redacted] from Super Radio Network [redacted] - she was wanting to interview Barry again around today's article in The Australian. An opportunity for Barry to reply to [redacted] allegations . . She is looking for a time slot of approx. 12 - 1pm today. [redacted] has told me to hold off until we get the go ahead to answer these enquiries. Regards Water Grid Communications Team [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
74301	17/1/11 10:23	[redacted]			Re: Data from Mt. Crosby and Northpine treatment plants	Wivenhoe Dam Releases 1230EST-06JAN11	Email		SEQ Water Team, As per discussions last week regarding the turbidity conditions at the Mt Crosby and Northpine treatment plants, we are seeking the SCADA data for the turbidity and disinfectant residuals factors. Hopefully as operations have calmed down you will be more able to get this and forward it on to us. Given that part of our assessment with regards to the safety of the water is based on this data, we request this data as quickly as possible. Data for the time period from 11 Jan to current available data is required. Thank you for your prompt attention to this request. Arron [redacted] Water Quality Unit Environmental Health Branch Queensland Health [redacted] >>> [redacted] Hi All, Please see today's update from [redacted] regarding the status of Seqwater's WTPs across SEQ

E691

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
7450[illegible]	17/1/11 10:24	[redacted]	[redacted]		FW: FW: Interim report for water and sewerage by SEQ Water Grid	Northern Region Asset Inundation - 1602EST- 10JAN11. Wivenhoe Dam Releases 1230EST- 06JAN11. Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Hi All, Could you please help me in answering the second part to Arron's (QH) email below - they want to have extra details about drinking water quality monitoring across Grid assets (Seqwater, LinkWater and WaterSecure). So perhaps list of operational monitoring points and parameters being tested at these (as the Regulator may not have these details on hand - although may be in draft DWQMPs). And note if there has been any increased sample freq (this emergency vs routine) for verification testing. The Regulator possesses the records for the location and parameters being tested in verification program, so Arron can contact Heather for those details. Please advise if there are any extra WQ parameters are being tested, and if so the freq and location? Don't have to worry about providing results Thanks in advance, [redacted] From: [redacted] Sent: Monday, 17 January 2011 10:09 AM To: [redacted] Cc: Subject: Re: FW: Interim report for water and sewerage by SEQ Water Grid [redacted]
7450[illegible]	17/1/11 10:27	[redacted]			FW: Other referral		Email	winmail.dat	Great updates. While monitoring is occurring, there is still no specific detail for each of the towns. Obviously this is a QUU issue, so I'll Dear Seqwater Please see below request for information in regards to North Pine Dam. Please contact Lance so we can close this enquiry out. Many thanks Water Grid Communications Team [redacted] [redacted] Sent: Monday, 17 January 2011 8:54 AM To: SEQWGM Enquiries Subject: Other referral Enquiry Reference Number: 1443239 Referred Time: 08:53 Referred By: robertsr Related Script: SEQ Water Grid Enquiry type: * Other - please specify

E692

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
74601	17/1/11 10:29	WaterGridMedia <WaterGridMedia@linkwater.com.au>	[redacted]		Enquiries Inbox - clear	Northern Region Asset Inundation - 1602EST-10JAN11. Wivenhoe Dam Releases 1230EST-06JAN11. Extreme Weather Event - 2300EST-10JAN11	Email		The Enquiries Inbox is clear and there are no pending information requests to be attended to (10am - 17/01/11) Regards Water Grid Communications Team [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
74701	17/1/11 10:39	[redacted]			RE: Old Times Ipswich enquiry	Extreme Weather Event - 2300EST-10JAN11 Northern Region Asset Inundation - 1602EST-10JAN11 Wivenhoe Dam Releases 1230EST-06JAN11	Email		Dear [redacted] Thank you for your enquiry We will endeavour to have responses back to you by close of business today. Regards Water Grid Communications Team [redacted] From: [redacted] Sent: Monday, 17 January 2011 9:56 AM To: WaterGridMedia Subject: Old Times Ipswich enquiry Importance: High Hi - Zane from the Old Times in Ipswich here - just have a few questions. Looking for a response by 4pm this afternoon 1/ Just a response to the comments by an engineer in today's edition of The Australian - were water releases too low on Jan 7-9 before the large rain event or was it sufficient given no one know how severe the rain/conditions would be last week? 2/ Are the releases / current capacity at a good safe level? 3/ Colleges Crossing, which is often closed when there are large water gate releases from the Wivenhoe, was able to open very briefly about Christmas Eve/Christmas Day before shutting it again. Could more releases have been made about this time? 4/ How long do you expect to be releasing water from the Wivenhoe Dam for?

E693

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
7480[illegible]	17/1/11 10:42	[redacted]		[redacted]	RE: FW: Interim report for water and sewerage by SEQ Water Grid	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	[redacted] That is fine. I will copy this email to [redacted] QH) to indicate that no increased freq of samoling and no WQ issues with Desal. As a separate item, please let me know how PRW WQ sample results at filling sites go - also if you can determine who is using the PRW, where, how much, are you monitoring usage and satisfied that QH specified controls and restrictions etc are being followed. Thanks, [redacted] [redacted] Sent: Monday, 17 January 2011 10:35 AM To: [redacted] Subject: RE: FW: Interim report for water and sewerage by SEQ Water Grid [redacted] I have spoken to [redacted] earlier and they will be arranging samples today from all the tanker filling stations. I cannot give more details than that at the moment but will try and provide the sampling program going forward the afternoon. There are no increased sampling planned for the Desalination bulk supply point as far as I know. Would this be required? Regards [redacted] Water Quality Manager [redacted] [redacted]
7490[illegible]	17/1/11 10:47	[redacted]			Re: News page on website - edits	Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11 Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted] [cid:image001.gif@01CBB632.329078A0] Hi Andrew, The dash is the result of the use of common titles for each new news article. The following date and AM/PM is the reproduction of news article during a single 24 hour period which has created an iterations based notation of AM or PM after the date which cant be seen properly in the template character count assigned to each title. To solve this we will increased the character count assigned to allow this additional notation to be seen by end users. For the interim website you pre-purchased 5Gb per month of bandwidth, we more than doubled this late on the evening of Tuesday the 11th given the circumstances to ensure that the site remained live. Your site has currently used a little over 8Gb. We are continuing to monitoring your site during business hours and via text and email notification message outside of these hours to allow us to manage any issues that may arise. I hope this helps, as always (but now more than ever) please feel free to let us know anyway in which we can be of assistance. Regards, [redacted] [redacted]xhibition Street, Bowen Hills Q 4006 PO Box 1580, Fortitude Valley Q 4006 [redacted]

E694

d	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
75001	17/1/11 10:50	[redacted]			RE: FW: Interim report for water and sewerage by SEQ Water Grid	Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	winmail.dat	Hi [redacted] Thanks for doing that work and responding to their latest request so quickly I have Cced QH into this email so they can see WQ testing frequency has increased and disinfectant residuals tracking normally. And I must higlight to QH, that Linkwater has not detected any abnormal WQ results to date, as reflected in SitReps. Cheers [redacted] From: [redacted] Sent: Monday, 17 January 2011 10:44 AM To: [redacted] Cc: [redacted] Subject: RE: FW: Interim report for water and sewerage by SEQ Water Grid [redacted] We have operational monitoring at 4 of the 5 main reservoir outlets in Brisbane. Kuraby is yet to be completed All Brisbane sample points (31 in total) are being sampled daily for Total Chlorine, Free Chlorine, pH, turbidity, colour, conductivity, coliforms and ecoli. Normal routine is weekly from these points with the same parameters. I can forward you the daily results in a spreadsheet once we have updated it. In regards to chlorine residuals, please see the attachment showing trends from our operational monitoring over the last 3 days. All residuals are showing normal levels based on their history. I would leave an increase in residual outputs from Crosby as a contingency. Hi Annalie, I'll attach the brief for the use of PRW. As far as the spefics are concerned, Cedric did the bulk of the background work, so perhaps you need to chat to him? Hope that helps? [redacted] From: [redacted] Sent: Monday, 17 January 2011 10:48 AM To: [redacted] Subject: FW: Queensland Health response to letter dated 14 January 2011 [redacted] I don't have any information on specific conditions by QH – this letter was quite brief. I know in your briefing note you outlined that we will be adding about 100 mL of chlorine to each tanker – was that the specific conditions or did they issue more? It may have been in an email from you but I have not received it – may have become lost due to our servers being down. Regards [redacted] From: [redacted] Sent: Friday, 14 January 2011 7:22 PM To: Keith Davies; [redacted] Cc: [redacted] Sub[redacted]
75101	17/1/11 10:54	[redacted]			RE: Queensland Health response to letter dated 14 January 2011 - rules of PRW use		Email	winmail.dat	Hi Annalie, I'll attach the brief for the use of PRW. As far as the spefics are concerned, Cedric did the bulk of the background work, so perhaps you need to chat to him? Hope that helps? [redacted] From: [redacted] Sent: Monday, 17 January 2011 10:48 AM To: [redacted] Subject: FW: Queensland Health response to letter dated 14 January 2011 [redacted] I don't have any information on specific conditions by QH – this letter was quite brief. I know in your briefing note you outlined that we will be adding about 100 mL of chlorine to each tanker – was that the specific conditions or did they issue more? It may have been in an email from you but I have not received it – may have become lost due to our servers being down. Regards [redacted] From: [redacted] Sent: Friday, 14 January 2011 7:22 PM To: Keith Davies; [redacted] Cc: [redacted] Sub[redacted]

E695

ID	Received (Australia/Brisbane)	From	To	CC	Object	Events	Type	Attachments	Plain text
7529[illegible]	17/1/11 10:59	[redacted]			QUU Drinking Water WQ results from Sun 16 January	Extreme Weather Event - 2300EST- 10JAN11, Northern Region Asset Inundation - 1602EST- 10JAN11, Wivenhoe Dam Releases 1230EST- 06JAN11	Email	winmail.dat	[redacted] Have you received these results from SAS Labs yet? Also can you and Paul clarify future WQ testing plans. . I believe QUU routine testing resumed for all of QUU today, with the exception of the smaller sland alone towns - are they going to be tested for the foreseeable future on a daily basis? Also 10-15 sample points from the Brisbane flood affected areas were tested yesterday - is this sort of targetted testing going to continue or simply revert back to routine testing of Brisbane system? This info is required for the SitRep, I'll ensure you get a copy for review Thanks in advance, [redacted] This email, together with any attachments, is intended for the named recipient(s) only and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it. any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from
7530[illegible]	17/1/11 11:00	[redacted]			Recent Water Grid related clips	Wivenhoe Dam Releases 1230EST- 06JAN11, Extreme Weather Event - 2300EST- 10JAN11, Northern Region Asset Inundation - 1602EST- 10JAN11	Email		Dear Jen There are 3 clips we are currently chasing from yesterday and today's media • Last night's (16/01/11) Channel 9 News 'Weather' segment - containing good digital 'flood simulation' shot • Channel 9 has been using a 'Fly over Brisbane City' digital simulation that shows what areas of Brisbane were inundated during the recent flooding • Campbell Newman speaking this morning on ABC Radio - speaking around Wivenhoe management and releases Can we please have these forwarded to us ASAP Many thanks Water Grid Communications Team [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not

E696

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
75401	17/1/11 11:04	[redacted]			WATER GRID MEDIA UPDATE - 17 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11. Extreme Weather Event - 2300EST-10JAN11	Email		WATER GRID MEDIA UPDATE 17 January 2011, 11.00am CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 123 per cent capacity and continues to drop steadily. Releases continue at around 299,000 megalitres per day and this flow will be maintained to drain the flood storage compartment. The continuing releases are necessary in order to prepare Wivenhoe for any future weather events should they occur. It is expected that releases from Wivenhoe Dam will cease mid-week. Inflows and water levels continue to be monitored in the Brisbane and Pine catchments. Somerset Dam is at 100 per cent with small discharges through the cone valves into Wivenhoe. Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Durtons Bridge, Kholo Bridge, Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until the middle the week. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts All recreations areas around Somerset and Wivenhoe are closed, and given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites. People are advised not to travel to any recreation sites during the flood crisis, even if the roads are open. Paul and Wade.
75501	17/1/11 11:07	[redacted]			RE: FW: Interim report for water and sewerage by SEQ Water Grid	Extreme Weather Event - 2300EST-10JAN11	Email		Again, awesome. To confirm, you are now sampling all 31 sample points (with the exception of Kuraby), are being sampled daily instead of weekly? Any update on the SCADA data? I didn't get Wade's attachment for some reason, did that have the data? Cheers, [redacted] Water Quality Unit Environmental Health Branch Queensland Health [redacted] Find us on the web at: http://www.health.qld.gov.au/ph/ehu/water_quality.asp >>> [redacted] Hi [redacted] Thanks for doing that work and responding to their latest request so quickly. I have Cced QH into this email so they can see WQ testing frequency has increased and disinfectant residuals tracking normally

E697

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
7560[1]	17/1/11 11:09	[redacted]			RE: FW: Interim report for water and sewerage by SEQ Water Grid	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Atkinsons Dam WTP Inundation - 1230EST-10JAN11	Email	Monitoring information for floods .xlsx	[redacted] Updates from Seqwater: • The majority of catchment monitoring was suspended last week , risk assessments will have to be undertaken before this resume • Weekly verification monitoring was down to about 40% of plants last week, mainly due to site inaccessibility. Limited to no external laboratory verification sampling was undertaken at the effected plants, such as the Somerset Plants and Mt Crosby. Attached is the proposed monitoring program as assessed last Thursday • The majority of verification monitoring programs should once again resume some time this week and the normal frequency • At all sites operator sampling and online monitoring (where available) has been occurring on a continual basis This data has been reported back to the water quality group as being defined to be within HACCP limits, which is the normal operating windows, to manage the raw water risks for each site • A summary of locations for Seqwater At each treatment plant routinely has two sample locations, raw and treated water and these are sampled on a weekly basis. There are also extensive process lab, operator and online monitoring programs for each facility If required these can be provided on request for specific WTP's
7570[1]	17/1/11 11:10	[redacted]			RE: Queensland Health response to letter dated 14 January 2011 - rules of PRW use	Wivenhoe Dam Releases 1230EST-06JAN11 Extreme Weather Event - 2300EST-10JAN11 Northern Region Asset Inundation - 1602EST-10JAN11	Email	winmail.dat	[redacted] The only specifications QH made were those in that briefing note We know the PRW water quality will be fine but the tankers could/likely be not of the same quality. So I would use the WQ (maybe E.coli results and Cl residual) of PRW from standard testing of your system, and only Cl resid from the tankered water (E coli testing was not mentioned in the brief) Does that sound fair and logical? Thanks for useful info about location and usage by rural firey's - good to see. [redacted] From: [redacted] Sent: Monday, 17 January 2011 11:02 AM To: [redacted] Subject: RE: Queensland Health response to letter dated 14 January 2011 - rules of PRW use [redacted] [redacted] spoke to me before he supplied this info to you so I am aware of the commitment to add additional hypochlorite to the tankers and that it should not be drinking water tankers, but I just want to confirm that this was the only specific conditions (apart from what it should be used for) and that QH did not provide more. Up to close of Yesterday WaterSecure has only supplied PRW from the Lowood filling station, 7 tankers on Saturday and 30 on Sunday, they were to the Rural Fire Brigade. I will try and get further updates this afternoon on whether there were any other tankers apart from the fire brigade but this is the info I could get as of now I am a little uncertain as to e-coli monitoring: We can take samples from the tankers to ensure there is a chlorine residual, but I am loath to guarantee 0 E coli in a tanker that someone else is operating – particularly the rural fire brigade that may have had water in there from

E698

#	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
75801	17/1/11 11:15	[redacted]	[redacted]	[redacted]	WQ information sharing	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	[redacted] Wade, can you send Arron that snap shot of Cl residual in reservoirs please? LinkWater is physically sampling 31 locations (verification monitoring) on a daily instead of weekly basis and has 5 operational monitoring sites, but operational data is currently only available for 4 of them (not Kuraby). Hope that is right Wade? I'll leave SCADA request to be dealt with by the Seqwater guys. Cheers, [redacted] From: [redacted] Sent: Monday, 17 January 2011 11:06 AM To: [redacted] Cc: [redacted] Subject: RE: [redacted] Interim report for water and sewerage by SEQ Water Grid [redacted] Again, awesome. To confirm, you are now sampling all 31 sample points (with the exception of Kuraby), are being sampled daily instead of weekly? Any update on the SCADA data? I didn't get [redacted] attachment for some reason, did that have the data? Cheers, [redacted] Water Quality Unit Environmental Health Branch
75901	17/1/11 11:17	[redacted]			FW: Queensland Health response to letter dated 14 January 2011 - rules of PRW use	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	From: [redacted] Sent: Monday, 17 January 2011 11:11 AM To: [redacted] Subject: RE: Queensland Health response to letter dated 14 January 2011 - rules of PRW use Yes, that was my thoughts too (about the testing). Thanks Annalie From: [redacted] Sent: Monday, 17 January 2011 11:06 AM To: [redacted] Cc: [redacted] Subject: RE: Queensland Health response to letter dated 14 January 2011 - rules of PRW use [redacted] The only specifications QH made were those in that briefing note. We know the PRW water quality will be fine but the tankers could/likely be not of the same quality. So I would use the WQ (maybe E.coli results and Cl residual) of PRW from standard testing of your system, and only Cl resid from the tankered water (E.coli testing was not mentioned in the brief). Does that sound fair and logical? Thanks for useful info about location and usage by rural firev's - good to see.

E699

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
76003	17/1/11 11:18	[redacted]			RE: FW: Interim report for water and sewerage by SEQ Water Grid	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Thanks [redacted] I will use this information to update SitRep accordingly, and circulate soon for comment [redacted] From: [redacted] Sent: Monday, 17 January 2011 11:09 AM To: [redacted] Cc: [redacted] Subject: RE: FW: Interim report for water and sewerage by SEQ Water Grid Hi [redacted] Updates from Seqwater: • The majority of catchment monitoring was suspended last week . risk assessments will have to be undertaken before this resume. • Weekly verification monitoring was down to about 40% of plants last week, mainly due to site inaccessibility. Limited to no external laboratory verification sampling was undertaken at the effected plants, such as the Somerset Plants and Mt Crosby. Attached is the proposed monitoring program as assessed last Thursday • The majority of verification monitoring programs should once again resume some time this week and the normal frequency • At all sites operator sampling and online monitoring (where available) has been occurring on a continual basis. This data has been reported back to the water quality group as being defined to be within HACCP limits, which is the normal operating windows, to manage the raw water risks for each site
76101	17/1/11 11:22				SeqWater update of WTPs 9and testing) Mon 17 January	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Can you please put onto OCA? Thanks [redacted] From: [redacted] Sent: Monday, 17 January 2011 11:09 AM To: [redacted] Cc: [redacted] Subject: RE: FW: Interim report for water and sewerage by SEQ Water Grid Hi [redacted] Updates from Seqwater • The majority of catchment monitoring was suspended last week . risk assessments will have to be undertaken before this resume. • Weekly verification monitoring was down to about 40% of plants last week, mainly due to site inaccessibility. Limited to no external laboratory verification sampling was undertaken at the effected plants, such as the Somerset Plants and Mt Crosby. Attached is the proposed monitoring program as assessed last Thursday. • The majority of verification monitoring programs should once again resume some time this week and the normal frequency. • At all sites operator sampling and online monitoring (where available) has been occurring on a continual basis. This data has been reported back to the water quality group as being defined to be within HACCP limits, which is the normal operating windows, to manage the raw water risks for each site. • A summary of locations for Seqwater. At each treatment plant routinely has two sample locations, raw and treated water and these are samoled on a weekly basis. There are also extensive process lab, operator and online monitoring programs for each facility. If

E700

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
76201	17/1/11 11:31	[redacted]			WQ information sharing - LinkWater clarification	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	[redacted] Please note email from Linkwater below - there are likely less than 31 sampling sites accessible and being tested. . . Cheers, [redacted] From: [redacted] Sent: Monday, 17 January 2011 11:26 AM To: [redacted] Cc: Subject: Re: WQ information sharing [redacted] I am currently in a meeting. Please note that not all of the 31 points are accessible for sampling at this stage due to debris and we will require a maintenance team to clean these. My apologies for this confusion. I will forward through the results sheet once out of this meeting which show what is and isn't getting sampled. Please note that we also requested full metal analysis Regards, [redacted]
76301	17/1/11 11:49	[redacted]			draft WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 18	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	From: [redacted] To: [redacted] Hi All, Thanks to all for their inputs for this SitRep. I have received and added updates from Seqwater, LinkWater and WaterSecure today. Changes are in yellow highlight. However I am still waiting for QUU to receive and pass on the results from their laboratory for WQ tests performed yeaterday for the smaller towns and 10-15 sites in flood impacted Brisbane. As a result I've highlighted in red sections of the text that will need to be deleted/modified if we do not get an update before 1pm. . Could you please review the relevant parts that are not highlighted in red and comment? Thanks once again, Cheers, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

E701

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
76401	17/1/11 11:52	[redacted]	[redacted]		RE: Water sampling for Lowood supply	Extreme Weather Even - 2300EST-10JAN11	Email	Water 110116_1.xlsx	[redacted] Bacteriological water quality sampling program for the week beginning 17 January 2011 Brisbane - routine verification monitoring Scenic Rim - routine verification monitoring. Ipswich - special disaster monitoring with samples collected at 9 locations on Monday 17 January and another 9 locations on Tuesday 18 January. These sites include verification monitoring sites as well as 2 extra sites on each day where flooding occur. The sampler cannot access some verification sampling sites. Lockyer Valley including Lowood, Fernvale, Laidley, Forest Hill - special disaster monitoring every day from as many verification sites as accessible. Where sites are not accessible samples are collected from nearby taps. This program will continue until boil water alert is lifted. Whitcott, Grantham and Helidon are not accessible by road but re-assessing as situation improves Marburg, Rosewood and Walloon - special disaster monitoring with samples collected daily. Samples Results Brisbane City Council SAS lab staff collected drinking water samples from 14 routine test points in the QUU Brisbane distribution system on Sunday 16 January 2011. All samples were tested for total coliforms and E. coli using Colilert, and all 14 samples returned negative results for the presence of E. coli. Sample sites included those in or adjacent to affected areas (SP18 West End, SP25 Yeronga, SP39 Rosalie, SP60 South Brisbane, SP101 Kangaroo Point, SP17 New Farm, SP100 Bulimba, SP215 East Brisbane, SP102 Chelmer, SP224 Fig Tree Pocket, SP255 Kenmore, SP210 Auchenflower, SP299 Wacol and SP214 Bellbowrie). QUU lab collected samples from 14 sites in the QUU distribution for Walloon, Rosewood, Marburg, Fernvale, Forest Hill, Lowood and Gatton on Sunday 16 January 2011. E.coli (2 MPN/100mL) were detected at the Laidley Shire Council depot sampling site. Chlorine levels were low. This follows on from 1 E.coli MPN/100 mL detected in a sample collected from a site in Patrick St Laidley.
76501	17/1/11 11:53	[redacted]	[redacted]		FW: draft WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 18	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	[redacted] Principal Officer - Water Quality Sorry Guys!!! From: [redacted] Sent: Monday, 17 January 2011 11:49 AM [redacted] Owens; Mark on; Subject: draft WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 18 Hi All, Thanks to all for their inputs for this SitRep. I have received and added updates from Seqwater, LinkWater and WaterSecure today. Changes are in yellow highlight. However I am still waiting for QUU to receive and pass on the results from their laboratory for WQ tests performed yeaterday for the smaller towns and 10-15 sites in flood impacted Brisbane. As a result I've highlighted in red sections of the text that will need to be deleted/modified if we do not get an update before 1pm. Could you please review the relevant parts that are not highlighted in red and comment? Thanks once again.

E702

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
76601	17/1/11 11:54	[redacted]			RE: Water sampling for Lowood supply	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Thanks for that [redacted] I will update SitRep accordingly. Cheers, [redacted] From: [redacted] Sent: Monday, 17 January 2011 11:51 AM To: [redacted] Cc: Crabtree, [redacted] Subject: RE: Water sampling for Lowood supply [redacted] Bacteriological water quality sampling program for the week beginning 17 January 2011: * Brisbane - routine verification monitoring * Scenic Rim - routine verification monitoring * Ipswich - special disaster monitoring with samples collected at 9 locations on Monday 17 January and another 9 locations on Tuesday 18 January. These sites include verification monitoring sites as well as 2 extra sites on each day where flooding occur. The sampler cannot access some verification sampling sites. * Lockyer Valley including Lowood, Fernvale, Laidley, Forest Hill - special disaster monitoring every day from as many verification sites as accessible. Where sites are not accessible samples are collected from nearby taps. This program will continue until boil water alert is lifted. * Whitcott, Grantham and Helidon are not accessible by road but re-assessing as situation improves. * Marburg, Rosewood and Walloon - special disaster monitoring with samples collected daily.
76701	17/1/11 11:56	[redacted]			FW: Water sampling for Lowood supply	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Samples Results Hi All, QUU latest results. I will use to update SitRep now. so please save time and wait for next updated version of SitRep in next 20 mins or so... thanks, [redacted] From: [redacted] Sent: Monday, 17 January 2011 11:51 AM To: [redacted] Cc: [redacted] Subject: RE: Water sampling for Lowood supply [redacted] Bacteriological water quality sampling program for the week beginning 17 January 2011: * Brisbane - routine verification monitoring * Scenic Rim - routine verification monitoring * Ipswich - special disaster monitoring with samples collected at 9 locations on Monday 17 January and another 9 locations on Tuesday 18 January. These sites include verification monitoring sites as well as 2 extra sites on each day where flooding occur. The sampler cannot access some verification sampling sites. * Lockyer Valley including Lowood, Fernvale, Laidley, Forest Hill - special disaster monitoring every day from as many verification sites as accessible. Where sites are not accessible samples are collected from nearby taps. This program will continue until boil water alert is lifted. * Whitcott, Grantham and Helidon are not accessible by road but re-assessing as situation improves.

E703

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
76801	17/1/11 12:06	WaterGridMedia [redacted]	[redacted]	[redacted]	.c: FW: Media release - Dam operators explain operating decisions	Wivenhoe Dam Releases 1230EST-06JAN11	Email	BSEQWGMSEO W00042116820 .mp3	Hi team See attached todayâ€™s ABC radio clip â€" Campbell Newman talks about management of Wivenhoe Dam at approx 6.40mins. Cheers [redacted] From: [redacted] Sent: Monday, 17 January 2011 10:47 AM To: WaterGridMedia [redacted] Cc: [redacted] Subject: Re: FW: Media release - Dam operators explain operating decisions Can you please get the clip From: WaterGridMedia [redacted] To: [redacted] Sent: Mon Jan 17 10:45:59 2011 Subject: RE: FW: Media release - Dam operators explain operating decisions Great feedback thanks Elaina. Team note comments below regarding Campbell Newman speaks on Wivenhoe with ABC today. let me know if you want me to order the clip.
77001	17/1/11 12:16	W [redacted]			Website: WATER GRID MEDIA UPDATE - 17 January 2011	Northern Region Asset Inundation - 1602EST-10JAN11 Extreme Weather Event - 2300EST-10JAN11	Email		Website is now updated Regards [redacted] http://www.watergrid.com.au/ http://www.watergrid.com.au/news/38 http://www.watergrid.com.au/news From: WaterGridMedia Sent: Monday, 17 January 2011 11:05 AM Subject: WATER GRID MEDIA UPDATE - 17 January 2011 WATER GRID MEDIA UPDATE 17 January 2011, 11.00am CONTROLLED RELEASES FROM WIVENHOE DAM CONTINUE NOTE: All SEQ dams remain safe, stable and operating within their design specifications. Wivenhoe Dam is at 123 per cent capacity and continues to drop steadily. Releases continue at around 299,000 megalitres per day and this flow will be maintained to drain the flood storage compartment

E704

#	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
76901	17/1/11 12:16	[redacted]	[redacted]		draft WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 18	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Hi All, Thanks to all for their inputs for this SitRep. I have received and added updates from Seqwater, LinkWater and WaterSecure today. Changes are in yellow highlight. Can I please have any comments back to me ASAP - 1-1.30pm - thanks in advance Cheers [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government
77101	17/1/11 12:18	[redacted]	[redacted]		RE: FW: Media release - Dam operators explain operating decisions		Email	Channel 9_digital image re flood levels 5.5m.wmv	Hi team â€" see attached Channel 9 clip re digital image levels of 5.5m From: WaterGridMedia Sent: Monday, 17 January 2011 12:07 PM To: [redacted] Cc: Subject: RE: FW: Media release - Dam operators explain operating decisions Hi team See attached todayâ€™s ABC radio clip â€" Campbell Newman talks about management of Wivenhoe Dam at approx 6.40mins. Cheers [redacted] From: [redacted] Sent: Monday, 17 January 2011 10:47 AM To: [redacted] Cc: [redacted] Subject: Re: FW: Media release - Dam operators explain operating decisions Can you please get the clip From: WaterGridMedia <WaterGridMedia@linkwater.com.au> To: [redacted]

E705

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
77201	17/1/11 12:20	[redacted]			Channel 9 satalite images		Email	Channel 9_satalite images.wmv	See attached Channel 9 images from last nightâ€™s weather segment Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
77301	17/1/11 12:44	[redacted]	[redacted]		DWQ Incident report Part A - Laidley - SP663 - 15 January 2011	E coli detection at Laidley	Email	DWQ Incident Report Part A - Laidley SP663 - 20110116.doc	During special disaster water quality monitoring 1 E coli MPN/ 100 mL was detected in a sample collected from Patrick St Laidley (SP663) on Saturday 15 January 2011. The Part A for the drinking water quality incident report is attached [redacted] Principal Officer - Water Quality Planning & Source Control Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 [redacted] Website : www.urbanutilities.com.au<http://www.urbanutilities.com.au> Brisbane Transit Centre - West Tower - Level 8 171 Roma Street, Brisbane Qld 4000 _____ This message has passed through an insecure network. Please direct all enquiries to the message author _____ _____ This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited.

E706

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
77401	17/1/11 12:49	[redacted]			FW: Update for water quality sampling in QUU region - slowly expanding	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Hi All, FYI - email from QUU. They are slowly getting access to more towns and will increases WQ sampling accordingly. For details please contact them directly and CC to [redacted] Thanks, [redacted] From: [redacted] Sent: Monday, 17 January 2011 12:36 PM To: [redacted] Cc: [redacted] Subject: Update for water quality sampling in QUU region [redacted] We now can access some more towns in the Lockyer and Somerset local government areas. Where possible the labs will collect bacteriological samples from Whittcott, Helidon, Jimna, Linville, Kilcoy, Somerset, Toogoolawah and Esk tomorrow. QUU is now supplying water to all our communities but sampling is still restricted on where we can access some places. [redacted] Principal Officer - Water Quality Planning & Source Control Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 For our records (QCA).
77501	17/1/11 12:53	[redacted]			Jan 17 Updated Linkwater WQ results and reservoir Cl residuals	Wivenhoe Dam Releases 1230EST-06JAN11 Northern Region Asset Inundation - 1602EST-10JAN11 Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	thanks [redacted] From: [redacted] Sent: Monday, 17 January 2011 12:49 PM To: [redacted] Cc: [redacted] Subject: RE: FW: Interim report for water and sewerage by SEQ Water Grid Gents Please see the attached spreadsheet showing verification sample points and results. Please note that these results have not been certified by ALS at this stage. Please note that most of these points are now accessible and should be sampled today Please also see previous chlorine residual trends for Brisbane. Regards, [cid:image001.jpg@01CBB643.7D57C800]Wade Manuel Senior Water Quality Officer [redacted] Level 5, 200 Creek Street	PO Box 1045	Spring Hill Qld 4004 [redacted] PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program

E707

Id	Received (Australia/Brisbane)	From	To	CC	bject	Events	Type	Attachments	Plain text
77601	17/1/11 12:57	[redacted]	[redacted]	[redacted]	DWQ Incident report Part A - Ashwell - SP404 - 14 January 2011	E.Coli Detection at Ashwell	Email	DWQ Incident Report Part A - SP404 signed 20110117.pdf	During special disaster water quality monitoring 1 E coli MPN/ 100 mL was detected in a sample collected from Ashwell Primary School 35 Reinke Rd, Ashwell (SP4041 on Friday 14 January 2011. The Part A for the drinking water quality incident report is attached [redacted] Principal Officer - Water Quality Planning & Source Control Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 Phone: [redacted] Website: www.urbanutilities.com.au<http://www.urbanutilities.com.au> Brisbane Transit Centre - West Tower - Level 8 171 Roma Street, Brisbane Qld 4000 This message has passed through an insecure network. Please direct all enquiries to the message author This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited.
77701	17/1/11 13:06	[redacted]	[redacted]		Handover of Lead of WQ Technical Coord Group at 3pm today to Mark Crabtree (LinkWater)	Wivenhoe Dam Releases 1230EST 06JAN11 Northern Region Asset Inundation - 1602EST 10JAN11 Extreme Weather Event - 2300EST 10JAN11	Email	winmail.dat	Hi All, First I'd like to thank everyone for their expertise and rapidly providing information and advice and helping me enormously over the last few days. I think WQ is looking pretty good at this stage and hope it continuees, but lets stay vigilant. I think we did a very good job. I will handover to Mark Crabtree at 3pm today, and Chris Owens (WGM) will help him for the rest of today if required. Mark will continue with this lead role until this Group is officially stood down (hopefully soon). I believe WGM will go back to normal working hours tomorrow - 8am - 6pm. As one of the final activities before we stand down, it would be good if we all agree that a hot debrief with all of the members of this group can be done very soon, to review and discuss. I have asked Chris Owens to start looking at logistics of this - where, agenda,... so if you have any brilliant ideas (or a spot big enough for all of us to attend) please email us with your thoughts/suggestions. Cheers [redacted] This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited.

E708

	Received (Australia/Brisbane)	From	To	CC	'ect	Events	Type	Attachments	Plain text
77801	17/1/11 13:07	[redacted]			FW: Queensland Urban Utilities Community Service Announcement Water supply		Email	20110117_Community Service Announcement_Quality and Supply_FINAL.pdf	See attached announcement to be issued by QUU -----Original Message----- From: Urban Utilities Comms [redacted] Sent: Monday, 17 January 2011 12:55 PM To: Urban Utilities Comms Subject: Queensland Urban Utilities Community Service Announcement Water supply Good afternoon all Attached is the latest Community Service Announcement from Queensland Urban Utilities for immediate release. Please call me if you have any questions. Regards [redacted] Queensland Urban Utilities Media team Phone [redacted] ********** This message has passed through an insecure network. Please direct all enquiries to the message author. ********** This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its
77901	17/1/11 13:13	[redacted]			Re: draft WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan18		Email		Hi Paul, SitRep looks fine from Health perspective. We will be trying to keep you up to date on reported gastro illnesses as we are aware of them. Thanks to everyone for updates for the sampling / monitoring programs in place. [redacted] Water Quality Unit Environmental Health Branch Queensland Health Phone: [redacted] Find us on the web at: http://www.health.qld.gov.au/ph/ehu/water_quality.asp [redacted] 7/01/2011 12:15 pm >>> Hi All, Thanks to all for their inputs for this SitRep I have received and added updates from Seqwater, LinkWater and WaterSecure today. Changes are in yellow highlight.

E709

Id	Received (Australia/Brisbane)	From	To	CC	Object	Events	Type	Attachments	Plain text
78001	17/1/11 13:14	[redacted]			Bacteriological Data from Brisbane area - for 16 Jan	Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	For records (OCA) - no attachment Thanks [redacted] From: [redacted] Sent: Monday, 17 January 2011 1:05 PM To: [redacted] Subject: Bacteriological Data from Brisbane area [redacted] The lab is going to send us the finalised report tomorrow [redacted] Principal Officer - Water Quality Planning & Source Control Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 [redacted] Brisbane Transit Centre - West Tower - Level 8 171 Roma Street, Brisbane Qld 4000
78101	17/1/11 13:16	[redacted]			[redacted]e: draft WQ [redacted]echnical [redacted]oordination Group [redacted]tRep (SitRep 8) [redacted]r Mon Jan18	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] Where are the reported gastro illnesses? Regards, [redacted] From: [redacted] [redacted] Sent: Mon Jan 17 13:13:16 2011 Subject: Re: draft WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan18 Hi [redacted] SitRep looks fine from Health perspective. We will be trying to keep you up to date on reported gastro illnesses as we are aware of

E710

d	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
78201	17/1/11 13:21	[redacted]	[redacted]	[redacted]	Re: draft WQ Technical Coordination Group SitRep (SitRep 8) for MonJan18	Wivenhoe Dam Releases 1230EST-06JAN11. Northern Region Asset Inundation - 1602EST-10JAN11. Extreme Weather Event - 2300EST-10JAN11	Email		Hi [redacted] So far we've only had sporadic unconfirmed reports. For example, Nambour and Gympie reported an increase, but these were not confirmed (and they are outside of SEQ). I was just at a meeting that reported an area of Redbank that is reporting illnesses, but they will be checking into these today. We are conducting active surveillance of illness, so if we hear of any confirmed reports we will let you know... and definitely if they suspect drinking water. As of now I believe contact with flood water is suspected in all cases [redacted] [redacted] Water Quality Unit Environmental Health Branch Queensland Health [redacted] Find us on the web at: http://www.health.qld.gov.au/ph/ehu/water_quality.asp [redacted] 17/01/2011 1:16 pm >>> Where are the reported gastro illnesses?
78301	17/1/11 13:34	[redacted]	[redacted]	[redacted]	FW: WATER GRID MEDIA UPDATE - 17 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11. Northern Region Asset Inundation - 1602EST-10JAN11. Extreme Weather Event - 2300EST-10JAN11	Email		Regards. FYI team I have spoken with Yvonne and confirmed we are referring to this week. Exact details on when the roads will reopen is a matter for local Councils. Regards [redacted] From: [redacted] On Behalf Of Advertiser Edit Sent: Monday, 17 January 2011 11:27 AM To: WaterGridMedia Subject: RE: WATER GRID MEDIA UPDATE - 17 January 2011 Hello Does this paragraph refer to the middle of this week or next week? Due to a combination of Lockyer Creek, local runoff and Wivenhoe releases, Twin Bridges, Savages Crossing, Burtons Bridge, Kholo Bridge, Colleges Crossing, Fernvale Bridge, and Mt Crosby Weir Bridge may be inundated until the middle the week Best regards [redacted] News Editor THE Ipswich Advertiser [redacted]

E711

Id	Received (Australia/Brisbane)	From	To	CC	bject	Events	Type	Attachments	Plain text
7840	17/1/11 13:58	[redacted]	[redacted]	[redacted]	Final WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 18		Email	winmail.dat	Hi All, Attached is the Final WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 18. Thanks for everyone's input Could everyone please direct important WQ information from 3pm to [redacted] Cheers, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
7850	17/1/11 14:00	[redacted]			FW: Final WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 17		Email	winmail.dat	Correction. Email title should be Jan 17. Sorry. Details in document is correct From: [redacted] Sent: Monday, 17 January 2011 1:57 PM To: MMHEOC_PHIC HEOC_PHIC; [redacted] Subject: Final WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 18 Hi All, Attached is the Final WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 18 Thanks for everyone's input. Could everyone please direct important WQ information from 3pm to Mark Crabtree [redacted] Cheers, [redacted]

E712

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
78601	17/1/11 14:07	[redacted]			Reply		Email		Dear [redacted] The Hinze Dam is currently providing flood mitigation to the Gold Coast Mitigation against potential flooding in the Nerang River catchment was the key driver behind the decision to raise the Hinze Dam wall. Allconnex is the water distribution retailer for the Gold Coast region Seqwater does not set water rates or restrictions Kind regards, Seqwater Corporate Communications --- From: [redacted] Sent: Wednesday, 12 January 2011 3:27 PM To: SEQWGM Enquiries Subject: www.watergrid.com.au site contact
78701	17/1/11 14:08	[redacted]	Jim Pruss [redacted]	[redacted]. Barry Dennien [redacted]	Re: Lowood WTP	Extreme Weather Event - 2300EST-10JAN11	Email winmail.dat		sooji http://www.watergrid.com.au [redacted]ack thanks. Gents - below r.e. Getting some short term contingency in at Lowood [redacted] Sent from my iPad On 17/01/2011, at 9:04 AM, "Jim Pruss" [redacted] [redacted] We are assessing today if we can get one of the three permanent units back up and running to be used as the primary until and the deisel will then go back as the secondary. Will know more later today on that score. At this stage we are hopeful of reinstating one of the permanent pumps in the next day or If not we will source whatever contingency equipment to make sure the water supply is not compromised Is that sufficient for your needs [redacted] ----- Original Message ----- From: [redacted] To: Jim Pruss; [redacted] Sent: Mon Jan 17 08:41:45 2011 Subject: Lowood WTP

E713

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
7880	17/1/11 14:41	WaterGridMedia [redacted]	[redacted]		W: UNITYWATER CONCESSIONS STATEMENT	Northern Region Assel Inundation - 1602EST - 10JAN11 Extreme Weather Event - 2300EST - 10JAN11	Email		FYI re rebates status fro Unitywater From: [redacted] Sent: Monday, 17 January 2011 2:31 PM To: john.adcock@seqwgm.com.au; WaterGridMedia Cc: [redacted] Subject: UNITYWATER CONCESSIONS STATEMENT Importance: High Fyi â€" we are not offering $$$ as a blanket statement but will be assessing on a case-by-case basis. [redacted] Unitywater Communications and Marketing Retail Level 2 , 8-10 Maud Street, Maroochydore Qld 4558 [redacted] Subject: APPROVED - CONCESSIONS STATEMENT Importance: High APPROVED STATEMENT FOR CONCESSIONS Unitywater cares for its customers and offers Hardship and Payment Plans. We are working with flood-affected customers on a case-by- Hi All, Attached is the statement that is below the Dam Media release that is inaccurate. We do not have any customer complaint or water quality results that indicate that the drinking water will be discoloured. We'll let you know if this chnages. Can we please make appropriate changes to all references, once approved by management. thanks, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of
7890	17/1/11 14:45	[redacted]			Shall we remove sentence for media release??	Wivenhoe Dam Releases 1230EST - 06JAN11	Email	winmail.dat	

E714

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
*9001	17/1/11 14:46	[redacted]			FW: Shall we remove sentence for media release??	Wivenhoe Dam Releases 1230EST-06JAN11	Email	winmail.dat	Hi Guys, Please keep an eye on this..... Cheers, [redacted] From: [redacted] Sent: Monday, 17 January 2011 2:44 PM To: [redacted] Cc: [redacted] Subject: Shall we remove sentence for media release?? Hi All, Attached is the statement that is below the Dam Media release that is inaccurate. We do not have any customer complaint or water quality results that indicate that the drinking water will be discoloured. We'll let you know if this chnages. Can we please make appropriate changes to all references, once approved by management. thanks, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited
79101	17/1/11 14:47	[redacted]			(1) SEQ Water Grid Media Report - Flood activity 10-17 January 2011		Email	SEQ Water Grid_Media Report_Flood Coverage_10_17.01.11 (PART 1).pdf	Hi team Please find attached the media coverage report for the previous week's activity. As there has been significant coverage, we will forward this report in 4 sections. Dam updates have been issued on a daily basis and are available for review at www.watergrid.com.au<http://www.watergrid.com.au> * (1) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (2) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 Kind regards Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from

E715

Id	Received (Australia/Brisbane)	From	To	CC	bject	Events	Type	Attachments	Plain text
7920	17/1/11 14:48	[redacted]			.4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011		Email	SEQ Water Grid_Media Report_Flood Coverage_10_ 17.01.11 (PART 2).pdf	Hi team Please find attached the media coverage report for the previous week's activity. As there has been significant coverage, we will forward this report in 4 sections Dam updates have been issued on a daily basis and are available for review at www.watergrid.com.au<http://www.watergrid.com.au> * (1) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (2) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 Kind regards Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from
7940	17/1/11 14:49	WaterGridMedia <WaterGridMedia@linkwater.com.au>	[redacted]		(3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	Extreme Weather Event - 2300EST-10JAN11 Wivenhoe Dam Releases 1230EST-06JAN11 Northern Region Asset Inundation - 1602EST-10JAN11	Email	SEQ Water Grid_Media Report_Flood Coverage_10_ 17.01.11 (PART 3).pdf	Hi team Please find attached the media coverage report for the previous week's activity. As there has been significant coverage, we will forward this report in 4 sections Dam updates have been issued on a daily basis and are available for review at www.watergrid.com.au<http://www.watergrid.com.au> * (1) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (2) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 Kind regards Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure modification, distribution and/or publication of this email is also prohibited While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from

E716

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
79301	17/1/11 14:49	[redacted]			(4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event - 2300EST-10JAN11	Email	SEQ Water Grid_Media Report_Flood Coverage_10_17.01.11 (PART 4).pdf	Hi team Please find attached the media coverage report for the previous week's activity. As there has been significant coverage, we will forward this report in 4 sections. Dam updates have been issued on a daily basis and are available for review at www.watergrid.com.au<http://www.watergrid.com.au> * (1) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (2) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 Kind regards Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it: any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from
79501	17/1/11 14:51	[redacted]			customer complaints	Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	winmail.dat	Hi Guys, Know that you are flat out, but we'd appreciate it if you can let us know if there are any significant increases in customer complaints regarding drinking water (location, numbers complaints and parameter), that you've confirmed that it is an issue. Thanks [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it: any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.

E717

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
7960	17/1/11 15:04	[redacted]			RE: Material for [redacted] from DERM		Email		Thank you [redacted] I will let you know if there is any change to our location and when I am able to access MECS again In the mean time, if you would send any correspondence requests related to LinkWater, Seqwater, WaterSecure and the SEQ Water Grid Manager to the email address watergridmedia@linkwater.com.au [redacted] oping in [redacted]. that would be very helpful. Kindest regards Water Grid Communications Team [redacted] www.watergrid.com.au From: [redacted] Sent: [redacted] To: WaterGridMedia Subject: Material for [redacted] rom DERM Hi [redacted] Attached is the material you were after I have checked and there doesn't appear to be anything else that we are waiting from you. Cheers [redacted] Manager, Executive Correspondence and Projects Telephone: [redacted] Email Hi team
7970	17/1/11 15:16	[redacted]	undisclosed-recipients:;		(1) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email	SEQ Water Grid_Media Report_Flood Coverage_10_17 01 11 (PART 1).pdf	Please find attached the media coverage report for the previous week's activity. As there has been significant coverage we will forward this report in 4 sections Dam updates have been issued on a daily basis and are available for review at www.watergrid.com.au<http://www.watergrid.com.au> * (1) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (2) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 Kind regards Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from

E718

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
79801	17/1/11 15:19	[redacted]	undisclosed-recipients:;		(2) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	Extreme Weather Event - 2300EST-10JAN11. Wivenhoe Dam Releases 1230EST-06JAN11. Northern Region Asset Inundation - 1602EST-10JAN11	Email	SEQ Water Grid_Media Report_Flood Coverage_10_17.01.11 (PART 2).pdf	Hi team Please find attached the media coverage report for the previous week's activity. As there has been significant coverage, we will forward this report in 4 sections. Dam updates have been issued on a daily basis and are available for review at www.watergrid.com.au<http://www.watergrid.com.au> * (1) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (2) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 Kind regards Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it. any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken. the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from
79901	17/1/11 15:26	[redacted]	undisclosed-recipients:;		(3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	Extreme Weather Event - 2300EST-10JAN11. Wivenhoe Dam Releases 1230EST-06JAN11. Northern Region Asset Inundation - 1602EST-10JAN11	Email	SEQ Water Grid_Media Report_Flood Coverage_10_17.01.11 (PART 3).pdf	Hi team Please find attached the media coverage report for the previous week's activity. As there has been significant coverage, we will forward this report in 4 sections. Dam updates have been issued on a daily basis and are available for review at www.watergrid.com.au<http://www.watergrid.com.au> * (1) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (2) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 Kind regards Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it, any form of disclosure, modification, distribution and/or publication of this email is also prohibited While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from

E719

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
8009	17/1/11 15:29	[redacted]	undisclosed-recipients:;		(4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011	Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11 Northern Region Asset Inundation - 1602EST-10JAN11	Email	SEQ Water Grid_Media Report_Flood Coverage_10_17 01 11 (PART 4).pdf	Hi team Please find attached the media coverage report for the previous week's activity. As there has been significant coverage, we will forward this report in 4 sections Dam updates have been issued on a daily basis and are available for review at www.watergrid.com.au<http://www.watergrid.com.au> * (1) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (2) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (3) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 * (4) SEQ Water Grid Media Report - Flood activity 10-17 January 2011 Kind regards Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> _____ This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it, any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from
8010	17/1/11 15:31	[redacted]			Media enquiry - Wivenhoe Dam		Email		Hi Hedley Thank you for your enquiry As you may be aware, a Royal Commission has been announced into the Queensland floods. Given this announcement, we are currently awaiting formal legal advice on our ability to respond to your request. We will advise in due course Regards, Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E720

I	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
80201	17/1/11 15:33	WaterGridMedia <WaterGridMedia@linkwater.com.au>	[redacted]		Media enquiry - Wivenhoe Dam	Wivenhoe Dam Releases 1230EST-06JAN11	Email		Hi [redacted] Thank you for your enquiry. As you may be aware, a Royal Commission has been announced into the Queensland floods. Given this announcement, we are currently awaiting formal legal advice on our ability to respond to your request. We will advise in due course Regards, Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered
80301	17/1/11 15:34	[redacted]			Media enquiry - Wivenhoe Dam	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted] Thank you for your enquiry As you may be aware, a Royal Commission has been announced into the Queensland floods. Given this announcement, we are currently awaiting formal legal advice on our ability to respond to your request. We will advise in due course Regards, Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E721

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
8040	17/1/11 15:40	[redacted]			RE: Qld Times Ipswich enquiry	Extreme Weather Event - 2300EST- 10JAN11, Wivenhoe Dam Releases 1230EST- 06JAN11, Northern Region Asset Inundation - 1602EST- 10JAN11	Email		Hi [redacted] Thank you for your enquiry As you may be aware, a Royal Commission has been announced into the Queensland floods. Given this announcement, we are currently awaiting formal legal advice on our ability to respond to your request. We will advise in due course. Regards, Water Grid Communications [redacted] [redacted] Sent: Monday, 17 January 2011 9:56 AM To: WaterGridMedia Subject: Qld Times Ipswich enquiry Importance: High [redacted] from the Qld Times in Ipswich here - just have a few questions. Looking for a response by 4pm this afternoon 1/ Just a response to the comments by an engineer in today's edition of The Australian - were water releases too low on Jan 7-9 before the large rain event or was it sufficient given no one know how severe the rain/conditions would be last week? 2/ Are the releases / current capacity at a good safe level? Pls find attached updated SEQ Water Report as at 3pm Kind regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
8050	17/1/11 15:51	[redacted]			Updated water report	Extreme Weather Event - 2300EST- 10JAN11	Email	newwaterdocmt 17jan2011v3.do cx, Water Supply outage Isolated town supply support request - 17-1-11v.xlsx	
8060	17/1/11 16:37	[redacted]			Response - URGENT - Minister Robertson - DLO Response - [redacted] Water release from North Pine Dam - Due COB Wednesday, 19 January 2011	Extreme Weather Event - 2300EST- 10JAN11, Wivenhoe Dam Releases 1230EST- 06JAN11, Northern Region Asset Inundation - 1602EST- 10JAN11	Email		[redacted] Please find below the response to the enquiry received from Carolyn Male's MP Office, which has been responded to by Seqwater. Please let us know if you require any further information. Kindest regards [redacted] 17/1/11 DERM DLO COMMUNICATION - Water Release from North Pine Dam Enquiry regarding inundation of property [redacted] 126 Bray Road Lawnton ACTIONS • Contact has been made through Carolyn Male MP Office [redacted] via the Minister's Office) to the Water Grid Manager to complain about inundation of property claimed to have been caused by releases from North Pine Dam. • Email forwarded from WGM to SEQWATER COMMUNICATIONS

E722

i	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
80801	17/1/11 17:02	[redacted]	[redacted]	[redacted]	DWQ Incident Report Part A - Laidley Depot - 16 January 2011		Email	DWQ Incident Report Part A - Laidley Depot signed.pdf	During special disaster water quality monitoring 2 E.coli MPN/ 100 mL were detected in a sample collected from the Laidley Council Depot Laidley-Rosewood Road on Sunday 16 January 2011. The Part A for the drinking water quality incident report is attached. Please note that this site is not used during routine verification monitoring. It is about 100 metres from the Narda Lagoon Laidley (SP664) sampling site. The repeat sample has been collected from SP664 as it is now accessible. [redacted] Principal Officer - Water Quality Planning & Source Control Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 [redacted] Website : www.urbanutilities.com.au<http://www.urbanutilities.com.au> Brisbane Transit Centre - West Tower - Level 8 171 Roma Street, Brisbane Qld 4000 [redacted] Principal Officer - Water Quality Planning & Source Control Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 [redacted] Website : www.urbanutilities.com.au<http://www.urbanutilities.com.au>
80701	17/1/11 17:02	Rob Drury	"Rob Drury"	[redacted]	RE: Technical Report W60	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W60.docx	Attached Technical Report W60. Somerset is almost at FSL using a cone valve and closing of gates at Wivenhoe started at 2pm today and will be fully closed early Thursday morning. Discussions with BCC highlighted some concerns re bank slumping along Coronation drive. Although not quantified, they requested a close down Thursday instead of Wednesday as previously planned to give more time. They also requested a close down no later than Thursday to avoid any issues with predicted high tides towards the weekend. This can be achieved and a close down Thursday morning is now planned. North Pine closed. Robert Drury

[redacted]
"Dan Spiller"
[redacted]
"Peter Borrows"
[redacted]
"Jim Pruss"
[redacted]

E7.23

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
8090	17/1/11 17:09	Madonna Brennan	[redacted]	Councillors [redacted]	LDMG Meeting Minutes - Meeting held 17 January 2011 at 2.00pm	Extreme Weather Event - 2300EST-10JAN11	Email	LDMG Meeting Minutes 170111 1400.doc	Please find attached meeting minutes for the LDMG meeting that was held today. A situation report will be prepared in the morning and forward out accordingly Regards Madonna Madonna Brennan ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343
8100	17/1/11 17:14	[redacted]			Fwd: Infrastructure Services Update on Flood Response	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	[redacted] Sent from my iPhone Begin forwarded message From: [redacted] Date: 17 January 2011 4:32:26 PM AEST To: [redacted] Subject: Infrastructure Services Update on Flood Response Happy New Year Brett. Allconnex Water would like it to be noted that they have been and still are actively participating in the recovery of this event by supplying personnel and equipment on a daily basis to the required areas until the request for mutual assistance is withdrawn. For your information I am maintaining a daily log of dates/times, personnel and equipment that these resources are being deployed to the affected areas. Please note the below report from Paul Heaton, Chief Operations Officer for Allconnex Water in your incident log for this event. Regards, [redacted] Senior Officer Incident Management Allconnex Water PO Box 8042 Gold Coast MC 9726 [redacted]

E724

	Received (Australia/Brisbane)	From	To	CC	ct	Events	Type	Attachments	Plain text
1101	17/1/11 20:24	[redacted]			FW: QUU - water quality complaints for 10 - 16 January 2011	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	FYI Cheers, [redacted] From: [redacted] Sent: Monday, 17 January 2011 3:30 PM To: [redacted] Subject: QUU - water quality complaints for 10 - 16 January 2011 [redacted] Listed below is the numbers of water quality complaints QUU has received in the last week. We check the number of complaints daily. If we receive more than 10 complaints for 3 consecutive days we will investigate to determine possible causes 10/01/11 Dirty Water - 2 Odour - 1 11/01/11 Dirty Water - 3 12/01/11 Dirty Water - 1 13/01/11 Dirty Water - 2 Taste - 1 14/01/11 Dirty Water - 8
1301	17/1/11 20:25	[redacted]	"seqwgm@id.ngcomms.net" <seqwgm@id.ngcomms.net>		FW: Class A+ recycled water for washdown purposes	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	FYI Cheers, Paul From: [redacted] Sent: Monday, 17 January 2011 4:00 PM To: [redacted] Subject: RE: Class A+ recycled water for washdown purposes Hello Again [redacted] Confirming that no recycled water has been collected from Allconnex Water's systems for the purpose of flood washdown Should Class A+ be requested from Allconnex Water it would need to be taken from a hydrant connection in the Pimpama/Coomera region and we are geared up to assist tanker operators in that regard, including signage and information packs, should the need arise. If we receive any requests (unlikely) for Class A+ for washdown, I will let you know. Regards [redacted] District Manager Allconnex Water PO Box 8042 Gold Coast MC 9726 [redacted]

E725

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
81201	17/1/11 20:25	[redacted]			RE: FW: Interim report for water and sewerage by SEQ Water Grid	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	[redacted] From: [redacted] Sent: Monday, 17 January 2011 3:34 PM To: [redacted] Subject: RE: FW: Interim report for water and sewerage by SEQ Water Grid Hi [redacted] Watersecure is planning daily samples for E Coli from the PRW sample points where we supply tankers. Unfortunately [redacted] advised that they do not have an easy or safe way to sample from the tankers to verify the chlorine residual. They confirmed that they are following the briefing note methodology of adding sodium hypochlorite to every tanker. Regards [redacted] Water Quality Manager [redacted] [cid:image001.gif@01CBB65A.4E5CD650] WaterSecure Level 2, 95 North Quay Brisbane Qld 4000 www.watersecure.com.au<https://webmail.seqwgm.com.au/owa/UriBlockedError.aspx>
81401	18/1/11 06:50	Rob Drury	"Rob Drury" [redacted] "Dan Spiller" [redacted] [redacted] "Peter Borrows" [redacted] "Paul Bird" [redacted] "Jim Pruss" [redacted]	[redacted]	RE: Technical Report W61	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W61.docx	From: [redacted] Attached Report W61. Still aiming for final closure Thursday morning Releases slowed over night to assist water supply pumping at Lowood but recommencing this morning Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater
81501	18/1/11 07:05	61432385159			Not sure who this message is from - will you pls give a a call - I tried to return call, however your phone supplier said you were disconnected. Scott		SMS		Not sure who this message is from - will you pls give a a call - I tried to return call, however your phone supplier said you were disconnected. Scott

E726

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
1601	19/1/11 08:09	[redacted]	[redacted]	[redacted]	Re: Final WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 17	Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email		Hi all Could you please note that I will be operating from my DERM email address now - [redacted] I will not be able to respond from my home email address during business hours. thanks [redacted] On 17/01/2011, at 1:59 PM, [redacted] wrote: > Correction. Email title should be Jan 17. Sorry. Details in document is correct > > From: [redacted] > Sent: Monday, 17 January 2011 1:57 PM > To: MMHEOC_PHIC HEOC_PHIC; [redacted] > Cc: [redacted] > Subject: Final WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 18 > > Hi All, > > Attached is the Final WQ Technical Coordination Group SitRep (SitRep 8) for Mon Jan 18. > > Thanks for everyone's input. >
1701	19/1/11 09:06	[redacted]	[redacted]	[redacted]	SSO Call Centre Referral		Email winmail.dat		Dear LinkWater Not sure if you have recieved this SSO call centre enquiry below Please contact [redacted] so we can close this enquiry out. Many thanks Water Grid Communications Team Ph: [redacted] www.watergrid.com.au<http://www.watergrid.com.au/> Enquiry Reference Number: 1445058 Referred Time: 10:38 Referred By: robertsr Related Script: SEQ Water Grid Enquiry type. * Tender information referral If Other please specify: Water entity. * Unsure Name: * Richard Nicholson

E727

Id	Received (Australia/Brisbane)	From	To	CC	Object	Events	Type	Attachments	Plain text
81801	18/1/11 09:08	[redacted]			Enquiries Inbox CLEAR		Email		The Enquiries Inbox is clear and there are no pending information requests to be attended to (9am - 18/01/11). I today forwarded one enquiry to LinkWater, and closed it out. Regards Water Grid Communications Team [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
81901	18/1/11 09:27	Dan Spiller [redacted]	Bradley John' [redacted]	Barry Dennien [redacted] [redacted] 'Best Debbie' [redacted] 'Rob Drury' [redacted]	Update on releases	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W61.docx	Current Technical Situation Report for information Somerset Dam is at 99.8% of capacity and Wivenhoe Dam at 107.8%. Seqwater advises that releases from Wivenhoe Dam were held constant overnight at about 2,050 cubic metres per second to assist water supply pumping at Lowood. Gate closure will resume at 09:00 Tuesday before final closure on Thursday morning. The dam will be near full supply and releases will be made through the regulator to account for ongoing base-flow. The strategy was developed in consultation with BCC, which indicated that it would prefer a Thursday closure to increase release time and minimize possible impacts in relation to slumping along Coronation Drive. BCC also advises operators that they also would like closure no later than Thursday prior to predicted high tides late this week. Please call me on [redacted] if you require any further information. Regards, Daniel Spiller This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure.
82001	19/1/11 10:03	[redacted]			SEQ Water Grid Media Report - 18 January 2011		Email	SEQ Water Grid Media Report - 18 January 2011.pdf	Good morning, Please see attached media coverage report for the last 24 hours. Recent dam updates can be viewed at http://www.watergrid.com.au/news. Coverage includes: State Government • Anna Bligh, Queensland Premier has launched a Royal Commission enquiry into Queensland floods (4BC, ABC 612 Brisbane, ABC 666 Canberra, ABC Rockhampton, ABC Townsville, ABC Toowoomba, Radio National Canberra, ABC Sunshine Coast, ABC TV, Channel 10, Channel 7, Channel 9, Sky News, AAP Newswire, the Australian, the Australian - edition changes, Courier Mail, Gold Coast Bulletin, Queensland Times, Australian Financial Review) • State Opposition Leader, John Paul Langbroek states it is too early for the blame game following the floods and Premier Bligh's announcement (4BC, Hot FM 91.1, Hot Tomato) • Natural Resources Minister, Stephen Robertson said Seqwater did everything they could to minimise the flood events (AAP Newswire) Dams • Series of articles and letters to the editor supporting the operation and management of Wivenhoe Dam (Courier Mail, Queensland Times) • Series of articles and letters to the editor questioning the operation and management of Wivenhoe Dam over the flood period, including claims fuelled by Engineer Michael O'Brien (4BC, 4KQ, Gold FM, Sea FM Sunshine Coast, Channel 9, Sky News, AAP Newswire, the Australian, the Australian - edition changes, Courier Mail) • Article containing Engineer Michael O'Brien's report on the operation of Wivenhoe Dam (Herald Sun online - http://blogs.news.com.au/heraldsun/andrewbolt/index.php/heraldsun/comments/why_was_the_wivenhoe_told_full_to_save_brisbane/)

E728

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
2101	18/1/11 10:17	[redacted]			Fw: Water Balance	Northern Region Asset Inundation - 1602EST- 10JAN11 Wivenhoe Dam Releases 1230EST- 06JAN11 Extreme Weather Event - 2300EST- 10JAN11	Email		FYI From: [redacted] To: [redacted] Cc: Sent: Tue Jan 18 09:46:39 2011 Subject: RE: Water Balance [redacted] 18 January water balance details below Demand ~ 400ML/d Storage ~ 325ML Production Mount Crosby ~180ML/d North Pine/NPI Combined ~ 105ML/d SRWP Import ~ 95ML/d Regards [cid:image002.jpg@01CBB6F4.9AAF0D30]James Moffatt Technical Services Manager [redacted] Level 5, 200 Creek Street	PO Box 1045	Spring Hill Qld 4004
2201	18/1/11 10:34	[redacted]	Barry Dennien [redacted] [redacted] Dan Soiller [redacted] [redacted], Keith Davies [redacted]	Emergency Management Team		Northern Region Asset Inundation - 1602EST- 10JAN11, Wivenhoe Dam Releases 1230EST- 06JAN11, Extreme Weather Event - 2300EST- 10JAN11	Email		After discussions with Barry Dennien relating to business traffic and status of the recovery phase for all entities, I advise that I am formally standing down from the Team and that ongoing management of the incident passes to Scott Denner of WGM. Peter [cid:image001.jpg@01CBB6FA.6CB03E80]Peter McManamon Chief Executive Officer [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 [redacted] PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0.05 fully grown trees This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not

E729

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
82303	18/1/11 11:19	[redacted]			Talking points / key messages for approval	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Talking points_Wivenhoe and Somerset dam releases (18 01 11).doc	[redacted] Can you please proof the attached talking points/key messages for use with media and key stakeholders. [redacted]an you please confirm all numbers are correct. [redacted]- can you please approve from legal end. Regards. [redacted] Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
82401	18/1/11 11:26	[redacted]			FW: Wynnum Herald	Northern Region Asset Inundation - 1602EST-10JAN11 Wivenhoe Dam Releases 1230EST-06JAN11 Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Dea[redacted] Please advise whether below request can happen Regards [redacted] Water Grid Communications Team [redacted] www.watergrid.com.au<http://www.watergrid.com.au/> From: [redacted] Sent: Tuesday, 18 January 2011 11:01 AM To: SEQWGM Media Subject: Wynnum Herald Hi, We were hoping to send a photographer out to get a pic of the water releases at Leslie Harrison Dam at Capalaba Is this possible? Is it also possible to get someone from SEQWater in the pic? It is just a flood-related story. Can you let me know as soon as possible? Kindest regards, [redacted] | Journalist Wynnum Herald

E730

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
82501	18/1/11 11:28	[redacted]			RE: Wynnum Herald	Extreme Weather Event - 2300EST-10JAN11	Email		Hi [redacted] Site still closed to external access on safety grounds.. Cheers, [redacted] From: [redacted] Sent: Tuesday, 18 January 2011 11:24 To: [redacted] Cc: [redacted] Subject: FW: Wynnum Herald Importance: High
82601	18/1/11 11:33	[redacted]	[redacted]		Agreement to Discharge Water Treatment Residues to Brisbane River at Mt Crosby	Wivenhoe Dam Releases 1230EST-06JAN11 Extreme Weather Event - 2300EST-10JAN11	Email		BACKGROUND There are two water treatment plants located at Mt Crosby - Eastbank Water Treatment Plant and Westbank Water Treatment Plant. Both these plants are essential for continuity of water supply to Brisbane, Ipswich and Logan. Currently production from these plants is being minimised by operation of the Southern Regional Water Pipeline which is supplied potable water from Gold Coast Water Treatment Plants (mainly Molendinar WTP and to a lesser extent Mudgeeraba WTP) and Gold Coast Desalination plant. Supply of water to the northern side of Brisbane is being maximised from North Pine Water Treatment and water treatment plants that supply Northern Pipeline interconnector. Production from Mt Crosby Water Treatment Plants is currently at minimum 200 ML/day and if consumer demand increases over the next week 250ML/day could be expected. Both Eastbank and Westbank WTPs have centrifuges for dewatering water treatment residues. These dewatered residues are disposed to land under Eastbank WTP - EPA Development Approval (IPDE025298[illegible]). Currently at Eastbank Water Treatment Plant, residues production is 4 times the

E731

ID	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
82701	18/1/11 11:40	[redacted]			: Wynnum Herald	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Dear [redacted] This will not be possible as the site is still closed to external access, on safety grounds. Given the dam levels and the need for safety around spillways, we will not be able to facilitate any land-based media access to our sites. Regards Water Grid Communications Team [redacted] www.watergrid.com.au<http://www.watergrid.com.au/> From: [redacted] Sent: Tuesday, 18 January 2011 11:01 AM To: SEQWGM Media Subject: Wynnum Herald Hi, We were hoping to send a photographer out to get a pic of the water releases at Leslie Harrison Dam at Capalaba. Is this possible? Is it also possible to get someone from SEQWater in the pic? It is just a flood-related story. Can you let me know as soon as possible? Kindest regards, [redacted] Journalist Wynnum Herald
82680	18/1/11 11:41	[redacted]			RE: Wynnum Herald	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Many thanks [redacted] I will pass that information on. Regards, [redacted] From: [redacted] Sent: Tuesday, 18 January 2011 11:28 AM To: [redacted] Cc: watergridmedia@linkwater.com.au; seqwgm@id.ngcomms.net; Michael Lyons Subject: RE: Wynnum Herald Hi [redacted] Site still closed to external access on safety grounds. Cheers, [redacted] From: [redacted] Sent: Tuesday, 18 January 2011 11:24 To: [redacted] Cc: [redacted] Subject: FW: Wynnum Herald Importance: High

E732

	Received (Australia/Brisbane)	From	To	CC	ct	Events	Type	Attachments	Plain text
2901	18/1/11 11:47	[redacted]			Minister Robertson - Ministerial statement replying to ABC Gold Coast inaccurate reporting 17 01 11	Extreme Weather Event - 2300EST-10JAN11	Email		Minister for Natural Resources, Mines and Energy and Minister for Trade The Honourable Stephen Robertson Wednesday, January 12, 2011 Desal plant ramps up to supply quality drinking water 12 JANUARY 2011 The Gold Coast Desalination plant at Tugun has increased output and is helping to ensure a continued supply of high quality drinking water for South East Queensland. The facility is currently operating at 66 per cent production capacity and this can be increased within hours if required, the Minister for Natural Resources, Stephen Robertson said today. Muddy floodwaters slow down conventional water treatment plants and can lead to taste and odour problems with drinking water. Pure treated water from the desal plant, which is piped to Brisbane via the Southern Regional Pipeline, is mixed with outputs from other treatment plants to ensure maximum quality water supply. "At this time of great uncertainty, the desalination plant and the water grid are being used to their full extent to provide safe, sufficient and secure drinking water supplies for South East Queenslanders", Mr Robertson said. The desal plant has played an ongoing role in maintaining water quality across South East Queensland since the current "big wet" event started back in October. It has operated at levels ranging from 33 per cent to 100 per cent depending on wet weather impacts on other treatment facilities. It also has allowed treatment plants at the Mount Crosby Weir in the Brisbane River to be cleaned of sediment. "The plant is doing exactly what it was designed to do and is proving to be an extremely valuable asset for water quality and water security," Mr Robertson said. Water supplies for Ipswich, Brisbane, Gold Coast and Sunshine Coast are currently safe and secure, despite the severe flooding. There's no need to boil water in most areas of the region. Boil water alerts have been issued in some smaller towns that have been badly affected by the flooding. In these areas, while town water supply remains in place or is being restored, it is possible that small amounts of floodwater have entered local systems. Queensland Health advises residents to boil water for three minutes as a precaution until testing can confirm the water supply has returned to usual standards. For more details on the desalination plant go to www.watergrid.com.au
33001	18/1/11 11:48	[redacted]			Re: Lowood Update	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	Thanks Dave. I understand from a phone conversation post your email between Lee and Jim that the crane has now moved the pump, pipework is prepared, and that the team is currently reconfiguring. SD Sent from my iPad On 18/01/2011, at 9:44 AM, [redacted] > Just received advice from Jim, he confirms that we should be back up and running in the hour but this is uncertain. > > Ideally we will have the diesel and one of the electric pumps going today > > > Important information: This email and any attached information is intended only for the addressee and may > contain confidential and/or privileged information. If you are not the addressee, you are notified that any > transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached > to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this > email in error please contact the sender immediately and delete the material from your email system. > QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater). > This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

E733

Id	Received (Australia/Brisbane)	From	To	CC	Object	Events	Type	Attachments	Plain text
83101	18/1/11 11:53	[redacted]	undisclosed-recipients::		ATER GRID MEDIA UPDATE - 18 January 2011	Northern Region Asset Inundation - 1602EST- 10JAN11 Wivenhoe Dam Releases 1230EST- 06JAN11 Extreme Weather Event - 2300EST- 10JAN11	Email		WATER GRID MEDIA - ATE 18 January 2011 11 45am GATE CLOSURE COMMENCED AT WIVENHOE DAM NOTE: All SEQ dams remain safe stable and operating within their design specifications Wivenhoe Dam is at 107 per cent and continues to drop steadily. Releases remained constant overnight at around 176,000 megalitres per day and are now reducing with the commencement of the gate closing sequence which began at 9am this morning The five radial gates are expected to be shut by Thursday to allow for the high tides that have been predicted for later this week. Subject to weather, it is expected that the dam's flood storage compartment will have been returned to near zero from Thursday with any smaller excesses discharged via a smaller cone valve. Inflows and water levels continue to be monitored in the Brisbane and Pine catchments. Somerset Dam is at 99 per cent with small discharges through the cone valves into Wivenhoe. All sluice gates at Somerset are closed Releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Residents are urged to contact local councils for detailed information on road crossing closures and other impacts Recreation areas around Somerset and Wivenhoe remain closed until further notice due to safety. People are advised not to travel to any recreation sites during the flood situation, even if the roads are open North Pine Dam is at 99 per cent and all five gates remain closed
83203	18/1/11 12:01	[redacted]			Ministerial Statement - Operation of Gold Coast Desalination Plant	Northern Region Asset Inundation - 1602EST- 10JAN11 Wivenhoe Dam Releases 1230EST- 06JAN11 Extreme Weather Event - 2300EST- 10JAN11	Email		Dear Councillor Shepherd and Nicole Dyer Further to your broadcast on 17 January, please find attached a Ministerial Statement by Minister Stephen Robertson from 12th January regarding the operation of the Gold Coast Desalination Plant in providing continued supply of high quality drinking water to South East Queensland Regards Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> --- Minister for Natural Resources, Mines and Energy and Minister for Trade The Honourable Stephen Robertson Wednesday, January 12, 2011 - Desal plant ramps up to supply quality drinking water The Gold Coast Desalination plant at Tugun has increased output and is helping to ensure a continued supply of high quality drinking water for South East Queensland. The facility is currently operating at 66 per cent production capacity and this can be increased within hours if required, the Minister for Natural Resources, Stephen Robertson said today. Muddy floodwaters slow down conventional water treatment plants and can lead to taste and odour problems with drinking water. Pure treated water from the desal plant, which is piped to Brisbane via the Southern Regional Pipeline, is mixed with outputs from other treatment plants to ensure maximum quality water supply.

E734

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
13301	18/1/11 12:06	[redacted]	Paul Rees	[redacted]	RE: Desal plant	Northern Region Asset Inundation - 1602EST-10JAN11 Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email		Dear [redacted] We have just contacted both ABC and Councillor Ted Shepherd with the below response. They have requested a radio interview which we are yet to respond to, as we are waiting to hear how to respond to media now that the commission has been called Regards [redacted] Water Grid Communications [redacted] www.watergrid.com.au<http://www.watergrid.com.au> From: WaterGridMedia Sent: Tuesday, 18 January 2011 12:01 PM To: '[redacted] Subject: Ministerial Statement - Operation of Gold Coast Desalination Plant Dear Councillor Shepherd and [redacted] Further to your broadcast on 17 January, please find attached a Ministerial Statement by Minister Stephen Robertson from 12 January regarding the operation of the Gold Coast Desalination Plant in providing continued supply of high quality drinking water to South East Queensland
33401	18/1/11 12:13	[redacted]	ResponseMinister Robertson - Public Enquiry - Richard Patterson, Lake Kurwongbah water testing - Due COB Wednesday, 19 January 2011			Extreme Weather Event - 2300EST-10JAN11	Email		Dear [redacted] Please find below the DLO resoonse regarding [redacted] and the enquiry to use of Lake Kurwongbah as well as water testing. • [redacted] was telephoned this morning (at 8:32am, Tuesday 18 January 2011) by [redacted] Seqwater, in relation to his request for information about access to Lake Kurwongbah for training by elite rowers. • [redacted] advised that an email was sent on Friday 14 January 2011 and resent Monday 17 January 2011 to [redacted] the CEO of Rowing Qld, regarding access to Seqwater lakes as a result of the flood event. [redacted] said that all of Rowing Queensland's systems are down, and emails have not been getting through. • [redacted] advised that the National Titles are only six weeks away, and this is a critical time for rowing training in the lead up to the titles. Mr Paterson said that the national team will be selected two weeks after the national titles, and that national team will also form the core of the Olympic team for the 2012 Olympics in London. • [redacted] further explained that most of their athletes normally train on the Brisbane River, however that is obviously not an option at this time. Some of their rowers have relocated to rivers in northern NSW, however there is a small group of approximately 12 rowers who are unable to leave Brisbane for personal or work reasons, which is why they want to obtain access to Lake Kurwongbah. • [redacted] explained to [redacted] that Seqwater has closed Lake Kurwongbah to all on-water recreation activities due to the

E735

Id	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
8350	18/1/11 12:17	[redacted]			W: Wynnum Herald	Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	This has not yet been re...onded to girls. Regards [redacted] [redacted] Sent: Tuesday, 18 January 2011 12:01 PM To: [redacted] Subject: RE: Wynnum Herald Hi, Thanks for your prompt reply. Is there any chance you have a few file pics that have been taken recently? We wanted to run some stats on the dam Kindest regards, [redacted] Journalist Wynnum Herald --- Quest Community Newspapers 1st Floor, Flinders Centre, 182 Bay Tce, Wynnum Central, QLD 4178 [redacted] Web www.questnews.com.au I www.newsspace.com.au<http://www.newsspace.com.au/> [redacted] Please send news on Lowood when it is ready. Thanks Barry From: Water Grid Emergency Manager [mailto:seqwgm@id.ngcomms.net] Sent: Tuesday, 18 January 2011 10:52 AM To: Julie Shanks Subject: FYI - QUU Sitrep # 27 Hello all, Please find attached the latest QUU Sitrep just released #27 Regards Water Grid Emergency Management Team [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive
8360	18/1/11 12:58	[redacted]			RE: FYI - QUU Sitrep # 27		Email		

E736

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
3701	18/1/11 13:48	[redacted]	[redacted]	[redacted]	DWO Incident report Part A - Withcott - SP673 - 18 January 2011	Withcott E.coli - 1100EST-18JAN11	Email	DWO Incicent Report Part A - Withcott - 20110118.pdf	During special disaster water quality monitoring 2 E coli MPN/ 100 mL was detected in a sample collected from Berghoffer Drive, Withcott (SP673) on Monday 17th January 2011. The Part A for the drinking water quality incident report is attached. [redacted] Drinking Water Officer Planning - Product Quality Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 Phone: [redacted] Website : www.urbanutilities.com.au Brisbane Transit Centre - West Tower - Level 8 171 Roma Street, Brisbane Qld 4000 ********** This message has passed through an insecure network Please direct all enquiries to the message author. ********** This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited
83801	18/1/11 14:11	[redacted]	[redacted]		FW: wivenhoe	Wivenhoe Dam Releases 1230EST-06JAN11	Email		From: WaterGridMedia Sent: Tuesday, 18 January 2011 2:02 PM To: [redacted] Subject: FW: wivenhoe [redacted] The Operational Procedure Manual for Flood Mitigation at Wivenhoe and Somerset Dams is a not a publically available document and is owned and operated by Seqwater. As discussed, a independent commission enquiry has been announced into the Queensland floods and we are unable to comment further at this time. Regards Water Grid Communications Team [redacted] www.watergrid.com.au From: Natasha Wallace <NWALLACE@smh.com.au<mailto:NWALLACE@smh.com.au>> Date: 18 January 2011 1:26:40 PM GMT+10:00 To: SEQWGM Media <[redacted]> Subject: Re: wivenhoe Hi [redacted]
83901	18/1/11 14:53	[redacted]	Water Grid Emergency Manager <seqwgm@id.ngcomms.net>	20110118 Final V1	Northern Region Asset Inundation - 1602EST-10JAN11. Wivenhoe Dam Releases 1230EST-06JAN11. Extreme Weather Event - 2300EST-10JAN11	Email	20110118 Final V1.docx	[redacted] I have amended the reports on water as best I can since I stood down at about 1015 this morning. I have updated and included required LinkWater data. [redacted] of WGM who took over should also make some comment in case there is later advice or data coming in. This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E737

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
84001	18/1/11 15:11	[redacted]			. wd: 20110118 Final V1	Northern Region Asset Inundation - 1602EST- 10JAN11 Wivenhoe Dam Releases 1230EST- 06JAN11 Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	Barry R e. The attachment, the only change that needs to be made is that the Lowood WTP is back online and operating at maximum capacity Seqwater are concurrently sourcing a second standby pump to provide ongoing redundancy whilst they are working to repair the fixed asset pumps at the plant Regards [redacted] Sent from my iPad Begin forwarded message From: [redacted] Date: [redacted] To: [redacted] Subject: FW: 20110118 Final V1 [redacted] you may need to look at this [cid:image001.jpg@01CBB71F.B13EC060] [redacted] Chief Executive Officer [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 [redacted] www.linkwater.com.au<http://www.linkwater.com.au>
84101	18/1/11 15:32	[redacted]	Barry Dennien	[redacted]	Re: FYI - QUU Sitrep #28	Extreme Weather Event - 2300EST- 10JAN11	Email	winmail.dat	I've left a message on his phone SD Sent from my iPad On 18/01/2011, at 3:25 PM, "Barry Dennien" [redacted] wrote: [redacted] Can someone let John Bradley know about lowood Regards Barry Dennien Begin forwarded message From: "Water Grid Emergency Manager" [redacted] To: [redacted] <<mailto:[redacted] Subject: FYI - QUU Sitrep #28 Hello all, Please find attached the latest summarised QUU Sitrep #28.

E738

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
84201	18/1/11 15:52	[redacted]			FW: Extreme Weather Event - 2300EST-10JAN11	Wivenhoe Dam Releases 1230EST-06JAN11. Extreme Weather Event - 2300EST-10JAN11	Email	winmail.dat	fyi [redacted] Risk Program Manager SEQ Water Grid Manager [redacted] Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN 14 783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper. From: [redacted] Sent: Tuesday, 18 January 2011 3:39 PM To: Brett Spink Subject: Extreme Weather Event -2300EST-10JAN11 [redacted] I would advise that Brett Myatt has just now received verbal approval to proceed with discharge of the residues from Mt Crosby
84301	18/1/11 16:03	[redacted]			WQ Sitrep 9	Extreme Weather Event - 2300EST-10JAN11	Email	WQ_Sitrep_9.doc	[redacted] Incident Coordinator QLD Bulk Water Supply Authority trading as Seqwater Please can you review the attached Sitrep. Thanks, Mark [cid:image001.jpg@01CBB729.41CDA750]Mark Crabtree Water Quality and Compliance Manager [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 [redacted] PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0.05 fully grown trees This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E739

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
84401	18/1/11 16:09	[redacted]			RE: WQ Sitrep 9	Extreme Weather Event - 2300EST-10JAN11	Email		No, itâ€™s for the media team to review before it goes on CCA Regards, [redacted] [cid:image001.jpg@01C8B72A.0706B2A0]Mark Crabtree Water Quality and Compliance Manager [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 [redacted] PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0.05 fully grown trees From: Water Grid Emergency Menager [redacted] Sent: Tuesday, 18 January 2011 4:08 PM To: [redacted] Subject: Re: WQ Sitrep 9 Hi [redacted] Are you asking the Water Grid EMT to review this? Please note we are unable to see in OCA who this email has been addressed to as "To" and "cc"
84501	18/1/11 16:33	[redacted]			WQ Sitrep 9	Extreme Weather Event - 2300EST-10JAN11 Northern Region Asset Inundation - 1602EST-10JAN11 Wivenhoe Dam Releases 1230EST-06JAN11	Email	WQ_Sitrep_9.d oc	All, Please find attached today's WQ sitrep. Apologies for the delay, there's been quite a lot of LinkWater issues that I've had to deal with today which have prevented me from getting it out sooner Regards, [redacted] [cid:image001.jpg@01CBB72D.624DAC60] [redacted] Water Quality and Compliance Manager [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 [redacted] PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0.05 fully grown trees This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E740

	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
34601	18/1/11 16:34	[redacted]	[redacted]	[redacted]	RE: Agreement to Discharge Water Treatment Residues to Brisbane River at Mt Crosby	Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	SEQWater Emergency Direction.pdf	[redacted] As discussed, please find an emergency direction related to discharge of treatment residues until midnight tomorrow attached. Regards. [redacted] Regional Manager, South East Region, Environmental Services - South [redacted] www.derm.qld.gov.au Department of Environment and Resource Management Corner Main and Vulture Streets, Woolloongabba Q GPO Box 2771, Brisbane Q 4001 Nominations for the 2011 Premier's ClimateSmart Sustainability Awards, which recognise Queenslanders who are ClimateSmart champions achieving excellence in sustainability, are open until Friday 4 March 2011. For more information on how to enter visit www.derm.qld.gov.au/premiersawards <http://www.derm.qld.gov.au/premiersawards>
84701	18/1/11 20:11	[redacted]	Undisclosed-recipients:;		Media alert. WATER GRID CONTINUES TO SUPPORT CLEAN-UP WITH PURIFIED RECYCLED WATER	Wivenhoe Dam Releases 1230EST-06JAN11	Email	winmail.dat	Media alert. 18 January 2011 WATER GRID CONTINUES TO SUPPORT CLEAN-UP WITH PURIFIED RECYCLED WATER Councils and other government employees and contractors involved in flood-clean-up operations can now access clean wash-down water from the Western Corridor Recycled Water Project. Water tankers can collect purified recycled water from the Western Corridor Recycled Water Project at the following locations from 7am to 5pm daily: Bundamba Advanced Water Treatment Plant - 142 River Road Bundamba (cnr of River Road and Hanlon St) Gibson Island Advanced Water Treatment Plant - 178 Paringa Rd, Murarrie (next to Visy Paper) Lowood Pump Station - Noland St, Lowood The water is suitable for the wash-down of roads, surfaces and other articles contaminated by flood residue. The provision of free wash-down water is just one of the ways the SEQ Water Grid is helping to manage and minimise the impact of last week's flooding and to ensure safe, secure water supplies for South East Queensland. ENDS

E741

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
8480	19/1/11 07:09	Rob Drury	"Rob Drury" "Dan Spiller" . "Peter Borrows" "Jim Pruss"		RE: Technical Report W62	Wivenhoe Dam Releases 1230EST 06JAN11	Email	Technical_Situation_Report_W62.docx	Attached report W62. Main changes are related to holding a higher release rate for some hours over night due to Lowood water access issues. Also we intend to close down today sometime rather than tomorrow morning partly for same reason and also as BCC no longer has concerns re Coro Drive. This also means final level for Wivenhoe may be between 95% and 99%. with some ongoing base flows that may bring it back up slightly. Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater
8490	19/1/11 07:17				RE: Request for Reply - CTS 00453/11		Email	winmail.dat	Thank you, as discussed with t this stage I still have no access to MECS. If you would send me though the timeframe for reply and the template please, I will be able to respond. Would you also be able to mark MECS that we have accepted this item? From: Sent: Tuesday, 18 January 2011 3:11 PM To: Subject: Request for Reply - CTS 00453/11 - I have allocated this item to you in MECS. I am not sure if you can retrieve from that system Regards Project Officer, Executive Correspondence and Projects Executive and Administration Services, Corporate Services Telephone (only in 400 George St building) Facsimile www.derm.qld.gov.au<http://www.derm.qld.gov.au/>

E742

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
85001	19/1/11 07:29	[redacted]			RE: Emergency Response Management Plan		Email	winmail.dat	[redacted] I am sprry, have only just seen this, we are not in our building yet and as such, the best contact would be to send any email to my address, copying in [redacted]. I can also be contacted on [redacted] This should only be for a few more days and then we will be back to normal. Hope you are well and will arrange a electronic copy of this as soon as possible. I think it will be too large to email, where are you based? I will call you after 8.30am. Will also arrange the plan to be brought down for you. Regards [redacted] From: [redacted] Sent: Monday, 17 January 2011 9:28 AM To: [redacted] Subject: Emergency Response Management Plan Hi [redacted] hope you weren't too affected by the floods? Understand things will be very hectic over there at the moment but, when you get a chance, I'm after a copy of the Emergency Response Management Plan. We've been asked to brief on the different emergency incident levels, roles and responsibilities, etc. Thanks.
85101	[redacted] 07:51	Dan Spiller [redacted]	Bradley John' [redacted]	Barry Dennien [redacted] [redacted] 'Best Debbie' [redacted] [redacted] Rob Drury' [redacted]	Uodate on release strategy	Extreme Weather Event - 2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W62.docx	All, Current Technical Situation Report attached for information, Seqwater has advised that Somerset Dam is at 100% of capacity with no further releases being made. Wivenhoe Dam is at 99.3%, with all gates to be closed this afternoon. Seqwater advises that the dam level when the last gate is closed is expected to be between 66.5m AHD (95.5%) and 66.9m AHD (99.1%), depending on final closure. Releases will continue through the regulator cone valve and possibly the Mini-Hydro (depending on when it can be re-started) to account for ongoing base-flow once all radial gates are closed The temporary Lowood pump station was relocated last night, meaning that it is no longer a constraint on the closure sequence. The strategy was developed in consultation with BCC. Regards, Daniel Spiller This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited.

E743

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
852[illegible]	19/1/11 08:04	[redacted]			W: Technical Report W62		Email	Technical_Situation_Report_W62.docx	Mike, As discussed [redacted] From: Rob Drury Sent: Wednesday, 19 January 2011 07:09 To: Rob Drury; 'Dan Spiller'; [redacted] Jim Pruss; Cc: [redacted] Subject: RE: Technical Report W62 Attached report W62. Main changes are related to holding a higher release rate for some hours over night due to Lowood water access issues. Reservoir Levels â€“ WTP 65%; Balance Tank 90% Raw water pump is currently off whilst it is relocated because of falling river levels. Tankers continued delivering water until 3am last night, however they have again recommenced deliveries whilst the raw water pump is offline and will maintain deliveries until operations have stabilised Crews are expected to access the dry well today to assess the damage and develop a program for repairs. No estimate for reinstatement is available just yet [redacted] From: Water Grid Emergency Manager [mailto:seqwam@id.ndcomms.net]
8530[illegible]	19/1/11 08:35	[redacted]			Lowood WTP - Update		Email		

E744

t	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
85401	19/1/11 09:07	[redacted]	undisclosed-recipients:;		SEQ Water Grid Media Report - 19 January 2011	Extreme Weather Event - 2300EST-10JAN11, Northern Region Assel Inundation - 1602EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	SEQ Water Grid Media Report 190111.pdf	Good morning, Please see attached media coverage report for the last 24 hours. Recent dam updates can be viewed at http://www.watergrid.com.au/news. Coverage includes: State Government • Series of articles, radio interviews and letters to the editor regarding the Royal Commission inquiry into Queensland floods, including the operation of Wivenhoe Dam and the potential conflict of interest in the dual roles of the dam. Includes comments from Anna Bligh, Campbell Newman, John-Paul Langbroek, Wayne Goss (ABC 612, ABC 666, ABC Southern Queensland, ABC News Radio Sydney, Radio National Canberra, Queensland Government Statements, Australian (print), Australian (on-line), ABC 1 Melbourne, Channel 7 (Brisbane), Channel 7 (Melbourne), Channel 9 (Melbourne), Channel 9 (Brisbane), Sky News, Gold Coast Bulletin) • State Opposition Leader, John Paul Langbroek says he is concerned about the management of Wivenhoe Dam and the inquiry will produce questions about planning, flood mitigation and operations. He says commissioners investigating devastating floods should be given freedom to examine all relevant issues (Brisbane Times, 4BC) • Anna Bligh says 2012 will be an election not 2011 as the year will be about rebuilding not politics (Australian) Local Government • Toowoomba Regional Council states the areas around Toowoomba's three dams will remain closed (ABC Southern Queensland) • Brisbane City Council will review how it handled flood, including flood modelling (Courier Mail) • Logan Mayor, Pam Parker, warned the city could potentially still be impacted by floods in the coming weeks. Article also mentions Wyaralong Dam (Reporter)
85501	19/1/11 09:12	[redacted]			RE: Water sampling for Lowood supply		Email		Dams [redacted] Is it possible to confirm if the retest for the Laidley Shire Council sample point was clear? [redacted] Is it possible to confirm any conditions QWSR/QH have stipulated before the boil water can be lifted? Thanks, [redacted] [cid:image001.jpg@01CBB7B9.08EF62D0]Mark Crabtree Water Quality and Compliance Manager [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 [redacted] | w www.linkwater.com.au PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0.05 fully grown trees From: [redacted] Sent: Monday, 17 January 2011 11:52 AM To: [redacted] Cc: [redacted] Subject: RE: Water sampling for Lowood supply [redacted] Bacteriological water quality sampling program for the week beginning 17 January 2011 • Brisbane - routine verification monitoring • Scenic Rim - routine verification monitoring • Ipswich - special disaster monitoring with samples collected at 9 locations on Monday 17 January and another 9 locations on Tuesday

E745

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
8560	19/1/11 09:14	[redacted]			RE: Lowood WTP - Update		Email		Thanks Would John Bradley have been advised of this? Cheers Barry From: Water Grid Emergency Manage[redacted] Sent: Wednesday, 19 January 2011 9:12 AM To: [redacted] Subject: Lowood WTP - Update Colleagues Update on the Lowood temporary pump (Current at 0830h) is as follows: • The problems yesterday were with the pipeworks not the diesel pump itself. Seqwater have had to relocate the pump on several occasions as they chase the falling river levels. • Even with the raw water pump on line, tankering was still maintained through the night to 3am as well • Currently Seqwater reservoir levels are 66% at the WTP and 90% at the Balance Tank • The raw water pump is being relocated again because of the falling river levels and tankering has recommenced while the raw water pump is off line. Tankering deliveries will continue until operations have stabilised to ensure continuity of supply. • Seqwater crews are expecting access to the dry well today to assess the damage and develop a program for repairs. No estimate for reinstatement is available at this time but we will keep you updated throughout the day as more information becomes available. Regards. Water Grid Emergency Management Team
8570	19/1/11 09:45	ldmg <ldmg@lvrc.qld.gov.au>	[redacted]		Minutes of LDMG Meeting 18 January	Extreme Weather Event - 2300EST-10JAN11	Email	Minutes of Meeting of Core Group Tuesday 18 January.doc	[redacted] Please find attached the minutes from the LDMG meeting held Tuesday 18 January at LVRC Chambers Thanking you [redacted] On behalf of Lockyer Valley Regional Council LDMG This email (including any attached files) is confidential and is for the intended recipient(s) only. If you received this email by mistake, please, as a courtesy, tell the sender, then delete this email. The views and opinions are the originator's and do not necessarily reflect those of the Lockyer Valley Regional Council. Although all reasonable precautions were taken to ensure that this email contained no viruses at the time it was sent we accept no liability for any losses arising from its receipt.

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
85801	19/1/11 09:50	[redacted]			FW: copy of Emergency Response Management Plan required for Brief to Treasurer		Email	winmail.dat	[redacted] Please see request below for a copy of the Emergency Management Plan for Treasury. I understand that they need to provide a brief on emergency management to the Treasurer. Who would you like me to liaise with from your team with this? Regards [redacted] From: [redacted] Sent: Wednesday, 19 January 2011 9:39 AM To: [redacted] Subject: RE: Emergency Response Management Plan [redacted] All's well over here and things are returning to normal. Any idea when you'll be able to return to WGM offices? A copy of the plan would be much appreciated - I'm in the Executive Building, Level 8, 100 George St. Thanks. [redacted]
85901	19/1/11 10:00	[redacted]			RE: Lowood Pump	Extreme Weather Event - 2300EST-10JAN11	Email		OK. I have asked [redacted] to check on the tanker deliveries after a conversation with QUU this morning. I should have another update within the hour. David [redacted] From: Water Grid Emergency Manager [redacted] Sent: Wednesday, 19 January 2011 9:45 AM To: [redacted] Subject: Lowood Pump [redacted] as you would be aware QUU are intently interested in the situation at Lowood. If you can provide regular updates as per the areas of interest (per my last email) that would be greatly appreciated. Understand the limitations in comms out of Lowood and also the need to do a proper assessment of the existing pumps to avoid guess work. Any questions or concerns please give me a call.

E747

Id	Received (Australia/Brisbane)	From	To	CC	oject	Events	Type	Attachments	Plain text
860	19/1/11 10:12	[redacted]	undisclosed-recipients:;		WATER GRID MEDIA UPDATE - 19 January 2011	Wivenhoe Dam Releases 1230EST. 06JAN11	Email		WATER GRID MEDIA UPDATE 19 January 2011. 10.00am DAM UPDATE Wivenhoe Dam is at 99.3 per cent with the gate closing sequence expected to be complete by late afternoon today. Inflows and water levels continue to be monitored in the Brisbane and Pine catchments, with more than 20mm of rain received in the Wivenhoe Dam catchment over the last 24 hours. Small excesses will continue to be released through the cone valve at the base of the Wivenhoe Dam wall once all gates are closed. Somerset Dam is at 100 per cent capacity with all sluice gates currently closed. Depending on inflows into the catchment, further releases into Wivenhoe Dam may be made over the next 24 hours. All dam releases are being made in consultation with the Bureau of Meteorology and local councils and every effort is being made to limit downstream impacts where possible. Residents should contact local councils for detailed information on road crossing closures and other impacts. Recreation areas around Somerset and Wivenhoe dams remain closed until further notice due to safety. Further releases from North Pine Dam were made overnight, to cater for the inflows from yesterday's storms. All gates at North Pine Dam were closed at 5.00am this morning. There have been no further releases from Hinze Dam or Leslie Harrison Dam.
861	19/1/11 10:14	[redacted]			Wivenhoe dam SMH Q's		Email		WATER QUALITY Good morning team. Just hoping you could provide a draft response to the Q's below from the SMH. Thank you. [redacted] Assistant Media Advisor Office of the Hon. Stephen Robertson MP Minister for Natural Resources, Mines and Energy and Minister for Trade [redacted]

E748

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
86201	19/1/11 10:15	Dan Spiller [redacted]	[redacted]		FW: Incident Alert - Wivenhoe plunge pool erosion inspection	Wivenhoe Dam Releases 1230EST-06JAN11	Email	IncidentAlert - Plunge Pool Erosion Wivenhoe Dam.doc	From: Best Debbie [redacted] Sent: Wednesday, January 19, 2011 10:13 AM To: Dan Spiller; [redacted] Subject: FW: Incident Alert - Wivenhoe plunge pool erosion inspection [redacted]Dan For your information. Regards Debbie Debbie Best Deputy Director-General, Water and Ecosystem Outcomes Division [redacted] [redacted] www.derm.qld.gov.au<http://www.derm.qld.gov.au>
86401	19/1/11 10:18	[redacted]			Re: Copy of SEQ Water Grid Emergency Response Plan for your use.		Email	pic09314.gif, pic25824.gif	Department of Environment and Resource Management Thanks [redacted] much appreciated. No need to send a hard copy. Thanks again. [redacted] ..... Economic and Structural Policy Queensland Treasury Tel: [redacted] ..... (Embedded image moved to file: pic09314.gif) From: Water Grid Emergency Manager [redacted] To: [redacted] Date: 19/01/2011 10:11 AM Subject: Copy of SEQ Water Grid Emergency Response Plan for your use. Hi Kellie,

E749

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
8630	19/1/11 10:18	[redacted]			RE: Water sampling for Lowood supply	Extreme Weather Event - 2300EST - 10JAN11	Email		Hi [redacted] Thanks for the updates. Can you confirm that additional towns were added to the boil water alert? In the QUU Sitrep #28 it appears that Linville, Somerset, Toogoolawah, and Kilcoy were added. This could be the way the report was written, so any confirmation would be appreciated. In terms of lifting the boil water alert we would expect 3 clear microbiological samples, as per normal procedures in any other situation. One concern that has been expressed by both our group here in Health, and the local public health unit which are normally involved in boil water alerts, is that not every town currently covered by the boil water alert is being sampled. To quote the response from the West Moreton Public Health Unit: "In relation to QUU's sampling plan, our requirements would be that QUU sample all points within the water scheme so as to determine whether all effected communities are receiving safe water supplies. In other words, we would ideally like to see that all towns that have a current boil water alert are being monitored." Paul did send along a schematic showing just how complicated this system is. While obtaining samples from each town would be ideal, we are open to a proposal demonstrating that current sampling procedure is representative of the whole system. For example, in towns that did not loose water, the reticulation system was not damaged, and a disinfection level has been maintained, one sample may be sufficient rather than three. We would need clear information to support the decision not to sample a town, or to take a reduced number of samples before we would endorse lifting the boil water alert for the Lockyer valley. I believe our director, Sophie Dwyer, is meeting with Robin Lewis at QUU to discuss health-related issues. This may be a part of their discussion, and I will provide an update if a decision is made from that meeting. We will continue to work with you to ensure that the boil water alert is lifted appropriately, and in the most efficient way possible. [redacted]
8650	19/1/11 10:22	[redacted]	Dan Spiller Barry Dennien [redacted]	[redacted]	Information request from BCC - Wivenhoe Releases	Wivenhoe Dam Releases 1230EST - 06JAN11	Email	winmail.dat	Barry Per our conversation, BCC have requested the Wivenhoe releases, by time step, for the period 9 - 19 January 2011 The BCC contact requesting the information is [redacted] Post our telecon, I have told [redacted] that Seqwater will compile the information, but that it may take approx 24 hours to complete Pls let me know if you need us to contact Seqwater (aside from you contacting [redacted] direct) Regards [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of

E750

#	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
86601	19/1/11 10:45	[redacted]	[redacted]	[redacted]	RE: Water sampling for Lowood supply	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] I wasnâ€™t aware of the inclusion of any extra towns. The current boil water alert is: http://www.urbanutilities.com.au/uploads/File/2011/0117_-_Boil_water_notice_WEB_Lockyer_Valley_Somerset_and_Marburg.pdf I was also made aware of a third E. coli detection in the Lockyer Valley, which Iâ€™m seeking clarification on from QUU â€“ Paul (or Cameron), are you able to provide an update on this and my previous request for information? The information is required for a DERM report for the DG. Thanks, [redacted] [cid:image001.jpg@01CBB7C4.BFCB8410]Mark Crabtree Water Quality and Compliance Manager [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004 e mark.crabtree@linkwater.com.au | w www.linkwater.com.au PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0.05 fully grown trees From: [redacted] Sent: Wednesday, 19 January 2011 10:18 AM To: [redacted] Cc: [redacted]
86701	19/1/11 10:49	[redacted]			FW: Re: Wivenhoe dam		Email		Hi [redacted] Hi Team, Can you help out with the questions below? Regards, [redacted] Assistant Media Advisor Office of the Hon. Stephen Robertson MP Minister for Natural Resources, Mines and Energy and Minister for Trade [redacted]

E751

Id	Received (Australia/Brisbane)	From	To	CC	bject	Events	Type	Attachments	Plain text
8680	19/1/11 10:51	[redacted]			RE: Re: Wivenhoe dam		Email		Thanks [redacted] [redacted] is assisting with these questions, will forward this further question to [redacted] Regards Jade Water Grid Communications Team [redacted] www.watergrid.com.au From: [redacted] Sent: Wednesday, 19 January 2011 10:50 AM To: WaterGridMedia; [redacted] Subject: FW: Re: Wivenhoe dam Importance: High Hi Team, Can you help out with the questions below? Regards,
8690	19/1/11 11:54	[redacted]			RE: Water sampling for Lowood supply	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] Assistant Media Advisor Office of the Hon. Stephen Robertson MP [redacted] Results from sampling: Sunday 16 January 2011 2 E.coli MPN/100 mL detected in sample collected from Council Depot Laidley Rosewood Road Chlorine levels low at Laidley 2 other samples did not detect any E.coli Other samples from the Lockyer Valley (Fernvale, Lowood, Gatton, Forest Hill, Lake Apex Road) did not detect any E.coli Monday 17 January 2011 2 E.coli MPN/100 mL detected in sample collected from Berghoffer Drive Whitcott. Chlorine levels low. This sample collected from supply zone fed from Berghoffer (Table Top) reservoir - the most westerly point in the supply system No E.coli detected in another sample from Biggs Rd Whitcott. Chlorine levels measured at 0.7 mg/L. This supply zone fed by Dolley's Rd Whitcott reservoir. No E.coli detected in other samples from the Lockyer Valley (Fernvale, Lowood, Gatton, Forest Hill, Lake Apex Road, Helidon, Laidley). Chlorine levels at Helidon at about 0.2 mg/L Tuesday 18 January 2011 No E.coli detected in other samples from the Lockyer Valley (Fernvale, Lowood, Gatton, Forest Hill, Lake Apex Road, Helidon, Laidley, Whitcott, Glenore Grove) Chlorine levels low at Whitcott and Helidon (0.1 or <0.1 mg/L) Hand dosing of Table Top reservoirs undertaken Inspection of re-chlorination system at Helidon undertaken If chlorine levels still low today 19 January 2011, we will flush the systems. Due to concerns about the system being compromised at Mt Ommaney, Brisbane City Council laboratory collected samples from five routine test points in the Mt Ommaney area on Tuesday 18 January 2011. All samples were tested for total coliforms and E. coli using Colilert, and all five samples returned negative results for the presence of E. coli. Samples were collected from SP198 (Mt Ommaney reservoir inlet), SP308 (trunk main Mt Ommaney Drive), SP127 (Guide St Jamboree Heights), SP110 (Argyle St Seventeen Mile Rocks) and SP162 (Kooringal Drive Jindalee). SP198 (Mt Ommaney reservoir outlet) was dry and could not be sampled. Customers have report loss of pressure in Mt Ommaney. Samples collected from Brisbane River Valley including Jimna, Kilcoy, Linville, Somerset, Toogoolawah and Esk. Results available 2 pm Wednesday 19 January 2011.

E752

d	Received (Australia/Brisbane)	From	To	CC	bject	Events	Type	Attachments	Plain text
87001	19/1/11 12:02	[redacted]			RE: Water sampling for Lowood supply	Extreme Weather Event - 2300EST-10JAN11	Email		Thanks [redacted] Please can you confirm if the re-tests for the positive detections at the Laidley Council Depot and Whitcott were negative. Also, is it possible to confirm that no other towns have been added to the boil water notice as posted on the QUU website? There has been some confusion caused by QUUâ€™s Sitrep #28. Thanks. [redacted] [cid:image001.jpg@01CBB7D0.B190D290]Mark Crabtree Water Quality and Compliance Manager [redacted] Level 5, 200 Creek Street	PO Box 1045	Spring Hill Qld 4004 [redacted] w www.linkwater.com.au PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0 05 fully grown trees [redacted] Sent: Wednesday, 19 January 2011 11:54 AM To: [redacted] Cc: Subject: RE: Water sampling for Lowood supply [redacted] Results from sampling: Sunday 16 January 2011 • 2 E.coli MPN/100 mL detected in sample collected from Council Depot Laidley Rosewood Road
87101	19/1/11 12:29	[redacted]			Website updated		Email		Dear Team Today's media update has now been uploaded onto the website. Regards Water Grid Communications Team [redacted] http://www.watergrid.com.au/ http://www.watergrid.com.au/news/40 http://www.watergrid.com.au/news This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.

E753

id	Received (Australia/Brisbane)	From	To	CC	.oject	Events	Type	Attachments	Plain text
872[illegible]	19/1/11 12:48	[redacted]			Enquiries Inbox CLEAR		Email		The Enquiries Inbox is clear and there are no pending information requests to be attended to (12:30pm - 19/01/11) One small INTERNAL email issue I am working through with Paul from LinkWater (see below) Regards Water Grid Communications Team [redacted] www.watergrid.com.au<http://www.watergrid.com.au> --- email issues [redacted] You replied on 19/01/2011 12:38 PM. Sent: Wednesday, 19 January 2011 10:05 AM To: SEQWGM Enquiries<https://webmail.seqwgm.com.au/owa/?ae=Item&t=IPM.Note&id=RgAAAABZ9ZK1j9%2fNSqNMdIahPKUTBwBonndyv0udTr0ozZ%2fUrB3vAAMSeOavAABonndyv0udTr0ozZ%2fUrB3vAAMTCGKnAAAJ> Hi Fiona, Please find attached the spreadsheet as requested Regards [redacted] Water Grid Communications Team Ph: 07 3247 3000 www.watergrid.com.au This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered.
873[illegible]	19/1/11 13:36	[redacted]			Road Map spreadsheet attached - Water Grid information		Email	DRAFT_DFERG_RoadMap_containing_WaterGrid_information_v0_01notendorsed.xlsx	

E754

#	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
87401	19/1/11 13:41	[redacted]	[redacted]	[redacted]	RE: Road Map spreadsheet attached - Water Grid information	Extreme Weather Event - 2300EST-10JAN11. Wivenhoe Dam Releases 1230EST-06JAN11	Email		Thanks very much for the quick response. I appreciate it and am aware of how busy you all are at the moment. So again, thankyou. Regards [redacted] A/Director Sustainable Water Entity Governance (SWEG) Urban Water Policy and Management (UWPM) Department of Environment and Resource Management Ph: [redacted] www.derm.qld.gov.au --- From: [redacted] Sent: Wednesday, 19 January 2011 1:37 PM To: [redacted] Cc: [redacted] Subject: Road Map spreadsheet attached - Water Grid information
87501	19/1/11 13:50	Rob Drury	"Rob Drury" [redacted] "Dan Spiller" [redacted] "Peter Borrows" [redacted] "Paul Bird" [redacted] "Jim Pruss" [redacted] "Mike Foster" [redacted]	[redacted]	RE: Technical Report W63	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W63.docx	[redacted] Report W63 Rob Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 Website I www.seqwater.com.au <http://www.seqwater.com.au/>

E755

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
8760[illegible]	19/1/11 14:32	[redacted]	[redacted]		oil water alert	Extreme Weather Event - 2300EST-10JAN11	Email	20110113_QU[illegible] U Media Release _ Boil water_V1 (2).doc, Boil Water Alert 20110117 WEB Lockyer Valley Somersel and Marburg.pdf	[redacted] I attached the boil water alert as re-issued on Monday 17 January 2011. It sits on QUU web site I have also attached the email from Thursday 13 January 2011 with approval from the Water Grid Manager, noting approval also from DERM and Qld Health to issue the boil water alert To avoid confusion, when the notice was put on the QUU website, we split it into local government areas as many these towns are small and their location would not be known to media. Hence our versions lists them as Lockyer Valley, Somersel and Ipswich areas. [redacted] Principal Officer - Water Quality Planning & Source Control Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 [redacted] Website : www.urbanutilities.com.au Brisbane Transit Centre - West Tower - Level 8 171 Roma Street, Brisbane Qld 4000 [redacted] Thanks [redacted] Please can you confirm if the re-tests for the positive detections at the Laidley Council Depot and Whitcott were negative Also, is it possible to confirm that no other towns have been added to the boil water notice as posted on the QUU website? There has [redacted] I think our concern was that this original alert had been modified to include additional areas. Based on your email, I'm hearing that no additional areas have been added to the boil water alert in the last 24-48 hours. Queensland Health was asked by DERM if additional towns were added to the alert, based on a situation report issued by QUU. My reading of the report is that additional areas had been added to the sampling schedule, not to the boil water alert. I must admit the wording can be confusing. Please notify us at Queensland Health if you intend to add towns to a boil water alert, or change any existing boil water alerts. We will ensure that all other parties are notified as well. Since we are still operating under a disaster management plan we hope this will reduce any confusion. Thanks for your help, [redacted] [redacted] Water Quality Unit Environmental Health Branch Queensland Health Phone: [redacted] Email: [redacted]
8770[illegible]	19/1/11 14:40	[redacted]			Re: Boil water alert	Extreme Weather Event - 2300EST-10JAN11	Email		

E756

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
87801	19/1/11 14:48	[redacted]			Re: Boil water alert	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] No additional areas have been added to the boil water alert. You are correct in that we were accessing more sites to sample. Most of these sites are in Somerset local government area. These results will be available this afternoon. I'm not sure where the confusion started but in my report to the water grid manager I only outlined results of testing and plans for collecting samples [redacted] Principal Officer - Water Quality Planning & Source Control Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 Phone: [redacted] Website : www.urbanutilities.com.au Brisbane Transit Centre - West Tower - Level 8 171 Roma Street, Brisbane Qld 4000 >>> [redacted] 19/01/2011 2:39 pm >>> [redacted] I think our concern was that this original alert had been modified to include additional areas. Based on your email, I'm hearing that no additional areas have been added to the boil water alert in the last 24-48 hours. [redacted] As discussed, there will be a teleconference at 5pm to update status of operations and water production at Lowood. Our recommendation is to hold-off on issuing a water conservation message until after these discussions. Regards [redacted] Water Gric Communications Team [redacted] www.watergrid.com.au
87901	19/1/11 14:51	[redacted]			Lowood WTP: water conservation messaging	Extreme Weather Event - 2300EST-10JAN11	Email		Hello all, A teleconference is scheduled for 5pm for the relevant parties of Seqwater and QUU to dial into the Water Grid Emergency Management Room for an update as to the Lowood Pump status. [redacted] Please ensure you forward this on within your organisations to the appropriate parties.

Id	Received (Australia/Brisbane)	From	To	CC	bject	Events	Type	Attachments	Plain text
88001	19/1/11 14:5	[redacted]			(E: email issues		Email	message.rtf	[redacted] We did recieve an email this morning, it is below: RE: Easements consent - Enquiry Reference Number: 1453155 Consents [redacted] Sent: Wednesday, 19 January 2011 9:44 AM To: SEQWGM Enquiries Cc: info_watersecure; Samantha Tindal (Samantha.Tindal@linkwater.com.au) Attachments: image001.jpgy (8 KBy). To whom it may concern, I have tried to contact the customer Lisa Klein but was unable to reach her or leave a message. If she calls again please give her my number to contact me directly [redacted] [redacted]
88101	19/1/11 15:03	[redacted]			FW: re Sunshine Coast dams	Extreme Weather Event - 2300EST. 10JAN11	Email		Would you please assist with this dam management enquiry from Sunshine Coast Daily 1. Has the Queensland Water Commission any plans to release water from Sunshine Coast dams that are all registering 100% to provide flood storage capacity in the wet months ahead? 2. If not what is the reasoning behind that decision? Many thanks mate. Regards [redacted] Water Grid Communications Team [redacted] www.watergrid.com.au From: [redacted] Sent: Wednesday, 19 January 2011 2:53 PM To: Media @ SEQWGM; WaterGridMedia Cc: media Subject: FW: re Sunshine Coast dams Hi SEQWGM media team, Can you please handle the enquiry below from the Sunshine Coast Daily? Regards, [redacted]

E758

d	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
88301	19/1/11 15:58	[redacted]	[redacted]	[redacted]	Media Query - The Australian - HIGH PRIORITY for MINISTERS OFFICE	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted] We have received the enquiry below from the Australian. Dan Spiller is working on a response for all questions from existing information sources however only Seqwater will have details regarding Question 4. Sorry to pile more questions onto you [redacted] but would you please source the information for Question 4 only. Unfortunately the Minister's office wants to get this response out asap. Many thanks for your help. Regards Water Grid Communications Team [redacted] In 2007, SEQWater authored a report on "Provision of Contingency Storage in Wivenhoe and Somerset Dams" The purpose of the report was to explore options for the provisions of an additional 200 to 600 GL of contingency storage in the Brisbane River catchment It made a series of recommendations and conclusions, including that "the that the most attractive option for the provision of contingency storage would a 2m raising of Wivenhoe Dam as an operational change eliminating
88201	19/1/11 15:58	[redacted]	[redacted]		RE: Shall we remove sentence for media release??	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted] This sentence was removed on Monday as per our discussion. Thanks for the update. [redacted] From: [redacted] Sent: Monday, 17 January 2011 2:45 PM To: WaterGridMedia Cc: [redacted] Subject: Shall we remove sentence for media release?? Hi All, Attached is the statement that is below the Dam Media release that is inaccurate. We do not have any customer complaint or water quality results that indicate that the drinking water will be discoloured. We'll let you know if this chnages Can we please make appropriate changes to all references, once approved by management. thanks, [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure

E759

Id	Received (Australia/Brisbane)	From	To	CC	bject	Events	Type	Attachments	Plain text
8840	19/1/11 16:02	[redacted]			:E: Re: Wivenhoe dam - SMH Questions HIGH PRIORITY	Wivenhoe Dam Releases 1230EST 06JAN11	Email		[redacted] Further to your email below and your subsequent call, we have left another message for the Seqwater team who are working on these responses as a high priority regards Water Grid Communications Team [redacted] www.watergrid.com.au [redacted] Sent: Wednesday, 19 January 2011 3:39 PM To: WaterGridMedia [redacted] Subject: RE: Re: Wivenhoe dam Good afternoon How is this one progressing? We would like to have a response to the SMH by their 4pm deadline if at all possible Regards,
8850	19/1/11 16:07	[redacted]			RE: wivenhoe dam	Wivenhoe Dam Releases 1230EST 06JAN11	Email		[redacted] Apologies for not returning your email sooner, as you can well imagine we have been completely inundated during this time of flood. Please go to www.watergrid.com.au<http://www.watergrid.com.au> to access all of the latest dam release and media updates Regards Water Grid Communications Team [redacted] www.watergrid.com.au<http://www.watergrid.com.au> From: [redacted] Sent: Wednesday, 12 January 2011 5:17 PM To: SEQWGM Media Subject: wivenhoe dam Hi there, [redacted] here from the French news agency AFP, I'm just wondering what the most current release levels are for the Wivenhoe Dam? I see they keep going up and down, I'm interested per second where they're up to. I know it was 12,000 cubic metres p/s before (which is 6,000 swimming pools a second) and I was hoping to be able to use that figure again? You can call me on [redacted] or drop me a line back to this email address. [redacted]'s. This e-mail, and any file transmitted with it, is confidential and intended solely for the use of the individual or entity to whom it is

E760

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
88601	19/1/11 16:18	[redacted]			FW: Media Query - The Australian - HIGH PRIORITY for MINISTERS OFFICE	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted] The Australian Media Enquiry sent earlier Water Grid Communications Team Ph: [redacted] www.watergrid.com.au From: WaterGridMedia Sent: Wednesday, 19 January 2011 3:59 PM To: [redacted] Cc: [redacted] Subject: Media Query - The Australian - HIGH PRIORITY for MINISTERS OFFICE Importance: High Hi [redacted] We have received the enquiry below from the Australian. Dan Spiller is working on a response for all questions from existing information sources however only Seqwater will have details regarding Question 4. Sorry to pile more questions onto you [redacted] but would you please source the information for Question 4 only. Unfortunately the Minister's office wants to get this response out asap. Many thanks for your help Regards Water Grid Communications Team [redacted]
88701	19/1/11 16:19	[redacted]			RE: Wynnum Herald	Extreme Weather Event - 2300EST-10JAN11	Email		[redacted] We are currently working off-site as our building has been flooded, therefore we do not have any images to send across. Please go to www.watergrid.com.au<http://www.watergrid.com.au> to access all of the latest dam release figures and media updates. Regards Water Grid Communications Team [redacted] www.watergrid.com.au<http://www.watergrid.com.au> From: [redacted] Sent: Tuesday, 18 January 2011 12:01 PM To: [redacted] Subject: RE: Wynnum Herald Hi, Thanks for your prompt reply Is there any chance you have a few file pics that have been taken recently? We wanted to run some stats on the dam.. Kindest regards, [redacted] Journalist Wynnum Herald

E761

Id	Received (Australia/Brisbane)	From	To	CC	bject	Events	Type	Attachments	Plain text
8889	19/1/11 16:32	[redacted]			RE: Media alert WATER GRID CONTINUES TO SUPPORT CLEAN-UP WITH PURIFIED RECYCLED WATER	Extreme Weather Event - 2300EST- 10JAN11	Email	image001.jpg, message.html	[redacted] We have been emailing the following list of Qld media contacts all of our recent media updates. Regards Water Grid Communications Team [redacted] www.watergrid.com.au<http://www.watergrid.com.au/> Gold Coast Media 102.9 Hot Tomato 102.9 Hot Tomato Afternoon Show 102.9 Hot Tomato Mornings 4CRB FM 90.9 SeaFM 92.1 Breeze FM ABC 91.7 Coast FM ABC 91.7 Coast FM ABC 91.7 Coast FM ABC Gold & Tweed Coasts QLD ABC Mid North Coast NSW ABC Newsroom Gold Coast ABC Newsroom Gold Coast ABC North Coast NSW Beaudesert Times + Jimboomba Times Gold 92.5 FM Gold Coast Bulletin FYI email below from QWI
8890	19/1/11 16:33	[redacted]			FW: Wyaralong Dam overflow update	Wivenhoe Dam Releases 1230EST- 06JAN11 Extreme Weather Event - 2300EST- 10JAN11	Email		From: [redacted] Sent: Wednesday, 19 January 2011 4:31 PM To: WaterGridMedia Cc: [redacted] Subject: Wyaralong Dam overflow update Dear water grid media team Reporting that the overflow level has increased today as a result of yesterday's storms in the catchment Today's reading is 21cm of flow over the spillway. This equates to 23 cubic metres per second or 1987 megalitres per day. Yesterday, by comparison, the flow was 8cm over the spillway We also need to make you aware of plans to start releasing water from Wyaralong Dam towards the end of this week. These controlled release through the valves will amount to approximately 1000 megalitres a day over a 20 day period to enable finishing work on the upstream face of the wall to be completed. Cheers [redacted] [redacted] Stakeholder and Communications Manager Queensland Water Infrastructure (QWI) Pty Ltd Level 8, 119 Charlotte Street Brisbane Qld 4000 PO Box 15940, City East Qld 4002 P: 07 3406 7317

E762

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
89001	19/1/11 16:35	[redacted]			Re: QUU Reservoir status Lowood WTP	Extreme Weather Event - 2300EST-10JAN11	Email	Current Lowood Water Scheme Reservoir Capacity 190111.pdf	[redacted] As requested. regards QUU [redacted] >>> Water Grid Emergency Manager <seqwgm@id.ngcomms.net> 19/01/2011 3:34 pm >>> Hello QUU IMT. Can you please send through to us via return email the levels of the QUU reservoirs prior to the 5pm teleiconference scheduled for today? The latest info I have from Seqwater (15 minutes ago) is that the balance tank was at 36% and the clearwater was at 20%. Regards Water Grid Emergency Management Team [redacted] This message has passed through an insecure network. Please direct all enquiries to the message author. .... This message has passed through an insecure network. Please direct all enquiries to the message author. .....
89101	19/1/11 16:45	[redacted]			RE: Re property at Springwood	Extreme Weather Event - 2300EST-10JAN11	Email	message.html	Dea[redacted] Residents are urged to contact their local councils for detailed information on road crossing closures and other impacts Regards Water Grid Communications Team [redacted] www.watergrid.com.au<http://www.watergrid.com.au/> From: [redacted] Sent: Wednesday, 19 January 2011 1:57 PM To: SEQWGM Media Subject: Re property at Springwood Hi there I am trying to find out if any of the property situated on Rholanda Crescent in Springwood coyld be at risk of flooding Would you be able to help me to find out?

E763

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
89201	19/1/11 17:03	[redacted]			adia Enquiry re: Sunshine Coast Dams	Extreme Weather Event - 2300EST- 10JAN11	Email		Good afternoon Further to your questions below received earlier this afternoon via the Queensland Water Commission we are endeavouring to provide you with a response however this may not be today Water Grid Communications Team [redacted] www.watergrid.com.au From: [redacted] Sent: Wednesday, 19 January 2011 2:43 PM To: media Subject: re Sunshine Coast dams Hi, my name is [redacted] I am a journalist at the Sunshine Coast Daily I'm requesting a response to the following question. thanks for any assistance. [redacted] 1. Has the Queensland Water Commission any plans to release water from Sunshine Coast dams that are all registering 100% to provide flood storage capacity in the wet months ahead? 2. If not what is the reasoning behind that decision? Notice This email and any attachments are strictly confidential and subject to copyright. They may contain privileged information. If you are not the intended recipient please delete the message and notify the sender. You should not read, copy, use, change, alter or disclose Thank you for this We are aware of the meeting and our CEO and Director of Communications will be attending regards Water Grid Communications Team [redacted] www.watergrid.com.au From: [redacted] On Behalf Of DLO NRMET Sent: Wednesday, 19 January 2011 5:17 PM To: [redacted] Cc: WaterGridMedia Subject: URGENT - Minister Robertson - Meeting regarding water grid communications Importance: High Hi [redacted] Minister Robertson's office have requested a meeting tomorrow at 12 45 or 1pm (tbc) to discuss water grid communications. This meeting Could you please advise the availability of your CEO and Communications Manager for this meeting as soon as possible? Apologies for the late notice on this one Thanks, [redacted] Senior Departmental Liaison Officer (Resource Management)
89301	19/1/11 17:20	[redacted]			RE: URGENT - Minister Robertson - Meeting regarding water grid communications	Extreme Weather Event - 2300EST- 10JAN11 : Wivenhoe Dam Releases 1230EST- 06JAN11	Email		

E764

d	Received (Australia/Brisbane)	From	To	CC	ject	Events	Type	Attachments	Plain text
89401	19/1/11 17:33	[redacted]	[redacted]		Re: Lowood treatment plant	Extreme Weather Event - 2300EST-10JAN11	Email		Hey Team I've been on the phone with [redacted] at Urban Utilities, and he's telling me that they are getting low disinfectant residuals in the reticulation system fed by Lowood. He suggested increasing the disinfectant levels at Lowood to help ensure the levels are good at each of the towns. Can the group reading this let me know the best way to get this done? Cheers, [redacted] Arron Hiealt Water Quality Unit Environmental Health Branch Queensland Health Phone: [redacted] Email: [redacted] Find us on the web at: http://www.health.qld.gov.au/ph/ehu/water_quality.asp >>> [redacted] 18/01/2011 4:33 pm >>>
89501	19/1/11 17:38	[redacted]			Re: Lowood treatment plant		Email		All, Apologies for not getting today's sitrep out. I've been providing updates to individuals and have provided input into the report being compiled by DERM. I'm also being swamped by internal LinkWater requirements. I propose to forward the DERM report to everyone when it is made available as this includes all water quality aspects and avoids report duplication. Regards, [redacted] From: [redacted] To: [redacted] Sent: Wed Jan 19 17:33:15 2011 Subject: Re: Lowood treatment plant Hey Team, I've been on the phone with [redacted] at Urban Utilities, and he's telling me that they are getting low disinfectant residuals in the reticulation system fed by Lowood. He suggested increasing the disinfectant levels at Lowood to help ensure the levels are good at each of the towns.

E765

Id	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
8960	19/1/11 17:49	[redacted]			RE: Lowood treatment plant	Extreme Weather Event - 2300EST- 10JAN11	Email		Hi [redacted] I just spoke to the Lowood WTP operator. They have been producing water with a free chlorine residual around 4.0 mg/L since the plant came online (theynormal target around 2.0 mg/L). It is not really feasible to increase this residual much higher. The chlorine booster is also operating at the WTP for water being pumped to I think itâ€™s the Gatton area Lowood WTP lost the raw water pump this morning and have not been operating. Water has been supplied by tanker through the day, which could explain some lower chlorine results today near the WTP. The pump is being worked on and the Operators believe the plant will be back up and running tonight. They will target free chlorine residual of 4.0 mg/L. Cheers [redacted] From: [redacted] Sent: Wednesday, 19 January 2011 5:33 PM To: [redacted] Mate, Can you read below and let me know what your thoughts around this issue are? I am at a loss as some people within Seqwater can access the site - and this fellow it seems cannot? Regards [redacted] From: [redacted] Sent: Wednesday, 19 January 2011 3:13 PM To: [redacted] Cc: [redacted] Subject: RE: Website Access Issue Hi [redacted] I tried to call you yesterday and today as well but no luck. I raised a trouble ticket with Telstra regarding this issue. Telstra did some trouble shooting and they found that the problem is at your end. Somehow network traffic is not coming back from your "ISP/web hosting company/ your network". Also can you please pass contact details of your Network/firewall Admin so that we can rectify the root cause of the problem. Thanks for your help. Kind Regards, [redacted] Network Engineer.
8970	19/1/11 17:58	[redacted]	[redacted]	[redacted]	FW: Website Access Issue		Email	image003.gif, image001.gif, image002.png, message.html	

E766

	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
39801	19/1/11 18:03	[redacted]			Outline timeline		Email	message.rtf	Lads The Board have asked for an outline timeline of events, covering the period 26 Dec to 19 Jan. Will you pls compile one by 5 pm on Thursday, based on log entries etc in OCA. It is high level - something that would take no more than 5 - 6 minutes for me to verbally brief from (which I will do at an emergency board meeting sometime on Friday Thanks [redacted] Sent from my iPad This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of [redacted]
39901	19/1/11 18:23	[redacted]			RE: Website Access Issue		Email	image003.gif; image001.gif; image002.png; message.html	We are currently working off-site due to recent flooding in the Brisbane CBD. I am unsure what the problem is with this connection issue, as numerous Seqwater and Qld Govt employees are regularly viewing the website? I don't have the contact details on hand for our Network Admin fellow I'm sorry, due to office flooding. I have passed this onto our IT specialists again for them to review, and I will endeavour to get back to you before the week is out. Regards [redacted] Water Grid Communications Team [redacted] www.watergrid.com.au<http://www.watergrid.com.au/> From: [redacted] Sent: Wednesday, 19 January 2011 3:13 PM To: [redacted] Cc: [redacted] Subject: RE: Website Access Issue Hi [redacted]

E767

Id	Received (Australia/Brisbane)	From	To	CC	bject	Events	Type	Attachments	Plain text
9000	19/1/11 18:3	[redacted]	[redacted]		:E: Lowood treatment plant		Email		[redacted] We did record lower residuals at Lowood (1.6 mg/L) and Fernvale (1.3 mg/L) as previously we were measuring nearly 3 mg/L at these places. When will Lowood WTP be fully operational? [redacted] Principal Officer - Water Quality Planning & Source Control Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 Phone: [redacted] Website www.urbanutilities.com.au Brisbane Transit Centre - West Tower - Level 8 171 Roma Street, Brisbane Qld 4000 > [redacted] 19/01/2011 5:49 pm >>> Hi [redacted] I just spoke to the Lowood WTP operator. They have been producing water with a free chlorine residual around 4.0 mg/L since the plant came online (theynormal target around 2.0 mg/L). It is not really feasible to increase this residual much higher. The chlorine booster is also operating at the WTP for water being pumped to I think ilâ€™s the Gatton area. Lowood WTP lost the raw water pump this morning and have not been operating. Water has been supplied by tanker through the day.
9010	19/1/11 18:33	[redacted]	[redacted]		RE: Outline timeline		Email	message rfc	Hi [redacted] I think this will jsut be an extension of the SOE you have already commenced drafting. Lets crank this up tomorrow. Cheers [redacted] Risk Program Manager SEQ Water Grid Manager [redacted] Email: [redacted] Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper. From: [redacted] Sent: Wednesday, 19 January 2011 6:03 PM To [redacted] Subject: Outline timeline Lads The Board have asked for an outline timeline of events, covering the period 26 Dec to 19 Jan. Will you pls compile one by 5 pm on Thursday, based on log entries etc in OCA. It is high level - something that would take no more than 5 - 6 minutes for me to verbally brief from (which I will do at an emergency board meeting sometime on Friday.

E768

ID	Received (Australia/Brisbane)	From	To	CC	Subject	Events	Type	Attachments	Plain text
90201	19/1/11 18:41	[redacted]			Re: Outline timeline		Email	message.rtf	Agree. Btw big storm about to hit Lockyer - if you have not seen it Sent from my iPhone On 19/01/2011, at 18:33, [redacted] > [redacted] > > I think this will jsut be an extension of the SOE you have already commenced drafting. Lets crank this up tomorrow ... > > Cheers > > [redacted] > Risk Program Manager > SEQ Water Grid Manager > [redacted] > Email: [redacted] > Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002 > Visit: Level 15, 53 Albert St, BRISBANE > ABN: 14 783 317 630 > > Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper > > > From: [redacted] > Sent: Wednesday, 19 January 2011 6:03 PM > To: [redacted] > Subject: Outline timeline > I beleve sometime tonight.
90301	19/1/11 18:49	[redacted]	[redacted]		Re: Lowood treatment plant	Extreme Weather Event - 2300EST-10JAN11	Email		From: [redacted] Sent: Wed Jan 19 18:31:28 2011 Subject: RE: Lowood treatment plant Thanks [redacted] We did record lower residuals at Lowood (1.6 mg/L) and Fernvale (1.3 mg/L) as previously we were measuring nearly 3 mg/L at these places. When will Lowood WTP be fully operational? [redacted] Principal Officer - Water Quality Planning & Source Control Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001
90401	19/1/11 21:32	61400160049			Mother nature has no conscience.....		SMS		Mother nature has no conscience.....

E769

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
05/01/11 10:06		Situation Report available in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: E-Coli incident at Marburg No 1 Lodged by: OUU Event: E.coli detection at Marburg 1527EST-14DEC10. E.coli detection at Ashwell 1527EST - 14DEC10 Please check in to the OCA system to view this report. Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.
05/01/11 13:17		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: [redacted] ype: Email | Plain text content |
05/01/11 14:52		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: [redacted] ype: Email | Plain text content |
06/01/11 08:39		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: [redacted] ype: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
06/01/11 09:03	[redacted]	Dam Releases Alert		Email		[redacted]	| HTML CONTENT | [redacted] can you please submit a close out report for the Dam releases incident if all gates are closed as per our discussion last year. Don't expect much info in the closeout. Thanks [redacted] | Plain text content | [redacted] can you please submit a close out report for the Dam releases incident if all gates are closed as per our discussion last year. Don't expect much info in the closeout Thanks
06/01/11 09:09		Emergency response task assigned: (none)		Email		[redacted]	[redacted] | HTML CONTENT | | Plain text content | Incident: Mt Crosby MIB/Geosim Taste and Odour 1545EST-15DEC10, Capalaba WTP Elevated Turbidity - 0950EST-22DEC10 A task has been assigned to you for action in the OCA Incident Manager system: Title: Mt Crosby Turbidity as per telecon Due: 30/12/2010 05:46 PM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
06/01/11 09:11		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | | Plain text content | Incident: Mt Crosby MIB/Geosim Taste and Odour 1545EST-15DEC10, Capalaba WTP Elevated Turbidity - 0950EST-22DEC10 A task has been assigned to you for action in the OCA Incident Manager system: Title: Mt Crosby Taste/Odour and Capalaba WTP Due: (none) Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
06/01/11 09:14		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | | Plain text content | Incident: Mt Crosby MIB/Geosim Taste and Odour 1545EST-15DEC10, Capalaba WTP Elevated Turbidity - 0950EST-22DEC10 A task has been assigned to you for action in the OCA Incident Manager system: Title: Mt Crosby Turbidity as per telecon Due: 30/12/2010 05:46 PM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
06/01/11 09:17		Emergency response task assigned: (none)		Email			| HTML CONTENT | | Plain text content | Incident: Mt Crosby MIB/Geosim Taste and Odour 1545EST-15DEC10, Capalaba WTP Elevated Turbidity - 0950EST-22DEC10 A task has been assigned to you for action in the OCA Incident Manager system: Title: Mt Crosby Taste/Odour and Capalaba WTP Due: (none) Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
06/01/11 10:54		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management:
06/01/11 12:27				SMS			New Alert incident in OCA: Wivenhoe Dam Releases 1230 EST - 6JAN11. Initiated by Seqwater.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
06/01/11 12:27		New Water Grid Incident		Email			---------- | HTML CONTENT | ---------- A new incident has been recorded in the OCAÂ Incident Management system.Â Please check in to OCAÂ to review the details Click here to acknowledge this message Do not reply to this email. Message from OCAÂ Incident Manager system ---------- | Plain text content | ---------- A new incident has been recorded in the OCA Incident Management system. Please check in to OCA to review the details. Click here to acknowledge this message < %{ACKNOWLEDGEMENT():Acknowledgement%20link } > Do not reply to this email. Message from OCA Incident Manager system Reply with the word "%{ACKNOWLEDGEMENT():Code }" to acknowledge this message A new incident has been recorded in OCA. Please log in to review and monitor.
06/01/11 12:27				SMS		[redacted]	
06/01/11 12:32		You have been assigned a question		Email			---------- | HTML CONTENT | ---------- Regarding Event: Wivenhoe Dam Releases 1230 EST - 6JAN11Incident: Wivenhoe Dam Releases 1230 EST - 6JAN11 Initiated ... ---------- | Plain text content | ----------
06/01/11 12:34		You have been assigned a task		Email			---------- | HTML CONTENT | ---------- Regarding Event: Wivenhoe Dam Releases 1230 EST - 6JAN11Please prepare a Minister's Informal Notification report ... ---------- | Plain text content | ----------
06/01/11 12:34		You have been assigned a task		Email			---------- | HTML CONTENT | ---------- Regarding Event: Wivenhoe Dam Releases 1230 EST - 6JAN11Event: Wivenhoe Dam Releases 1230 EST - 6JAN11 Incident ... ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
06/01/11 12:35		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of EMG Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
06/01/11 12:37		You have been assigned a question		Email			| HTML CONTENT | Regarding Event: Wivenhoe Dam Releases 1230 EST - 6JAN11Incident: Wivenhoe Dam Releases 1230 EST - 6JAN11 Initiated ... | Plain text content |
06/01/11 12:39		You have been assigned a checklist		Email			| HTML CONTENT | Regarding Event: Wivenhoe Dam Releases 1230 EST - 6JAN11Event: Wivenhoe Dam Releases 1230 EST - 6JAN11 Follow the . | Plain text content |
06/01/11 12:39		Situation Report available in OCA		Email			| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system Report title: Wivenhoe Dam Releases Lodged by: Seqwater Event: Wivenhoe Dam Releases 1230EST-06JAN11 Please check in to the OCA system to view this report Please do not reply to this email This message from OCA Incident Manager for SEQWGM Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
06/01/11 12:39		You have been assigned a checklist		Email		[redacted]	| HTML CONTENT | Regarding Event: Wivenhoe Dam Releases 1230 EST - 6JAN11Event: Wivenhoe Dam Releases 1230 EST - 6JAN11 Follow the ... | Plain text content |
06/01/11 12:39		You have been assigned a task		Email			| HTML CONTENT | Regarding Event: Wivenhoe Dam Releases 1230 EST - 6JAN11Please prepare a Minister's Informal Notification report .. | Plain text content |
06/01/11 12:39		You have been assigned a task		Email			| HTML CONTENT | Regarding Event: Wivenhoe Dam Releases 1230 EST - 6JAN11Event: Wivenhoe Dam Releases 1230 EST - 6JAN11 Incident ... | Plain text content |
06/01/11 12:39		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
06/01/11 12:40		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
06/01/11 12:44		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
06/01/11 13:30	[redacted]	Wivenhoe Dam Releases next 24 hrs - Information Only		Email	Technical Situation Report W28.docx	[redacted]	..... | HTML CONTENT | ..... SDCC Watch Officer Â As per my telephone call to you this afternoon, attached is a Technical Situation Report about Wivenhoe Dam releases. The report is provided for your awareness only as per the Protocol for the Communication of Flooding Information for the Brisbane River Catchment - including Floodwater Releases from Wivenhoe and Somerset Dams . Old Police and relevant councils have been notified of the planned releases from Wivenhoe over the next 24hrs. I have also spoke to Ian McCulloch earlier today by way of initial notification. I would like to draw your attention to the impacts section (bottom of the first page) for information Â Regards, Â [redacted] Â Duty Manager SEQ Water Grid Manager [redacted] Post: PO Box 16205, BRISBANE CITY EAST,Â QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 ..... | Plain text content | ..... SDCC Watch Officer ..... | HTML CONTENT | .....
06/01/11 15:43		Notification of allocation to a role in OCA		Email			..... | Plain text content | ..... You have been allocated in the OCA Incident Manager system to the role of EMG Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
06/01/11 16:14		You have received an inbound communication		Email			..... | HTML CONTENT | ..... From A [redacted] pe: Email ..... | Plain text content | .....

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
06/01/11 16:45		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
06/01/11 17:08	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Media update â€" 6 January 2011 -Dam releases <span style="font-size:10.5pt;
06/01/11 18:03		Notification of allocation to a role in OCA		Email			| Plain text content | | HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Communications Officer (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
06/01/11 21:46	[redacted]	A new report has been lodged		Email			| HTML CONTENT | Ack - Wivenhoe Dam Releases 6 JAN 10Type: R02 Emergency notification acknowledgement | Plain text content |
06/01/11 21:47	[redacted]	A new report has been lodged		Email			| HTML CONTENT | Ack - Wivenhoe Dam Releases 6 JAN 10Type: R02 Emergency notification acknowledgement | Plain text content |

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Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
06/01/11 21:50	[redacted]	Incident Notification Acknowledgement	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Ack - Wivenhoe Dam Releases 6 JAN 10	[redacted]	..... | HTML CONTENT | ..... Incident Manager ${ZGYtMV9mLUluaXRpYXRpbmcgYWdlbmN5X3Olb3B0X29jYXJlcC1FTUU=:Initiating agency } In response to your incident notification for the ${ZGYtMV9mLVNldmVyaXR5IGxldmVsX3Otb3B0X29jYXJlcC1FTUU= Severity level } incident - ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRleHRfb2NhcmVwLUVNRQ==:Name }. I advise that the initial WGM response is included in the incident acknowledgement report, now available in the OCA system and attached to the incident.Â Â Please check into OCA to review the details in this report. Â [redacted] Duty Manager Â Â SEQ Water Grid ManagerÂ Â [redacted] Post: PO Box 16205, BRISBANE CITY EAST,Â QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630
06/01/11 21:51	[redacted]	A new report has been lodged		Email			..... | Plain text content | ..... Incident Manager ${ZGYtMV9mLUluaXRpYXRpbmcgYWdlbmN5X3Olb3B0X29jYXJlcC1FTUU=:Initiating agency } ..... | HTML CONTENT | ..... Ack - Wivenhoe Dam Releases 6 JAN 10Type: R02 Emergency notification acknowledgement ..... | Plain text content | .....
06/01/11 21:51		Emergency response task assigned: (none)		Email			..... | HTML CONTENT | .... | Plain text content | ..... Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Prepare an Incident Notification Acknowledgement (R02) Due: 06/01/2011 02:29 PM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
06/01/11 21:56	[redacted]	A new report has been lodged		Email		[redacted]	---------- | HTML CONTENT | ---------- Ack - Wivenhoe Dam Releases 6 JAN 10Type: R02 Emergency notification acknowledgement ---------- | Plain text content | ----------
06/01/11 21:59				SMS			
06/01/11 21:59		New Water Grid Incident		Email			New Alert incident in OCA: E.coli detection at The Gap (SP300). Initiated by Qld Urban Utilities. ---------- | HTML CONTENT | ---------- A new incident has been recorded in the OCAÁ Incident Management system.Á Please check in to OCAÁ to review the details. Click here to acknowledge this message Do not reply to this email. Message from OCAÁ Incident Manager system ---------- | Plain text content | ---------- A new incident has been recorded in the OCA Incident Management system. Please check in to OCA to review the details Click here to acknowledge this message < %(ACKNOWLEDGEMENT()-Acknowledgement%20link } > Do not reply to this email. Message from OCA Incident Manager system Reply with the word "%(ACKNOWLEDGEMENT()-Code)" to acknowledge this message. A new incident has been recorded in OCA. Please log in to review and monitor
06/01/11 21:59				SMS			
06/01/11 22:09		You have been assigned a question		Email			---------- | HTML CONTENT | ---------- Regarding Event: E.coli detection at The Gap (SP300)Incident: E.coli detection at The Gap (SP300) Initiated by: ... ---------- | Plain text content | ----------
06/01/11 22:22	[redacted]	A new report has been lodged		Email			---------- | HTML CONTENT | ---------- ACK - E. coli detection at The Gap (SP300)Type: R02 Emergency notification acknowledgement ---------- | Plain text content | ----------
06/01/11 22:23	[redacted]	A new report has been lodged		Email			---------- | HTML CONTENT | ---------- ACK - E. coli detection at The Gap (SP300)Type: R02 Emergency notification acknowledgement ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
06/01/11 22:27	[redacted]	A new report has been lodged		Email		[redacted]	..... | HTML CONTENT | ..... ACK - E. coli detection at The Gap (SP300)Type: R02 Emergency notification acknowledgement ..... | Plain text content | .....
06/01/11 22:30		Incident Notification Acknowledgement	E. coli detection at The Gap (SP300) - 2222EST-6JAN11	Email			..... | HTML CONTENT | ..... Incident Manager ${ZGYtMV9mLUluaXRpYXRpbmcgYWdlbmN5X3Qtb3B0X29jYXJlcC1FTUU=:Initiating agency } In response to your incident notification for the ${ZGYtMV9mLVNldmVyaXR5tGxldmVsX3Qtb3B0X29jYXJlcC1FTUU= Severity level } incident - ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRleHRfb2NhcmVwLUVNRQ==:Name }. I advise that the initial WGM response is included in the incident acknowledgement report, now available in the OCA system and attached to the incident.Â Â Please check into OCA to review the details in this report Â [redacted] Rostered Duty Manager SEQ Water Grid ManagerÂ Â Phone: [redacted] Email: [redacted] Post: PO Box 16205, BRISBANE CITY EAST,Â QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 ..... | Plain text content | .....
06/01/11 22:32		A new report has been lodged		Email			Incident Manager ${ZGYtMV9mLUluaXRpYXRpbmcgYWdlbmN5X3Qtb3B0X29jYXJlcC1FTUU=:Initiating agency } In response to your incident notification for the ${ZGYtMV9mLVNldmVyaXR5tGxldmVsX3Qtb3B0X29jYXJlcC1FTUU= Severity level } incident - ..... | HTML CONTENT | ..... ACK - E. coli detection at The Gap (SP300)Type: R02 Emergency notification acknowledgement ..... | Plain text content | .....
06/01/11 22:49		You have been assigned a checklist		Email			..... | HTML CONTENT | ..... Regarding Event: E coli detection at The Gap (SP300)Event: E.coli detection at The Gap (SP300) Follow the ... . | Plain text content | .....

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
06/01/11 22:50		You have been assigned a task		Email		[redacted]	| HTML CONTENT | Regarding Event: E.coli detection at The Gap (SP300)Please prepare a Minister's Informal Notification report ... | Plain text content |
06/01/11 22:50		You have been assigned a task		Email			| HTML CONTENT | Regarding Event: E.coli detection at The Gap (SP300)Event: E.coli detection at The Gap (SP300) Incident ... | Plain text content |
07/01/11 07:17		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] (first point of contact)Type: Email | Plain text content |
07/01/11 07:21		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] first point of contact)Type: Email | Plain text content |
07/01/11 08:12		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
07/01/11 08:54		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
07/01/11 09:03		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | | Plain text content | Incident: Capalaba WTP Elevated Turbidity - 0950EST-22DEC10 A task has been assigned to you for action in the OCA Incident Manager system: Title: Teleconference to prepare for the weekend Due: 07/01/2011 09:02 AM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
07/01/11 09:12		You have received an inbound communication		Email			| HTML CONTENT | From [redacted] Type: Email | Plain text content |
07/01/11 09:13	[redacted]	You have been assigned a task		Email			| HTML CONTENT | Teleconference to prepare for the weekendDue: 07/01/2011 09:02 AMLadies and Gents - we will hold a teleconference at 1500hrs | Plain text content |
07/01/11 09:13		You have been assigned a task		Email			| HTML CONTENT | Teleconference to prepare for the weekendDue: 07/01/2011 09:02 AMLadies and Gents - we will hold a teleconference at 1500hrs | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
07/01/11 09:13	[redacted]	You have been assigned a task		Email		[redacted]	| HTML CONTENT | Teleconference to prepare for the weekendDue: 07/01/2011 09:02 AMLadies and Gents - we will hold a teleconference at 1500hrs | Plain text content |
07/01/11 09:13		You have been assigned a task		Email			| HTML CONTENT | Teleconference to prepare for the weekendDue: 07/01/2011 09:02 AMLadies and Gents - we will hold a teleconference at 1500hrs . | Plain text content |
07/01/11 09:13		You have been assigned a task		Email			| HTML CONTENT | Teleconference to prepare for the weekendDue: 07/01/2011 09:02 AMLadies and Gents - we will hold a teleconference at 1500hrs ... | Plain text content |
07/01/11 09:14		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] ype: Email | Plain text content |
07/01/11 09:16		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
07/01/11 09:18		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
07/01/11 09:34	[redacted]	A new report has been lodged		Email		[redacted]	| HTML CONTENT | Incident notification - E. coli detection at The Gap - 2222EST-6JAN11Type: R01 Minister's Notification | Plain text content |
07/01/11 09:35		A new report has been lodged		Email			| HTML CONTENT | Incident notification - E. coli detection at The Gap - 2222EST-6JAN11Type: R01 Minister's Notification | Plain text content |
07/01/11 09:35		Emergency response task assigned: (none)		Email			| HTML CONTENT | | Plain text content | Incident: Capalaba WTP Elevated Turbidity - 0950EST-22DEC10 A task has been assigned to you for action in the OCA Incident Manager system: Title: Teleconference to prepare for the weekend Due: 07/01/2011 09:02 AM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
07/01/11 09:38		Emergency response task assigned: (none)		Email			| HTML CONTENT | | Plain text content | Incident: E.coli detection at The Gap (SP300) - 2222EST-6JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Prepare Minister's Informal Notification report Due: 07/01/2011 12:39 AM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
07/01/11 09:39	[redacted]	A new report has been lodged		Email		[redacted]	| HTML CONTENT | Incident notification - E. coli detection at The Gap - 2222EST-6JAN11Type: R01 Minister's Notification | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
07/01/11 09:41		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | | Plain text content | Incident: E.coli detection at The Gap (SP300) - 2222EST-6JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Prepare Minister's Informal Notification report Due: 07/01/2011 12:39 AM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
07/01/11 09:43		You have been assigned a task		Email			| HTML CONTENT | Regarding Task: Prepare Minister's Informal Notification reportEMG Duty Manager Please review the draft Minister's . | Plain text content |
07/01/11 09:46		You have been assigned a task		Email			| HTML CONTENT | Regarding Task: Prepare Minister's Informal Notification reportEMG Duty Manager Please review the draft Minister's ... | Plain text content |
07/01/11 09:48		You have been assigned a task		Email			| HTML CONTENT | Regarding Task: Prepare Minister's Informal Notification reportEMG Duty Manager Please review the draft Minister's .. | Plain text content |
07/01/11 09:51		You have been assigned a task		Email			| HTML CONTENT | Regarding Task: Prepare Minister's Informal Notification reportEMG Duty Manager Please review the draft Minister's ... | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
07/01/11 10:02		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: [redacted] (first point of contact)Type: Email | Plain text content |
07/01/11 10:06		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] (first point of contact)Type: Email | Plain text content |
07/01/11 10:07		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
07/01/11 10:11		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
07/01/11 10:15		You have received an inbound communication		Email			| HTML CONTENT | From: Dan SpillerType: Email | Plain text content |
07/01/11 10:19		You have received an inbound communication		Email			| HTML CONTENT | From: Dan SpillerType: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
07/01/11 10:51		Emergency response task assigned: (none)		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: Capalaba WTP Elevated Turbidity - 0950EST-22DEC10 A task has been assigned to you for action in the OCA Incident Manager system: Title: Teleconference to prepare for the weekend Due: 07/01/2011 09:02 AM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
07/01/11 11:56		Close out report completed		Email			---------- | HTML CONTENT | ---------- Duty Manager A close-out report has been completed for an incident in OCAÂ Incident Manager. Please review the details in OCA. Â Click here to acknowledge this message ---------- | Plain text content | ---------- Duty Manager A close-out report has been completed for an incident in OCA Incident Manager. Please review the details in OCA.
07/01/11 11:56				SMS		[redacted]	Click here to acknowledge this message < %(ACKNOWLEDGEMENT():Acknowledgement%20link) > New closeout report has been lodged in OCA. Pls login to view. Reply with the word "%(ACKNOWLEDGEMENT():Code)" to acknowledge this message.
07/01/11 11:57		New report		Email			---------- | HTML CONTENT | ---------- A new report has been created ---------- | Plain text content | ----------
07/01/11 11:57		New report		Email			---------- | HTML CONTENT | ---------- A new report has been created ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
07/01/11 12:01		New report		Email		[redacted]	..... | HTML CONTENT | ..... A new report has been created ..... | Plain text content | .....
07/01/11 12:12	[redacted]	Water Grid incident close out	Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10	Email			..... | HTML CONTENT | ..... Colleagues The following Water Grid incident is now being closed:Â Incident:Â ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRleHRfb2NhcmVwLUVNRQ==:Name }Severity: ${ZGYtMV9mLVNldmVyaXR5IGxtdmVsX3Qtb3B0X29jYXJlC1FTUU=:Severity level }A close-out report has been completed and isÂ available in OCA the Emergency Management system.Note - the incident titled "Wivenhoe Dam Releases 1230EST-06JAN11" is currently open.Â [redacted]Duty ManagerSEQ Water Grid ManagerÂ Â [redacted]Email: emergency@seqwgm.com.auPost: PO Box 16205, BRISBANE CITY EAST,Â QLD 4002Visit: Level 15, 53 Albert St, BRISBANEABN: 14 783 317 630 ..... | Plain text content | ..... Colleagues The following Water Grid incident is now being closed Incident: ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRleHRfb2NhcmVwLUVNRQ==:Name } ..... | HTML CONTENT | ..... From: [redacted] ..... | Plain text content | .....
07/01/11 12:16		You have received an inbound communication		Email			
07/01/11 12:20		You have received an inbound communication		Email			..... | HTML CONTENT | ..... From: [redacted] ..... | Plain text content | .....

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
07/01/11 12:29	[redacted]	A new log entry has been created		Email		[redacted]	| HTML CONTENT | Please note that this sample point SP300Â The Gap is at the booster pump where water is pumped up to the Summit Reservoir where the water is re-chlorinated Â No customers take water from this pipe.Â Water quality data shows plenty of chlor | Plain text content |
07/01/11 16:04		Close out report completed		Email		[redacted]	| HTML CONTENT | Duty Manager A close-out report has been completed for an incident in OCAA Incident Manager. Please review the details in OCA. Â Click here to acknowledge this message | Plain text content | Duty Manager A close-out report has been completed for an incident in OCA Incident Manager. Please review the details in OCA.
07/01/11 16:04				SMS			Click here to acknowledge this message < %{ACKNOWLEDGEMENT():Acknowledgement%20link } > New closeout report has been lodged in OCA. Pls login to view. Reply with the word "%{ACKNOWLEDGEMENT().Code }" to acknowledge this message.
07/01/11 16:04		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
07/01/11 16:05		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
07/01/11 16:08		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: [redacted] (first point of contact) Type: Email | Plain text content |
07/01/11 16:09		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
07/01/11 16:12		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] (first point of contact) Type: Email | Plain text content |
07/01/11 16:14		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
07/01/11 16:15	[redacted]	SEQ Water Grid incident briefing	E. coli detection at The Gap (SP300) - 2222EST-6JAN11	Email	Incident notification - E. coli detection at The Gap - 2222EST-6JAN11	[redacted]	| HTML CONTENT | Colleagues Please find attached a briefing for the Water Grid incident. ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRleHRfb2NhcmVwLUVNRQ==:Name }. Incident severity:Â ${ZGYtMV9mLVNldmVyaXR5IGxldmVsX3Qtb3B0X29jYXJlcC1FTUU=:Severity level } Â Regards Â [redacted] Duty Manager Â Â SEQ Water Grid ManagerÂ Â [redacted] Post: PO Box 16205, BRISBANE CITY EAST.Â QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 | Plain text content | Colleagues Please find attached a briefing for the Water Grid incident. ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRleHRfb2NhcmVwLUVNRQ==:Name &phsp; }
07/01/11 16:22		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: [redacted] (first point of contact) Type: Email | Plain text content |
07/01/11 16:26		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] (first point of contact) Type: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
07/01/11 16:28	[redacted]	Water Grid incident close out	E. coli detection at The Gap (SP300) - 2222EST-6JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- Colleagues The following Water Grid incident is now being closed.Â Incident:Â ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRleHRfb2NhcmVwLUVNRQ==:Name } Severity: ${ZGYtMV9mLVNfdmVyaXR5IGxldmVsX3Qtb3B0X29jYXJpC1FTUU=:Severity level } A close-out report has been completed and isÂ available in OCA the Emergency Management system. Â Â [redacted] Duty Manager SEQ Water Grid Manager [redacted] Post: PO Box 16205, BRISBANE CITY EAST.Â QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 ---------- | Plain text content | ---------- Colleagues The following Water Grid incident is now being closed. Incident: ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRleHRfb2NhcmVwLUVNRQ==:Name }
07/01/11 17:37	[redacted]	A new log entry has been created		Email			---------- | HTML CONTENT | ---------- Media interest related to the Wivenhoe Release incident over the past 24 hours has included: Â news grabs with ABC Gold Coast and ABC news interview with Channel 10 interview with C ---------- | Plain text content | ----------
08/01/11 08:05		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted] (first point of contact)Type: Email ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
08/01/11 08:09		You have received an inbound communication		Email		[redacted]	---------- | HTML CONTENT | ---------- From: [redacted] (first point of contact)Type: Email ---------- | Plain text content | ----------
08/01/11 08:26		Notification of allocation to a role in OCA		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- You have been allocated in the OCA Incident Manager system to the role of EMG Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
08/01/11 10:27		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted] Type: Email ---------- | Plain text content | ----------
08/01/11 10:31		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted] Type: Email ---------- | Plain text content | ----------
08/01/11 11:18		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted] Type: Email ---------- | Plain text content | ----------
08/01/11 11:22		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted] Type: Email ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
08/01/11 11:33		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: [redacted] (first point of contact) Type: Email | Plain text content |
08/01/11 11:37		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] (first point of contact) Type: Email | Plain text content |
08/01/11 12:07		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] (first point of contact) Type: Email | Plain text content |
08/01/11 12:11		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] (first point of contact) Type: Email | Plain text content |
08/01/11 12:4 [redacted]		A new log entry has been created		Email			| HTML CONTENT | Summary of status Â <span
							| Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
09/01/11 12:47	[redacted]	A new log entry has been created		Email		[redacted]	| HTML CONTENT | Copy of notes from Teleconference held today Important information: This email and any attached information is intended only for the addressee and may contain | Plain text content |
09/01/11 07:57		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] (first point of contact)Type: Email | Plain text content |
09/01/11 08:01		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] (first point of contact)Type: Email | Plain text content |
09/01/11 09:31		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] ype: Email | Plain text content |
09/01/11 09:35		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
09/01/11 21:23		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] (first point of contact)Type: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 21:27		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: [redacted] (first point of contact) Type: Email | Plain text content |
09/01/11 23:02	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Summary of phone call from [redacted] Seqwater, 10:37 PM, 9 January Â Mt Crosby weir - 2000 cumecs by 6:00 AM, 10 January At 1900 the weir goes under. [redacted] | Plain text content |
10/01/11 07:17		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
10/01/11 07:21		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
10/01/11 08:33		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 08:58		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
10/01/11 09:32		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
10/01/11 09:33		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
10/01/11 09:33		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 09:36		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
10/01/11 09:36		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
10/01/11 09:42		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Communications Officer (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
10/01/11 09:51	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Wivenhoe/Somerset Dam Releases - 1800EST-17DEC10 escalated to Level 3 Emergency. Dan Spiller appointed as Emergency Manager. Michael Lyons appointed as Communications Manager.
10/01/11 10:03		A new log entry has been created		Email			| Plain text content | | HTML CONTENT | Teleconference held with Seqwater @ 0900h about dam releases | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 10:22		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: [redacted] ype: Email | Plain text content |
10/01/11 10:36	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Media update â€' 10 January 2011 - Wivenhoe Dam releases <span style="font-s
10/01/11 10:43		You have received an inbound communication		Email			| Plain text content | | HTML CONTENT | From: [redacted] Type: Email | Plain text content |
10/01/11 12:10		Acknowledgement - New contact request		Email			| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: S[redacted] Coastal Operations Manager When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours Please do not reply to this email.
10/01/11 12:13				SMS			Message from OCA Incident Manager for SEQ Water Grid Emergency Management New Alert incident in OCA: E.coli detection at Algester (SP244), initiated by Qld Urban Utilities.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 12:13		New Water Grid Incident		Email			---------- | HTML CONTENT | ---------- A new incident has been recorded in the OCAÂ Incident Management system.Â Please check in to OCAÂ to review the details. Click here to acknowledge this message Do not reply to this email. Message from OCAÂ Incident Manager system ---------- | Plain text content | ---------- A new incident has been recorded in the OCA Incident Management system. Please check in to OCA to review the details. Click here to acknowledge this message < %{ACKNOWLEDGEMENT():Acknowledgement%20link } > Do not reply to this email. Message from OCA Incident Manager system Reply with the word "%{ACKNOWLEDGEMENT() Code }" to acknowledge this message. A new incident has been recorded in OCA. Please log in to review and monitor.
10/01/11 12:13				SMS		[redacted]	
10/01/11 12:19	[redacted]	2PM Teleconference - WTP issues update Unitywater area		Email		[redacted]	---------- | HTML CONTENT | ---------- Hello all, Â Can you please arrange to dial into a teleconference at 2PM regarding an update on the WTP issues supplying the Unitywater distribution area. Please use the following numbers: Â [redacted] Â Regards WGM Duty Manager ---------- | Plain text content | ---------- Hello all. Can you please arrange to dial into a teleconference at 2PM regarding an update on the WTP issues supplying the Unitywater distribution area. Please use the following numbers:
10/01/11 12:20				SMS		[redacted]	Phone: 1800 672 949 New Alert incident in OCA: E.coli detection at Forest Lake (SP327), initiated by Old Urban Utilities.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 12:20		New Water Grid Incident		Email			---------- | HTML CONTENT | ---------- A new incident has been recorded in the OCAÂ Incident Management system Â Please check in to OCAÂ to review the details. Click here to acknowledge this message Do not reply to this email. Message from OCAÂ Incident Manager system ---------- | Plain text content | ---------- A new incident has been recorded in the OCA Incident Management system. Please check in to OCA to review the details. Click here to acknowledge this message < %{ACKNOWLEDGEMENT(}:Acknowledgement%20link } > Do not reply to this email. Message from OCA Incident Manager system
10/01/11 12:20	[redacted]			SMS		[redacted]	Reply with the word "%{ACKNOWLEDGEMENT(}:Code }" to acknowledge this message. A new incident has been recorded in OCA. Please log in to review and monitor
10/01/11 12:47	[redacted]	A new report has been lodged		Email		[redacted]	---------- | HTML CONTENT | ---------- ACK - Forest Lake E.ColiType: R02 Emergency notification acknowledgement ---------- [Plain text content [----------
10/01/11 12:48	[redacted]	Incident Notification Acknowledgement	E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11	Email	ACK - Forest Lake E.Coli	[redacted]	---------- | HTML CONTENT | ---------- Incident Manager ${ZGYtMV9mLUluaXRpYXRpbmcgYWdlbmN5X3Qtb3B0X29jYXJlcC1FTUU=:Initiating agency } In response to your incident notification for the ${ZGYtMV9mLVNldmVyaXR5IGxldmVsX3Qtb3B0X29jYXJlcC1FTUU=:Severity level } incident - ${Y2YtbmFlZV9kZi0xX2YtTmFtZV90LXRleHRfb2NhcmVwLUVNRQ==:Name }, I advise that the initial WGM response is included in the incident acknowledgement report, now available in the OCA system and attached to the incident.Â Â Please check into OCA to review the details in this report. Â [redacted] Duty Manager Â Â SEQ Water Grid ManagerÂ Â Phone: [redacted] Email: [redacted] Post: PO Box 16205, BRISBANE CITY EAST,Â QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 763 317 630 ---------- [Plain text content] ---------- Incident Manager ${ZGYtMV9mLUluaXRpYXRpbmcgYWdlbmN5X3Qtb3B0X29jYXJlcC1FTUU=:Initiating agency }

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 12:51	[redacted]	A new report has been lodged		Email		[redacted]	| HTML CONTENT | ACK - Forest Lake E.ColiType: R02 Emergency notification acknowledgement | Plain text content |
10/01/11 12:56	[redacted]	A new report has been lodged		Email			| HTML CONTENT | ACK - Forest Lake E.ColiType: R02 Emergency notification acknowledgement | Plain text content |
10/01/11 12:56	[redacted]	A new report has been lodged		Email			| HTML CONTENT | Ack - E.Coli AlgesterType: R02 Emergency notification acknowledgement | Plain text content |
10/01/11 12:56	[redacted]	Incident Notification Acknowledgement	E.coli detection at Algester (SP244) - 1020EST-06JAN11	Email	Ack - E.Coli Algester		| HTML CONTENT | Incident Manager ${ZGYtMV9mLUluaXRpYXRpbmcgYWdlbmN5X3Qtb3B0X29jYXJlcC1FTUU=:Initiating agency } In response to your incident notification for the ${ZGYtMV9mLVNldmVyaXR5IGxldmVsX3Qtb3B0X29jYXJlcC1FTUU= Severity level } incident - ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRleHRfb2Nncmvwt UVNRQ== Name }. I advise that the initial WGM response is included in the incident acknowledgement report, now available in the OCA system and attached to the incident.Â Â Please check into OCA to review the details in this report Â [redacted] Duty Manager Â Â SEQ Water Grid ManagerÂ Â [redacted] Post: PO Box 16205, BRISBANE CITY EAST A QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 763 317 630 | Plain text content | Incident Manager ${ZGYtMV9mLUluaXRpYXRpbmcgYWdlbmN5X3Qtb3B0X29jYXJlcC1FTUU=:Initiating agency }

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
[redacted]	[redacted]	A new report has been lodged		Email		[redacted]	| HTML CONTENT | Ack - E.Coli AlgesterType: R02 Emergency notification acknowledgement | Plain text content |
[redacted]	[redacted]	A new report has been lodged		Email			| HTML CONTENT | Ack - E.Coli AlgesterType: R02 Emergency notification acknowledgement | Plain text content |
[redacted]		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
[redacted]		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of EMG Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
[redacted]	[redacted]	A new report has been lodged		Email			| HTML CONTENT | MIN-E Coli detectionsType: R01 Minister's Notification | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 13:20		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | | Plain text content | Incident: A task has been assigned to you for action in the OCA Incident Manager system: Title: Prepare Minister's Informal Notification report Due: 10/01/2011 02:20 PM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
10/01/11 13:25		You have been assigned a task		Email			| HTML CONTENT | Regarding Task: Prepare Minister's Informal Notification reportEMG Duty Manager Please review the draft Minister's | Plain text content |
10/01/11 13:30		You have been assigned a task		Email			| HTML CONTENT | Regarding Task: Prepare Minister's Informal Notification reportEMG Duty Manager Please review the draft Minister's | Plain text content |
10/01/11 14:18		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
10/01/11 14:59		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 15:07		Emergency response task assigned: (none)		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: A task has been assigned to you for action in the OCA Incident Manager system: Title: Approve Minister's informal notification Due: (none) Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
10/01/11 15:08		Please issue Minister's informal notification report		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Duty Manager The Minister's Informal Notification report for the following event is ready to be issued: Please proceed to issue this report to stakeholders. EMG Duty Manager
10/01/11 15:16		Please issue Minister's informal notification report		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Duty Manager The Minister's Informal Notification report for the following event is ready to be issued: Please proceed to issue this report to stakeholders. EMG Duty Manager
10/01/11 15:19		You have been assigned a task		Email			---------- | HTML CONTENT | ---------- Regarding Task: Approve Minister's informal notificationEMG Duty Manager Please review the draft Minister's . . ---------- | Plain text content | ----------
10/01/11 15:28				SMS		[redacted]	New Level 3 incident in OCA: Atkinsons Dam WTP inundation - 1230EST-10JAN11. Initiated by Seqwater.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 15:28		New Water Grid Incident		Email			..... | HTML CONTENT | ..... A new incident has been recorded in the OCAÁ Incident Management system.Á Please check in to OCAÁ to review the details. Click here to acknowledge this message Do not reply to this email. Message from OCAÁ Incident Manager system ..... | Plain text content | ..... A new incident has been recorded in the OCA Incident Management system. Please check in to OCA to review the details. Click here to acknowledge this message < %(ACKNOWLEDGEMENT()'Acknowledgement%20link } > Do not reply to this email. Message from OCA Incident Manager system Reply with the word "%(ACKNOWLEDGEMENT()'Code }" to acknowledge this message
10/01/11 15:28				SMS		[redacted]	A new incident has been recorded in OCA. Please log in to review and monitor.
10/01/11 15:29		You have been assigned a question		Email			..... | HTML CONTENT | ..... Regarding Event: Atkinsons Dam WTP inundation - 1230EST-10JAN11Incident: Atkinsons Dam WTP inundation ..... | Plain text content | .....
10/01/11 15:31		You have been assigned a checklist		Email			..... | HTML CONTENT | ..... Regarding Event: Atkinsons Dam WTP inundation - 1230EST-10JAN11Atkinsons Dam WTP inundation - 1230EST-10JAN11 This . ..... | Plain text content | .....
10/01/11 15:31		You have been assigned a task		Email			..... | HTML CONTENT | ..... Regarding Event: Atkinsons Dam WTP inundation - 1230EST-10JAN11Please prepare a Minister's Informal Notification report ..... | Plain text content | .....

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 15:31		You have been assigned a task		Email		[redacted]	---------- | HTML CONTENT | ---------- Regarding Event: Atkinsons Dam WTP inundation - 1230EST-10JAN11Event: Atkinsons Dam WTP inundation . . ---------- | Plain text content | ----------
10/01/11 15:40	[redacted]	A new report has been lodged		Email			---------- | HTML CONTENT | ---------- Ack - Atkinson Dam WTP inundationType: R02 Emergency notification acknowledgement ---------- | Plain text content | ----------
10/01/11 15:43		Incident Notification Acknowledgement - Atkinsons Dam WTP	Atkinsons Dam WTP inundation - 1230EST-10JAN11	Email	Ack - Atkinson Dam WTP inundation		---------- | HTML CONTENT | ---------- Incident Manager ${ZGYtMV9mLUluaXRpYXRpbmcgYWdlbmN5X3Qtb3B0X29jYXJlcC1FTUU=:Initiating agency } In response to your incident notification for the ${ZGYtMV9mLVNldmVyaXR5IGxldmVsX3Qtb3B0X29jYXJlcC1FTUU=:Severity level } incident - ${Y2YtbmFtZV9kZt0xX2Y\TmFtZV90LXRieHRfb2NhcmVwLUVNRQ==:Name } I advise that the initial WGM response is included in the incident acknowledgement report, now available in the OCA system and attached to the incident.Â Â Please check into OCA to review the details in this report Â WGM Duty Manager Â Â SEQ Water Grid ManagerÂ Â [redacted] Post: PO Box 16205, BRISBANE CITY EAST.Â QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 ---------- | Plain text content | ---------- Incident Manager ${ZGYtMV9mLUluaXRpYXRpbmcgYWdlbmN5X3Qtb3B0X29jYXJlcC1FTUU=:Initiating agency } In response to your incident notification for the

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 15:43	[redacted]	SEQ Water Grid incident briefing	E.coli detection at Algester (SP244) - 1020EST-06JAN11, E.coli detection at Forest Lake (SP327) - 0840EST-06JAN11	Email	MIN - E Coli detections	[redacted]	| HTML CONTENT | Colleagues Â Please find attached a briefing for the Water Grid incident. ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRteHRfb2NhcmVwL UVNRQ==:Name } Incident severity Â ${ZGYtMV9mLVNldmVyaXR5IGxtdmVsX3Qtb3B0X29jYXJlcC1FTUU=:Severity level } Â Regards [redacted] Duty Manager Â Â SEQ Water Grid ManagerÂ Â [redacted] Post: PO Box 16205, BRISBANE CITY EAST,Â QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN 14 783 317 630 | Plain text content | Colleagues
10/01/11 15:45	[redacted]	A new report has been lodged		Email		[redacted]	| HTML CONTENT | Ack - Atkinson Dam WTP inundationType: R02 Emergency notification acknowledgement | Plain text content |
10/01/11 15:51		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | | Plain text content | Incident: Atkinsons Dam WTP inundation - 1230EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system. Title: Prepare Minister's Informal Notification report Due: 10/01/2011 05:30 PM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

E808

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 15:54	[redacted]	A new report has been lodged		Email		[redacted]	---------- | HTML CONTENT | ---------- MIN - Atkinsons Dam WTPType: R01 Minister's Notification ---------- | Plain text content | ----------
10/01/11 15:59		A new report has been lodged		Email			---------- | HTML CONTENT | ---------- MIN - Atkinsons Dam WTPType: R01 Minister's Notification ---------- | Plain text content | ----------
10/01/11 16:00		You have been assigned a task		Email			---------- | HTML CONTENT | ---------- Regarding Task: Prepare Minister's Informal Notification reportEMG Duty Manager Please review the draft Minister's . ---------- | Plain text content | ----------
10/01/11 16:28				SMS			New Level 3 Incident in OCA: Northern Region Asset Inundation - 1602EST-10JAN11. Initiated by Seqwater.
10/01/11 16:28		New Water Grid Incident		Email			---------- | HTML CONTENT | ---------- A new incident has been recorded in the OCAÀ Incident Management system.Á Please check in to OCAÀ to review the details. Click here to acknowledge this message Do not reply to this email. Message from OCAÀ Incident Manager system ---------- | Plain text content | ---------- A new incident has been recorded in the OCA Incident Management system. Please check in to OCA to review the details. Click here to acknowledge this message < %{ACKNOWLEDGEMENT{}:Acknowledgement%20link } > Do not reply to this email. Message from OCA Incident Manager system Reply with the word "%{ACKNOWLEDGEMENT{}:Code }" to acknowledge this message A new incident has been recorded in OCA. Please log in to review and monitor
10/01/11 16:28				SMS			

E809

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 16:57		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of EMG Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
10/01/11 17:01	[redacted]	A new report has been lodged		Email			| HTML CONTENT | MIN - Kilcoy, Jimna and Linville InundationType :R01 Minister's Notification | Plain text content |
10/01/11 17:06		Please issue Minister's informal notification report		Email			| HTML CONTENT | | Plain text content | Duty Manager The Minister's Informal Notification report for the following event is ready to be issued: Atkinsons Dam WTP inundation - 1230EST 10JAN11 Please proceed to issue this report to stakeholders. EMG Duty Manager
10/01/11 17:06		Please issue Minister's informal notification report		Email			| HTML CONTENT | | Plain text content | Duty Manager The Minister's Informal Notification report for the following event is ready to be issued: Please proceed to issue this report to stakeholders EMG Duty Manager

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 17:09		You have been assigned a task		Email		[redacted]	..... | HTML CONTENT | ..... Regarding Task: Prepare Minister's Informal Notification reportEMG Duty Manager Please review the draft Minister's . ..... | Plain text content | .....
10/01/11 17:18		Notification of allocation to a role in OCA		Email			..... | HTML CONTENT | .... | Plain text content | ..... You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
10/01/11 17:21	[redacted]	SEQ Water Grid incident briefing	Alkinsons Dam WTP inundation - 1230EST-10JAN11	Email	MIN - Alkinsons Dam WT		..... | HTML CONTENT | ..... Colleagues Please find attached a briefing for the Water Grid incident. ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRleHRfb2NhcmVwLUVNRQ==.Name } Incident severity:Â ${ZGYtMV9mLVNldmVyaXR5IGxldmVsX3Otb3B0X29jYXJlcC1FTUU=.Severity level } Â Regards Â WGM Duty Manager Â Â SEO Water Grid ManagerÂ Â [redacted] Post: PO Box 16205, BRISBANE CITY EAST Â QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 ..... | Plain text content | ..... Colleagues Please find attached a briefing for the Water Grid incident. ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRleHRfb2NhcmVwLUVNRQ==.Name }.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 17:41	[redacted]	SEQ Water Grid incident briefing	Northern Region Asset Inundation - 1602EST-10JAN11	Email	MIN - Kilcoy, Jimna and Linville Inundation	[redacted]	---------- | HTML CONTENT | ---------- Colleagues Please find attached a briefing for the Water Grid incident. ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRteHRfb2NhcmVwLUVNRO==:Name }. Incident severity Â ${ZGYtMV9mLVNfdmVyaXR5fGxldmVsX3Otb3B0X29jYXJlcC1FTUU= Severity level } Â Regards [redacted] Duty Manager Â Â SEQ Water Grid ManagerÂ Â [redacted] Post: PO Box 16205, BRISBANE CITY EAST.Â QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 ---------- | Plain text content | ---------- Colleagues Please find attached a briefing for the Water Grid incident. ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRteHRfb2NhcmVwLUVNRO== Name }
10/01/11 18:03	[redacted]	Incident Notification Acknowledgement	Northern Region Asset Inundation - 1602EST-10JAN11	Email	ACK - Northern Area Assets Inundation	[redacted]	---------- | HTML CONTENT | ---------- Incident Manager ${ZGYtMV9mLUtuaXRoYXRobmcgYWdlbmN5X3Otb3B0X29jYXJlcC1FTUU= Initiating agency } In response to your incident notification for the ${ZGYtMV9mLVNfdmVyaXR5fGxldmVsX3Otb3B0X29jYXJlcC1FTUU= Severity level } incident - ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRteHRfb2NhcmVwLUVNRO==:Name }, I advise that the initial WGM response is included in the incident acknowledgement report, now available in the OCA system and attached to the incident.Â Â Please check into OCA to review the details in this report. Â [redacted] Duty Manager Â Â SEQ Water Grid ManagerÂ Â [redacted] Post: PO Box 16205, BRISBANE CITY EAST.Â QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 ---------- | Plain text content | ---------- Incident Manager ${ZGYtMV9mLUtuaXRoYXRobmcgYWdlbmN5X3Otb3B0X29jYXJlcC1FTUU= Initiating agency }

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 18:06	[redacted]	A new report has been lodged		Email		[redacted]	| HTML CONTENT | ACK - Norther Area Assets InundationType: R02 Emergency notification acknowledgement | Plain text content |
10/01/11 18:26	[redacted]	You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] first point of contact)Type: Email | Plain text content |
10/01/11 22:39	[redacted]	A new report has been lodged		Email			| HTML CONTENT | Withcott Supply OutageType: R01 Minister's Notification | Plain text content |
10/01/11 23:10	[redacted]	SEQ Water Grid incident briefing - Withcott Water Supply Outage		Email	Withcott Supply Outage		| HTML CONTENT | Colleagues Please find attached a briefing for a new SEQ Water Grid level 3 incident. Regards Â [redacted] Duty Manager Â Â SEQ Water Grid ManagerÂ Â Phone: [redacted] Email: [redacted] Post: PO Box 16205, BRISBANE CITY EAST,Â QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630 | Plain text content | Colleagues Please find attached a briefing for a new SEQ Water Grid level 3 incident. Regards

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 23:21	[redacted]	Withcott SITREP		Email		[redacted]	---------- | HTML CONTENT | ---------- [redacted] can you please have the SITREP sent to [redacted] Guy informed me that I would receive it around 2230h. He may have sent it to the wrong email address? Cheers, [redacted] ---------- | Plain text content | ---------- [redacted] can you please have the SITREP sent to [redacted] Guy informed me that I would receive it around 2230h. He may have sent it to the wrong email address? Cheers,
11/01/11 06:18		You have received an inbound communication		Email			[redacted] ---------- | HTML CONTENT | ---------- From: [redacted] ype: Email ---------- | Plain text content | ----------
11/01/11 06:55		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted] ---------- | Plain text content | ----------
11/01/11 06:24		Notification of allocation to a role in OCA		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- You have been allocated in the OCA Incident Manager system to the role of EMG Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 09:18		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
11/01/11 10:21				SMS			New Level 3 incident in OCA: Extreme Weather Event Initiated by Qld Urban Utilities
11/01/11 10:21		New Water Grid Incident		Email			| HTML CONTENT | A new incident has been recorded in the OCAÁ Incident Management system Á Please check in to OCAÁ to review the details. Click here to acknowledge this message Do not reply to this email Message from OCAÁ Incident Manager system | Plain text content | A new incident has been recorded in the OCA Incident Management system. Please check in to OCA to review the details. Click here to acknowledge this message < %(ACKNOWLEDGEMENT():Acknowledgement%20link } > Do not reply to this email. Message from OCA Incident Manager system Reply with the word "%(ACKNOWLEDGEMENT().Code }" to acknowledge this message. A new incident has been recorded in OCA. Please log in to review and monitor.
11/01/11 10:21				SMS			
11/01/11 10:31		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 10:34		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Need next Technical report ASAP Due: 11/01/2011 11:33 AM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
11/01/11 10:39	[redacted]	A new report has been lodged		Email			| HTML CONTENT | ACK-Withcott and Extreme WeatherType: R02 Emergency notification acknowledgement | Plain text content |
11/01/11 10:40		Emergency response task assigned: (none)		Email			| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Assign a representative to the Water Grid Emergency Management Team Due: 11/01/2011 10:40 AM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 10:44	[redacted]	Incident Notification Acknowledgement	Extreme Weather Event -2300EST-10JAN11	Email	ACK-Withcott and Extreme Weather	[redacted]	..... | HTML CONTENT | ..... Incident Manager ${ZGYtMV9mLUluaXRpYXRpbmcgYWdlbmN5X3Qtb3B0X29jYXJlcC1FTUU=:Initiating agency } In response to your incident notification for the ${ZGYtMV9mLVNldmVyaXR5IGxldmVsX3Qtb3B0X29jYXJlcC1FTUU=:Severity level } incident - ${Y2YtbmFtZV9kZi0xX2YtTmFtZV90LXRleHRfb2NhcmVwLUVNRQ==:Name }. I advise that the initial WGM response is included in the incident acknowledgement report, now available in the OCA system and attached to the incident.Â Â Please check into OCA to review the details in this report. Â [redacted] Duty Manager Â Â SEQ Water Grid ManagerÂ Â [redacted] Post: PO Box 16205, BRISBANE CITY EAST.Â QLD 4002 Visit: Level 15, 53 Albert St, BRISBANE ABN: 14 783 317 630
11/01/11 10:50	[redacted]	You have been assigned a task		Email			..... | Plain text content | ..... Incident Manager ${ZGYtMV9mLUluaXRpYXRpbmcgYWdlbmN5X3Qtb3B0X29jYXJlcC1FTUU=:Initiating agency } ..... | HTML CONTENT | ..... Assign a representative to the Water Grid Emergency Management TeamDue: 11/01/2011 10:40 AMPlease assign a liason officer to be based at the Water Grid ... . | Plain text content | .....
11/01/11 10:50		Emergency response task assigned: (none)		Email			..... | HTML CONTENT | .... | Plain text content | ..... Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system Title: Stage 2 dam release scenario modelling Due: 11/01/2011 11:49 AM Please do not reply to this email Message from OCA Incident Manager for: SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 12:18		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - WaterSecure). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
11/01/11 13:49	[redacted]	A new log entry has been created		Email			| HTML CONTENT | 1100 hrs - [redacted] attended SDCC telecon as Water Grid EMT representative. BoM provided hydrological update based on latest flow predictions from Wivenhoe and unregulated sources. | Plain text content |
11/01/11 13:50		A new log entry has been created		Email			| HTML CONTENT | Interview with Barry Dennien on ABC national radio to run at 2.00pm and 3.00pm) | Plain text content |
11/01/11 13:54		A new log entry has been created		Email			| HTML CONTENT | Interview with Dan Spiker on 4BC live | Plain text content |
11/01/11 14:01		A new log entry has been created		Email			| HTML CONTENT | Interview with Dan Spiller on Triple M (8:05) | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 14:03	[redacted]	A new log entry has been created		Email		[redacted]	| HTML CONTENT | Media coverage achieved with ABC, 4BC, Triple M and B105 - conservation messages consistent, asking all Brisbane residents to conserve water | Plain text content |
11/01/11 14:05	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Media coverage achieved with ABC, 4BC, Triple M and B105 - conservation messages consistent, asking all Brisbane residents to conserve water | Plain text content |
11/01/11 14:15	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Â Watersecure Status Â <span lang="en-au" style="font-family tahoma, "san | Plain text content |
11/01/11 14:16	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Interview with Dan Spiller on ABC Sydney News (news grabs to be run thoughout the day) | Plain text content |
11/01/11 14:23	[redacted]	A new log entry has been created		Email			| HTML CONTENT | 2:15pm phone hookup - Connected supply update | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 14:32	[redacted]	A new log entry has been created		Email		[redacted]	| HTML CONTENT | Pre-recorded interview with Barry Dennien on CFM and Mix FM - to mitigate rumours regarding water being unsafe to drink | Plain text content |
11/01/11 14:33		A new log entry has been created		Email			| HTML CONTENT | Interview with Barry Dennien for print article in the Sydney Morning Herald | Plain text content |
11/01/11 14:41		A new log entry has been created		Email			| HTML CONTENT | EMR discussion with Grid Participants for connected supply | Plain text content |
11/01/11 14:42		A new log entry has been created		Email			| HTML CONTENT | Background briefing provided to New Scientist Magazine on Wivenhoe releases | Plain text content |
11/01/11 14:54		A new log entry has been created		Email			| HTML CONTENT | Conservation media release drafted and with the Minister's Office for approval. Coverage already recieved across ABC, 4BC, Triple M, B105 and CFM via general interviews. | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 15:03		Emergency response task assigned: (none)		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Reservoir top up - maximise storage levels. Due: 11/01/2011 11.32 PM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
11/01/11 15:12	[redacted]	Emergency Management - Meeting schedules for 12 Jan 11	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email			---------- | HTML CONTENT | ---------- Hello all, Â Schedule for tomorrows teleconferences. If you are mentioned in the brackets please either attend the WGM offices Emergency Management Room or dial in on the teleconference account: Â Phone no: [redacted] Acct: 7243 3128 Code: 4045 Â 0800 â€" Daily EMT planning conf (WGM EMT staff) 0930 â€" Isolated Supplies Telecon (WGM, QUU, Seqwater) 1030 â€" Connected Supplies Telecon (WGM, LinkWater, Seqwater, Allconnex, QUU, UnityWater) 1130 â€" Releases and Flooding Telecon (WGM, Seqwater) 1600 â€" (reserved) Isolated Supplies Telecon(WGM, QUU, Seqwater) 1630 â€" (reserved) Connected Supplies Telecon(WGM, LinkWater, Seqwater, Allconnex, QUU, UnityWater) 1700 â€" EMT evening planning conf (WGM EMT staff) Â WGM Emergency Manager ---------- | Plain text content | ---------- Hello all,
11/01/11 15:13	[redacted]	You have been assigned a task		Email			---------- | HTML CONTENT | ---------- Reservoir top up - maximise storage levels.Due: 11/01/2011 11.32 PMCan you please look to top up all reservoirs over the next ... ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 15:13	[redacted]	You have been assigned a task		Email		[redacted]	---------- | HTML CONTENT | ---------- Reservoir top up - maximise storage levels Due: 11/01/2011 11:32 PMCan you please look to top up all reservoirs over the next .. ---------- | Plain text content | ----------
11/01/11 15:13		You have been assigned a task		Email			---------- | HTML CONTENT | ---------- Reservoir top up - maximise storage levels Due: 11/01/2011 11:32 PMCan you please look to top up all reservoirs over the next ---------- | Plain text content | ----------
11/01/11 15:13		You have been assigned a task		Email			---------- | HTML CONTENT | ---------- Reservoir top up - maximise storage levels.Due: 11/01/2011 11:32 PMCan you please look to top up all reservoirs over the next ... ---------- | Plain text content | ----------
11/01/11 15:16		Emergency response task assigned: (none)		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: Northern Region Asset Inundation - 1602EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system. Title: Landers Shute WTP Due: 11/01/2011 04:44 PM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
11/01/11 15:28		You have been assigned a task		Email			---------- | HTML CONTENT | ---------- Landers Shute WTPDue: 11/01/2011 04:44 PMGary Sabburg - Can you please supply ASAP population .. ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 15:26	[redacted]	You have been assigned a task		Email		[redacted]	| HTML CONTENT | Landers Shute WTPDue. 11/01/2011 04:44 PMGary Sabburg - Can you please supply ASAP population ... | Plain text content |
11/01/11 15:55		A new log entry has been created		Email			| HTML CONTENT | Twitter is currently being monitored rumours are rising surrounding the ability of Wivenhoe Dam wall to hold the water. The Water Grid Communications Team has negated these rumours | Plain text content |
11/01/11 15:57		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - Allconnex). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
11/01/11 16:01		Situation Report available in OCA		Email			| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: Sit Rep 5 Extreme Weather Event Lodged by: OUU Event: Extreme Weather Event - 2300EST - 10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.
11/01/11 16:01		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 16:02		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
11/01/11 16:02		Situation Report available in OCA		Email			| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system Report title: Sit Rep 4 Extreme Weather Event Lodged by: OUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.
11/01/11 16:06		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
11/01/11 16:08	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Engaged with the Queensland Police Facebook page - (80 745 fans to date) - sending all Water Grid updates to media contact at Queensland Police | Plain text content |
11/01/11 16:11		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 16:30	[redacted]	Fwd: Request for logistic support - SEQ Water Grid	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	Isolated town supply summary - 11111@11.xlsx	[redacted]	---------- | HTML CONTENT | ---------- Per telecom at 1605hr, please find attached a log of requested support tasks consisting of 5 towns requiring the supply of potable water (thru tanker or bottled water) and one water treatment plant requiring a resupply of lime. Â The attachment includes detail of the time-line for supply of water to townships, based on what remains within the reservoirs at present. Â With regards to the Water Treatment Plant, we have procured some lime, but are unable to get it to the plant. The plant supplys approx 40,000 pers on the Sunshine Coast, and will fail within 24 hours. Â Included in the attachment are the contact details for personnel at a local level best able to answer queries and to coordinate movements and local support. Â Regards Â [redacted] Duty Emergency Executive [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form
11/01/11 16:49		Acknowledgement - New contact request		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: Media Team Media Team, (none) When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to emergency@seqwgm.com.au, requesting an account for the user and specifiying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 16:50		Emergency response task assigned: (none)		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- incident: A task has been assigned to you for action in the OCA Incident Manager system: Title: Contact details for approval: Media Team Media Team Due: (none) Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
11/01/11 16:50		Acknowledgement - New contact request		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval Name: EMO Media, (none) When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA roles they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
11/01/11 16:51		You have been assigned a question		Email			---------- | HTML CONTENT | ---------- Regarding Contact: EMO MediaA new contact has been entered by COMMS WGM of SEQ WGM. ... ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 16:52		Acknowledgement - New contact request		Email		[redacted]	| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval. Name: Troy Davies, (none) When the administrator approves this contact the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
11/01/11 16:53	[redacted]	A new log entry has been created		Email			| HTML CONTENT | No further action at this stage on the water conservatoin media release, as discussed with the Minister's Office Please note this media release has not been issued to media, although messaging has been included in radio interviews this after
11/01/11 16:54		Contact detail changes submitted for approval		Email			| Plain text content | | HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: Media & Public Affairs Branch Position: (none) When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email This message from OCA Incident Manager for SEQ Water Grid Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 16:55		Acknowledgement - New contact request		Email		[redacted]	| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: Phil Nickerson, (none) When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE. Approval of the new contact could take up to two hours Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
11/01/11 16:57		Situation Report available in OCA		Email			| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: Sit Rep 5 ExtremeWaether Event Lodged by: OUU Event: Extreme Weather Event - 2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management
11/01/11 16:57		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
11/01/11 17:02		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 17:06		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: [redacted] ype: Email | Plain text content |
11/01/11 17:07		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
11/01/11 17:07		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
11/01/11 17:13		You have received an inbound communication		Email			| HTML CONTENT | From [redacted] first point of contact)Type: Email | Plain text content |
11/01/11 17:43		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] ype: Email | Plain text content |
11/01/11 17:45		You have received an inbound communication		Email			| HTML CONTENT | From: A [redacted] ype: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 17:47		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: [redacted] (first point of contact) Type: Email | Plain text content |
11/01/11 17:51		Contact detail changes submitted for approval		Email			| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: Renee Story Position: Security Officer When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management
11/01/11 17:51		Contact detail changes submitted for approval		Email			| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: Security Officer When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management
11/01/11 17:52		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact: [redacted] of an existing contact have been amended by [redacted] | Plain text content |
11/01/11 17:52		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact: [redacted] of an existing contact have been amended by [redacted] | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 18:07		Situation Report available in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: Sit Rep 6 Extreme Weather Event Lodged by: OUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email This message from OCA Incident Manager for SEQWGM Emergency Management
11/01/11 18:07		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
11/01/11 18:08		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
11/01/11 18:10	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Interview with Dan Spiller on ABC Radio News | Plain text content |
11/01/11 18:12	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Interview with Dan Spiller on ABC 612 - Wivenhoe Dam | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 18:12		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
11/01/11 18:17		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
11/01/11 18:44	[redacted]	Atkinson Dam WTP update	Atkinsons Dam WTP inundation - 1230EST-10JAN11	Email			| HTML CONTENT | Hi [redacted] A When you get the opportunity, can you please contact the Duncan's and get an update form them on how things are progressing (or not) at Atkinson's Dam WTP and residents/consumers A Thanks, [redacted] | Plain text content | Hi [redacted] When you get the opportunity, can you please contact the [redacted] and get an update form them on how things are progressing (or not) at Atkinson's Dam WTP and residents/consumers. Thanks, [redacted]
11/01/11 18:50		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
11/01/11 18:51		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 18:51		You have received an inbound communication		Email		[redacted]	---------- | HTML CONTENT | ---------- From: [redacted] ype: Email ---------- | Plain text content | ----------
11/01/11 19:00		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted] first point of contact)Type: Email ---------- | Plain text content | ----------
11/01/11 19:16		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted] Type: Email ---------- | Plain text content | ----------
11/01/11 23:07	[redacted]	A new log entry has been created		Email			---------- | HTML CONTENT | ---------- Interview with Barry Dennien with ABC TV (phone interview) ---------- | Plain text content | ----------
11/01/11 23:09		A new log entry has been created		Email			---------- | HTML CONTENT | ---------- Interview with Barry Dennien on 4BC ---------- | Plain text content | ----------
11/01/11 23:10		A new log entry has been created		Email			---------- | HTML CONTENT | ---------- Interview with Barry Dennien on ABC Brisbane, Steve Austin's show ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
11/01/11 23:48		You have received an inbound communication		Email		[redacted]	---------- | HTML CONTENT | ---------- From: Dan SpillerType: Email ---------- | Plain text content | ----------
12/01/11 00:02		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted](first point of contact)Type: Email ---------- | Plain text content | ----------
12/01/11 00:09		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: SDCCOPS [redacted]ype: Email ---------- | Plain text content | ----------
12/01/11 07:50	[redacted]	Re: FW: Drinking water fact sheet	Wivenhoe Dam Releases 1230EST-06JAN11	Email			---------- | HTML CONTENT | ---------- Dan Spiller wrote on 12/01/2011 06:41 Â Â From [redacted] Sent Tuesday, January 11, 2011 10:04 PM To [redacted] Dan Spiller Subject: Drinking water fact sheet Â Dear Dan and [redacted] Our fact sheet for distribution to affected residents when loss of water supply occurs. Â from our website

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 07:50	[redacted]	Re: FW: Drinking water fact sheet	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted]	| HTML CONTENT | Dan Spiller wrote on 12/01/2011 06:41: Â Â From: [redacted] Sent: Tuesday, January 11, 2011 10:04 PM To: [redacted] Dan Spiller Subject: Drinking water fact sheet Â Dear Dan and [redacted] Our fact sheet for distribution to affected residents when loss of water supply occurs. [redacted] from our website
12/01/11 07:50	[redacted]	Drinking Water Fact Sheet	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Ensuring safe drinking walermodWGM.docx		| HTML CONTENT | Hi Dan, Â Just popping this document in OCA Â Do you have Arran's contact details - I have emailed him and asdked him to call me Â Thanks, [redacted] | Plain text content | Hi Dan, Just popping this document in OCA Do you have Arran's contact details,- I have emailed him and asdked him to call me Thanks, [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 07:50	[redacted]	Drinking Water Fact Sheet	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Ensuring safe drinking watermodWGM.docx	[redacted]	| HTML CONTENT | Hi Dan. Â Just popping this document in OCA. Â Do you have Arran's contact details - I have emailed him and asdked him to call me. Â Thanks, [redacted] | Plain text content | Hi Dan. Just popping this document in OCA Do you have Arran's contact details - I have emailed him and asdked him to call me Thanks, [redacted]
12/01/11 08:22		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
12/01/11 08:27		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] (first point of contact)Type: Email | Plain text content |
12/01/11 08:27		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] ype: Email | Plain text content |
12/01/11 08:42	[redacted]	A new log entry has been created		Email			| HTML CONTENT | BCC Community Service announcement - drinking water quality | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 08:43		You have received an inbound communication		Email		[redacted]	---------- | HTML CONTENT | ---------- From: [redacted] ype: Email ---------- | Plain text content | ----------
12/01/11 09:05		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted] Type: Email ---------- | Plain text content | ----------
12/01/11 09:13		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted] Type: Email ---------- | Plain text content | ----------
12/01/11 09:13		Notification of allocation to a role in OCA		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
12/01/11 09:14	[redacted]	A new log entry has been created		Email			---------- | HTML CONTENT | ---------- Media Requests - 12 January 2011 ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 09:25		Acknowledgement - New contact request		Email		[redacted]	| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval. Name: Lachlan Window, Project Manager When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 09:28		Acknowledgement - New contact request		Email			| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: Chris Snape, Portfolio Manager When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to NOTE: Approval of the new contact could take up to two hours Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 09:31		Acknowledgement - New contact request		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 09:33	[redacted]	Welcome to OCA		Email	ORG - Change personal notification preferences. ORG - Allocate into your system role. ORG - Names used to refer to menus and toolbars. ORG - View details of an incident		---------- | HTML CONTENT | ---------- Welcome to OCA %{contactfield1:First name }. Â Your account has now been activated.Â Please use the details below to login to the system Â OCAÂ URL:Â Â Â Â https://emergency.seqwgm.com.au User name:Â %{contactfield1:First name }.%{contactfield2:Last name } Password:Â Â Â Password1 NB. The system will ask you to change your password on first login. Â Attached are a few quick reference guide (ORGs)Â which will help you to get started with OCA Â Should you have any questions please do not hesitate to email emergency@seqwgm.com.au or call 3404 0799. Â Regards. OCAÂ Administrator (Brett Spink) ---------- | Plain text content | ---------- Welcome to OCA %{contactfield1:First name }. Your account has now been activated Please use the details below to login to the system: URL:https://emergency.seqwgm.com.au < https://emergency.seqwgm.com.au/ > User name: %{contactfield1:First name }.%{contactfield2:Last name } Password:Password01 NB. The system will ask you to change your password on first login

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 09:42	[redacted]	A new log entry has been created		Email		[redacted]	HTML CONTENT Water Conservation Media Alert Plain text content
12/01/11 09:50		A new log entry has been created		Email			HTML CONTENT Contacted [redacted] as requested by [redacted] RE truck for time delivery not needed through Gold Coast LDMG as Seqwater have organisedA their ownA courier [redacted] confirmed no issues with cancellation Plain text content
12/01/11 09:56		Emergency response task assigned: (none)		Email			HTML CONTENT Plain text content Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the QCA Incident Manager system: Title: Assign a representative to the Water Grid Emergency Management Team Due: 11/01/2011 10:40 AM Please do not reply to this email Message from QCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 10:01		Webmail impacted?		Email			HTML CONTENT Hi Lee, Â Can you touch base with [redacted] about this Â Webmail just dropped out and I can't connect. Is this what happened yesterday? Need to see if this is a transient or serious issue. Â Cheers, [redacted] Plain text content [redacted] Can you touch base with Zoe about this Webmail just dropped out and I can't connect. Is this what happened yesterday? Need to see if this is a transient or serious issue [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 10:12	[redacted]	Safe drinking Water draft media release	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	| HTML CONTENT | Hi [redacted] Â I have lost Webmail, so will use this and possibly home email later so not to clog up OCA. Â Have you heard from Dan/[redacted]Barry about media release? Possibly may have to go to Mins office for approval too Â Are there any other WO issues/tasks that you are aware of? Â Thanks, [redacted] | Plain text content | Hi [redacted] I have lost Webmail, so will use this and possibly home email later so not to clog up OCA. Have you heard from Dan/[redacted]Barry about media release? Possibly may have to go to Mins office for approval too. Are there any other WO issues/tasks that you are aware of? Thanks, [redacted]
12/01/11 10:24		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
12/01/11 10:56		Contact detail changes submitted for approval		Email			| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation. Name: Phil Surtees (first point of contact) Position: Sen. Ops Manager When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 10:57		You have been assigned a question		Email		[redacted]	HTML CONTENT Regarding Contact: [redacted] (first point of contact)Details of an existing contact have been amended by [redacted] Plain text content
12/01/11 11:02		Contact detail changes submitted for approval		Email			HTML CONTENT Plain text content The changes for the following contact have been submitted to the OCA system administrator for confirmation Name: [redacted] (first point of contact) Position: Sen. Ops Manager When the administrator has confirmed the changes they will appear in the contact directory Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 11:03		You have been assigned a question		Email			HTML CONTENT Regarding Contact [redacted] (first point of contact)Details of an existing contact have been amended by [redacted] Plain text content
12/01/11 11:04		Contact detail changes submitted for approval		Email			HTML CONTENT Plain text content The changes for the following contact have been submitted to the OCA system administrator for confirmation Name: [redacted] Position: Ops Manager GCDA When the administrator has confirmed the changes they will appear in the contact directory Please do not reply to this email This message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 11:06	[redacted]	Technical Coordination Team contact details	Atkinsons Dam WTP inundation - 1230EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event -2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email		[redacted]	..... | HTML CONTENT | ..... Colleagues, Â The Water Grid Emergency Management Team is forming some Technical Coordination Teams to support the response effort. Contact details of the WGM members for theseÂ teams are as follows: Â Stand Alone Towns (SEQWater lead) [redacted] Senior Systems Engineer [redacted] Â Chemical Supply Management (SEQWater lead). [redacted] - Water Engineer, [redacted] Â Water Quality (LinkWater lead). [redacted] - Water Quality Officer, [redacted] Â Resource Coordination (LinkWater lead): [redacted] - Water Engineer, [redacted] Â Demand Management (SEQWGM lead):
12/01/11 11:08		Contact detail changes submitted for approval		Email			..... | HTML CONTENT | .... | Plain text content | ..... The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: Phil Surtees (first point of contact) Position: Sen. Ops Manager When the administrator has confirmed the changes they will appear in the contact directory Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 11:24		Notification of allocation to a role in OCA		Email			..... | HTML CONTENT | .... | Plain text content | ..... You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 11:29		Contact detail changes submitted for approval		Email		[redacted]	..... | HTML CONTENT | .... | Plain text content | ..... The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: Matt Service Position: Ops Manager WCRW When the administrator has confirmed the changes they will appear in the contact directory Please do not reply to this email This message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 11:30	[redacted]	A new log entry has been created		Email			..... | HTML CONTENT | ..... Interview with Barry Dennien on ABC Southern Queensland ..... | Plain text content | .....
12/01/11 11:33	[redacted]	IMPORTANT: Change to emergency contact email for WGM	Wivenhoe Dam Releases 1230EST 06JAN11	Email			..... | HTML CONTENT | ..... Colleagues. Â We are experiencing some issues with our email system due to power outages around Brisbane. In the short term please use the following email address as the emergency contact email for the WGM: Â [redacted] ..... | Plain text content | ..... Colleagues. We are experiencing some issues with our email system due to power outages around Brisbane. In the short term please use the following email address as the emergency contact email for the Water Grid Emergency Management Team: [redacted] We will advise when current email issues are resolved. Regards

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 11:39		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
12/01/11 11:45	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Conservation messaging sent to OUU communications team | Plain text content |
12/01/11 11:59		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of EMT Member (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
12/01/11 12:07		A new log entry has been created		Email			| HTML CONTENT | SDCC has provided latest information on asset status and support requests to district disaster coordinators for their prioritisation. Email details below </div | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 12:10	[redacted]	TELECONFERENCE SCHEDULE	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- Hello all, Â Please note that the following teleconference schedule will apply until further notice. Daily at 7:30am and 4pm Â Leads of the 5 technical coordination teams are to dial in and have sent through a summarised sitrep prior to the teleconference. If you do not have access to OCA please supplt to your OCA rep for input Â - Demand Management (WGM) - [redacted] - Resource CoordinationÂ (LinkWater) - [redacted] - Stand alone Towns (Seqwater) - [redacted] - Chemical Supply Management (Seqwater)Â - [redacted] - Water Quality (LinkWater) - [redacted] Â The OCA email account is nowÂ se[redacted] Â The Incident Manager from each Grid Participant is also to dial in. Please limit numbers where possible to the necessary people listed above Â Teleconference details: 1[redacted] Â Regards Water Grid Emergency Management Team
12/01/11 12:22		Emergency response task assigned: (none)		Email			---------- | Plain text content | ---------- ---------- | HTML CONTENT | ----------
12/01/11 12:32	[redacted]	You have been assigned a task		Email			---------- | Plain text content | ---------- Incident: Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: TELECONFERENCE Due: 12/01/2011 01:30 PM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management ---------- | HTML CONTENT | ---------- TELECONFERENCEDue: 12/01/2011 01:30 PMHello all, Please note that the following teleconference ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 12:32	[redacted]	You have been assigned a task		Email		[redacted]	| HTML CONTENT TELECONFERENCEDue: 12/01/2011 01:30 PMHello all, Please note that the followng teleconference . | Plain text content
12/01/11 12:32		You have been assigned a task		Email			| HTML CONTENT TELECONFERENCEDue: 12/01/2011 01:30 PMHello all, Please note that the following teleconference | Plain text content
12/01/11 12:32		You have been assigned a task		Email			| HTML CONTENT TELECONFERENCEDue: 12/01/2011 01:30 PMHello all, Please note that the following teleconference ... | Plain text content
12/01/11 12:32		You have been assigned a task		Email			| HTML CONTENT TELECONFERENCEDue: 12/01/2011 01:30 PMHello all, Please note that the following teleconference .. | Plain text content
12/01/11 12:32		You have been assigned a task		Email			| HTML CONTENT TELECONFERENCEDue: 12/01/2011 01:30 PMHello all, Please note that the following teleconference ... | Plain text content
12/01/11 12:32		You have been assigned a task		Email			| HTML CONTENT TELECONFERENCEDue: 12/01/2011 01:30 PMHello all, Please note that the following teleconference ... | Plain text content

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 12:39		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | Plain text content Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Media Enquiry - Sunday Mail Due: 12/01/2011 01:30 PM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 12:41		Situation Report available in OCA		Email			| HTML CONTENT | Plain text content A new or amended sitrep has been registered in the OCA Incident Manager system Report title: Sit Rep 1 Extreme Weather Event 12-1 Lodged by: OUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email This message from OCA Incident Manager for SEQWGM Emergency Management.
12/01/11 12:41		New report		Email			| HTML CONTENT A new report has been created | Plain text content
12/01/11 12:46		New report		Email			| HTML CONTENT A new report has been created | Plain text content

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 12:52		Contact detail changes submitted for approval		Email		[redacted]	| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: Manager Dam Operations When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management.
12/01/11 12:53		Contact detail changes submitted for approval		Email			| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: Principal Risk Adviser When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email This message from OCA Incident Manager for SEQ Water Grid Emergency Management.
12/01/11 12:56	[redacted]	Re: Test		Email			| HTML CONTENT | Hi Rob. Â Have updated you email detailsÂ in OCA and yes you can reach Dan on this email account. We will action requests as they come in. Â Cheers Water Grid Emergency Management Team [redacted] Â Robert Drury wrote on 12/01/2011 12:37: Dan, Just checking if your email is working or should I use the emergency backup you sent as above. Â Also can you use this Hotmail one as well as my Seqwater one in the interim. Â [redacted] Â Â May not be as quick a response time as the Blackberry only has phone calls now. Â Rob | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 12:59		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Technical Situation Report by 3pm Due: 12/01/2011 03:00 PM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 13:01		Contact detail changes submitted for approval		Email			| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: Principal Risk Adviser When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management.
12/01/11 13:02		Contact detail changes submitted for approval		Email			| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: Rob Drury Position: Manager Dam Operations When the administrator has confirmed the changes they will appear in the contact directory Please do not reply to this email This message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 13:03		Contact detail changes submitted for approval		Email			| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation. Name: [redacted] Position: Ops Manager WCRW When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 13:03		Contact detail changes submitted for approval		Email		[redacted]	| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] (first point of contact) Position: Sen Ops Manager When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email This message from OCA Incident Manager for SEQ Water Grid Emergency Management.
12/01/11 13:04		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact: [redacted] Details of an existing contact have been amended b[redacted] | Plain text content |
12/01/11 13:04		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact [redacted] first point of contact)Details of an existing contact have been amended by [redacted] | Plain text content |
12/01/11 13:04		Contact detail changes submitted for approval		Email			| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: Ops Manager GCDA When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management.
12/01/11 13:18	[redacted]	Test email sent by Noggin		Email			| HTML CONTENT | Test email sent by Noggin | Plain text content | Test email sent by Noggin

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 13:18		Acknowledgement - New contact request		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: Stephen Robertson, Minsiter When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to emergency@seqwgm.com.au, requesting an account for the user and specifiying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 13:21		Acknowledgement - New contact request		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval. Name: John Bradley, Director General When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifiying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 13:23		Acknowledgement - New contact request		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] (none) When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifiying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 13:24		You have been assigned a question		Email			---------- | HTML CONTENT | ---------- Regarding Contact [redacted] A new contact has been entered by [redacted] of SEQ WGM. ... ---------- | Plain text content | ----------
12/01/11 13:24		Acknowledgement - New contact request		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: Ken Smith, (none) When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifiying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 13:26		Acknowledgement - New contact request		Email		[redacted]	| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval Name: Peter Martin, (none) When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifiying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 13:27		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact: [redacted] new contact has been entered by [redacted] of SEQ WGM | Plain text content |
12/01/11 13:28		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact: Stephen RobertsonA new contact has been entered by [redacted] of SEQ WGM | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 13:28		Acknowledgement - New contact request		Email		[redacted]	| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] (none) When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 13:29		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact [redacted] new contact has been entered by [redacted] of SEQ WGM. ... | Plain text content |
12/01/11 13:29		Acknowledgement - New contact request		Email			| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] (none) When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted], requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 13:32		Acknowledgement - New contact request		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] (none) When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours Please do not reply to this email. Message from OCA Incident Manager for SEO Water Grid Emergency Management
12/01/11 13:33		Contact detail changes submitted for approval		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The changes for the following contact have been submitted to the OCA system administrator for confirmation Name: COMMS WGM Position: Duty Manger When the administrator has confirmed the changes they will appear in the contact directory Please do not reply to this email. This message from OCA Incident Manager for SEO Water Grid Emergency Management.
12/01/11 13:34		You have been assigned a question		Email			---------- | HTML CONTENT | ---------- Regarding Contact: COMMS WGMDetails of an existing contact have been amended by Brett . ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 13:35		Acknowledgement - New contact request		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval. Name: Damien Brown, (none) When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifiying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 13:44	Brett Spink	Update regarding Water Grid Supply Situation	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email			---------- | HTML CONTENT | ---------- All, Water supply status across the Water Grid is as follows Á WE, WATERSECUREÁ AND SEQWATER ARE EXPERIENCING EMAIL ISSUES. ALL EMAILS SHOULD BE SENT TO THIS ADDRESS (seqwgm@id.ngcomms.net). FOR KEY ISSUES, PLEASE ALSO CONFIRM RECEIPT VIA SMS OR MOBILE. Water quality All water continues to meet quality requirements The exception is supply to about 20 people at Atkinson, where a boiled water notice has been issued Stand-alone towns We are carting water to Kenilworth and Dayboro, though capacity may be limited. Helicopters have been hired to enable supply of bottled water to other towns, in partnership with QUU. Supply is being prioritised based on remaining storage. Critical towns include Jimna, Linville and Withcott, which are all relatively small. We are seeking to bring the standby water treatment plant online at Kilcoy/Somerset. This town is significantly larger than the others currently being supplied bottled water Central SEQ In central SEQ, water storage levels remain high. Reservoirs are likely to be drawn down over coming days, with the extent of drawdown depending upon demand and any asset failures (both bulk and local). Available supply capacity to the central area is up to about 320 ML/day. Typical demand in this area is about 370 ML/day. The 50 ML/day difference will be supplied by drawing down reservoirs. Conservation is important to minimise drawdown. Every effort is being made to have more water available by Friday, in order to ensure water is available for clean up, in term of treatment assets: Mt Crosby East Bank WTP is offline. The raw water pump station is very close to being flooded, which may result in

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 13:45		Contact detail changes submitted for approval		Email		[redacted]	| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation. Name: [redacted] Position: Manager Water Treatment Operations -North When the administrator has confirmed the changes they will appear in the contact directory Please do not reply to this email This message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 13:46		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact: [redacted] Details of an existing contact have been amended by [redacted] | Plain text content |
12/01/11 14:02		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Technical Officer (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
12/01/11 14:36		Emergency response task assigned: (none)		Email			| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Media Enquiry - Sunday Mail Due: 12/01/2011 01:30 PM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 15:08		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - Old Urban Utilities). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
12/01/11 15:14		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of EMT Member (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
12/01/11 15:49	Brett Spink	Fwd: Fwd: Emergency Alert - Chinchilla Water Supply	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	Header, Part.002		| HTML CONTENT | FYI - from EMR... Â Â Good afternoon, Â An emergency alert has been issued for residents connected to the Chinchilla Water Supply. Residents are urgedÂ to boil water for 3 minutes prior to consumption until further notice as e-Coli has been detected. Please also advise your neighbours For further information please contact [redacted] Â Regards, Â Media and Corporate Communications - Emergency Services Department of Community Safety

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 15:59		Situation Report available in OCA		Email		[redacted]	..... | HTML CONTENT | .... | Plain text content | ..... A new or amended sitrep has been registered in the OCA Incident Manager system Report title: LinkWater SitRep Lodged by: LinkWater Event: Extreme Weather Event - 2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email This message from OCA Incident Manager for SEQWGM Emergency Management.
12/01/11 15:59		New report		Email			..... | HTML CONTENT | ..... A new report has been created ..... | Plain text content | .....
12/01/11 16:02	[redacted]	Fwd: Esk - water use	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email			..... | HTML CONTENT | .... | Plain text content | ..... Comms. Potential contact required or messaging needed? Cheers Water Grid EMR Has the word got out that supply is limited? There is word from Esk that fire brigades are using town water for cleaning down using hydrants rather than using river water

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 16:04		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
12/01/11 16:12	[redacted]	Fwd: FW:	Extreme Weather Event -2300EST-10JAN11	Email			| HTML CONTENT | | Plain text content |

[redacted]

Just validating that this has been addressed

Thanks,

[redacted]

As below, can we get five pars asap. Thanks [redacted]

From: [redacted]
Sent: [redacted]ary 2011 12:44 PM
To: [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 16:26	[redacted]	Fwd: Volume of water in Linkwater reservoirs	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email		[redacted]	HTML CONTENT Plain text content QUU has concerns with the constraints around Mt Crosby and SRWP being able to produce water and ask that you please provide us urgently with some details as to the volumes of water (and days supply) still available in storage reservoirs owned and managed by SEQwater and Linkwater that would supply to QUU Thank you. Mike [redacted] General Manager Major Projects & Commercial Services Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 [redacted] W: www.urbanutilities.com.au This message has passed through an insecure network Please direct all enquiries to the message author. This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and
12/01/11 16:44	[redacted]	Brisbane LDMG Contact number		Email			HTML CONTENT Hello QUU. Â Hoping you can assist and provide a contact name and number for a representative on the Brisbane LDMG? Â Thanks Water Grid Emergency Management Team [redacted] Plain text content Hello QUU. Hoping you can assist and provide a contact name and number for a representative on the Brisbane LDMG? Thanks Water Grid Emergency Management Team [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 16:48	[redacted]	Re: Volume of water in Linkwater reservoirs	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email		[redacted]	| HTML CONTENT Hi [redacted] and QUU CIM Â This is currently being discussed as part of the 4PM teleconference Regards Water Grid Emergency Management Team [redacted] Â Â Michael Griffiths wrote on 12/01/2011 15:28: QUU has concerns with the constraints around Mt Crosby and SRWP being able to produce water and ask that you please provide us urgently with some details as to the volumes of water (and days supply) still available in storage reservoirs owned and managed by SEQwater and Linkwater that would supply to QUU. Thank you. Mike [redacted] General Manager Major Projects & Commercial Services Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001 [redacted]
12/01/11 16:53	[redacted]	Transport Routes request to SDCC	Wivenhoe Dam Releases 1230EST-06JAN11	Email			| HTML CONTENT Hello SDCC, Â Can you please provide best source of truth for us to determine all open / closed roads accross SEQ. We need to ensure tankering of water and chemical deliveries have open routes for delivery? Â Thanks Water Grid Emergency Management Team | Plain text content Hello SDCC, Can you please provide best source of truth for us to determine all open / closed roads accross SEQ. We need to ensure tankering of water and chemical deliveries have open routes for delivery? Thanks Water Grid Emergency Management Team

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 17:07		Emergency response task assigned: (none)		Email		[redacted]	..... | HTML CONTENT | .... | Plain text content | ..... Incident: Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Water Quality Technical group to discuss quality Due: 13/01/2011 03:30 PM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 17:13	[redacted]	Water Balance TCT request to e lead by LinkWater rep	Northern Region Asset Inundation - 1602EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event -2300EST-10JAN11	Email			..... | HTML CONTENT | ..... There is some concern regarding the Water Balance over the next 3-5 days, especially if clean up starts to draw additional demand on the system given some constraints on the current water balance. Â Requesting that Linkwater lead a TCT (Jeff Browne or James Moffat or similar) get together tomorrow with Seqwater and QUU reps to determine options moving forward Can you please reply if this is OK and name the leader of this Team and have them commencevthe working group ASAP? Â A task will follow in OCA to the LinkWater Incident Manager to supply information tomorrow. Â Regards Water Grid Emergency Management Team ..... | Plain text content | ..... There is some concern regarding the Water Balance over the next 3-5 days, especially if clean up starts to draw additional demand on the system given some constraints on the current water balance Requesting that Linkwater lead a TCT (Jeff Browne or James Moffat or similar) get together tomorrow with Seqwater and QUU reps to determine options moving forward. Can you please reply if this is OK and name the leader of this Team and have them commencevthe working group ASAP?
12/01/11 17:17	[redacted]	You have been assigned a task		Email			..... | HTML CONTENT | ..... Water Quality Technical group to discuss qualityDue: 13/01/2011 03:30 PMHi Mark, Can you please work with Old Health to determine ... . | Plain text content | .....

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 17:17		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Water Balance working group Due: 13/01/2011 12:00 PM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 17:26	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Interview with Barry Dennen on Melbourne talkback radio | Plain text content |
12/01/11 17:27		You have been assigned a task		Email			| HTML CONTENT | Water Balance working groupDue: 13/01/2011 12:00 PMPlease provide some modelling around water balance scenarios ... | Plain text content |
12/01/11 17:27		You have been assigned a task		Email			| HTML CONTENT | Water Balance working groupDue: 13/01/2011 12:00 PMPlease provide some modelling around water balance scenarios ... | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 17:27	[redacted]	QUU rep for Water Balance TCT onsite tomorrow from 8:30am	Northern Region Asset Inundation - 1602EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	..... | HTML CONTENT | ..... Hi LinkWater Â The QUU rep for Water Balance TCT will be onsite tomorrow from 8:30am Â Cheers Water Grid Emergency Management Team ..... | Plain text content | ..... Hi LinkWater, The QUU rep for Water Balance TCT will be onsite tomorrow from 8:30am. Cheers Water Grid Emergency Management Team
12/01/11 17:28		A new log entry has been created		Email			..... | HTML CONTENT | ..... Rumours: Enquiry from ABC Sunshine Coast regarding rumours from Energex staff that there are cracks in the Wivenhoe Dam wall and that it is about to break ..... | Plain text content | .....
12/01/11 17:35		A new log entry has been created		Email			..... | HTML CONTENT | ..... Draft media release sent to QUU for approval - Some rural residents temporarily without water ..... | Plain text content | .....

R866

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 17:39	[redacted]	Fwd: FW: Transport Routes request to SDCC		Email		[redacted]	| HTML CONTENT | Hello Seqwater and QUU. Â Please utilise the SDCC advised website below for open/closed road status regarding road deliveries. Â The SDCC relies on this website and LDMGs for specific road information. LDMGs are likely to become sooner of road conditions than theÂ Main Roads website. Â Regards Water Grid Emergency Management Team Â Â Â Â
12/01/11 18:52	[redacted]	A new log entry has been created		Email		[redacted]	| HTML CONTENT | Ministerial statement - Desal plant ramps up to supply quality drinking water | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 19:12	[redacted]	Fwd: Technical Report	Extreme Weather Event -2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_ d W51.docx, Technical_Situation_Report_ W51.doc	[redacted]	---------- | HTML CONTENT | ---------- Attached is the latest Technical Report. Â There are no planned significant changes over night so the next report will be tomorrow morning Â Dan, is 8am okay or do you need it early again? I usually get the FOC statusÂ between 6 and 6.30am. Â There are 2 copies in different Word format. Â Rob ---------- | Plain text content | ---------- Attached is the latest Technical Report There are no planned significant changes over night so the next report will be tomorrow morning Dan, is 8am okay or do you need it early again? I usually get the FOC status between 6 and 6.30am There are 2 copies in different Word format. Rob ---------- | HTML CONTENT | ----------
12/01/11 19:15	[redacted]	Fwd: FW:	Extreme Weather Event -2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email			---------- | Plain text content | ---------- FYI -----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 6:56 PM To: WaterGridMedia Subject: FW: My details here and interview details below Regards [redacted] Assistant Media Advisor Office of the Hon. Stephen Robertson MP Minister for Natural Resources, Mines and Energy and Minister for Trade [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 19:21	[redacted]	Fwd: RE: Urgent - Community Service Announcement for Gatton and Laidley	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Dan. [redacted] is currently chasing this up with the Locker Valley local disaster management group which includes an Energex rep.. [redacted] We are yet to hear back from Energex. Can you please hold back on this release until further notice. We are waiting to give some solution/time frame context. Thanks [redacted] -----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 6:49 PM To: WaterGridMedia Subject: Urgent - Community Service Announcement for Gatton and Laidley
12/01/11 19:23		Notification of allocation to a role in OCA		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - Old Urban Utilities). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 19:38	[redacted]	Fwd: RE: Water statement	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Hi [redacted] We've had conversations with the BCC comms team this afternoon and are happy with the messages that have been put out to date [redacted] -----Original Message----- From [redacted] Sent: Wednesday, 12 January 2011 7:24 PM To: [redacted] Cc: WaterGridMedia Subject: Water statement Hi [redacted] It's my understanding that we don't make statements re: water quality but leave that to local gov't. If this not the case, please let [redacted]ailink Water know. BCC have already come out and said current water in Bris. and Ipswich is ok for now.
12/01/11 20:10	[redacted]	Request for contact details - Ipswich, Somerset, and Lockyer Valley Council LDMG's		Email			---------- | HTML CONTENT | ---------- SDCC Duty Desk Â We are attempting to contact the Ipswich, Somerset and Lockyer Valley Regional Council LDMG's, in order to prepare for the tankering and other supply of potable water to smaller communities Â Will you please provide the contact telephone numbers for the LDMG's for each of these three council regions Â Thanks Â SEQ Water Grid Emergency Room Desk Officer ---------- | Plain text content | ---------- SDCC Duty Desk We are attempting to contact the Ipswich, Somerset and Lockyer Valley Regional Council LDMG's, in order to prepare for the tankering and other supply of potable water to smaller communities Will you please provide the contact telephone numbers for the LDMG's for each of these three council regions Thanks SEQ Water Grid Emergency Room Desk Officer

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 20:11	[redacted]	Fwd: Re: Formal request to Water Grid	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- [redacted] Â Please find attached the response from QH as it relates to the options available to the supply of water post flood. Â Can you please note and action Â Cheers Â [redacted] Â Â Water Grid Team. Â In response to your inquiry about meeting both supply and relevant drinking water standards, Queensland Health requires additional information in order to provide appropriate advice regarding potential public health risk. Â Firstly, we need to know which areas you anticipate will be affected by water that does not meet the current management plan.Â Subsequent to this is a rough estimate for the time period this might occur.Â
12/01/11 20:13	[redacted]	Fwd: RE: Water statement	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- [redacted] That's correct. It is the council / water grid's responsibility to send out boil water alerts & talk about water quality. Alesha, would you mind copying in me to any alerts you do send out so that we are aware. Many thanks Cheers [redacted] >>> [redacted] 12/01/2011 7:25 pm >>> [redacted] We've had conversations with the BCC comms team this afternoon and are happy with the messages that have been put out to date. [redacted] -----Original Message----- From: [redacted] Sent: Wednesday, 12 January 2011 7:24 PM To: Naomi Ford2

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 20:18	[redacted]	Contact Details for Ipswich, Scenic Rim and Somerset LDMG's	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11 Northern Region Asset Inundation - 1602EST-10JAN11	Email		[redacted]	..... | HTML CONTENT | ..... SDCC Duty Desk Â We need to contact the LDMG's for Ipswich Scenic Rim and Somerset in order to plan for the provision of bottled water or water tankers as required. Will you please provide contact details for all three Â Thanks Â SEQ Water Grid Duty Officer ..... | Plain text content | ..... SDCC Duty Desk We need to contact the LDMG's for Ipswich Scenic Rim and Somerset in order to plan for the provision of bottled water or water tankers as required. Will you please provide contact details for all three Thanks SEQ Water Grid Duty Officer
12/01/11 20:47	[redacted]	Fwd: Fwd: WaterSecure chemical availability	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email			..... | HTML CONTENT | ..... Can you please ensure that [redacted]s provided with this information Â Â Â All. Â As mentioned to Paul, Western Corridor have advised of available chemical supplies if current options don't work out. Supply for most chemicals has been secured, main issue for most sites now is access. Â Cheers. [redacted] Â ---------- Forwarded message ---------- From [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 21:36	[redacted]	Re: Re: Request for contact details - Ipswich, Somerset, and Lockyer ValleyCouncil LDMG's		Email		[redacted]	..... | HTML CONTENT | ..... Wrong email address. Â Thanks SEO Water Grid Emergency Room Desk Officer Â Â Urban Utilities Comms wrote on 12/01/2011 21:20: This is Queensland Urban Utilities Emergency Management Team - Communications. . did you mean to send this here? >>> Water Grid Emergency Manager 12/01/2011 8.10 pm >>> SDCC Duty Desk We are attempting to contact the Ipswich, Somerset and Lockyer Valley Regional Council LDMG's, in order to prepare for the tankering and other supply of potable water to smaller communities. Will you please provide the contact telephone numbers for the LDMG's for each of these three council regions. Thanks SEO Water Grid Emergency Room Desk Officer ********** This message has passed through an insecure network Please direct all enquiries to the message author. **********
12/01/11 22:17		Contact detail changes submitted for approval		Email			..... | HTML CONTENT | .... | Plain text content | ..... The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: Brett Spink Position: Risk Program Manager When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEO Water Grid Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 22:18	[redacted]	Fwd: Fwd: Boil order and Brisbane		Email		[redacted]	---------- | HTML CONTENT | ---------- Hi [redacted] and WGM Written advice from [redacted] from Waterfutures Regards [redacted] Sent from my iPad Begin forwarded message: From [redacted] Date: 12 January 2011 9:53:28 PM AEST To: Subject: Boil order and Brisbane It is my understanding that at the present time the raw water being abstracted into the Mt Crosby Water Treatment Plant is of the order 1,300 NTU I understand that the filtered water turbidity is approaching 1 NTU I understand that the chlorination process is functioning appropriately In my best professional judgement, the current level of risk to consumers of drinking water supplied by the Mt Crosby Water Treatment Plant is not sufficient to warrant a boil water order for the following reasons. All relevant viruses and bacteria will be adequately inactivated by the free chlorine disinfection process. Filtering to below or close to 1 NTU will adequately remove particulates and the disinfection will be effective
12/01/11 23:31		Acknowledgement - New contact request		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name [redacted] hone) When the administrator approves this contact the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
12/01/11 23:32		You have been assigned a question		Email		[redacted]	---------- | HTML CONTENT | ---------- Regarding Contact: Dan DeereA new contact has been entered by Brett Spink of SEQ WGM. ---------- | Plain text content | ----------

Sent ('Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
12/01/11 23:34		Acknowledgement - New contact request		Email		[redacted]	| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] Board Member When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
13/01/11 00:19		Contact detail changes submitted for approval		Email			| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: Brett Spink Position: Risk Program Manager When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email This message from OCA Incident Manager for SEQ Water Grid Emergency Management.
13/01/11 00:32		Situation Report available in OCA		Email			| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: SitRep 5 - Extreme Weather Event - 13.01.11 Lodged by: QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 00:32		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content | A new report has been created
13/01/11 00:37		New report		Email			| HTML CONTENT | A new report has been created | Plain text content | A new report has been created
13/01/11 00:42		New report		Email			| HTML CONTENT | A new report has been created | Plain text content | A new report has been created
13/01/11 03:43		Notification of allocation to a role in OCA		Email			| HTML CONTENT | You have been allocated in the OCA Incident Manager system to the role of EMG Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA incident manager for SEQ Water Grid Emergency Management
13/01/11 05:57		Notification of allocation to a role in OCA		Email			| HTML CONTENT | You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 05:57		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
13/01/11 07:08		Acknowledgement - New contact request		Email			| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: Arron Hieatt, Senior Environmental Health Scientist When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to emergency@seqwgm.com.au, requesting an account for the user and specifiying which OCA role/s they will be required to allocate in to NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 07:10	[redacted]	Fwd: Record of teleconference 12 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Record of teleconference 12 January 2011.docx	[redacted]	---------- [HTML CONTENT] ---------- FYI Â Record of teleconference attached Â Please contact me should you require any further information Â Regards, Daniel Spiller This email, together with any attachments, is intended for the named recipient(s) only, and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated otherwise, this email represents only the views of the sender and not the views of the SEQ Water Grid Manager and/or the Queensland Government.
13/01/11 07:13	[redacted]	Fwd: Seqwater Communication Staff		Email		[redacted]	---------- [Plain text content] ---------- ---------- [HTML CONTENT] ---------- Folks, Given the difficulties in reliably accessing the Linkwater email address that had been set-up, we have created an Seqwater Comms staff in Gmail. The address is: [redacted] Please use this email address to contacgt the comms team during the current situation. Apologies for any inconvenience. Many thanks [redacted] ---------- [Plain text content] ---------- Folks, Given the difficulties in reliably accessing the Linkwater email address that had been set-up, we have created an Seqwater Comms staff in Gmail. The address is: [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 07:16		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: WTP status summary requested Due: 13/01/2011 09:30 AM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
13/01/11 07:51		Emergency response task assigned: (none)		Email			| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Eastbank restoration status Due: 13/01/2011 11:30 AM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
13/01/11 08:16	[redacted]	WTP status update	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	Isolated town supply summary - 11111@11.xlsx		| HTML CONTENT | Hi guys, Â We had this as a template for the WTP (isolated supplies) status. If this assist please use this and expand it to the connected WTPs as well? Â If this could be populated ASAP after each teleconference (0730 & 1600) and emailed through to OCA? Â Regards Water Grid Emergency Management Team [redacted] | Plain text content | Hi guys, We had this as a template for the WTP (isolated supplies) status. If this assist please use this and expand it to the connected WTPs as well? If this could be populated ASAP after each teleconference (0730 & 1600) and emailed through to OCA? Regards Water Grid Emergency Management Team [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 08:17		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
13/01/11 08:25		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
13/01/11 08:25		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - Qld Urban Utilities). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 08:36	[redacted]	FOLLOW UP - TELECONFERENCE		Email		[redacted]	---------- | HTML CONTENT | ---------- Hello all. Â Please circulate to your organisations daily Water Grid Emergency Management teleconference attendees. Please note effective immediately the teleconferences (0730 & 1600) will run per the below schedule: Â 1. Water Balance (Jeff Browne) 2. Chem Supply Mgmt (Paul Rogers) 3. Resource Coordination (Chris Evans) 4. Water Quality (Mark Crabtree) 5. Standalone towns (Michael Burns) 6. Comms and Demand Mgmt (Michael Lyons) Â Any detail up for discussion should be submitted to OCA prior to the meeting. The teleconference needs to be short sharp and sweet. Â Regards Water Grid Emergency Management Team ---------- | Plain text content | ---------- Hello all, Please circulate to your organisations daily Water Grid Emergency Management teleconference attendees. Please note effective immediately the teleconferences (0730 & 1600) will run per the below schedule
13/01/11 08:38	[redacted]	Fwd: FW: Record of teleconference 12 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email	Mt Crosby.pdf	[redacted]	---------- | HTML CONTENT | ---------- Â Â From: [redacted] Sent: Thursday, January 13, 2011 7:43 AM To: Dan Spiller Cc: Barry Dennien [redacted] Subject: RE: Record of teleconference 12 January 2011 Â Hi Dan, Â please findÂ my letter attached Â Â Best Regards [redacted] Principal Water Quality Adviser Public Health Department of Health

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Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 06:46		Emergency response task assigned: (none)		Email		[redacted]	..... | HTML CONTENT | .... | Plain text content | ----- Incident: Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11 Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: WTP status summary requested Due: 13/01/2011 09:30 AM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
13/01/11 08:46	[redacted]	Fwd: FW: Corrected letter	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email	MI Crosby.pdf		..... | HTML CONTENT | ..... Â Â From: [redacted] Sent: Thursday, January 13, 2011 8:34 AM To: Dan Spiller; Barry Dennien Subject: Corrected letter Â Hi Dan, Â Many apologies. In my hurry I included a minor typo in the last sentence (used "with" instead of "within"). Probably not too big a problem if you have circulated the letter already.Â Â
13/01/11 08:50		Emergency response task assigned: (none)		Email			..... | HTML CONTENT | .... | Plain text content | ----- Incident: Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11 Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: URGENT - Request for summary of isolated supplies WTP status Due: 13/01/2011 09:30 AM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 08:55	[redacted]	New Boil water Notice - QUU - Loowood	Northern Region Asset Inundation - 1602EST-10JAN11	Email		[redacted]	| HTML CONTENT | Hi All, Â Just had a phone call from Cameron Jackson - QUU. He is going to get his Comms people to contact you regarding a new Boil Water Notice for Lowood. It is apparent that infrastructure damage, low pressure issues and flooding could cause contamination of the drinking water supplies Â If I can assist with this please let me know. Â Cheers, [redacted] | Plain text content | Hi All, Just had a phone call from [redacted] QUU. He is going to get his Comms people to contact you regarding a new Boil Water Notice for Lowood. It is apparent that infrastructure damage, low pressure issues and flooding could cause contamination of the drinking water supplies If I can assist with this please let me know. Cheers, [redacted]
13/01/11 09:00	[redacted]	You have been assigned a task		Email			| HTML CONTENT | URGENT - Request for summary of isolated supplies WTP statusDue: 13/01/2011 09:30 AMHi David, Can you please speak with Jim Pruss about getting ...
13/01/11 09:01		Situation Report available in OCA		Email			| Plain text content | | HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: Linkwater Sitrep 2 Lodged by: LinkWater Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 09:01		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
13/01/11 09:06	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Barry Dennien accepted onto Brisbane LDMG | Plain text content |
13/01/11 09:06		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
13/01/11 09:11		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
13/01/11 09:12	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Update to EMT on the high media call volumes coming through QUU regarding Lockyer residents running out of water | Plain text content |
13/01/11 09:13	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Update to EMT regarding the text message and facebook virals detailing the water in Brisbane as unsafe to drink | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 09:53		Acknowledgement - New contact request		Email		[redacted]	| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: Brett - Hotmail (for printing), (none) When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
13/01/11 09:54		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact: [redacted] (for printing)A new contact has been entered by [redacted] of SEQ WGM . | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 09:55	[redacted]	Fwd: Fwd: Update from Mike Burns		Email		[redacted]	---------- | HTML CONTENT | ---------- update as at the 12 th for Single Source Supply towns Regards [redacted] Sent from my iPad Begin forwarded message: From: [redacted] Date: 12 January 2011 7:44:49 PM GMT+10:00 To: [redacted] Subject: FW: Update from Mike Burns [redacted] Do you want me to organise this or is it already underway? [redacted] A From: To: [redacted] Subject: RE: Update from Mike Burns Date: Wed, 12 Jan 2011 19:38:20 +1000 /**/ ---------- | HTML CONTENT | ---------- Update form Seqwater on small towns Rgards [redacted] Sent from my iPad Begin forwarded message: From: [redacted] Date: 13 January 2011 9:57:13 AM GMT+10:00 To: [redacted] Subject: Stand alone towns update please acknowledge receipt ---------- | Plain text content | ---------- Update form Seqwater on small towns Rgards [redacted] Sent from my iPad
13/01/11 10:01	[redacted]	Fwd: Fwd: Stand alone towns update		Email	Stand Alone Towns Update - [redacted]	[redacted]	

Sent [Australia/Brisbane]	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 10:05	[redacted]	back on line	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	..... | HTML CONTENT | ..... Hi Lee, Â I am still isolated at home, but power is back on and I can assist if necessary. Please let others now. Â Thanks, [redacted] ..... | Plain text content | ..... Hi Lee, I am still isolated at home, but power is back on and I can assist if necessary. Please let others now. Thanks, [redacted]
13/01/11 10:31	[redacted]	A new log entry has been created		Email		[redacted]	..... | HTML CONTENT | ..... Request from Triple M Sydney regarding the quality of water in the Brisbane River - enquiry referred to BCC. ..... | Plain text content | .....
13/01/11 10:36	[redacted]	A new log entry has been created		Email		[redacted]	..... | HTML CONTENT | ..... Enquiry from Tweed Daily News regarding the capacity of the Gold Coast Desalination Plant - how important is it and how long will it be running. Emailed relevant Ministerial release ..... | Plain text content | .....
13/01/11 10:51		Contact detail changes submitted for approval		Email		[redacted]	..... | HTML CONTENT | .... | Plain text content | ..... The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: (none) When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 10:52		Contact detail changes submitted for approval		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: (none) When the administrator has confirmed the changes they will appear in the contact directory Please do not reply to this email This message from OCA Incident Manager for SEQ Water Grid Emergency Management
13/01/11 10:53		You have been assigned a question		Email			---------- | HTML CONTENT | ---------- Regarding Contact: [redacted] Details of an existing contact have been amended by [redacted] ---------- | Plain text content | ----------
13/01/11 11:00	[redacted]	Re: Water Supply Status Reports for SEQ		Email			---------- | HTML CONTENT | ---------- Hi [redacted] We may have had the wrong email address. We will update details to the below. Â Regards Water Grid Emergency Management Â "mail.bigpond.com" wrote on 13/01/2011 10:43: To Dan Spiller Â Dan Â I am currently not receiving emails through my Blackberry. Â Would you mind forwardingÂ the daily situation report on SEQ's water supply to theÂ email address below. Â manager.artemiss@bigpond.com

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 11:02		Contact detail changes submitted for approval		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: (none) When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management
13/01/11 11:11	[redacted]	Confirmation of new address		Email			---------- | HTML CONTENT | ---------- Hi [redacted], Â Can you please confirm receipt of this email toÂ your new email account? Â Regards Water Grid Emergency Management RoomÂ Â [redacted] ---------- | Plain text content | ---------- Hi [redacted] Can you please confirm receipt of this email to your new email account? Regards Water Grid Emergency Management Room [redacted]
13/01/11 11:30		Emergency response task assigned: (none)		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Media Enquiry - Sunday Mail Due: 12/01/2011 01:30 PM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
[redacted]	[redacted]	Fwd: Water Supply Status Reports for SEQ	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email		[redacted]	..... | HTML CONTENT | ..... To Dan Spiller Â Dan Â I am currently not receiving emails through my Blackberry. Â Would you mind forwardingÂ the daily situation report on SEQ's water supply to theÂ email address below Â magaret.artemess@bigpond.com Â Thanks [redacted] OWSR, DERM ..... | Plain text content | ..... To Dan Spiller Dan I am currently not receiving emails through my Blackberry. Would you mind forwarding the daily situation report on SEQ's water supply to the email address below ..... | HTML CONTENT | ..... Please add to records in OCA Â Â [redacted] QLD Bulk Water Supply Authority trading as Seqwater Â Â [redacted] Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002 Website | www.seqwater.com.au Â Â Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).
13/01/11 11:45	[redacted]	Fwd: Update on Stand alone towns	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	Stand Alone Towns Update 0730 130111.docx	[redacted]	

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 12:02	[redacted]	Fwd: Teleconference Grid Wide Teleconference	Extreme Weather Event -2300EST-10JAN11	Email	ole0.bmp	[redacted]	---------- [HTML CONTENT] ---------- When: Thursday, 13 January 2011 12:30 PM-1:00 PM (GMT+10:00) Brisbane. Where: Teleconference *~*~*~*~*~*~*~*~* You are invited to join this teleconference to discuss the latest water supply demand and supply issues. Please ensure this message gets to the key people in your organisation. WGM Phone no: Â 1800 672 949 Acct:/&PinÂ ÂÂÂ ÂÂÂÂÂÂÂÂ 7243 3128 4045# [redacted] QLD Bulk Water Supply Authority trading as Seqwater Â [redacted] Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002 Website [www.seqwater.com.au
13/01/11 12:02	[redacted]	Fwd: Teleconference Grid Wide Teleconference	Extreme Weather Event -2300EST-10JAN11	Email	ole0.bmp	[redacted]	Important information: This email and any attached information is intended only for the addressee and may contain ---------- [HTML CONTENT] ---------- When: Thursday, 13 January 2011 12:30 PM-1:00 PM (GMT+10:00) Brisbane. Where: Teleconference *~*~*~*~*~*~*~*~* You are invited to join this teleconference to discuss the latest water supply demand and supply issues. Please ensure this message gets to the key people in your organisation. WGM Phone no: Â 1800 672 949 Acct:/&PinÂ ÂÂÂ ÂÂÂÂÂÂÂÂ 7243 3128 4045# [redacted] QLD Bulk Water Supply Authority trading as Seqwater Â [redacted] Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia PO Box 16146, City East QLD 4002 Website [www.seqwater.com.au Important information: This email and any attached information is intended only for the addressee and may contain

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 12:02	[redacted]	next teleconference	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	| HTML CONTENT | | Plain text content | Need me on this one?
13/01/11 12:02	[redacted]	next teleconference	Extreme Weather Event -2300EST-10JAN11	Email			[redacted] | HTML CONTENT | | Plain text content | Need me on this one?
13/01/11 12:15	[redacted]	Fwd: Isolated town water report	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	Water Supply outage Isolated town supply suppo request - 13-1-11.xlsx		[redacted] | HTML CONTENT | | Plain text content | Please find attached updated spreadsheet summarising situation. Note - bottled water delivery has been severely reduced. State Government has succondeed the larger 1T helicopter to do communications work leaving QUU with the half ton helicopter to continue with deliveries. There needs to be a high level acknowledgement that people that have not had water for 2 days should have priority over communication type work. Contact QUU Paul or Luke for more details if required. Major question/confirmation from SEQWater is required on following. Is Jimna up and going as they are not getting calls yet advised yesterday up and going, today advised not? Lowood critical - need regular updates please as Galon and others will never be supplied by truck or helicopter - demans just for drinking water will be excessive, let alone clean up operations Please check my spreadsheet and confirm that the rest is generally correct I will remain here for rest of day and help where I can - please let me know if you want me elsewhere [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 13:12		Situation Report available in OCA		Email		[redacted]	..... | HTML CONTENT | .... | Plain text content | ..... A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: Sit Rep 7 Extreme Weather Event 13-1-11 Lodged by: OUU Event: Please check in to the OCA system to view this report. Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.
13/01/11 13:12		New report		Email			..... | HTML CONTENT | ..... A new report has been created ..... | Plain text content | .....
13/01/11 13:17		New report		Email			..... | HTML CONTENT | ..... A new report has been created ..... | Plain text content | .....
13/01/11 13:31		Notification of allocation to a role in OCA		Email			..... | HTML CONTENT | .... | Plain text content | ..... You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
13/01/11 13:38		Notification of allocation to a role in OCA		Email			..... | HTML CONTENT | .... | Plain text content | ..... You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 14:01	[redacted]	Stand_Alone_Towns_Update_-_0730_130111.docx	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	Stand_Alone_Towns_Update_-_0730_130111.docx	[redacted]	..... | HTML CONTENT | ..... Please find the following file(s) attached: Stand_Alone_Towns_Update_-_0730_130111.docx Â This summarises the status of the Water Treatment Plants for Standalone towns. Â Please refer all feedback and updates relating to this information to S[redacted] Â ..... | Plain text content | ..... Please find the following file(s) attached * Stand_Alone_Towns_Update_-_0730_130111.docx This summarises the status of the Water Treatment Plants for Standalone towns Please refer all feedback and updates relating to this information to [redacted]
13/01/11 14:06		Notification of allocation to a role in OCA		Email			..... | HTML CONTENT | .... | Plain text content | ..... You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin) Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
13/01/11 14:07	[redacted]	Stand_Alone_Towns_Update_-_0730_130111.docx	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	Stand_Alone_Towns_Update_-_0730_130111.docx		..... | HTML CONTENT | ..... Please find the following file(s) attached: Stand_Alone_Towns_Update_-_0730_130111.docx Â This summarises the status of the Water Treatment Plants for Standalone towns Â Please refer all feedback and updates relating to this information to Scott Denner Â ..... | Plain text content | ..... Please find the following file(s) attached. * Stand_Alone_Towns_Update_-_0730_130111.docx This summarises the status of the Water Treatment Plants for Standalone towns. Please refer all feedback and updates relating to this information to Scott Denner.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 14:14	[redacted]	Fwd: Technical Report W53	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Assel Inundation - 1602EST-10JAN11	Email	Technical_Situalron_Report_W53.docx	[redacted]	---------- | HTML CONTENT | ---------- Attached is the latest report. Â Releases from Somerset are being increased to drain Somerset into Wivenhoe Dam. Releases from Wivenhoe will be managed from 1pm today to maintain a flow of around 3500cumecs at Moggill Â Rob Â Â Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater [redacted] Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia PO Box 37, Fernvale QLD 4306 Website | www.seqwater.com.au Â ---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Current Brisbane and Ipswich consumption is 375Ml/day Additional water for cleanup 115Ml/d Additional water for Ipswich cleanup 30Ml/day Total average 520Ml/d over a 7 day cleaning period. There will be peaks on particular days and demand will increase as the river recedes Information via Paul Belz QUU Note- from Jim if river recedes slowly the amount of water used will be reduced but will remain higher for a longer period. I have been involved with the logic of calculating these figures and tehy are reasonable and hopefully will be conservative.
13/01/11 14:34	[redacted]	Fwd: QUU Estimate for Water Demands during Clean up	Extreme Weather Event -2300EST-10JAN11	Email			

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 14:40		Situation Report available in OCA		Email		[redacted]	..... | HTML CONTENT | .... | Plain text content | ..... A new or amended sitrep has been registered in the OCA Incident Manager system Report title: LinkWater SITREP No. 3 Lodged by: LinkWater Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email This message from OCA Incident Manager for SEQWGM Emergency Management
13/01/11 14:40		New report		Email			..... | HTML CONTENT | ..... A new report has been created ..... | Plain text content | .....
13/01/11 14:44	[redacted]	Fwd: Minutes of Meeting Held at 0900 hours	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	LDMG Meeting Minutes 130111 0900.doc		..... | HTML CONTENT | ..... Please find attached meeting minutes from the LDMG meeting held at 0900 on the 13 January 2011 Â Madonna Â Madonna Brennan Â ---------- Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 LVRC: 1300 00 5872 [redacted] Web:Â Â Â Â www.lockyervalley.qld.gov.au Â This email (including any attached files) is confidential and is for the intended recipient(s) only. If you received this email by mistake, please, as a courtesy, tell the sender, then delete this email

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 14:45		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
13/01/11 14:48	[redacted]	For [redacted] Information update format		Email	Stand_Alone_Towns_Update_-_1159_130111[1].docx		| HTML CONTENT | [redacted] Â can you please provide update information (for the 0730 and 1600) in the format as per attached just for consistency. Also happy for you to correct any inaccuracies at any time. Â Thanks. Â [redacted] | Plain text content | [redacted] can you please provide update information (for the 0730 and 1600) in the format as per attached just for consistency. Also happy for you to correct any inaccuracies at any time. Thanks. [redacted]

E897

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 14:52	[redacted]	Fwd: Situation Report	Extreme Weather Event -2300EST-10JAN11	Email	Sitrep 011.DOC	[redacted]	---------- | HTML CONTENT | ---------- Please find attached situation report 011 Â Madonna Â Madonna Brennan Â ---------- Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 LVRC: 1300 00 5872 [redacted] Web:Â Â Â Â www.lockyervalley.qld.gov.au Â This email (including any attached files) is confidential and is for the intended recipient(s) only. If you received this email by mistake, please, as a courtesy, tell the sender, then delete this email.
13/01/11 15:05	[redacted]	You have a checklist task that is due soon		Email			---------- | HTML CONTENT | ---------- Water Quality Technical group to discuss qualityDue: 13/01/2011 03:30 PMHi Mark. Can you please work with Qld Health to determine .
13/01/11 15:12	[redacted]	Fwd: Latest update from Seqwater on Chemical Supplies	Extreme Weather Event -2300EST-10JAN11	Email	Seqwater Plant Chemical Stocks Ver4 13-01-2011.xlsx		---------- | Plain text content | ---------- ---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- See attached file Sent from my iPad

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 15:19	[redacted]	Road Closures and Load Carriage contact	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- Colleagues. Â We now have a contact at DERM who is available to provide a single point of truth with regard to Road Closures and load carriage ability. Her details are: Â [redacted] Would you please coordinate your requests so that she is utilised effectively. Whilst after hours support is available itÂ would be bestÂ used sparingly. Â Please pass this contact to other people within your organisation who may have a technical coordination role for such requests. Â Regards. Water Grid Emergency Team ---------- | Plain text content | ---------- Colleagues. We now have a contact at DERM who is available to provide a single point of truth with regard to Road Closures and load carriage ability. Her details are:
13/01/11 15:25		Contact detail changes submitted for approval		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: Renee Story Position: Security Officer When the administrator has confirmed the changes they will appear in the contact directory Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management

E899

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 15:32	[redacted]	Fwd: FW: Record of teleconference 12 January 2011	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Mt Crosby.pdf	[redacted]	---------- [HTML CONTENT] ---------- Â [redacted] Â as discussed. Â [redacted] Â From: [redacted] Sent: Thursday, January 13, 2011 7:43 AM To: Dan Spiller Cc: Barry Dennien, [redacted] Subject: RE: Record of teleconference 12 January 2011 Â Hi Dan. Â please findÂ my letter attached Â Â Best Regards [redacted] Principal Water Quality Adviser ---------- [HTML CONTENT] ---------- Further update on Chemical supplies at Mt Crosby Regards Stan Sent from my iPad Begin forwarded message. From: [redacted] Date: 13 January 2011 12:28:39 PM GMT+10:00 To: [redacted] Subject: East & West Bank WTP's Gâ€™day Stan Chemical supply info as requested Â Â Â Â Â Â Â Â Â Â Â I have spoken with Derek Fisher from Elite Chemicals, they said that they are sending 2 trucks of Hypo (23,000L & 12,000L) to West-Bank WTP via Ipswich and should arrive in the next couple of hours. Â Â Â Â Â Â Â Â Â Â Elite chemicals have NO caustic available
13/01/11 15:33	[redacted]	Fwd: Fwd: East & West Bank WTP's	Extreme Weather Event -2300EST-10JAN11	Email			

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 15:35	[redacted]	You are overdue completing your checklist		Email		[redacted]	| HTML CONTENT | Water Quality Technical group to discuss qualityDue: 13/01/2011 03:30 PMHi [redacted] Can you please work with Qld Health to determine .. | Plain text content |
13/01/11 15:41	[redacted]	Fwd: Situation Report	Extreme Weather Event -2300EST-10JAN11	Email	Sitrep 011.DOC		| HTML CONTENT | Please find attached situation report 011 Â Madonna Â Madonna Brennan Â ---------- Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 LVRC: 1300 00 5872 [redacted] Web:Â Â Â Â www.lockyervalley.qld.gov.au Â This email (including any attached files) is confidential and is for the intended recipient(s) only. If you received this email by mistake, please, as a courtesy, tell the sender, then delete this email

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 16:35	[redacted]	Fwd: Advice on availability of roads to water treatment plants	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	| HTML CONTENT | Attention:Â [redacted] Â [redacted] Â Re our telephone conversation earlier today. Â I've just got email access. Â After our telephone conversation earlier this afternoon Rob Zubrinich and I spoke with Paul Lilwall from the Australian Defence Force in relation to providing accurate advice on access to roads and vehicle load carrying capacity to water treatment plantsÂ in South East Queensland Paul advised he has contacts in place who can provide me with the required information Â I've just sent an email off to Paul and now awaiting his further advice Â In the interim my contact details are: Â | HTML CONTENT | | Plain text content | [redacted] [redacted] indicated that you wanted the attached data. [redacted] is working closely with the LDMG. Regards. [redacted] Water Grid Emergency Team From [redacted] at midday. Please find attached updated spreadsheet summarising situation
13/01/11 17:06	[redacted]	Fwd: Isolated town water report	Extreme Weather Event -2300EST-10JAN11	Email	Water Supply outage Isolated town supply support request - 13-1-11.xlsx		

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 17:13	[redacted]	Teleconference-2010113-1600.docx	Extreme Weather Event -2300EST-10JAN11	Email	Teleconference-2010113-1600.docx	[redacted]	---------- | HTML CONTENT | ---------- Colleagues, Â Please find attached rough minutes from the WoG teleconference today at 1600 h. Â Regards, Water Grid Emergency Team ---------- | Plain text content | ---------- Colleagues. Please find attached rough minutes from the WoG teleconference today at 1600 h Regards, Water Grid Emergency Team
13/01/11 17:19	[redacted]	Water Supply outage Isolated town supply support request - 13-1-11.xlsx	Extreme Weather Event -2300EST-10JAN11	Email	Water Supply outage Isolated town supply support request - 13-1-11.xls		---------- | HTML CONTENT | ---------- [redacted] Â [redacted]has provided this updated data (attached). Lockyer drinking water only is between 24,000 and 38,000 litres per day as per row 16. He notes that normal daily demand is 8 ML per day. The treatment plant (when operational) may supply up to 30 ML per day Â Regards, Water Grid Emergency Team ---------- | Plain text content | ---------- [redacted] [redacted]has provided this updated data (attached). Lockyer drinking water only is between 24,000 and 38,000 litres per day as per row 16. He notes that normal daily demand is 8 ML per day. The treatment plant (when operational) may supply up to 30 ML per day. Regards, Water Grid Emergency Team
13/01/11 17:33		Notification of allocation to a role in OCA		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 17:35	[redacted]	Fwd: Asset based maintenance/general enquiry	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- Enquiry Reference Number: 1431540 Referred Time: 17:26 Referred By: jacklins Related Script: SEQ Water Grid Customer's Name: * [redacted] Phone number/s: * [redacted] Asset name (or enter 'Unknown'): * Advance water treatment plat in bundamba (he thinks) Type of Asset: * Seqwater - Water treatment plant Other (please specify if possible) Street number: * [redacted] Street Name: * River Road Suburb: * Bundamba Post code: Nearby landmarks.
13/01/11 18:05	[redacted]	Fwd: FW: Water Quality Sitrep 4	Extreme Weather Event -2300EST-10JAN11	Email	WQ Sitrep 4.docx	[redacted]	---------- | HTML CONTENT | ---------- Hi [redacted] Â You should be in Comms! Â Reviewed and attached Â Regards [redacted] Â From: [redacted] Sent: Thursday, 13 January 2011 5:44 PM To: WaterGridMedia Subject: Water Quality Sitrep 4 Â Please can you review the attached water quality sitrep. Â Thanks, Â [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 18:05	[redacted]	Fwd: FW: Water Quality Sitrep 4	Extreme Weather Event -2300EST-10JAN11	Email	WQ Sitrep 4.docx	[redacted]	---------- [HTML CONTENT] ---------- [redacted] Â You should be in Comms! Â Reviewed and attached. Â Regards [redacted] From: [redacted] Sent: Thursday, 13 January 2011 5:44 PM To: WaterGridMedia Subject: Water Quality Sitrep 4 Â Please can you review the attached water quality sitrep Â Thanks. Â [redacted]
13/01/11 18:05	[redacted]	WQ Sit Rep	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	---------- [HTML CONTENT] ---------- Hi [redacted] Been on OCA all day reading reports. Â This one looks good. Quick question - has OH got back with opinion on NTU? Â Thanks, [redacted] ---------- [Plain text content] ---------- Hi [redacted] Been on OCA all day reading reports This one looks good. Quick question - has OH got back with opinion on NTU? Thanks, [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 18:05	[redacted]	WO Sit Rep	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- Hi [redacted] Been on OCA all day reading reports Â This one looks good. Quick question - has OH got back with opinion on NTU? Â Thanks [redacted] ---------- | Plain text content | ---------- Hi [redacted] Been on OCA all day reading reports This one looks good. Quick question - has OH got back with opinion on NTU? Thanks, [redacted]
13/01/11 20:05	[redacted]	Re: QUU water drop update	Extreme Weather Event -2300EST-10JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- Thanks [redacted] Â passed on to Dan Â Regards. Â [redacted] Emergency Coordinator [redacted] Â [redacted] wrote on 13/01/2011 19:48: Hi Dan, As discussed with Paul Belz, please find attached the list of bottled water supplies through the western region today and our plans for tomorrow. If you have any questions, please contact our Emergency management Team Cheers Luke [redacted] Business Resilience Co Ordinator Business Resilience Group Corporate Services

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
13/01/11 22:14	[redacted]	Log removal data for Mt Crosby / North Pine request on behalf QLD Health	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- Would you please provide the following data for Mt Crosby and North Pine as agreed last night: Â Treated water Chlorine residuals Raw water NTU Chlorine contact time Log removal Â Please send the data to: [redacted] and copy in the OCA emergency address [redacted] Â Regards, Water Quality Technical Group ---------- | Plain text content | ---------- Would you please provide the following data for Mt Crosby and North Pine as agreed last night: * Treated water Chlorine residuals * Raw water NTU * Chlorine contact time * Log removal
14/01/11 01:06		Situation Report available in OCA		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- A new or amended sitrep has been registered in the OCA Incident Manager system Report title: SitRep9 - Extreme Weather Event - 13.01.11 Lodged by: QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email This message from OCA Incident Manager for SEQWGM Emergency Management
14/01/11 01:06		New report		Email		[redacted]	---------- | HTML CONTENT | ---------- A new report has been created ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 01:11		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
14/01/11 01:16		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
14/01/11 03:28		Situation Report available in OCA		Email			| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: SitRep 10 - Extreme Weather Event - 14.01.11 Lodged by: OUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.
14/01/11 03:28		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
14/01/11 03:33		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 03:38		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
14/01/11 06:26		Acknowledgement - New contact request		Email			| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] Transport coord for Emergency Response When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
14/01/11 06:29		Acknowledgement - New contact request		Email			| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] ransport coord Alt contact When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 07:16	[redacted]	Urgent Task 001/2011 - Road access confirmation to Mt Crosby East Bank	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- [redacted] Â Due Today, 12:30PM 14 January 2011 at the latest if possible - if timeframes slip to get the information, please let me know as soon as possible as final arrangements for delivery need to be in place by end of today for this critical delivery Task 1. Confirm the current status of road access and load limitsÂ for a critical chemical supply delivery (Alum) to Mt Crosby East Bank WTP via Ipswich 2. Confirm likely future roadÂ access for theÂ next 12-14hrs, including likely times roads will openÂ (if not currently accessible). Â Proposed Access Route The delivery needs to go through Ipswich so the key areas we need to confirm access for are Â - Mogill rd between Manning and Rafting (UBD Map 177 G12) - Mt Crosby rd Moggill (UBD Map 196 H3). - Mt Crosby and Wirraverra via the Bunya Bridge - Flood level for this Bridge is RL 14.5 Â (UBD Map 175 H19Â) Â Road Weight Restrictions Any weight/load restrictions would also be needed. It is anticipated the the delivery will occur under police escort (based on my discussions with Seqwater) if road access is possible. If there are weight/load restrictions then the delivery could occur via cars.If no access then we will use air transport Â Additional contacts to confirm/source additional information
14/01/11 09:0	[redacted]	Teleconference 20110114-0730.doc	Extreme Weather Event -2300EST-10JAN11	Email	Teleconference 20110114-0730.doc	[redacted]	---------- | HTML CONTENT | ---------- Colleagues. Â Please find attached the notes from this morning's Water Grid Teleconference Â Regards, Water Grid Emergency Team ---------- | Plain text content | ---------- Colleagues. Please find attached the notes from this morning's Water Grid Teleconference. Regards, Water Grid Emergency Team

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 09:05		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Technical Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
14/01/11 09:05		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Technical Officer (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
14/01/11 10:00		Situation Report available in OCA		Email			| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: LinkWater SITREP 4 Lodged by: LinkWater Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.
14/01/11 10:00		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
14/01/11 10:05		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 10:15		Situation Report available in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: Sit Rep 12 Extreme Weather Event 14-1-11 Lodged by: OUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email This message from OCA Incident Manager for SEQWGM Emergency Management.
14/01/11 10:15		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
14/01/11 10:20		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
14/01/11 11:07		Contact detail changes submitted for approval		Email			| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation Name: [redacted] Position: Director When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 11:08		Acknowledgement - New contact request		Email		[redacted]	| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] (none) When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
14/01/11 11:10		Acknowledgement - New contact request		Email			| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] Area Manager When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 11:11	[redacted]	Fwd: RE: Urgent Task 001/2011 - Road access confirmation to Mt Crosby East Bank	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- [redacted] Â prelim update on East Bank access through Ipswich. Will update again as further info is clarified throughout the day Â [redacted] I'm assuming [redacted] is coordng the transport access for the Caustic? If he needs support with getting info, we caan help but early notice is always good Â Â Cheers Â [redacted] Â Â
14/01/11 11:23		Acknowledgement - New contact request		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] Recovery Coordinator When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 11:25		Acknowledgement - New contact request		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] Recovery Coordinator When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifiying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
14/01/11 11:28		Acknowledgement - New contact request		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted], Water Quality Regulator When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifiying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
14/01/11 11:30		Contact detail changes submitted for approval		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: Senior Systems Engineer When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 11:32		Acknowledgement - New contact request		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval. Name: [redacted], Area Manager When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
14/01/11 11:37		Acknowledgement - New contact request		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] Area Manager When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
14/01/11 11:43		Contact detail changes submitted for approval		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The changes for the following contact have been submitted to the OCA system administrator for confirmation Name: [redacted] Position: General Manager When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email This message from OCA Incident Manager for SEQ Water Grid Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 11:49		Contact detail changes submitted for approval		Email		[redacted]	| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: Area Manager When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management.
14/01/11 11:51		Acknowledgement - New contact request		Email		[redacted]	| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] Senior Environmental Health Scientist When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
14/01/11 11:55		Contact detail changes submitted for approval		Email		[redacted]	| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation. Name: [redacted] Position: Area Manager When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management

E917

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 11:57	[redacted]	Re: Re:Contact details for Queensland Health	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- Thanks [redacted] details updated in the system. Regards, Water Grid Emergency Team Â [redacted] wrote on 14/01/2011 11:07: [redacted], Sr Environmental Health Scientist [redacted] Â [redacted]
14/01/11 12:27	[redacted]	Multiple documents	Extreme Weather Event -2300EST-10JAN11	Email	Teleconference-20110114-1000.docx, Teleconference-20110114-1200.docx	[redacted]	----- Original Message ----- From: Water Grid Emergency Manager ---------- | HTML CONTENT | ---------- Colleagues, Â Please find attached notes from the two teleconferences held today regarding water balance Â Regards, Water Grid Emergency Team ---------- | Plain text content | ---------- Colleagues Please find attached notes from the two teleconferences held today regarding water balance Regards, Water Grid Emergency Team

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 12:50	[redacted]	Fwd: Request to change time of submission for status update		Email	winmail.dat	[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- [redacted] Would you please modify the time for submission of the Stand Alone Towns status update to be 2pm each day Would you also please include [redacted] DERM) in your distribution list. [redacted] will be consolidating data for report to the state disaster management group Regards. [redacted] _____ This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network. If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited. While all care has been taken, the SEQ Water Grid Manager disclaims all liability for loss or damage to person or property arising from this message being infected by a computer virus or other contamination. Unless stated New Alert incident in OCA: Rathdowney Resovior. Initiated by Old Urban Utilities
14/01/11 13:30				SMS		[redacted]	
14/01/11 13:30		New Water Grid Incident		Email			---------- | HTML CONTENT | ---------- A new incident has been recorded in the OCAÂ Incident Management system.Â Please check in to OCAÂ to review the details. Click here to acknowledge this message Do not reply to this email Message from OCAÂ Incident Manager system ---------- | Plain text content | ---------- A new incident has been recorded in the OCA Incident Management system. Please check in to OCA to review the details. Click here to acknowledge this message < %{ACKNOWLEDGEMENT():Acknowledgement%20link } > Do not reply to this email. Message from OCA Incident Manager system Reply with the word "%{ACKNOWLEDGEMENT():Code }" to acknowledge this message. A new incident has been recorded in OCA. Please log in to review and monitor.
14/01/11 13:30				SMS		[redacted]	

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
[redacted]		Emergency response task assigned: (none)		Email		[redacted]	..... | HTML CONTENT | .... | Plain text content | ..... Incident: Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Details of WTPs' retic areas Due: 14/01/2011 04:30 PM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
14/01/11 13:4[redacted]	[redacted]	You have been assigned a task		Email			..... | HTML CONTENT | ..... Details of WTPs' retic areasDue: 14/01/2011 04:30 PMHi Chris, Please advise - Queensland Health has ... . | Plain text content | .....
14/01/11 13:56		Emergency response task assigned: (none)		Email			..... | HTML CONTENT | .... | Plain text content | ..... Incident: Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system. Title: Details of WTPs' retic areas Due: 14/01/2011 04:30 PM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 14:14	[redacted]	Fwd: Isolated town water supply update	Extreme Weather Event -2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	Distribution_and_Reticulation_Issues_for_Stand_Alone_Communities_in_Flood_Affected_Zones31.docx, Water Supply outage Isolated town supply support request - 14-1-11.xlsx, Status of Wastewater Recovery issues in South East Queensland Regional Communities and Brisbane Metropolitan Areas.docx, Bottled water delivered 1314.1.11.xlsx	[redacted]	| HTML CONTENT | | Plain text content | Please find attached 1 - Isolated town water report 2 - Isolated town water spreadsheet 3 - Status of Wastewater recovery Issues 4 - Bottled water delivery update from OUU - Please email or print copy to Aaron from Health that was there this morning Regards [redacted]
14/01/11 14:21		Acknowledgement - New contact request		Email			| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval Name: [redacted] When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifiying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 14:22		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin) Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
14/01/11 14:24		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
14/01/11 14:24		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin) Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
14/01/11 14:25	[redacted]	Fwd: Isolated town water supply update	Extreme Weather Event -2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	Distribution_and_Reticula n_Issues_for_Stand_Alon Communities_in_Flood_Affe cted_Zones31.docx Water Supply outage Isolated town supply support request - 14-1-11.xlsx Status of Wastewater Recovery issues in South East Queensland Regional Communities and Brisbane Metropolitan Areas.docx Bottled water delivered 1314.1.11.xlsx		| HTML CONTENT | | Plain text content | Please find attached 1 - Isolated town water report 2 - Isolated town water spreadsheet 3 - Status of Wastewater recovery Issues 4 - Bottled water delivery update from QUU - Please email or print copy to Aaron from Health that was there this morning. [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 14:33		Acknowledgement - New contact request		Email		[redacted]	| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval Name: [redacted] (none) When the administrator approves this contact, the contact will appear in the OCA Directory If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
14/01/11 14:34		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact: [redacted] A new contact has been entered by [redacted] of SEQ WGM. ... | Plain text content |
14/01/11 14:35		Contact detail changes submitted for approval		Email			| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: (none) When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 15:20	[redacted]	Fwd: Boil water notice - Small towns - messaging efforts by QUU	Extreme Weather Event -2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11	Email	winmail.dat	[redacted]	---------- [HTML CONTENT] ---------- ---------- [Plain text content] ---------- [redacted]lit FYI From: [redacted] Sent: Friday, 14 January 2011 2:09 PM To: [redacted] Cc: [redacted] Subject: RE: Water Quality Technical Coordination Group e-mail contact details [redacted] Here is the update on boiled water communications as requested in todays meeting. 1. boiled water alert notice issued to ABC local radio outlets including Toowoomba - 3.00pm yesterday 2. repeated message in QUU community service annoucement today at 8.30am 3. community service announcement with boiled water alert posted in IGA Laidley, Pharmacy Laidley and BP and IGA Gatton, 4. notification via Channel 7 interview with Robin Lewis today 5. notification via ABC Radio interview with Robin Lewis today. 6. Alert message sent to Channel 10 today. Regards
14/01/11 15:26	[redacted]	Fwd: Isolated town water supply update	Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	Distribution_and_Reticulation_Issues_for_Stand_Alone_Communites_in_Flood_Affected_Zones31.docx, Water Supply outage Isolated town supply support request - 14-1-11.xlsx, Status of Wastewater Recovery issues in South East Queensland Regional Communities and Brisbane Metropolitan Areas.docx, Bottled water delivered 1314.1.11.xlsx	[redacted]	---------- [HTML CONTENT] ---------- ---------- [Plain text content] ---------- Please find attached 1 - Isolated town water report 2 - Isolated town water spreadsheet 3 - Status of Wastewater recovery Issues 4 - Bottled water delivery update from QUU - Please email or print copy to Aaron from Health that was there this morning Regards [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 15:34	[redacted]	Fwd: Sitrep 5 - Water Quality Technical Coordination Group	Extreme Weather Event -2300EST-10JAN11	Email	WQ_Sitrep_5.doc	[redacted]	| HTML CONTENT | Please find attached Water Quality Sitrep #5. [redacted] Water Quality Officer SEQ Water Grid Manager [redacted] Post: PO Box 16205 City East QLD 4002 ABN: 14783 317 630 | Plain text content | Please find attached Water Quality Sitrep #5 [redacted] 'Water Quality Officer 'SEQ Water Grid Manager [redacted]
14/01/11 16:01		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
14/01/11 16:06		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 16:10	[redacted]	Fwd: FW: Minutes - Status Update	Extreme Weather Event -2300EST-10JAN11	Email	Teleconference 200pm - 14-01-11.docx	[redacted]	| HTML CONTENT | --- On Fri, 14/1/11, Michelle Hodgman <Michelle.Hodgman@seqwgm.com.au> wrote: From: [redacted] Subject: FW: Minutes - Status Update To: [redacted] Received: Friday, 14 January, 2011, 4:55 PM /* | Plain text content | --- On Fri, 14/1/11, [redacted] From: [redacted] Subject: FW: Minutes - Status Update To: [redacted] Received: Friday, 14 January, 2011, 4:55 PM
14/01/11 16:18		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 16:24	[redacted]	Fwd: Fwd: Daily Chemical Update 2:00pm 14 Jan		Email	Daily Chemical Update 14 Jan 2011.xlsx	[redacted]	---------- | HTML CONTENT | ---------- Â FYI current chemicals available at desal and projected. Happy to divert caustic to you in particular if of assistance Cheers On 14/01/2011 4:51 PM [redacted] Â Guys, FYI just reformatted with summary graphs. Will follow up with SEQWater re their needs. Cheers On 14/01/2011 2:51 PM [redacted] wrote: /**/
14/01/11 16:34	Chris Snape	Fwd: Fwd: Daily Chemical Update 2:00pm 14 Jan	Extreme Weather Event -2300EST-10JAN11	Email	Daily Chemical Update 14 Jan 2011.xlsx	[redacted]	<?xml:namespace prefix = o ns = "urn:schemas-microsoft-com:office:office" /> Â ---------- | HTML CONTENT | ---------- Â FYI current chemicals available at desal and projected. Happy to divert caustic to you in particular if of assistance. Cheers On 14/01/2011 4:51 PM [redacted] Â Guys, FYI just reformatted with summary graphs. Will follow up with SEQWater re their needs. Cheers On 14/01/2011 2:51 PM [redacted] wrote: /**/ <?xml:namespace prefix = o ns = "urn:schemas-microsoft-com:office:office" /> Â

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 16:39	[redacted]	Teleconferences	Extreme Weather Event -2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted]	| HTML CONTENT | Please circulate within your orgainsations to the necessary people Â The 7:30am teleconference for tomorrow (1 Jan) is still scheduled to occur. Â [redacted] Â We will discuss the need for another afternoon/evening teleconference at this one Â Regards Water Grid Emergency Management | Plain text content | Please circulate within your orgainsations to the necessary people. The 7:30am teleconference for tomorrow (1 Jan) is still scheduled to occur [redacted] We will discuss the need for another afternoon/evening teleconference at this one. Regards Water Grid Emergency Management
14/01/11 16:58	[redacted]	Re: FW: Inclusion of QUU sewerage infrastructure status information in Small Towns, and related. reports	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	| HTML CONTENT | [redacted] Â TryÂ [redacted] Â Cheers Â [redacted] Â Â [redacted] wrote on 14/01/2011 16:46 Does someone have an alternative email address for [redacted] as original from [redacted] ounced from [redacted] If you have an alternative address please forward this email and let Bob and myself know that it has gone. Â [redacted] Â Regards [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 17:06	[redacted]	Fwd: FW: Google Maps link for Lockyer Valley Road Conditions	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- May be useful for you.. Â LDMG members please see details below Â Regards Â [redacted] Â Â Â Afternoon all, Â Please visit the following link for the most up to date information regarding road conditions throughout the region, compiled from the lists we have been working with over the last couple of days. Â http://maps.google.com.au/maps/ms?ie=UTF8&hl=en&msa=0&msid=214486830046143591401.00049976e5bbcb13e8ba9&z=11 Â This should assist in Council staff and others finding a way around closures and assist in handling phone enquiries. It is hoped that this will be made public on Councilâ€™s website when we have confirmed the locations of closures. Please note that this is not a comprehensive indication of affected roads as there are many areas which are not yet accessible to assess. For most roads, the location shown on the map will be correct, however there will be a few areas where we have had report that the road is closed, but are unsure of the location of the problem Â Red = closed
14/01/11 17:08		Situation Report available in OCA		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- A new or amended sitrep has been registered in the OCA Incident Manager system Report title: QUU Sitrep 13 and Executive summary 13 Lodged by: QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.
14/01/11 17:08		New report		Email		[redacted]	---------- | HTML CONTENT | ---------- A new report has been created ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 17:13		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
14/01/11 19:35	[redacted]	Fwd: Hedley Thomas - the Australian response		Email	Floods- Wivenhoe The Australian 140111.doc		| HTML CONTENT | | Plain text content | This version has been approved by GMU, Min's office and John Bradley for sending. Thanks, G <<Floods- Wivenhoe The Australian 140111.doc>> [redacted] Senior Media Advisor Office of the Hon Stephen Robertson MP Minister for Natural Resources, Mines and Energy and Trade [redacted] This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 20:14	[redacted]	Fwd:	Extreme Weather Event -2300EST-10JAN11	Email	Sitrep 013.docm, LDMG Meeting Minutes 140111 1600.doc	[redacted]	---------- | HTML CONTENT | ---------- Please find attached the Sitrep 13 and the Meeting Minutes from LVRC LDMG 1600hrs today Â Regards. Â Madonna Â Madonna Brennan Â ---------- Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 LVRC: 1300 00 5872 [redacted] Web:A A A A www.lockyervalley.qld.gov.au Â
14/01/11 21:10	[redacted]	Fwd: RE: PRW tanking for clean-up	Extreme Weather Event -2300EST-10JAN11	Email	winmail.dat	[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- [redacted] Could you ensure [redacted] and his team get a copy of the PRW washdown brief (and they may wish to distribute to QUU), so that they know the protocl and controls, etc are in place and followed when QUU start arriving to load the PRW onto the tankers? I don't have his email details on hand and I'm home now, I have sent Keith and [redacted] opies of the approval letter from OH though. Thanks[redacted] From: [redacted] Sent: Friday, 14 January 2011 5:02 PM To: [redacted] Subject: PRW tanking for clean-up [redacted] as discussed. As a measure to support the clean-up effort, WaterSecure is proposing to supply PRW and fill tankers at the

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
14/01/11 21:47		Situation Report available in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: QUU SitRep 14 Lodged by: QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.
14/01/11 21:47		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
14/01/11 21:52		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
14/01/11 21:57		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
14/01/11 22:01		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA incident manager for SEQ Water Grid Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 00:47		Situation Report available in OCA		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- A new or amended sitrep has been registered in the OCA Incident Manager system Report title: QUU SitRep 15 Lodged by: QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.
15/01/11 00:47		New report		Email			---------- | HTML CONTENT | ---------- A new report has been created ---------- | Plain text content | ----------
15/01/11 00:52		New report		Email			---------- | HTML CONTENT | ---------- A new report has been created ---------- | Plain text content | ----------
15/01/11 00:57		New report		Email			---------- | HTML CONTENT | ---------- A new report has been created ---------- | Plain text content | ----------
15/01/11 05:01		Situation Report available in OCA		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: QUU SitRep#16 Lodged by: QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email This message from OCA Incident Manager for SEQWGM Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 05:01		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
15/01/11 05:06		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
15/01/11 05:11		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
15/01/11 06:06		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin) Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email Message from OCA incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 07:04	[redacted]	Fwd: RE: Technical Report W57	Extreme Weather Event -2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W57.docx	[redacted]	..... | HTML CONTENT | ..... Attached is report W57 Only change is the gradual reduction in levels as below. Will send next report tomorrow morning around 8am or so unless there is a significant change. Â Main points Â Rainfall There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours. Somerset/Wivenhoe Somerset is 101.35m and 490,137ML at 129.0% and discharging 920cumecs (release slowly decreases as the head of water behind sluices decreases.) Wivenhoe Dam is 72.86 m AHD at 1,905,900ML and 163.6% and dropping slowly and discharging around 3,500cumecs and this flow will be maintained. Â The combined flood event volume in Somerset and Wivenhoe Dams is estimated to be in excess of 2.6 million megalitres Â Â
15/01/11 07:51	[redacted]	Teleconference today @ 12pm - Update on Water Balance	Extreme Weather Event -2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted]	..... | HTML CONTENT | ..... Hello Seqwater, LinkWater andÂ QUU, Â Please dial in for a 12pm (TODAY) teleconference for a water balance update. Â No: [redacted] Â OCA Incident Managers - Please ensure you circulate this notice to those appropriate. Â Regards Water Grid Emergency Management Team ..... | Plain text content | ..... Hello Seqwater, LinkWater and QUU, Please dial in for a 12pm (TODAY) teleconference for a water balance update. [redacted] OCA Incident Managers - Please ensure you circulate this notice to those appropriate. Regards Water Grid Emergency Management Team

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 08:33	[redacted]	Gatton Police contact for QUU to check pipeline through Grantham	Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- QUU. Â QPS will allow QUU access to Grantham to check the pipeline from Gatton to Helidon. Please use following process: Â Approach Grantham along Williams St through Grantham. There will be a command post: Ask for Tony Newam. If he is unavailable and if you get stopped by other local police ask for the site Deputy Commander - [redacted] knows and has approved QUU access to site. Â If any Police stop the QUU staff get them to call Bill to grant access Â QPS will grant a couple of police officers to escort QUU staff through Grantham. Regards Water Grid Emergency Management Team ---------- | Plain text content | ---------- QUU. QPS will allow QUU access to Grantham to check the pipeline from Gatton to Helidon. Please use following process Approach Grantham along Williams St through Grantham. There will be a command post: Ask for [redacted] If he is unavailable and if you get stopped by other local police ask for the site Deputy Commander - [redacted] Bill knows and has approved QUU access to site.
15/01/11 09:14	[redacted]	Teleconference 7:30am 15 Jan Minutes	Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- Lowood and isolated town ship Water treatment plant flow now at of 140 litres/second established at 5:00am.Â Clear water balance tank at 7% and increasing.Â Five QUU teams working the trunk distribution lines to fix issues. Â Additional 5 teams from Allconnex Water also currently being deployed to address any additional trunk leaks. Boiled water notice still in place for Locker Valley with a requirement that the messaging relating to this is reinforced in the affected areas at OH request Bottled water and tankers to town ships being supplied by QUU meeting current demands can meet the 3 litres per day per person.Â Councils having issues distributing. Withcott mains a major issue with a couple of days required to resolve the issues QUU requested assistance with QPS approval to check Gatton to Helidon pipeline running through Grantham which is a designated crime scene.Â Scott Denner to follow up Production Mt Crosby East Bank 228ML (Water Quality 0.08NTU) Mt Crosby West Bank 232ML (Water Quality 0.05NTU) North Pine and NPI 100ML SRWP 100ML Total 660ML production Estimated demand approx 520-550ML Unity water requested supply to be increased from 300Litres to 400Litres per second will be reviewed at 12.00pm update meeting Production Water Balance Review Meeting scheduled for 12.00 to confirm production supply and demand Concentrating on ensuring reservoirs to support Yeronga and Fairfield Karana Downs usage high will need to keep supply to this location to meet high demand Chemical Delivery Access to East and West bank now confirmed Caustic and Hypo now being delivered to meet demand Clean up

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 09:23		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Technical Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
15/01/11 09:23		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Technical Officer (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
15/01/11 09:30	[redacted]	Teleconference 7:30am 15 Jan Minutes	Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email			| HTML CONTENT | Lowood and isolated town ship Water treatment plant flow now at of 140 litres/second established at 5.00am Â. Clear water balance tank at 7% and increasing.Â. Five QUU teams working the trunk distribution lines to fix issues. Â Additional 5 teams from Allconnex Water also currently being deployed to address any additional trunk leaks Boiled water notice still in place for Locker Valley with a requirement that the messaging relating to this is reinforced in the affected areas at OH request Bottled water and tankers to town ships being supplied by QUU meeting current demands can meet the 3 litres per day per person.Â Councils having issues distributing. Withcott mains a major issue with a couple of days required to resolve the issues QUU requested assistance with QPS approval to check Galton to Helliden pipeline running through Grantham which is a designated crime scene.Â Scott Denner to follow up. Production Mt Crosby East Bank 228ML (Water Quality 0.08NTU) Mt Crosby West Bank 232ML (Water Quality 0.05NTU) North Pine and NPI 100ML SRWP 100ML Total 660ML production Estimated demand approx 520-550ML Unity water requested supply to be increased from 300Litres to 400Litres per second will be reviewed at 12.00pm update meeting Production Water Balance Review Meeting scheduled for 12:00 to confirm production, supply and demand Concentrating on ensuring reservoirs to support Yeronga and Fairfield Karana Downs usage high will need to keep supply to this location to meet high demand Chemical Delivery Access to East and West bank now confirmed Caustic and Hypo now being delivered to meet demand Clean up

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 09:45	[redacted]	A new log entry has been created		Email		[redacted]	| HTML CONTENT | QUU focus areas for receovery next 24-48 | Plain text content |
15/01/11 10:18		A new log entry has been created		Email			| HTML CONTENT | Interview with Barry Dennien on ABC regarding Wivenhoe | Plain text content |
15/01/11 10:36		Situation Report available in OCA		Email			| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system Report title: sitrep 17 Extreme Weather Event 15-1-11 Logged by: QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email This message from OCA Incident Manager for SEQWGM Emergency Management
15/01/11 10:36		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
15/01/11 10:41		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 10:46		New report		Email		[redacted]	HTML CONTENT A new report has been created Plain text content
15/01/11 10:53				SMS			New Alert incident in OCA: E.Coli Detection at Ashwell. Initiated by Qld Urban Utilities.
15/01/11 10:53		New Water Grid Incident		Email			HTML CONTENT A new incident has been recorded in the OCAA Incident Management system,Â Please check in to OCAA to review the details. Click here to acknowledge this message Do not reply to this email. Message from OCAA Incident Manager system Plain text content A new incident has been recorded in the OCA Incident Management system. Please check in to OCA to review the details. Click here to acknowledge this message < %{ACKNOWLEDGEMENT() Acknowledgement%20link } > Do not reply to this email. Message from OCA Incident Manager system Reply with the word "%{ACKNOWLEDGEMENT().Code }" to acknowledge this message.
15/01/11 10:53				SMS			A new incident has been recorded in OCA. Please log in to review and monitor.
15/01/11 10:54		You have been assigned a question		Email			HTML CONTENT Regarding Event: E.Coli Detection at AshwellIncident: E.Coli Detection at Ashwell Initiated by: ... Plain text content
15/01/11 11:08		You have been assigned a task		Email			HTML CONTENT Regarding Event: E.Coli Detection at AshwellPlease prepare a Minister's Informal Notification report ... Plain text content
15/01/11 11:08		You have been assigned a task		Email			HTML CONTENT Regarding Event: E.Coli Detection at AshwellEvent: E.Coli Detection at Ashwell Incident Manager. ... Plain text content

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 11:21	[redacted]	A new log entry has been created		Email		[redacted]	HTML CONTENT No Mins Office notification or GP acknowledgement to be sent Plain text content
15/01/11 11:30		Contact detail changes submitted for approval		Email			HTML CONTENT Plain text content The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: Water Quality Coordinator When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management
15/01/11 11:34		A new log entry has been created		Email			HTML CONTENT Interview with Dan Spiller on ABC 612 regarding Western Corridor Recycled Water Scheme Plain text content
15/01/11 11:34		Emergency response task assigned: (none)		Email			HTML CONTENT Plain text content Incident A task has been assigned to you for action in the OCA Incident Manager system Title: Please supply missing details for new incident Due: 15/01/2011 11:22 AM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 11:34		Emergency response task assigned: (none)		Email		[redacted]	| ---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: A task has been assigned to you for action in the OCA Incident Manager system: Title: Please supply missing details for new incident Due: 15/01/2011 11:22 AM Please do not reply to this email. Message from OCA Incident Manager for SEO Water Grid Emergency Management
15/01/11 11:35		Emergency response task assigned: (none)		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: A task has been assigned to you for action in the OCA Incident Manager system Title: Please supply missing details for new incident Due: 14/01/2011 01:59 PM Please do not reply to this email. Message from OCA Incident Manager for SEO Water Grid Emergency Management
15/01/11 11:53	[redacted]	Class A+ approval from Qld Health	Northern Region Asset Inundation - 1602EST-10JAN11	Email			---------- | HTML CONTENT | ---------- Hi Unitywater, Â Please note that Qld Health have given verbal and written approval. As soon as we receive an electronic copy we will forward it through. Â Regards Water Grid Emergency Management Team ---------- | Plain text content | ---------- Hi Unitywater, Please note that Qld Health have given verbal and written approval. As soon as we receive an electronic copy we will forward it through. Regards Water Grid Emergency Management Team
15/01/11 11:56		20110114190300897.pdf	Extreme Weather Event -2300EST-10JAN11	Email	20110114190300897.pdf		---------- | HTML CONTENT | ---------- Please find the following file(s) attached:20110114190300897.pdf ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 11:56		Contact detail changes submitted for approval		Email		[redacted]	| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation Name: Keith Davies Position: CEO When the administrator has confirmed the changes they will appear in the contact directory Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management
15/01/11 11:59		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact: Keith DaviesDetails of an existing contact have been amended by [redacted] | Plain text content |
15/01/11 11:59	[redacted]	20110114190300897.pdf	Extreme Weather Event -2300EST-10JAN11	Email	20110114190300897.pdf		| HTML CONTENT | Please find the following file(s) attached:20110114190300897.pdf | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 12:03	[redacted]	Fwd: RE: Class A+ approval from Qld Health	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	..... | HTML CONTENT | ..... Many thanks for the update. All, please note below advise regards using class A+ recycled water for external cleaning of flooded areas Regards, [redacted] --- original message --- From: "Water Grid Emergency Manager" [redacted] Subject: Class A+ approval from Qld Health Date: 15th January 2011 Time: 11:54:13 am Hi Unitywater, Â Please note that Qld Health have given verbal and written approval. As soon as we receive an electronic copy we will forward it through Â Regards Water Grid Emergency Management Team
15/01/11 12:29	[redacted]	Fwd: Fwd: FW:	Extreme Weather Event -2300EST-10JAN11	Email	20110114172324336.pdf	[redacted]	Unitywater PRIVILEGED PRIVATE AND CONFIDENTIAL - The information contained in this e-mail and any attachments is confidential and may attract legal privilege. It is only intended for the named recipient/s. If you are ..... | HTML CONTENT | ..... Hi All, As promised, attached is the briefing note for the proposed application of PRW for washdown purposes for QH to review and action. [redacted] ..... | Plain text content | ..... Hi All, As promised, attached is the briefing note for the proposed application of PRW for washdown purposes for QH to review and action. [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 12:30	[redacted]	(No subject)	Extreme Weather Event -2300EST-10JAN11	Email	20110115_Sitrep_17_Extreme_wet_weather[1].doc	[redacted]	| HTML CONTENT | [redacted] OUU Sitrep #17 Regards Water Grid Emergency Management Team | Plain text content | [redacted] OUU Sitrep #17 Regards Water Grid Emergency Management Team
15/01/11 12:35	[redacted]	Fwd: Fwd: FW:		Email	20110114172303852.pdf	[redacted]	| HTML CONTENT | Dear All, Attached is the signed cover letter for the briefing note requesting Queensland Health for allowing the proposed use of PRW for flood residue washdown. Briefing note is in the next email. Could you please action as soon as possible. Thanks, [redacted] WGM Water Quality Coordinator | Plain text content | Dear All, Attached is the signed cover letter for the briefing note requesting Queensland Health for allowing the proposed use of PRW for flood residue washdown.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 12:47	[redacted]	Fwd: Isolated Towns and Wastewater Reports	Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	Bottled water delivered up to 15-1.xlsx, Distribution_and_Relocation_Issues_for_Stand_Alone_Communities_in_Flood_Affected_Zones31.docx, SQWater treatment plant progress 15-1-11.docx, Status of Wastewater Recovery issues in South East Queensland Regional Communities and Brisbane Metropolitan Areas.docx, Water Supply outage Isolated town supply support request - 15-1-11.xlsx	[redacted]	u | HTML CONTENT | | Plain text content | Please find attached 1 - Isolated town water report 2 - Isolated town water spreadsheet 3 - Status of Wastewater recovery Issues 4 - Bottled water delivery update from QUU 5 - Seqwater Treatment Plant Progress report Unless otherwise requested it is proposed that no further reports be prepared and that only a monitoring role with exception reporting be adopted. Regards [redacted]
15/01/11 12:54		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
15/01/11 12:54		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 12:54		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin) Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
15/01/11 12:57		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
15/01/11 12:57		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
15/01/11 12:57		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin) Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 12:58		Contact detail changes submitted for approval		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: Keith Davies Position: CEO When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management.
15/01/11 12:59	[redacted]	Minutes 12:00 Teleconference 15 Jan	Extreme Weather Event -2300EST-10JAN11	Email			---------- | HTML CONTENT | ---------- Saturday 15 January 2011 â€˜ 1200 â€˜ Teleconference Â Actions from last meeting: Â Â Â Â Â Â Â Â Â Â Approvals for class A â€" OH confirmed verbally and written approval received Â·Â Â Â Â Â Â Â Â Â Police approvals to enter Granthamâ€" Received details and approvals, looking at hoe to mobilise... Â ISOLATED Towns. Â Lowood â€" still 140 litres per second â€" town supply at 30 % - not filling reservoir â€" unsure as to the cause at this stage. Emptying clear water storage â€" risk of running dry... Â Gatton â€˜ only receiving 150 into Gatton Keith - Recycled water â€" 1st tanker due to arrive to pick up water Â Dayboro â€" 900 ML in storage with high and low reservours Action - suggest keep plant running till 5pm Â PRODUCTION: Â Southern Regional Â North Pine â€" 100 ML/D Â
15/01/11 13:44		Notification of allocation to a role in OCA		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- You have been allocated in the OCA Incident Manager system to the role of EMT Member (Emergency Management SEO WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 13:44		Notification of allocation to a role in OCA		Email		[redacted]	..... | HTML CONTENT | .... | Plain text content | ..... You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
15/01/11 14:03	[redacted]	Fwd: WQ Technical Coordination Group Sit Rep (Sit Rep 6), Saturday 15 January, 2011	Extreme Weather Event -2300EST-10JAN11	Email	winmail.dat		..... | HTML CONTENT | .... | Plain text content | ..... Hi All, Please see attached today's WQ Technical Coordination Group Sit Rep (Sit Rep 6). Thanks to all for comments. Please provide any pertinent information for tomorrow's Sit Rep to me by email or phone (0423 931 341) by 11am tomorrow if possible Cheers, [redacted] ---------- From: Heather Uwins-England [heatheru@optusnet.com.au] Sent: Saturday, 15 January 2011 10:07 AM To: [redacted] Cc: [redacted] Subject: Re: Water Quality Technical Coordination Group e-mail contact details
15/01/11 14:14		Situation Report available in OCA		Email			..... | HTML CONTENT | .... | Plain text content | ..... A new or amended sitrep has been registered in the OCA Incident Manager system Report title: Water Quality Sitrep 06 Lodged by: SEQ WGM Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email This message from OCA Incident Manager for SEQWGM Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 14:14		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
15/01/11 14:19		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
15/01/11 14:24		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
15/01/11 14:55	[redacted]	Multiple documents	Extreme Weather Event -2300EST-10JAN11	Email	20110115 Executive Summary sitrep 16.doc 20110115 Sitrep 16 Extreme wet weather doc 20110115 Sitrep 17 Extreme wet weather doc		| HTML CONTENT | [redacted] Â Here are the three QUU sitrep files released today Â Regards, Lachlan Water Grid Emergency Team Â Please find the following file(s) attached: 20110115 Executive Summary sitrep 16.doc 20110115 Sitrep 16 Extreme wet weather.doc 20110115 Sitrep 17 Extreme wet weather.doc | Plain text content | [redacted] Here are the three QUU sitrep files released today. Regards. [redacted] Water Grid Emergency Team

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 15:00		Contact detail changes submitted for approval		Email		[redacted]	| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: General Manager When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management.
15/01/11 15:01	[redacted]	Multiple documents	Extreme Weather Event -2300EST-10JAN11	Email	20110115 Executive Summary sitrep 16.doc. 20110115 Sitrep 16 Extreme wet weather.doc. 20110115 Sitrep 17 Extreme wet weather.doc		| HTML CONTENT | [redacted] Â Here are the three QUU sitrep files released today Â Regards. [redacted] Water Grid Emergency Team Â Please find the following file(s) attached 20110115 Executive Summary sitrep 16.doc 20110115 Sitrep 16 Extreme wet weather.doc 20110115 Sitrep 17 Extreme wet weather.doc | Plain text content | Bob. Here are the three QUU sitrep files released today. Regards. [redacted] Water Grid Emergency Team

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 15:33	[redacted]	WQ_Sitrep_6.doc	Extreme Weather Event -2300EST- 10JAN11	Email	WQ_Sitrep_6.doc	[redacted]	---------- | HTML CONTENT | ---------- Colleagues. Â Please find attached Water Quality Sitrep 6 from Paul Burell. Â Regards, Water Grid Emergency Team
							---------- | Plain text content | ---------- Colleagues, Please find attached Water Quality Sitrep 6 from Paul Burell Regards, Water Grid Emergency Team
15/01/11 15:41		Situation Report available in OCA		Email		[redacted]	---------- | HTML CONTENT | ----------
							---------- | Plain text content | ---------- A new or amended sitrep has been registered in the OCA Incident Manager system Report title: QUU SitRep 18 Lodged by: QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.
15/01/11 15:41		New report		Email		[redacted]	---------- | HTML CONTENT | ---------- A new report has been created
							---------- | Plain text content | ----------
15/01/11 15:46		New report		Email		[redacted]	---------- | HTML CONTENT | ---------- A new report has been created
							---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 15:51		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
15/01/11 15:52	[redacted]	A new log entry has been created		Email			| HTML CONTENT | [redacted]m Pruss dialled in to the Somerset LDMG Telecon - WTPs in Lockyer area are all working. Received approaval to dial in to future LDMGs should the situation deteriorate. | Plain text content |
15/01/11 15:52		Multiple documents	Extreme Weather Event -2300EST-10JAN11	Email	20110115 Executive Summary sitrep 18_1100.doc, 20110115 Sitrep 18 Extreme wet weather.doc	[redacted]	| HTML CONTENT | Colleagues, Â Please find attached the latest Sitrep (18)Â from QUU Â Regards, Water Grid Emergency Team | Plain text content | Colleagues, Please find attached the latest Sitrep (18) from QUU. Regards, Water Grid Emergency Team
15/01/11 16:43	[redacted]	A new log entry has been created		Email		[redacted]	| HTML CONTENT | The Lockyer Valley LDMG teleconference was not held however Scott Denner passed on a situation report to Jane Gardiner. | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 16:46	[redacted]	Multiple documents	Extreme Weather Event -2300EST-10JAN11	Email	20110115 Executive Summary sitrep 18_1300.doc, 20110115 Sitrep 18 Extreme wet weather.doc	[redacted]	| HTML CONTENT | [redacted] Â Documents attached as requested. Â Regards, Water Grid Emergency Team | Plain text content | [redacted] Documents attached as requested Regards, Water Grid Emergency Team
15/01/11 16:51	[redacted]	QUU Sitrep correction	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	| HTML CONTENT | Colleagues Â Thank you for your regular updates via SITREP. Just a minor one.Â I think you have left some old information on page 2 of SITREP 18 which incorrectly still has the Lowood WTP as not operational (first bullet under Lowood). Â Just letting you know Â Best Regards. Water Grid Emergency Management Team | Plain text content | Colleagues Thank you for your regular updates via SITREP. Just a minor one. I think you have left some old information on page 2 of SITREP 18 which incorrectly still has the Lowood WTP as not operational (first bullet under Lowood). Just letting you know. Best Regards. Water Grid Emergency Management Team
15/01/11 16:58	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Interview with Barry Dennien on ABC Brisbane - Kelly-Higgins Devine | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 17:31	[redacted]	Fwd: Meeting Minutes 15/01/11	Extreme Weather Event -2300EST-10JAN11	Email	LDMG Meeting Minutes 150111 1400.doc	[redacted]	---------- | HTML CONTENT | ---------- Afternoon Â Please find attached a copy of the LDMG Meeting Minutes from today, a situation report will be sent shortly. Â Kind Regards Â Madonna Â Madonna Brennan Â ---------- Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 [redacted] Web:Â Â Â Â www.lockyervalley.qld.gov.au Â This email (including any attached files) is confidential and is for the intended recipient(s) only. If you received it e ---------- | HTML CONTENT | ---------- News grabs with Barry Dennien on Triple M ---------- | Plain text content | ----------
15/01/11 18:39	[redacted]	A new log entry has been created		Email		[redacted]	

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 18:39	[redacted]	Multiple documents	Extreme Weather Event -2300EST- 10JAN11	Email	PRWbriefing_notetoOH.pdf, OH_approvalletterPRWuse7.pdf, OHClassAplususeapprovalletter.pdf	[redacted]	---------- | HTML CONTENT | ---------- Colleagues, Â Please find attached the initial briefing and subsequent approvals (and conditions) for both PRW and A+ water use during the emergency. Paul Burrell is the point of contact should you have any enquiries. Â Regards, Water Grid Emergency Team ---------- | Plain text content | ---------- Colleagues, Please find attached the initial briefing and subsequent approvals (and conditions) for both PRW and A+ water use during the emergency. Paul Burrell is the point of contact should you have any enquiries. Regards, Water Grid Emergency Team
15/01/11 18:40	[redacted]	A new log entry has been created		Email		[redacted]	---------- | HTML CONTENT | ---------- Interview with Barry Dennien on 4BC ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 20:12	[redacted]	Fwd: Brisbane Water Consumption	Extreme Weather Event -2300EST-10JAN11	Email	Grid report_reservoir storages_1700.pdf	[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Colleagues. OUU provided the attached graph of utilisation verse storage Regards Water Grid Emergency Team OUU wrote Attached is a chart showing the current status of Brisbane Reservoir storages and hourly consumption throughout Saturday 15 January 2011. While the daily demand was higher than yesterday given the clean up underway, the total storage is trending upwards
15/01/11 20:19	[redacted]	Re: Brisbane Water Consumption	Extreme Weather Event -2300EST-10JAN11	Email			---------- | HTML CONTENT | ---------- Thanks for this data. It has been circulated to the Water Grid media team and bulk entity incident managers Â Regards, Water Grid Emergency Team Â OUU EMT wrote on 15/01/2011 20:01 Attached is a chart showing the current status of Brisbane Reservoir storages and hourly consumption throughout Saturday 15 January 2011 While the daily demand was higher than yesterday given the clean up underway, the total storage is trending upwards This would indicate that supply is meeting demand Regards [redacted] Emergency Manager Queensland Urban Utilities [redacted] ---------- This message has passed through an insecure network Please direct all enquiries to the message author ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
15/01/11 23:26		Situation Report available in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: OUU SitRep #19 Lodged by: OUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email This message from OCA Incident Manager for SEQWGM Emergency Management.
15/01/11 23:26		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
15/01/11 23:31		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
15/01/11 23:36		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
16/01/11 04:54		Situation Report available in OCA		Email			| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: OUU SitRep 20 Lodged by: OUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.

B957

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 04:54		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
16/01/11 04:59		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
16/01/11 05:04		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
16/01/11 06:04	[redacted]	Multiple documents	Extreme Weather Event -2300EST-10JAN11	Email	20110115 Executive Summary sitrep 19_1800.doc, 20110115 Sitrep 19 Extreme wet weather.doc, 20110116 Executive Summary sitrep 20_0500.doc, 20110116 Sitrep 20 Extreme wet weather.doc		| HTML CONTENT | Colleagues Â Please find attached the two latest SITREPs from OUU (numbers 19 and 20) received at 11.28pm last night and 4.53 this morning. Â Regards, Water Grid Emergency Team | Plain text content | Colleagues. Please find attached the two latest SITREPs from OUU (numbers 19 and 20) received at 11.28pm last night and 4.53 this morning Regards, Water Grid Emergency Team
16/01/11 06:42		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: Rob Drury [redacted] Type: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 07:25		You have received an inbound communication		Email		[redacted]	---------- | HTML CONTENT | ---------- From: Madonna Brennan [redacted] Type: Email ---------- | Plain text content | ----------
16/01/11 07:29	[redacted]	QUU Situation Reports - correction	Extreme Weather Event -2300EST-10JAN11	Email	20110115 Executive Summary sitrep 19_1800.doc, 20110115 Sitrep 19 Extreme wet weather.doc, 20110116 Executive Summary sitrep 20_0500.doc, 20110116 Sitrep 20 Extreme wet weather.doc		---------- | HTML CONTENT | ---------- Colleagues, Â Please note, there is an error in the QUU Situation Report.Â We confirm that the Lowood Water Treatment Plant is operational. QUU were aware of the status and have noted the correction. Regards, Water Grid Emergency Team [redacted] ---------- | Plain text content | ---------- Colleagues, Please note, there is an error in the QUU Situation Report. We confirm that the Lowood Water Treatment Plant is operational. QUU were aware of the status and have noted the correction. Regards, Water Grid Emergency Team [redacted]
16/01/11 08:00		Emergency response task assigned: (none)		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Fuel resupply Seqwater/QUU Due: 16/01/2011 03:59 PM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
16/01/11 08:00		Emergency response task assigned: (none)		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system Title: Eastbank restoration status Due: 13/01/2011 11:30 AM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 08:00		Emergency response task assigned: (none)		Email		[redacted]	---------- HTML CONTENT | ---------- ---------- Plain text content | ---------- Incident: Wivenhoe Dam Releases 1230EST-06JAN11 Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Fuel resupply Seqwater/QUU Due: 16/01/2011 03:59 PM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
16/01/11 08:01		Emergency response task assigned: (none)		Email			---------- HTML CONTENT | ---------- ---------- Plain text content | ---------- Incident: Northern Region Asset Inundation - 1602EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Landers Shute WTP Due: 11/01/2011 04:44 PM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
16/01/11 08:01		Emergency response task assigned: (none)		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Need next Technical report ASAP Due: 11/01/2011 11:33 AM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
16/01/11 08:02		Emergency response task assigned: (none)		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system Title: Reservoir top up - maximise storage levels Due: 11/01/2011 11:32 PM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 08:02		Emergency response task assigned: (none)		Email		[redacted]	---------- HTML CONTENT | ---------- ---------- Plain text content | ---------- ident: Wivenhoe Dam Releases 1230EST-06JAN11 task has been assigned to you for action in the OCA Incident Manager system: tle: Stage 2 dam release scenario modelling ue: 11/01/2011 11:49 AM lease do not reply to this email. lessage from OCA Incident Manager for SEQ Water Grid Emergency Management
16/01/11 08:02		Emergency response task assigned: (none)		Email			---------- HTML CONTENT | ---------- ---------- Plain text content | ---------- ident: Wivenhoe Dam Releases 1230EST-06JAN11 task has been assigned to you for action in the OCA Incident Manager system itle: Technical Situation Report by 3pm ue: 12/01/2011 03:00 PM lease do not reply to this email. lessage from OCA Incident Manager for SEQ Water Grid Emergency Management
16/01/11 08:02		Emergency response task assigned: (none)		Email			---------- HTML CONTENT | ---------- ---------- Plain text content | ---------- ncident: Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, xtreme Weather Event -2300EST-10JAN11 task has been assigned to you for action in the OCA Incident Manager system: itle: TELECONFERENCE ue: 12/01/2011 01:30 PM lease do not reply to this email. lessage from OCA Incident Manager for SEQ Water Grid Emergency Management
16/01/11 08:02		Emergency response task assigned: (none)		Email			---------- HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: URGENT - Request for summary of isolated supplies WTP status Due: 13/01/2011 09:30 AM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

E961

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 08:02		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the QCA Incident Manager system Title: Reservoir top up - maximise storage levels. Due: 11/01/2011 11:32 PM Please do not reply to this email. Message from QCA Incident Manager for SEQ Water Grid Emergency Management
16/01/11 08:03		Emergency response task assigned: (none)		Email			| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the QCA Incident Manager system: Title: Stage 2 dam release scenario modelling Due: 11/01/2011 11:49 AM Please do not reply to this email. Message from QCA Incident Manager for SEQ Water Grid Emergency Management
16/01/11 08:03		Emergency response task assigned: (none)		Email			| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11 Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the QCA Incident Manager system. Title: WTP status summary requested Due: 13/01/2011 09:30 AM Please do not reply to this email Message from QCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 08:06	[redacted]	20110116 Morning Teleconference Notes.doc	Extreme Weather Event -2300EST-10JAN11	Email	20110116 Morning Teleconference Notes.doc	[redacted]	---------- | HTML CONTENT | ---------- Colleagues, Â Please find attached the teleconference notes from this morning's meeting Â Regards, Water Grid Emergency Team ---------- | Plain text content | ---------- Colleagues, Please find attached the teleconference notes from this morning's meeting. Regards, Water Grid Emergency Team
16/01/11 08:10	[redacted]	You have been assigned a task		Email			---------- | HTML CONTENT | ---------- Fuel resupply Seqwater/QUUDue: 16/01/2011 03:59 PMSeqwater to liaise with QUU to estalish a common fuel . ---------- | Plain text content | ----------
16/01/11 08:10	[redacted]	You have been assigned a task		Email			---------- | HTML CONTENT | ---------- Fuel resupply Seqwater/QUUDue: 16/01/2011 03:59 PMSeqwater to liaise with QUU to estalish a common fuel ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 06:11	[redacted]	Follow-up - Closing out tasks	Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted]	..... | HTML CONTENT | ..... Colleagues, Â There have been some issues with being able to close out tasks due to OCA security settings. Can you please go through and update any outstanding tasks and close out any that are complete. Â Please note that tasks are always assigned to the role of Incident Manager rather than anÂ individual so when reviewing your organisation's tasks please ensure you are not filtering by an individual instead of a role. Â If you need any assistance, please giveÂ us a call on 3405 5201 Â Regards Â Water Grid Emergency Management Team ..... | Plain text content | ..... Colleagues, There have been some issues with being able to close out tasks due to OCA security settings. Can you please go through and update any outstanding tasks and close out any that are complete. Please note that tasks are always assigned to the role of Incident Manager rather than an individual so when reviewing your organisation's tasks please ensure you are not filtering by an individual instead of a role.
16/01/11 09:38		A new log entry has been created		Email			..... | HTML CONTENT | ..... Morning teleconference with Grid Participants and other stakeholders (refer to Teleconference notes in OCA) ..... | Plain text content | .....
16/01/11 09:46		Notification of allocation to a role in OCA		Email			..... | HTML CONTENT | .... | Plain text content | ..... You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 10:23	[redacted]	Re: FW: Technical Report W58	Wivenhoe Dam Releases 1230EST-06JAN11	Email		[redacted]	| HTML CONTENT | [redacted] Our intent is to continue using the s[redacted]net address until the recovery phase is complete. The [redacted]hel address will continue to work indefinitely, however we will consider returning to the other, more human-friendly, address as the promulgated point of contact post incident Regards, Water Grid Emergency Team [redacted]wrote on 16/01/2011 10:14 Would you advise if we need to return to the original â€œemergencyâ€ email address? I have sent copies of these reports to both emergency and [redacted] [redacted] Attached is report W58 in 2 formats Only change is the gradual reduction in levels as below. Will send next report tomorrow morning around 8am or so unless there is a significant change Main points Rainfall There has been no significant rainfall in the last 24 hours and no significant rainfall is expected in the next twenty-four hours
16/01/11 11:09		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Reservoir top up - maximise storage levels. Due: 11/01/2011 11:32 PM Please do not reply to this email.
16/01/11 11:19				SMS		[redacted]	Message from OCA Incident Manager for SEQ Water Grid Emergency Management New Alert incident in OCA: E.coli detection at Lardiev. Initiated by Qld Urban Utilities.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 11:19		New Water Grid Incident		Email			| HTML CONTENT | A new incident has been recorded in the OCAA Incident Management system.A Please check in to OCAA to review the details. Click here to acknowledge this message Do not reply to this email. Message from OCAA Incident Manager system | Plain text content | A new incident has been recorded in the OCA Incident Management system. Please check in to OCA to review the details. Click here to acknowledge this message < %{ACKNOWLEDGEMENT().Acknowledgement%20link } > Do not reply to this email Message from OCA Incident Manager system Reply with the word "%{ACKNOWLEDGEMENT().Code }" to acknowledge this message
16/01/11 11:19				SMS		[redacted]	A new incident has been recorded in OCA. Please log in to review and monitor
16/01/11 12:13	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Peter Mac contacted QUU EM in order to verify QUU quoted statistics for active reticulated water supply to the household level. Result was estimate that 95% of households. Remainder expected to be ready by end of the day however Energex estim | Plain text content |
16/01/11 12:17		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of EMT Member (Emergency Management SEQ WGM). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email Message from OCA Incident manager for: SEQ Water Grid Emergency Management

B966

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 12:19		Missed new incident		Email		[redacted]	..... | HTML CONTENT | ..... The severity level for a new incident in OCA was not confirmed within the nominated time limit.Â OCA has assumed that the nominated severity is correct.Â OCA has generated a Duty Manager checklist and tasks based on the nominated severity Please check in to OCA to review the new incident. Auto message from the OCAÂ Emergency Manager system Click here to acknowledge this message Â ..... | Plain text content | ..... The severity level for a new incident in OCA was not confirmed within the nominated time limit. OCA has assumed that the nominated severity is correct. OCA has generated a Duty Manager checklist and tasks based on the nominated severity. Please check in to OCA to review the new incident. Auto message from the OCA Emergency Manager system Click here to acknowledge this message < https://seqwatergrid.noggin.oca.com/communicate/%{ACKNOWLEDGEMENT(1):Acknowledgement%20link } >
16/01/11 12:19				SMS			New incident severity confirmation was missed. OCA now assumes nominated severity is valid. Checklist has been generated. Pls log in to OCA immediately Reply with the word "%{ACKNOWLEDGEMENT(1):Code }" to acknowledge this message.
16/01/11 12:29		Notification of allocation to a role in OCA		Email			..... | HTML CONTENT | .... | Plain text content | ..... You have been allocated in the OCA Incident Manager system to the role of EMT Member (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
16/01/11 12:35		Situation Report available in OCA		Email			..... | HTML CONTENT | .... | Plain text content | ..... A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: LinkWater SITREP 6 Lodged by: LinkWater Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.

E967

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 12:35		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
16/01/11 12:40		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
16/01/11 12:45		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
16/01/11 13:03	[redacted]	Ongoing EMT meetings	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email		[redacted]	| HTML CONTENT | Colleagues. Â With the improving situation for water balance, at this stage we would see tomorrows 7:30am meeting being the last for the EMT Â Regards. Keith Davies CEO WaterSecure Emergency Manager Water Grid Emergency Team | Plain text content | Colleagues With the improving situation for water balance, at this stage we would see tomorrows 7:30am meeting being the last for the EMT Regards. Keith Davies CEO WaterSecure Emergency Manager Water Grid Emergency Team

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 13:07		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
16/01/11 13:07		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
16/01/11 13:07		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin) Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
16/01/11 13:25	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Lockyer Valley LDMG dial in not required in future | Plain text content |
16/01/11 13:25		You have received an inbound communication		Email			| HTML CONTENT | From: Paul BurrellType: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 13:32		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: HEOC_PHIC HEOC_PHIC <HEOC_PHIC@health.qld.gov.au>Type: Email | Plain text content |
16/01/11 13:41		You have received an inbound communication		Email			| HTML CONTENT | From: Scott DennerType: Email | Plain text content |
16/01/11 13:52		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted]ype: Email | Plain text content |
16/01/11 13:54		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted]ype: Email | Plain text content |
16/01/11 14:00		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted]ype: Email | Plain text content |
16/01/11 14:06		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted]ype: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 14:15		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: [redacted]ype: Email | Plain text content |
16/01/11 14:28		You have received an inbound communication		Email			| HTML CONTENT | From: COMMS WGMType: Email | Plain text content |
16/01/11 14:36		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin) Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
16/01/11 14:39		You have received an inbound communication		Email			| HTML CONTENT | From: COMMS WGMType: Email | Plain text content |
16/01/11 14:46	COMMS WGM	A new log entry has been created		Email			| HTML CONTENT | Interview with Channel Seven - pooled for Channel 10, 9 and ABC TV - Mt Crosby and water supply for South East Queensland | Plain text content |
16/01/11 14:49		You have received an inbound communication		Email			| HTML CONTENT | From: Paul BurrellType: Email | Plain text content |

R971

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 15:00		You have received an inbound communication		Email		[redacted]	---------- | HTML CONTENT | ---------- From: HEOC_PHIC HEOC_PHIC <HEOC_PHIC@health.qld.gov.au>Type: Email ---------- | Plain text content | ----------
16/01/11 15:17		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: COMMS WGMType: Email ---------- | Plain text content | ----------
16/01/11 15:23		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: COMMS WGMType: Email ---------- | Plain text content | ----------
16/01/11 15:25		Notification of allocation to a role in OCA		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - Old Urban Utilities). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
16/01/11 15:25		Notification of allocation to a role in OCA		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- You have been allocated in the OCA Incident Manager system to the role of Communications Officer (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 15:26		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: COMMS WGMType: Email | Plain text content |
16/01/11 15:31	[redacted]	Fwd: RE: levels update	Wivenhoe Dam Releases 1230EST-06JAN11	Email			| HTML CONTENT | Thanks [redacted] Â Cheers [redacted] From [redacted] Sent: Sunday, 16 January 2011 3:16 PM To: WaterGridMedia Subject: FW: levels update Â Â Wiv 70.75mÂ Â 1,613,871ML 138.5% releasing 3477cumecs Â Som 99.59 405,384ML 106.7% releasing 609cumecs Â NPD 39.5mÂ 212,171MLÂ 98.8% Â Hinze releasing 28cumecs Â Â
16/01/11 15:35		You have received an inbound communication		Email			| HTML CONTENT | From: Matthew Healy <Matthew.Healy@linkwater.com.au>Type: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 15:37	[redacted]	Fwd: Water Supply for Standalone Towns and Wastewater Update	Extreme Weather Event -2300EST-10JAN11	Email	Distribution and Reticulation Issues for Stand Alone Communities in Flood Affected Zones 16Jan.docx, Status of Wastewater Recovery Issues for South East Queensland Regional Communities and Brisbane Metropolitan and Surrounding Areas 16 Jan.docx, Bottled water delivered up to 15-1.xlsx	[redacted]	..... | HTML CONTENT | ..... Please find attached the daily updated documents for Water Supply for Standalone Communities Status of Wastewater recovery issues Bottled water delivery from QUU Â Regards [redacted] Queensland Water Commission [redacted] Â (sent from [redacted] computer, Linkwater) Â Â This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This e-mail is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept
16/01/11 15:47		You have received an inbound communication		Email			..... | HTML CONTENT | ..... From: [redacted] Type: Email ..... | Plain text content | .....

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 15:50	[redacted]	Fwd: URGENT report	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email	newwaterdocmt16jan2011v5.docx, Water Supply outage isolated town supply support request - 16-1-11v2.xlsx	[redacted]	---------- | HTML CONTENT | ---------- Please find attached latest DEO Water Grid report as at 3pm Â Please contact me if you have any queries. Â Kind regards [redacted] This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply e-mail and delete all copies of this message. Queensland Bulk Water Transport Authority (trading as LinkWater). This email is copyright. LinkWater is not liable if an attachment is altered without its written consent and does not accept liability in connection with the transmission of information using the internet. This notice should not be deleted or altered. ---------- | Plain text content | ---------- Please find attached latest DEO Water Grid report as at 3pm. Please contact me if you have any queries.
16/01/11 15:57		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted]ype: Email ---------- | Plain text content | ----------
16/01/11 15:59		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: COMMS WGMType: Email ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 16:07	[redacted]	Re: RE: Water Supply for Standalone Towns and Wastewater Update	Extreme Weather Event -2300EST-10JAN11	Email	Distribution_and_Reticulation_Issues_for_Stand_Alone_Communities_in_Flood_Affected_Zones_16Jan.doc; Status_of_Wastewater_Recovery_Issues_for_South_East_Queensland_Regional_Communities_and_Brisbane_Metropolitan_and_Surrounding_Areas_16_Jan.doc	[redacted]	---------- | HTML CONTENT | ---------- [redacted] wrote on 16/01/2011 15:51 Any chance you could send .doc versions? I think these are .docx and i can't open them? Thanks [redacted] Unitywater [redacted] -- original message --- From: "Water Grid Emergency Manager" [redacted] Subject: Fwd: Water Supply for Standalone Towns and Wastewater Update Date: 16th January 2011 Time: 3:38:23 pm Please find attached the daily updated documents for Water Supply for Standalone Communities Status of Wastewater recovery issues Bottled water delivery from QUU Â Regards Â [redacted] Queensland Water Commission [redacted] Â (sent from [redacted] computer, Unitywater) Â Â This e-mail, including any attached files, may contain confidential and privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive information for the intended recipient), please contact the sender by reply
16/01/11 16:08		You have received an inbound communication		Email		[redacted]	---------- | HTML CONTENT | ---------- From: Madonna Brennan [redacted] Type: Email ---------- | Plain text content | ----------
16/01/11 16:15		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: COMMS WGMType: Email ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 16:17	[redacted]	Fwd: LDMG Minutes 16 Jan 2011	Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11	Email	LDMG Meeting Minutes 160111 1400.doc	[redacted]	..... | HTML CONTENT | ..... LDMG Minutes for 16 Jan 2001 Â Madonna Â Madonna Brennan Â ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 LVRC: 1300 00 5872 [redacted] Web:Â Â Â Â www.lockyervalley.qld.gov.au Â This email (including any attached files) is confidential and is for the intended recipient(s) only. If you received this email by mistake, please, as a courtesy, tell the sender, then delete this email.
16/01/11 16:34		You have received an inbound communication		Email			..... | HTML CONTENT | ..... From: COMMS WGMType: Email ..... | Plain text content | .....
16/01/11 16:36		You have received an inbound communication		Email			..... | HTML CONTENT | ..... From: [redacted] Type: Email ..... | Plain text content | .....
16/01/11 16:36		You have received an inbound communication		Email			..... | HTML CONTENT | ..... From: Madonna Brennan [redacted] Type: Email ..... | Plain text content | .....

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 16:40		You have received an inbound communication		Email		[redacted]	..... | HTML CONTENT | ..... From: Graeme ArthyType: Email ..... | Plain text content | .....
16/01/11 16:41	[redacted]	Fwd: Situation Report for 16 Jan 2011	Wivenhoe Dam Releases 1230EST-06JAN11. Extreme Weather Event - 2300EST-10JAN11	Email	Sitrep 016.docm		..... | HTML CONTENT | ..... Situation Report for 16 Jan 2011 Â Madonna A Madonna Brennan Â ..... Executive Support Officer Engineering Operations Lockyer Valley Regional Council PO BOX 82 GATTON QLD 4343 LVRC, 1300 00 5872 [redacted] Web:Â Â Â Â www.lockyervalley.qld.gov.au Â This email (including any attached files) is confidential and is for the intended recipient(s) only. If you received this email by mistake, please, as a courtesy, tell the sender, then delete this email.
16/01/11 17:24		You have received an inbound communication		Email			..... | HTML CONTENT | ..... From: COMMS WGMType: Email ..... | Plain text content | .....
16/01/11 18:10		You have received an inbound communication		Email			..... | HTML CONTENT | ..... From: COMMS WGMType: Email ..... | Plain text content | .....

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 18:24		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: COMMS WGMType: Email | Plain text content |
16/01/11 19:13		You have received an inbound communication		Email			| HTML CONTENT | From: COMMS WGMType: Email | Plain text content |
16/01/11 19:52		You have received an inbound communication		Email			| HTML CONTENT | From: COMMS WGMType: Email | Plain text content |
16/01/11 21:16		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
16/01/11 21:17		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
16/01/11 21:59		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: COMMS WGMType: Email | Plain text content |
16/01/11 22:02		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted]ype: Email | Plain text content |
16/01/11 23:06		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
16/01/11 23:11		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
16/01/11 23:16		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
17/01/11 06:15		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 06:26	[redacted]	FYI - Latets QUU Sitrep #23	Extreme Weather Event -2300EST-10JAN11	Email	20110116_Sitrep_23_Extreme_wel_weather[1].doc; QUU_SitRep23_Exec_Summary[1].pdf	[redacted]	---------- | HTML CONTENT | ---------- Hello all. Â Please find attached the latest QUU Sitrep (#23) received at 11:03pm last night. Â Regards Water Grid Emergency Management Team ---------- | Plain text content | ---------- Hello all. Please find attached the latest QUU Sitrep (#23) received at 11:03pm last night. Regards Water Grid Emergency Management Team
17/01/11 07:02		Emergency response task assigned: (none)		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Need next Technical report ASAP Due: 11/01/2011 11:33 AM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
17/01/11 07:03		Emergency response task assigned: (none)		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Stage 2 dam release scenario modelling Due: 11/01/2011 11:49 AM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 07:03		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Technical Situation Report by 3pm Due: 12/01/2011 03:00 PM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
17/01/11 07:04		Emergency response task assigned: (none)		Email			| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system. Title: WTP status summary requested Due: 13/01/2011 09:30 AM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
17/01/11 07:05		Emergency response task assigned: (none)		Email			| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11 A task has been assigned to you for action in the OCA Incident Manager system. Title: Eastbank restoration status Due: 13/01/2011 11:30 AM Please do not reply to this email Message from OCA Incident Manager for SEQ Water Grid Emergency Management
17/01/11 07:05		Emergency response task assigned: (none)		Email			| HTML CONTENT | | Plain text content | Incident: Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: URGENT - Request for summary of isolated supplies WTP status Due: 13/01/2011 09:30 AM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 07:15		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - LinkWater). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
17/01/11 07:30		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted]irst point of contact)Type: Email | Plain text content |
17/01/11 07:37		You have received an inbound communication		Email			| HTML CONTENT | From: Paul BurrellType: Email | Plain text content |
17/01/11 07:39		You have received an inbound communication		Email			| HTML CONTENT | From: Paul BurrellType: Email | Plain text content |
17/01/11 07:51		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Technical Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 07:51		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Technical Officer (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
17/01/11 07:51		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
17/01/11 07:53		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
17/01/11 07:54		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
17/01/11 07:55		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
17/01/11 08:13	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Call to QUU CIM - Withcott power restored | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 08:17		Acknowledgement - New contact request		Email		[redacted]	| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: Madonna Brennan, (none) When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifiying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
17/01/11 08:19		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
17/01/11 08:19	[redacted]	Fwd: Fwd: Situation Report for 16 Jan 2011	Extreme Weather Event -2300EST-10JAN11	Email	winmail.dat		| HTML CONTENT | | Plain text content | Hi Madonna, As discussed with [redacted] please see update following. Regards Water Grid Emergency Management Team --- Brett Per discussion, pls email Madonna at the Lockyer Valley LDMG and let her know that the report they have sent out is

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 08:26	[redacted]	Water Grid Update for LV LDMG	Extreme Weather Event -2300EST- 10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- Hi Madonna, As discussed with [redacted] please see update following Regards Water Grid Emergency Management Team ---------- [redacted] Per discussion, pls email Madonna at the Lockyer Valley LDMG and let her know that the report they have sent out is incorrect. The Lowood Water Treatment Plant which supplies all connected towns in the Lockyer Valley is operating at normal capacity, and the reservoirs supplying all towns have been charged. There are some isolated street level connection issues, primarily south of the railway line in Grantham due to multiple local breaks, however the vast majority of houses are connected Per our conversation with Energex the power is on at Willcott and so residents will be able to operate their in home pumps where they are on a trickle feed water supply. The boil water notice will remain in place whilst all pipelines are inspected to ensure there is no ingress, and Qld Health are happy that we have returned a long enough series of 'clear' water quality lab returns Thanks Scott Sent from my iPad Â ---------- | Plain text content | ----------
17/01/11 08:27		You have been assigned a question		Email			Hi Madonna, As discussed with [redacted] please see update following ---------- | HTML CONTENT | ---------- Regarding Contact: Madonna BrennanA new contact has been entered by [redacted] SEQ WGM. . ---------- | Plain text content | ----------
17/01/11 08:27		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted] Type: Email ---------- | Plain text content | ----------
17/01/11 08:32		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted] Type: Email ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 08:32		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: Rob Drury [redacted] | Plain text content |
17/01/11 08:36	[redacted]	Fwd: RE: Water sampling for Lowood supply		Email	winmail.dat		| HTML CONTENT | | Plain text content | Hi [redacted] Firstly, [redacted] is not rostered on so the key contact from QUU now is [redacted] email him for a phone number as I don't have it on hand). He will be able to provide and QUU WQ information to QH. QUU sampled 10-15 flood affected areas in Brisbane yesterday and the daily sampling of small towns. I have requested those results when available today. The small towns are also going to be sampled again today. But that is the last scheduled sampling of daily small towns based on an email from [redacted] yesterday. I suspect that will need to be extended until we can consider lifting Boil water Notice. QH will have to liaise with QUU on this issue. Normal routine sampling of the rest of the QUU system will resume today. As far as small town supply is concerned, you will need to contact [redacted] from WGM for an update. I only know as much as was discussed on teleconference this morning, but the bulk of the Lowood WTP service area is connected - double check that with [redacted]. Only those last few places at end of line (Withcott) and Grantam (severe damage) do not have supplies. You could also request from Scott small town supply reports (there are quite a few of them around which are quite detailed). All WTPs are operating within HACCP limits. I am confirming that with Seqwater again this morning. And I'm also
17/01/11 08:47		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] ype: Email | Plain text content |
17/01/11 08:54		You have received an inbound communication		Email			| HTML CONTENT | From: COMMS WGMType: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 08:58		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: COMMS WGMType: Email | Plain text content |
17/01/11 09:05		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] | Plain text content |
17/01/11 09:2[illegible]		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Technical Officer (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
17/01/11 09:26		You have received an inbound communication		Email			| HTML CONTENT | From: COMMS WGMType: Email | Plain text content |
17/01/11 09:33		You have received an inbound communication		Email			| HTML CONTENT | From [redacted]Type: Email | Plain text content |
17/01/11 09:33		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted]ype: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 09:38	COMMS WGM	A new log entry has been created		Email		[redacted]	| HTML CONTENT | Draft media release sent to Minister Robertson's Office as requested. Media release: Dam operators explain operating decisions | Plain text content |
17/01/11 09:47		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |
17/01/11 09:52		Contact detail changes submitted for approval		Email			| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation Name: [redacted] Position: Director When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management.
17/01/11 09:55		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 09:56	[redacted]	Re: Contact details		Email		[redacted]	---------- | HTML CONTENT | ---------- Hi [redacted] Â We have updated OCA with your DERM email address. Can you please confirm receipt of this email? Â Regards Water Grid Emergency Management Team [redacted] Â Â [redacted] wrote on 17/01/2011 09:42 [redacted] could you please pass this email onto the key contacts for the small towns group and the water quality group thanks Â My work email address is back up and running. Could you please remove my personal email from the database and add my DERM address thanks Â For those of you who don't know, Mineral House is closed and will remain closed probably until next Monday. In the meantime I have a few desks at Queen Adelaide Building that some of my team will be working from. However, most of my staff will be working from home this week. Â ---------- | HTML CONTENT | ---------- From: [redacted] Type: Email ---------- | Plain text content | ----------
17/01/11 10:00		You have received an inbound communication		Email			
17/01/11 10:02		You have been assigned a question		Email			---------- | HTML CONTENT | ---------- Regarding Contact: [redacted] details of an existing contact have been amended by [redacted] ---------- | Plain text content | ----------
17/01/11 10:03		You have received an inbound communication		Email			---------- | HTML CONTENT | ---------- From: [redacted] Type: Email ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 10:03		You have received an inbound communication		Email		[redacted]	| HTML CONTENT | From: [redacted]ype: Email | Plain text content |
17/01/11 10:04		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted]Type: Email | Plain text content |
17/01/11 10:12		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted]ype: Email | Plain text content |
17/01/11 10:16		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted]Type: Email | Plain text content |
17/01/11 10:18		You have received an inbound communication		Email			| HTML CONTENT | From: COMMS WGMType: Email | Plain text content |
17/01/11 10:29		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted]ype: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 10:29		You have received an inbound communication		Email		[redacted]	..... | HTML CONTENT | ..... From: [redacted] Type: Email ..... | Plain text content | .....
17/01/11 10:32		You have received an inbound communication		Email			..... | HTML CONTENT | ..... From: SEQWGM Enquiries <[redacted] ..... | Plain text content | .....
17/01/11 10:34		You have received an inbound communication		Email			..... | HTML CONTENT | ..... From: COMMS WGMType: Email ..... | Plain text content | .....
17/01/11 10:45		You have received an inbound communication		Email			..... | HTML CONTENT | ..... From: COMMS WGMType: Email ..... | Plain text content | .....
17/01/11 10:48		You have received an inbound communication		Email			..... | HTML CONTENT | ..... From: [redacted] Type: Email ..... | Plain text content | .....

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 10:48		Situation Report available in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: Sit Rep 24 Extreme Weather Event 17-1-11 Lodged by: QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.
17/01/11 10:48		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
17/01/11 10:53		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] ype: Email | Plain text content |
17/01/11 10:53		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
17/01/11 10:55		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] ype: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 10:57		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
17/01/11 10:58		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
17/01/11 10:58		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin) Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
17/01/11 10:59		You have received an inbound communication		Email			| HTML CONTENT | From: [redacted] Type: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 11:18	[redacted]	FYI - Latest QUU Sitrep #24	Extreme Weather Event -2300EST-10JAN11	Email	20110117_Sitrep_24_Extreme_wet_weather[1].doc	[redacted]	| HTML CONTENT | Hello all. Â Please find attached the latest QUU Sitrep #24 just released Â Regards Water Grid Emergency Management Team | Plain text content | Hello all. Please find attached the latest QUU Sitrep #24 just released. Regards Water Grid Emergency Management Team
17/01/11 11:23 E	[redacted]	FYI - Latest QUU Sitrep #24	Extreme Weather Event -2300EST-10JAN11	Email	20110117_Sitrep_24_Extreme_wet_weather[1].doc		| HTML CONTENT | Hi all, Please find attached the latest QUU Sitrep #24. Regards Water Grid Emergency Management Team | Plain text content | Hi all, Please find attached the latest QUU Sitrep #24 Regards Water Grid Emergency Management Team
17/01/11 13:11		You have received an inbound communication		Email			| HTML CONTENT | From: Paul BurrellType: Email | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 14:48		Situation Report available in OCA		Email		[redacted]	..... | HTML CONTENT | .... | Plain text content | ..... A new or amended sitrep has been registered in the OCA Incident Manager system Report title: SitRep 25 - Extreme Weather Event - 17 01 11 Lodged by QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email This message from OCA Incident Manager for SEQWGM Emergency Management
17/01/11 14:53		New report		Email			..... | HTML CONTENT | ..... A new report has been created ..... | Plain text content | .....
17/01/11 16:35		Notification of allocation to a role in OCA		Email			..... | HTML CONTENT | .... | Plain text content | ..... You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - AllConnex). Please remember to set your Primary Role if you have more than one allocation Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
17/01/11 17:37	[redacted]	QUU Sitrep 25		Email	SitRep 25 - Extreme Weather Event - 17 01 11		..... | HTML CONTENT | ..... Colleagues Â attached is the latest SITREP from QUU Â Regards Â Water Grid Emergency Management Team ..... | Plain text content | ..... Colleagues attached is the latest SITREP from QUU Regards Water Grid Emergency Management Team

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 19:14		Emergency response task assigned: (none)		Email		[redacted]	| HTML CONTENT | Incident: Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11 Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system Title: Fuel resupply Seqwater/QUU Due: 16/01/2011 03:59 PM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management | Plain text content |
17/01/11 20:19		Situation Report available in OCA		Email			| HTML CONTENT | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: SitRep 26 - Extreme Weather Event - 17 01 11 Lodged by: QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management. | Plain text content |
17/01/11 20:24		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
17/01/11 20:29		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
17/01/11 20:45		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
18/01/11 05:21 [redacted]			Extreme Weather Event -2300EST-10JAN11	SMS			Lowood temporary pump failed. Repairs expected about lunchtime. QUU notified - 1-2 days supply in QUU res. Will be in around 0700
18/01/11 05:30		Emergency response task assigned: (none)		Email			| HTML CONTENT | | Plain text content | Incident: Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Lowood Reservoir Due: 18/01/2011 08:00 AM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
18/01/11 05:30		Emergency response task assigned: (none)		Email			| HTML CONTENT | | Plain text content | Incident: Extreme Weather Event -2300EST-10JAN11 A task has been assigned to you for action in the OCA Incident Manager system: Title: Lowood Reservoir Due: 18/01/2011 08:00 AM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
18/01/11 05:40 [redacted]		You have been assigned a task		Email			| HTML CONTENT | Lowood ReservoirDue: 18/01/2011 08:00 AMWe were advised by Jim Pruss of pump failure at Lowood this . | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 07:46	[redacted]	Lowood WTP off line and QUU Sitrep	Extreme Weather Event -2300EST-10JAN11	Email	SitRep 26 - Extreme Weather Event - 17 01 11	[redacted]	---------- | HTML CONTENT | ---------- Colleagues Â attached is the latest QUU SITREP from last night. Please note that this morning at 0417h we received a call from Seqwater advising that the temporary water pump at Lowood WTP was off line. We are expecting an update later this morning onÂ anticipated repair time and any other contingency arrangements Follow-up call from QUU at 0505h advising that there is sufficient supply in reservoirs supplied by the Lowood WTP forÂ aboutÂ 1-2 days. Seqwater Director Operations is on his way to the site to assess the issues and provide further information on repair time. Once we have this information and have further spoke to QUU we will provide a further update. Â If you have any questions please call us on [redacted] Â Water Grid Emergency Management Team ---------- | Plain text content | ---------- Colleagues attached is the latest QUU SITREP from last night. Please note that this morning at 0417h we received a call from Seqwater advising that the temporary water pump at Lowood WTP was off line. We are expecting an update later this morning on anticipated repair time and any other contingency arrangements. Follow-up call from QUU at 0505h advising that there is sufficient supply in reservoirs supplied by the Lowood WTP for about 1-2 days. Seqwater Director Operations is on his way to the site to assess the issues and provide further information on repair
18/01/11 07:54	[redacted]	TSR - Dam levels	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W61.docx		---------- | HTML CONTENT | ---------- Barry Â as requested, attached is the latest Technical Situation Report from Seqwater. Â Regards Â Water Grid Emergency Management Team [redacted] ---------- | Plain text content | ---------- Barry as requested, attached is the latest Technical Situation Report from Seqwater. Regards Water Grid Emergency Management Team [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 08:35	[redacted]	A new log entry has been created		Email		[redacted]	| HTML CONTENT | Received a call from Seqwater at 0417h Lowood WTP off line again due to diesel pump issues Lowood Seqwater Reservoirs nearly empty. Jim Pruss attending site and will update once he has some information. Site communications are problematic d | Plain text content |
18/01/11 08:48		A new log entry has been created		Email			| HTML CONTENT | Called Jim Pruss, Seqwater at 0451 Requested update on Lowood Pump issues as soon as possible. Jim was going out to the site and will provide further details once he has the information. | Plain text content |
18/01/11 08:52		A new log entry has been created		Email			| HTML CONTENT | Contacted by QUU [redacted] who offered any assistance needed with getting the Lowood Pump back on line, he had been in contact with Jim Pruss who indicated assistance not required at this stage. I requested an update on reservoir storage l | Plain text content |
18/01/11 09:09		A new log entry has been created		Email			| HTML CONTENT | Contacted QUU EMT A Advised, no further update from Seqwater but will arrange a telecon once we have further information. No further info from QUU at this time | Plain text content |
18/01/11 09:13		A new log entry has been created		Email			| HTML CONTENT | Attempted contact with Jim Pruss at about 0800 Comms issues (no coverage) at Lowood [redacted] then contacted [redacted] Seqwater - no further update at this time Advised [redacted] that Water Grid EMT have contacted Coates Hire to | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 09:23	[redacted]	Water Balance	Wivenhoe Dam Releases 1230EST-06JAN11, Northern Region Asset Inundation - 1602EST-10JAN11, Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	..... | HTML CONTENT | ..... Good Morning Â can you please emailÂ through the latest Water Balance please. Â Thanks Â Water Grid Emergency Management Team [redacted] ..... | Plain text content | ..... Good Morning, can you please email through the latest Water Balance please Thanks Water Grid Emergency Management Team [redacted]
18/01/11 09:39	[redacted]	Coates Hire Pump availability		Email		[redacted]	..... | HTML CONTENT | ..... as discussed via telephone. Coates Hire indicate they do have High Head pumps available but they are likely to be in high demand so availability may change quickly. Can you please contact Coates Hire. [redacted] He will also need some specifics on the pump needs such as suction lift and verticle height over distance. Please update me with any decisions regarding this matter so I can inform QUU. Regards. [redacted] ..... | Plain text content | ..... [redacted] as discussed via telephone. Coates Hire indicate they do have High Head pumps available but they are likely to be in high demand so availability may change quickly. Can you please contact Coates Hire [redacted] He will also need some specifics on the pump needs such as suction lift and verticle height over distance. Please update me with any decisions regarding this matter so I can inform QUU. Regards. [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 09:44		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
18/01/11 09:44		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
18/01/11 09:44		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
18/01/11 10:18		Contact detail changes submitted for approval		Email			| HTML CONTENT | | Plain text content | The changes for the following contact have been submitted to the OCA system administrator for confirmation Name: [redacted] Position: (none) When the administrator has confirmed the changes they will appear in the contact directory Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 10:21	[redacted]	A new log entry has been created		Email		[redacted]	---------- | HTML CONTENT | ---------- Contacted QUU EMT (Mike Griffith). Provided an update on the situation at Lowood with the diesel pump. Seqwater are still attempting to have the pump operational by about lunch time. Seqwater are contacting Coates Hire about a second standby ---------- | Plain text content | ----------
18/01/11 10:28		You have been assigned a question		Email			---------- | HTML CONTENT | ---------- Regarding Contact: [redacted] Details of an existing contact have been amended by [redacted] ---------- | Plain text content | ----------
18/01/11 10:43		Contact detail changes submitted for approval		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The changes for the following contact have been submitted to the OCA system administrator for confirmation: Name: [redacted] Position: Ops Manager GCDA When the administrator has confirmed the changes they will appear in the contact directory. Please do not reply to this email. This message from OCA Incident Manager for SEQ Water Grid Emergency Management.
18/01/11 10:43		Situation Report available in OCA		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: Sit Rep 27 Extreme Weather Event 18-1-11 Lodged by: QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 10:44		You have been assigned a question		Email		[redacted]	..... | HTML CONTENT | ..... Regarding Contact: [redacted] Details of an existing contact have been amended by [redacted] ..... | Plain text content | .....
18/01/11 10:44		Contact detail changes submitted for approval		Email			..... | HTML CONTENT | .... | Plain text content | ..... The changes for the following contact have been submitted to the OCA system administrator for confirmation Name: [redacted] (first point of contact) Position: Sen. Ops Manager When the administrator has confirmed the changes they will appear in the contact directory Please do not reply to this email This message from OCA Incident Manager for SEQ Water Grid Emergency Management
18/01/11 10:48		New report		Email			..... | HTML CONTENT ..... A new report has been created ..... | Plain text content .....
18/01/11 10:49				SMS			
18/01/11 10:49		New Water Grid Incident		Email			New Alert incident in OCA: Withcott E coli. Initiated by Old Urban Utilities ..... | HTML CONTENT | ..... A new incident has been recorded in the OCAA Incident Management system Â. Please check in to OCAA to review the details. Click here to acknowledge this message Do not reply to this email Message from OCAA Incident Manager system ..... | Plain text content | ..... A new incident has been recorded in the OCA Incident Management system. Please check in to OCA to review the details. Click here to acknowledge this message < %(ACKNOWLEDGEMENT():Acknowledgement%20link) > Do not reply to this email. Message from OCA Incident Manager system Reply with the word "%(ACKNOWLEDGEMENT():Code &nosp;)" to acknowledge this message A new incident has been recorded in OCA. Please log in to review and monitor
18/01/11 10:49				SMS			

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 10:52	[redacted]	FYI - QUU Sitrep # 27	Extreme Weather Event -2300EST-10JAN11	Email	20110118_Sitrep_27_Extreme_wet_weather[1].doc	[redacted]	| HTML CONTENT | Hello all. Â Please find attached the latest QUU Sitrep just released #27 Regards Water Grid Emergency Management Team [redacted] | Plain text content | Hello all. Please find attached the latest QUU Sitrep just released #27 Regards Water Grid Emergency Management Team [redacted]
18/01/11 10:53		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact: [redacted] Details of an existing contact have been amended by [redacted] | Plain text content |
18/01/11 10:53		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
18/01/11 10:54		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact: [redacted] first point of contact)Details of an existing contact have been amended by [redacted] | Plain text content |
18/01/11 11:00		You have been assigned a task		Email			| HTML CONTENT | Regarding Event: Withcott E.coliPlease prepare a Minister's Informal Notification report . | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 11:00		You have been assigned a task		Email		[redacted]	..... | HTML CONTENT | ..... Regarding Event: Withcott E coliEvent: Withcott E coli Incident Manager: Incident Manager ..... | Plain text content | .....
18/01/11 11:44	COMMS WGM	A new log entry has been created		Email			..... | HTML CONTENT | ..... Media enquiry from ABC TV regarding Wivenhoe Dam. Informed reporter that as a Royal Commission has been announced we will be unable to comment until formal legal advice is recieved ..... | Plain text content | .....
18/01/11 11:44	[redacted]	Fwd: Agreement to Discharge Water Treatment Residues to Brisbane River at Mt Crosby	Wivenhoe Dam Releases 1230EST-06JAN11, Extreme Weather Event - 2300EST-10JAN11	Email			..... | HTML CONTENT | ..... Hello all. Â Just FYI - Please note Seqwater email to EPA seeking approval to release an increased WTPA residues level into the Brisbane river below the weir at Mt Crosby Regards Water Grid Emergency Management Team [redacted] Â ..... Â Â BACKGROUND There are two water treatment plants located at Mt Crosby â€“ Eastbank Water Treatment Plant and Westbank Water Treatment Plant. Both these plants are essential for continuity of water supply to Brisbane, Ipswich and Logan. Â Currently production from these plants is being minimised by operation of the Southern Regional Water Pipeline which is supplied potable water from Gold Coast Water Treatment Plants (mainly Molendinar WTP and to a lesser extent Mudgeeraba WTP) and Gold Coast Desalination plant. Supply of water to the northern side of Brisbane is being maximised from North Pine Water Treatment and water treatment plants that supply Northern Pipeline interconnector Â Production from Mt Crosby Water Treatment Plants is currently at minimum 200 ML/day and if consumer demand increases over the next week 250ML/day could be expected

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 11:48	COMMS WGM	A new log entry has been created		Email		[redacted]	..... | HTML CONTENT | ..... Media enquiry from 7.30 Report regarding Wivenhoe Dam. Informed reporter that as a Royal Commission has been announced we will be unable to comment until formal legal advice is recieved. ..... | Plain text content | .....
18/01/11 11:53	COMMS WGM	A new log entry has been created		Email			..... | HTML CONTENT | ..... Site access request from Wynnum Herald to take photos at Leslie Harrison Dam. Photographer was informed that site access is still unavailable at this time. ..... | Plain text content | .....
18/01/11 12:00		Close out report completed		Email			..... | HTML CONTENT | ..... Duty Manager A close-out report has been completed for an incident in OCAÂ Incident Manager. Please review the details in OCA. Â Click here to acknowledge this message ..... | Plain text content | ..... Duty Manager A close-out report has been completed for an incident in OCA Incident Manager. Please review the details in OCA.
15/01/11 12:00				SMS			Click here to acknowledge this message < %{ACKNOWLEDGEMENT():Acknowledgement%20link } > New closeout report has been lodged in OCA. Pls login to view.
15/01/11 12:05		New report		Email		[redacted]	Reply with the word "%{ACKNOWLEDGEMENT():Code }" to acknowledge this message ..... | HTML CONTENT | ..... A new report has been created ..... | Plain text content | .....

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 12:10		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
18/01/11 12:33	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Call from Jim Pruss. Seqwater EPA request sent. Lowood update - Pipework is in place and refuelling pump underway | Plain text content |
18/01/11 12:35	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Contacted QUU - updated status of Lowood pump and advised of Seqwater plans to have a second standby pump on site. | Plain text content |
18/01/11 12:36	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Call from [redacted]. Seqwater - Lowood update - still tankering water into Lowood WTP. Estimate WTP online approx 1 hr | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 13:05	[redacted]	Re: RE: FYI - QUU Sitrep # 27		Email		[redacted]	---------- | HTML CONTENT | ---------- Barry, Â will do. I'm expecting to hear within the hour. Â Regards [redacted] Â [redacted] wrote on 18/01/2011 12:58: [redacted] Please send news on Lowood when it is ready Thanks Barry Â Â From: Water Grid Emergency Manager [mailto:seqwgm@id.ngcomms.net] Sent: Tuesday, 18 January 2011 10:52 AM To: [redacted] Subject: FYI - QUU Sitrep # 27 Â Hello all, Â Please find attached the latest QUU Sitrep just released #27 ---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management ---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- Incident: E. coli Hutton Road Reservoir 1505EST-23NOV10 A task has been assigned to you for action in the OCA Incident Manager system: Title: E. coli Hutton Road Reservoir 1505EST-23NOV10 update Due: 21/12/2010 04:00 PM Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
18/01/11 13:24		Notification of allocation to a role in OCA		Email			
18/01/11 13:26		Emergency response task assigned: (none)		Email			

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 13:56		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - Old Urban Utilities). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management.
18/01/11 13:56		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Communications Officer (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management.
18/01/11 13:57		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management.

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 13:59		Acknowledgement - New contact request		Email		[redacted]	| HTML CONTENT | | Plain text content | The contact details which you have entered into the OCA Incident Manager system have been forwarded to the System Administrator for approval: Name: [redacted] Somerset LDMG When the administrator approves this contact, the contact will appear in the OCA Directory. If this contact will need an account to log in to the OCA system, please send an email to [redacted] requesting an account for the user and specifying which OCA role/s they will be required to allocate in to. NOTE: Approval of the new contact could take up to two hours. Please do not reply to this email. Message from OCA Incident Manager for SEQ Water Grid Emergency Management
18/01/11 14:00		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact: [redacted] A new contact has been entered by [redacted] of SEQ WGM | Plain text content |
18/01/11 14:09		You have been assigned a question		Email			| HTML CONTENT | Regarding Contact: [redacted] A new contact has been entered by [redacted] of SEQ WGM | Plain text content |
18/01/11 14:44	[redacted]	A new log entry has been created		Email			| HTML CONTENT | Contacted [redacted] RE: Lowood Pump update - ongoing issues with the connecting pipework. [redacted] also requested prioritised access for water tankers supplying the Lowood reservoirs. [redacted] contacted Somerset and Ipswich LDMGs to get t | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 14:44		Situation Report available in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: SitRep 28 - Extreme Weather Event - 18.01.11 Lodged by: QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.
18/01/11 14:49		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
18/01/11 14:54		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

E1012

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 15:17	[redacted]	FYI - QUU Sitrep #28		Email	71001-SitRep_28_-_Extreme_Weather_Event_-_18_01_11[1].pdf	[redacted]	| HTML CONTENT | Hello all, Â Please find attached the latest summarised QUU Sitrep #28 Â Please note that the Lowood temp pump has beenÂ back on line for the last 30 minutes and the balance tank is filling. Also Mt Ommaney is back online as well. Regards Water Grid Emergency Management Team [redacted] | Plain text content | Hello all, Please find attached the latest summarised QUU Sitrep #28. Please note that the Lowood temp pump has been back on line for the last 30 minutes and the balance tank is filling. Also Mt Ommaney is back online as well. Regards Water Grid Emergency Management Team
18/01/11 15:42	[redacted]	A new log entry has been created		Email			[redacted] Scott Denner updated John Bradley that Lowood back online. | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
18/01/11 16:07	[redacted]	Re: WQ Sitrep 9		Email		[redacted]	---------- | HTML CONTENT | ---------- Hi [redacted] Are you asking the Water Grid EMT to review this? Please note we are unable to see in OCA who this email has been addressed to as "To" and "cc" Â Cheers Water Grid Emergency Management Team Â Â [redacted] wrote on 18/01/2011 16:03 Please can you review the attached Sitrep Â Thanks. Â [redacted] Â Mark Crabtree Water Quality and Compliance Manager [redacted] Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004Â e mark.crabtree@linkwater.com.au | w www.linkwater.com.au PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program ----------
18/01/11 17:32		Contact detail changes submitted for approval		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- The changes for the following contact have been submitted to the OCA system administrator for confirmation. Name: CIM.QUU Position: Crisis Incident Manager When the administrator has confirmed the changes they will appear in the contact directory Please do not reply to this email This message from OCA Incident Manager for SEQ Water Grid Emergency Management.
18/01/11 17:42		You have been assigned a question		Email			---------- | HTML CONTENT | ---------- Regarding Contact: CIM.QUUDetails of an existing contact have been amended by Brett ---------- | Plain text content | ----------

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 07:43		Notification of allocation to a role in OCA		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - Qld Urban Utilities). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
19/01/11 07:43		Notification of allocation to a role in OCA		Email			---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- You have been allocated in the OCA Incident Manager system to the role of Communications Officer (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email, Message from OCA Incident manager for SEQ Water Grid Emergency Management
19/01/11 08:05	[redacted]	Fwd: RE: Technical Report W62	Wivenhoe Dam Releases 1230EST-06JAN11	Email	Technical_Situation_Report_W62.docx		---------- | HTML CONTENT | ---------- Â Barry, Â as discussed. Â Regards Â [redacted] Â Â Attached report W62 Â Main changes are related to holding a higher release rate for some hours over night due to Lowood water access issues. Also we intend to close down today sometime rather than tomorrow morning partly for same reason and also as BCC no longer has concerns re Coro Drive. This also means final level for Wivenhoe may be between 95% and 99%, with some ongoing base flows that may bring it back up slightly. Â Rob Â Robert Drury Dam Operations Manager Water Delivery Queensland Bulk Water Supply Authority trading as Seqwater

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 08:16	[redacted]	Lowood Pump	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	---------- | HTML CONTENT | ---------- Good Morning Colleagues Â Can you please provide a quick update on the Lowood Pump including: Any issues overnight Reservoir levels on site Standby pump - on site? Any further update on the condition and expected repair times of the fixed pump/s Any further anticipated issues from dropping water levels Â Appreciate the info Â Regards. Â Water Grid Emergency Management Team [redacted] ---------- | Plain text content | ---------- Good Morning Colleagues Can you please provide a quick update on the Lowood Pump including: Any issues overnight Reservoir levels on site Standby pump - on site? ----------
19/01/11 08:50	[redacted]	Re: Lowood WTP - Update	Extreme Weather Event -2300EST-10JAN11	Email			| HTML CONTENT | ---------- David Â thanks for the update Â Regards Â [redacted] Â [redacted] wrote on 19/01/2011 08:35 Reservoir Levels â€“ WTP 66% Balance Tank 90% Â Raw water pump is currently off whilst it is relocated because of falling river levels Â Tankers continued delivering water until 3am last night, however they have again recommenced deliveries whilst the raw water pump is offline and will maintain deliveries until operations have stabilised Â Crews are expected to access the dry well today to assess the damage and develop a program for repairs Â No estimate for reinstatement is available just yet. Â Â Â [redacted] Â

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
10/01/11 08:54		Notification of allocation to a role in OCA		Email		[redacted]	..... | HTML CONTENT | .... | Plain text content | ..... You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
10/01/11 09:12	[redacted]	Lowood WTP - Update	Extreme Weather Event -2300EST-10JAN11	Email			..... | HTML CONTENT | ..... Colleagues Â Update on the Lowood temporary pump (Current at 0830h) is as follows: Â The problems yesterday were with the pipeworks not the deisel pump itself. Seqwater have had to relocate the pump on several occasions as they chase the falling river levels. Even withÂ the raw water pump on line, tankering wasÂ still maintainedÂ through the night to 3am as well Currently Seqwater reservoir levels are 66% at the WTP and 90% at the Balance Tank The raw water pump is being relocated again because of the falling river levels and tankering has recommenced while the raw water pump is off line Tankering deliveries will continue until operations have stabilised to ensure continuity of supply Seqwater crews are expecting access to the dry well today to assess the damage and develop a program for repairs.Â No estimate for reinstatement is available at this time but we will keep you updated throughout the day as more information becomes available. Â Regards. Â Water Grid Emergency Management Team [redacted] Â Â Â Â
10/01/11 09:34	[redacted]	A new log entry has been created		Email			..... | HTML CONTENT | ..... Call received from QUU - Catherine Turner re. Lowood temp pump. Advised will update through the day as more information becomes available. Email update had been received. ..... | Plain text content | .....

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 09:49	[redacted]	Lowood Pump	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	| HTML CONTENT | [redacted] as you would be aware OUU are intently interested in the situation at Lowood.Â If you can provide regular updates as per the areas of interest (per my last email) that would be greatly appreciated. Understand the limitations in comms out of Lowood and also the need to do a proper assessment of the existing pumps to avoid guess work. Any questions or concerns please give me a call Â Regards, Â [redacted] | Plain text content | [redacted] as you would be aware OUU are intently interested in the situation at Lowood. If you can provide regular updates as per the areas of interest (per my last email) that would be greatly appreciated. Understand the limitations in comms out of Lowood and also the need to do a proper assessment of the existing pumps to avoid guess work. Any questions or concerns please give me a call. Regards,
19/01/11 09:53		Situation Report available in OCA		Email			[redacted] | HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: SitRep 30 - Extreme Weather Event - 19.01.11 Lodged by: OUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management
19/01/11 09:58		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 10:03		New report		Email		[redacted]	---------- | HTML CONTENT | ---------- A new report has been created ---------- | Plain text content | ----------
19/01/11 10:07	COMMS WGM	Copy of SEQ Water Grid Emergency Response Plan for your use.	Extreme Weather Event -2300EST-10JAN11, Wivenhoe Dam Releases 1230EST-06JAN11	Email	SEQ_Water_Grid_Emergency_Response_Plan_2010_Version_2.1[1].pdf	[redacted]	---------- | HTML CONTENT | ---------- Hi [redacted] Â As dicussed, please find attched a copy of the SEQ Water Grid Emergency Response Plan version 2.1, for your use in drafting a briefing note for the Treasurer. Â Please feel welcome to contact us, should you require any further information Â Kindest regards [redacted] ---------- | Plain text content | ---------- Hi [redacted] As dicussed, please find attched a copy of the SEQ Water Grid Emergency Response Plan version 2.1, for your use in drafting a briefing note for the Treasurer Please feel welcome to contact us, should you require any further information. Kindest regards [redacted]
19/01/11 10:08		Notification of allocation to a role in OCA		Email		[redacted]	---------- | HTML CONTENT | ---------- ---------- | Plain text content | ---------- You have been allocated in the OCA Incident Manager system to the role of IMT Member (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 11:27	[redacted]	QUU Situation Report	Extreme Weather Event -2300EST-10JAN11	Email	SitRep 30 - Extreme Weather Event - 19.01.11	[redacted]	..... | HTML CONTENT | ..... Colleagues Â attached is the latest QUU Situation Report Â Best Regards Â Water Grid Emergency Management Team [redacted] ..... | Plain text content | ..... Colleagues attached is the latest QUU Situation Report Best Regards Water Grid Emergency Management Team
19/01/11 11:52	[redacted]	A new log entry has been created		Email		[redacted]	[redacted] ..... | HTML CONTENT | ..... Scott Denner received a call from Seqwater - update on Lowood pumps. The temp pump being relocated. 62% in balance tank and clear water storage. Dry well pumps are being repaired including new power board (Energex on site) install and motor o
19/01/11 13:35		Close out report completed		Email		[redacted]	..... | Plain text content | .... | HTML CONTENT | ..... Duty Manager A close-out report has been completed for an incident in QCAÂ Incident Manager Please review the details in QCA Â Click here to acknowledge this message ..... | Plain text content | ..... Duty Manager A close-out report has been completed for an incident in QCA Incident Manager Please review the details in QCA Click here to acknowledge this message < %{ACKNOWLEDGEMENT(}Acknowledgement%20link } >

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 13:35				SMS			New closeout report has been lodged in OCA. Pls login to view
19/01/11 13:40		New report		Email		[redacted]	Reply with the word "%{ACKNOWLEDGEMENT().Code }" to acknowledge this message | HTML CONTENT | A new report has been created | Plain text content |
19/01/11 13:45		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
19/01/11 13:58		Close out report completed		Email			| HTML CONTENT | Duty Manager A close-out report has been completed for an incident in OCAA Incident Manager. Please review the details in OCA. Â Click here to acknowledge this message | Plain text content | Duty Manager A close-out report has been completed for an incident in OCA Incident Manager. Please review the details in OCA.
19/01/11 13:58				SMS			Click here to acknowledge this message < %{ACKNOWLEDGEMENT():Acknowledgement%20link } > New closeout report has been lodged in OCA. Pls login to view.
19/01/11 14:03		New report		Email			Reply with the word "%{ACKNOWLEDGEMENT() Code }" to acknowledge this message. | HTML CONTENT | A new report has been created | Plain text content |

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Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 14:08		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content | A new report has been created
19/01/11 14:13		Close out report completed		Email			| HTML CONTENT | Duty Manager A close-out report has been completed for an incident in OCAÂ Incident Manager Please review the details in OCA Â Click here to acknowledge this message | Plain text content | Duty Manager A close-out report has been completed for an incident in OCA Incident Manager Please review the details in OCA
19/01/11 14:13				SMS			Click here to acknowledge this message < %(ACKNOWLEDGEMENT()):Acknowledgement%20link) > New closeout report has been lodged in OCA Pls login to view Reply with the word "%(ACKNOWLEDGEMENT() Code)" to acknowledge this message
19/01/11 14:18		New report		Email			| HTML CONTENT | A new report has been created | Plain text content | A new report has been created
19/01/11 14:22		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 14:22		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | Plain text content You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
19/01/11 14:22		Notification of allocation to a role in OCA		Email			| HTML CONTENT | Plain text content You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin) Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
19/01/11 14:23		New report		Email			| HTML CONTENT A new report has been created | Plain text content

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 14:34	[redacted]	Teleconference - 5pm today - Lowood Pump status	Extreme Weather Event -2300EST-10JAN11	Email		[redacted]	| HTML CONTENT | Hello all, A teleconference is scheduled for 5pm for the relevant parties of Seqwater and QUU to dial into the Water Grid Emergency Management Room for an update as to the Lowood Pump status. [redacted] Please ensure you forward this on within your organisations to the appropriate parties Thanks Water Grid Emergency Management Team [redacted] | Plain text content | Hello all, A teleconference is scheduled for 5pm for the relevant parties of Seqwater and QUU to dial into the Water Grid Emergency Management Room for an update as to the Lowood Pump status. [redacted] Please ensure you forward this on within your organisations to the appropriate parties
19/01/11 14:43		Close out report completed		Email		[redacted]	| HTML CONTENT | Duty Manager A close-out report has been completed for an incident in OCAA Incident Manager. Please review the details in OCA Click here to acknowledge this message | Plain text content | Duty Manager A close-out report has been completed for an incident in OCA Incident Manager Please review the details in OCA.
19/01/11 14:43				SMS			Click here to acknowledge this message < %{ACKNOWLEDGEMENT(}:Acknowledgement%20link } > New closeout report has been lodged in OCA. Pls login to view Reply with the word "%{ACKNOWLEDGEMENT(}:Code }" to acknowledge this message

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 14:48		New report		Email		[redacted]	| HTML CONTENT | A new report has been created | Plain text content |
19/01/11 14:53		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |
19/01/11 14:59		Situation Report available in OCA		Email			| HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: Sit Rep 31 Extreme Weather Event 19-1-11 Lodged by: OUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email This message from OCA Incident Manager for SEQWGM Emergency Management.
19/01/11 15:01	COMMS WGM	A new log entry has been created		Email			| HTML CONTENT | Media responseÁ provided to the Gold Coast Bulletin regarding the use of the Gold Coast Desalination Plant over the last month (since Christmas) | Plain text content |
19/01/11 15:04		New report		Email			| HTML CONTENT | A new report has been created | Plain text content |

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 15:09		New report		Email		[redacted]	---------- | HTML CONTENT | ---------- A new report has been created ---------- | Plain text content | ----------
19/01/11 15:31	[redacted]	FYI - QUU Sitrep #31	Extreme Weather Event -2300EST-10JAN11	Email	20110119_Sitrep_31_Extreme_wet_weather.doc		---------- | HTML CONTENT | ---------- Hello all. Â Please find attached the latest released QUU Sitrep #31 Regards Water Grid Emergency Management Team [redacted] ---------- | Plain text content | ---------- Hello all. Please find attached the latest released QUU Sitrep #31 Regards Water Grid Emergency Management Team
19/01/11 15:34	[redacted]	QUU Reservoir status Lowood WTP	Extreme Weather Event -2300EST-10JAN11	Email			[redacted] ---------- | HTML CONTENT | ---------- Hello QUU IMT. Â Can you please send through to us via return email the levels of the QUU reservoirs prior to the 5pm teleiconference scheduled for today? The latest info I have from Seqwater (15 minutes ago) is that the balance tank was at 36% and the clearwater was at 20%. Â Regards Water Grid Emergency Management Team [redacted] ---------- | Plain text content | ---------- Hello QUU IMT. Can you please send through to us via return email the levels of the QUU reservoirs prior to the 5pm teleiconference scheduled for today? The latest info I have from Seqwater (15 minutes ago) is that the balance tank was at 36% and the clearwater was at 20%. Regards Water Grid Emergency Management Team [redacted]

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 16:20		Close out report completed		Email		[redacted]	---------- | HTML CONTENT | ---------- Duty Manager A close-out report has been completed for an incident in OCAÂ Incident Manager. Please review the details in OCA. Â Click here to acknowledge this message ---------- | Plain text content | ---------- Duty Manager A close-out report has been completed for an incident in OCA Incident Manager. Please review the details in OCA.
19/01/11 16:20				SMS			Click here to acknowledge this message < %{ACKNOWLEDGEMENT():Acknowledgement%20link } > New closeout report has been lodged in OCA. Pls login to view. Reply with the word "%{ACKNOWLEDGEMENT():Code }" to acknowledge this message.
19/01/11 16:24		New report		Email			---------- | HTML CONTENT | ---------- A new report has been created ---------- | Plain text content | ----------

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Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 16:42	[redacted]	Fwd: Re: QUU Reservoir status Lowood WTP	Extreme Weather Event -2300EST-10JAN11	Email	Current Lowood Water Scheme Reservoir Capacity 190111.pdf	[redacted]	| HTML CONTENT | | Plain text content | Seqwater, FYI QUU reservoir levels off Lowood WTP as at 3:30pm this afternoon. Cheers Water Grid Emergency Management Team [redacted] As requested regards QUU [redacted]
19/01/11 17:14	[redacted]	Teleconference - 6pm - Lowood Pump status	Extreme Weather Event -2300EST-10JAN11	Email			| HTML CONTENT | Hello all A teleconference is scheduled for 6pm for the relevant parties of Seqwater and QUU to dial into the Water Grid Emergency Management Room for an update as to the Lowood Pump status. [redacted] Please ensure you forward this on within your organisations to the appropriate parties Thanks Water Grid Emergency Management Team [redacted] | Plain text content | Hello all, A teleconference is scheduled for 6pm for the relevant parties of Seqwater and QUU to dial into the Water Grid Emergency Management Room for an update as to the Lowood Pump status. [redacted] Please ensure you forward this on within your organisations to the appropriate parties Thanks

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 17:50	[redacted]	Re: Re: Lowood treatment plant		Email		[redacted]	---------- | HTML CONTENT | ---------- Hi [redacted] We haveÂ 6pm telecon regarding the Lowood pump, so I will raise this with QUU and Seqwater and advise a course of action following. Â Regards Water Grid Emergency Management Team [redacted] Â [redacted] wrote on 19/01/2011 17:33 Hey Team. Â I've been on the phone with [redacted] al Urban Utilities, and he's telling me that they are getting low disinfectant residuals in the reticulation system fed by Lowood.Â He suggested increasing the disinfectant levels at Lowood to help ensure the levels areÂ good at each of the towns. Â Can the group reading this let me know the best way to get this done? Â
19/01/11 17:53	[redacted]	Fwd: RE: Lowood treatment plant	Extreme Weather Event -2300EST, 10JAN11	Email			---------- | HTML CONTENT | ---------- [redacted] Â FYI Regards Water Grid Emergency Management Team Â ---------- Â [redacted] Â I just spoke to the Lowood WTP operator. They have been producing water with a free chlorine residual around 4.0 mg/L since the plant came online (theynormal target around 2.0 mg/L). It is not really feasible to increase this residual much higher. The chlorine booster is also operating at the WTP for water being pumped to I think itâ€™s the Gatton area. Â Lowood WTP lost the raw water pump Â this morning and have not been operating. Water has been supplied by tanker through the day, which could explain some lower chlorine results today near the WTP. The pump is being worked on and the Operators believe the plant will be back up and running tonight. They will target free chlorine residual of 4.0 mg/L. Â Cheers [redacted] Â

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 18:37		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Incident Manager (Incident Management - Unitywater). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
19/01/11 18:40	[redacted]	2 queries	Extreme Weather Event -2300EST-10JAN11	Email			| HTML CONTENT | [redacted] Â 2 quick things Â 1) Haven't seen recent WQ SitReps. Is [redacted] still in charge of WQ Coord Group - Â and is the group and SitReps still required? Â 2) I can't access my webmail - haven't been able to do so for 2 days. Â Might see you in at work on Fri Â Thanks and cheers [redacted]
							| Plain text content | Hey [redacted] 2 quick things 1) Haven't seen recent WQ SitReps. Is [redacted] still in charge of WQ Coord Group - and is the group and SitReps still required? 2) I can't access my webmail - haven't been able to do so for 2 days
19/01/11 20:19		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Duty Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management

Sent (Australia/Brisbane)	Sent by	Subject	Events	Type	Attachments	Recipients	Content
19/01/11 20:19		Notification of allocation to a role in OCA		Email		[redacted]	| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of Emergency Manager (Emergency Management - SEQ WGM). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email. Message from OCA Incident manager for SEQ Water Grid Emergency Management
19/01/11 20:19		Notification of allocation to a role in OCA		Email			| HTML CONTENT | | Plain text content | You have been allocated in the OCA Incident Manager system to the role of System Administrator (System Admin). Please remember to set your Primary Role if you have more than one allocation. Please do not reply to this email Message from OCA Incident manager for SEQ Water Grid Emergency Management
19/01/11 21:25	[redacted]			SMS			OCA MSG from Lee - Pump worked half hour then stopped. Update expected next hour. I won't bother you - nothing more we can do tonight. Fresh crews on site. Seqwater DIRLAUTH QUU. River stable.
19/01/11 21:26				SMS			OCA MSG from Lee - Pump worked half hour then stopped. Update expected next hour. Fresh crews on site. Seqwater DIRLAUTH QUU. No further updates for you tonight - not much more we can do
19/01/11 21:40		A new log entry has been created		Email			HTML CONTENT | Call received from [redacted] He is liaising direct with QUU Emergency Management Team about Lowood raw water pump.
20/01/11 06:25		Situation Report available in OCA		Email			| Plain text content | | HTML CONTENT | | Plain text content | A new or amended sitrep has been registered in the OCA Incident Manager system. Report title: Sit Rep 32 Extreme Weather Event 19-1-11 Lodged by: QUU Event: Extreme Weather Event -2300EST-10JAN11 Please check in to the OCA system to view this report. Please do not reply to this email. This message from OCA Incident Manager for SEQWGM Emergency Management.

Extreme Weather Event -2300EST-10JAN11 [Incident Management Team]

Incident

Name	Extreme Weather Event -2300EST-10JAN11	**Commenced**	11/01/2011
Status	Active		
Lead agency	SEQ WGM		
Incident type	Security or Natural Disaster	**Severity level**	Level 3
Location site name	Murphys Creek rd Withcott	**Location**	Murphys Creek rd Withcott Q
Reported by	Paul Belz		
Initiating agency	Qld Urban Utilities	**Media interest?**	No

Incident details
Extreme Weather Event • Loss of supply to customers in Withcott Helidon. • Supply issues to Kilcoy, Jimna, Linville • Supply issues to Jindalee • Peak river levels in the Brisbane and the Bremer rivers

Emergency Management Team
Emergency Manager : WGM Duty Manager (Tel [redacted] Communications : WGM Communications Duty Manager (Tel [redacted]

Incident team organisation
Name Paul Belz Role Emergency Manager Name [redacted] + [redacted] Operations Coord Name [redacted] Role Communications Coord Name [redacted] Role Planning Coord Name [redacted] Role Logistics Coord

Planning objectives
Tempory/ permenent water supply to Withcott, Heildon. Monitor supply to Jimna, Linville. Monitor supply issues at Jindalee Maintain commuications with LDMG and DDMG Coordinate Conserve Water Notice with SEQ WGM

Agencies notified
SEQ Water Grid Manager LDMG DDMG Ipswich SEQ Water

Other relevant information
First Sit Rep Delayed second to follow shortly

Related Contacts (0)

<empty>

Related Appointments (0)

<empty>

Related Events (1)

This event is **related to**: **E.coli detection at Laidley**

Related Assets (0)

<empty>

Event Documents (113)

Isolated town supply summary - 11111@11.xlsx
File Size: 13kb
File Type: Vnd.openxmlformats-officedocument.spreadsheetml.sheet
(Not attached)

10.01.2011 Withcott-Helidon Version 3.doc
File Size: 168kb
File Type: Msword
(Attached)

10.01.2011 Withcott-Helidon Version 1.doc
File Size: 160kb
File Type: Msword
(Attached)

Sitrep - withcot Helidont 4.doc
File Size: 346kb
File Type: Msword
(Attached)

Water Supply outage Isolated town supply support request - 11111 at 2200h.xlsx
File Size: 13kb
File Type: Vnd.openxmlformats-officedocument.spreadsheetml.sheet
(Not attached)

Media alert - Lockyer Valley and Somerset residents without wat.pdf
File Size: 20kb
File Type: PDF Document
(Attached)

Water Quality Sitrep 2 - 12.1.11 at 3PM.docx
File Size: 655kb
File Type: Word Document
(Attached)

Water Supply outage Isolated town supply support request - 13-1-11.xlsx
File Size: 17kb
File Type: Vnd.openxmlformats-officedocument.spreadsheetml.sheet
(Not attached)

Stand_Alone_Towns_Update_-_0730_130111.docx
File Size: 18kb
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20110113_QUU Media Release _ Boil water_V1 (2).doc
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LDMG Meeting Minutes 120111.doc
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Stand_Alone_Towns_Update_-_1159_130111[1].docx
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Copy of Sitrep - withcot Helidont 4.doc
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Copy of Road Closures and Water Over Road January 13-01-2011 1.47AM.xls
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Stand_Alone_Towns_Update_-_1159_1301111.docx
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Distribution and Reticulation Issues for Stand Alone Communities in Flood Affected Zones.doc
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Teleconference 20110114-0730.doc
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Sitrep 012.docm
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Stand Alone Communities 20100114-1000.docx
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Water Quality Sitrep 3.doc
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Drinking water test results
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20110117_Community Service Announcement_Quality and Supply_FINAL.pdf
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DWQ incident report Part B SP244 - signed.pdf
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Water quality talking points - for Dan.docx
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Minutes of Meeting 20110108 Impact of Rainfall Event on Grid Operations.docx
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Media release_Upper Somerset townships urged to conserve water.pdf
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Water Quality Sitrep 1 - 12.1.11 at 1PM.docx
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20110113Sitrep 7 Extreme wet weather2.doc
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Water Supply outage Isolated town supply support request - 13-1-11.xls
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20110117 Sitrep 24 Extreme wet weather.doc
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20110124 Sitrep 46 Extreme wet weather.doc
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20110124 Executive Summary sitrep 47.doc
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20110125 Sitrep 49 Extreme wet weather.doc
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20110125 Sitrep 50 Extreme wet weather.doc
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20110125 Executive Summary sitrep 50.doc
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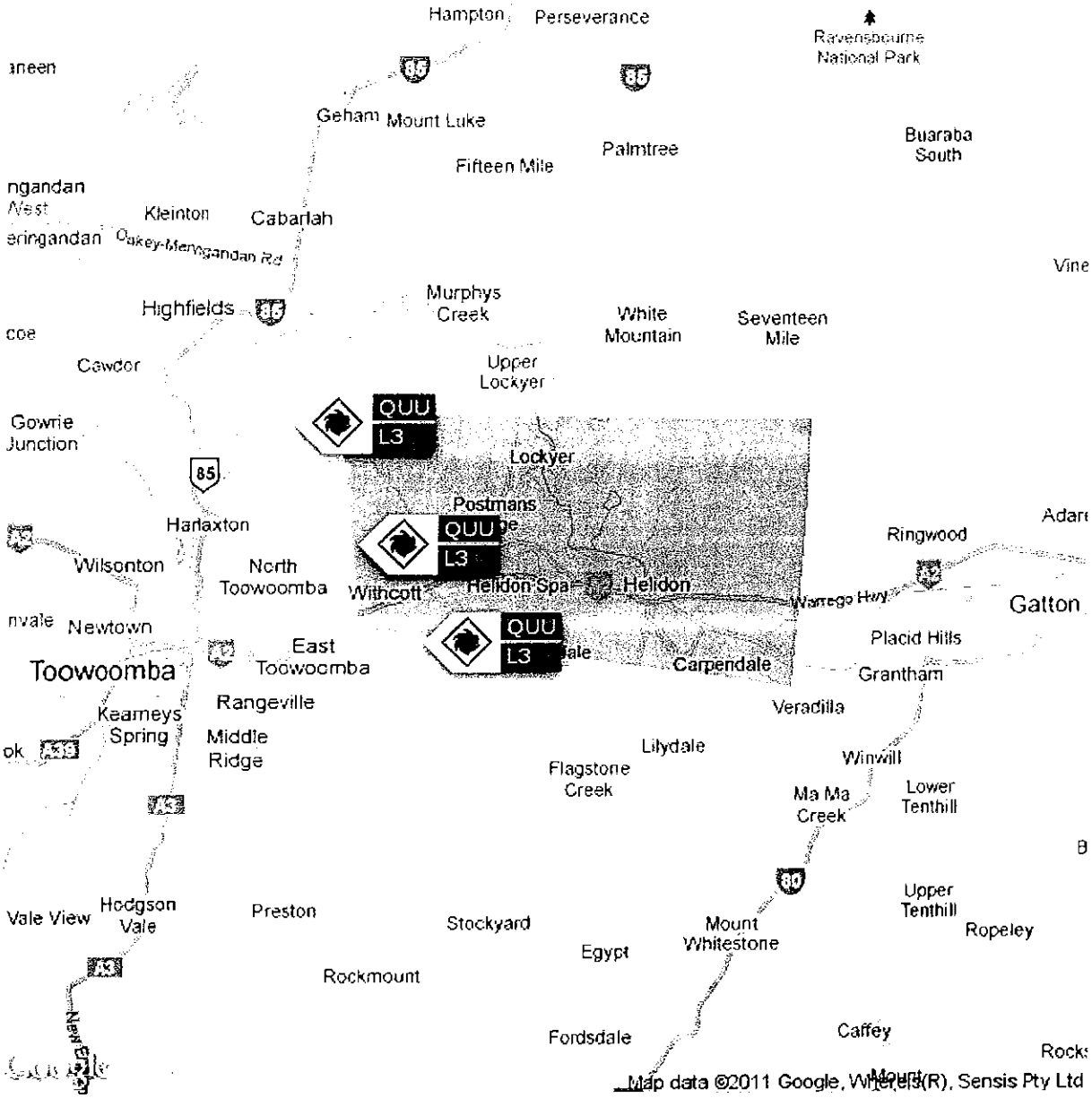
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Geham
Mount Luke
Palmtree
Buaraba South
Fifteen Mile
Kleinton
Cabarlah
Highfields
Murphys Creek
White Mountain
Seventeen Mile
Upper Lockyer
Cawdor
QUU
L3
Lockyer
Gowrie Junction
Postmans
Harlaxton
Ringwood
Wilsonton
North Toowoomba
Withcott
Helidon Spa
Helidon
Warrego Hwy
Gatton
Newtown
East Toowoomba
Placid Hills
Toowoomba
Carpendale
Grantham
Rangeville
Veradilla
Kearneys Spring
Middle Ridge
Lilydale
Flagstone Creek
Winwill
Ma Ma Creek
Lower Tenthill
Upper Tenthill
Vale View
Hodgson Vale
Preston
Stockyard
Mount Whitestone
Ropeley
Egypt
Rockmount
Fordsdale
Caffey
Map data ©2011 Google, Whereis(R), Sensis Pty Ltd

INCIDENT MANAGEMENT SITUATION REPORT SITREP

EVENT NAME: Helidon / Withcott Incident				
SITREP NO. : 1	DATE:	10/01/11	TIME PERIOD:	1938-
EMERGENCY LEVEL: (3)				
LEVEL 1 – SITE BASED TEAM EVENT				
LEVEL 2 – INCIDENT TEAM EVENT				
LEVEL 3 - EMERGENCY TEAM MODERATE EVENT LEVEL 4 – EMERGENCY TEAM MAJOR EVENT				
LEVEL 5 – CATASTROPHE				

1.0 OPERATIONS & ASSESSMENT

1.1 ISSUES & CRITICAL INCIDENTS

Duty officer had just arrived at incident – at this point the ductile iron trunk main bridge crossing destroyed along with at least 3 other mains. Helidon Pump Station severely damaged.

The highway is closed to all traffic with the exception of emergency vehicles and utilities vehicles.

11/01/11 at 0745 Update at 0645 the highway is blocked at Plainlands and the water tanker is unable to get through the road block

The incident team are currently liaising with [redacted] in Gatton to collect bottled water from the IGA, Coles and Aldi. At 0700 we contacted IGA in Gatton at this stage one pallet of water.

11/01/11 at 0745 the road is closed between Gatton and Withcott – Warrego Highway Gatton Bypass.

11/01/11 at 0745 [redacted] has requested that QUU contact a number of residents of Helidon and Withcott to estimate their current fresh water requirements

11/01/11 at 1100 [redacted] has just arrived at the Withcott Hotel and they have delivered the water supply. The water is being distributed with caution. QUU Incident will liaise with Emergency Management Team Ipswich to arrange further supplies.

1.2 STATUS OF SYSTEMS:

Water main breaks, the full extent of this is unknown at this point.

Trunk mains at Helidon

11/01/11 at 0745 Mains rd Park pumping station Warrego Highway – the building structure is gone. Motors, civil and mechanical still in tact. Switchboard is laying over; crew to clear out area for closer inspection when flooding reseeds.

11/01/11 at 0745 Postman's Ridge pumping station no power.

11/01/11 at 0745 Gatton Creek bridge broken 80metres 200mm ductile pipe hanging. (main trunk feed from Postman's Ridge PS to Withcott reservoir.

11/01/11 at 0745 Withcott Reservoir 2.2 mega litre reservoir at Dollie's rd is completely depleted by 0700. .

11/01/11 at 0745 Tabletop reservoir 0.6ML currently contains approximately 5days of supply. Water cannot be backfed to Dollies rd.

11/01/11 at 0745 Murphies Creek reservoir 0.18ML at 82%.

11/01/11 at 0745 Postman's ridge reservoir at 70%.

11/01/11 at 1100 No updates available at this time

1.3 ACTIONS / INTENTIONS:

Site Manager [redacted] has conducted a preliminary reconnaissance. Further investigations to be undertaken at approximately 6am 11/01/11.

11/01/11 at 0745 we have purchased 4300 x 600ml bottles of water from the Gatton IGA. [redacted] is arranging for a truck to collect the water and deliver it to the Withcott Hotel car park for distribution.

11/01/11 at 0930 latest interim strategy to place water mains services online – delivery of 10L/s portable pump with approx 120m head capacity connected to tanker trunk to convey water to the Withcott 2.4ML reservoir. Option requires flooding to reseed to get equipment onsite.

11/01/11 at 0930 WP95 Heliden water pumpstation operates at 52L/s @ 197m head. Postmans ridge pumpstation operates at 25L/s @125m head. Details necessary for pump replacement.

11/01/11 at 1100 No further updates available at this time

1.4 OVERALL ASSESSMENT:

Severe damage to QUU assets caused by flash flooding.

11/01/11 at 1100 No further updates available at this time

1.5 AUTHORISED BY: GUY MOWAT

2.0 DAMAGE ASSESSMENT

2.1 AREAS AFFECTED:

Withcott, Helidon

11/01/11 0745

2.2 IMPACT AREA & SCALE:

Helidon water pump station has been washed away. The building structure has been completely washed away. Electrical cabinet is face down, motors aren't operating. 300kva generators required for Helidon – Pumps and pipes are intact however they need to determine whether the motors are functional, the switch board has been washed away.

The main trunk feed from Helidon pump station through to the town reservoir washed out or demolished.

Approximately 10 metres of 100mm main (dead end cap) approximately 3 businesses affected.

80 metres of 200mm ductile iron main exposed along Postman's Ridge Rd. exposed.

Shore lands Drive Withcott at the end of the creek there is a break – they can't

ascertain the damage at this stage.

5 Gitten's Rd temporary repair from last week has been completely torn out.

11/01/11 at 1100 No further updates available at this time.

2.3 SAFETY CONCERNS:

Incident Manager [redacted] advised [redacted] and his team to ensure that they maintain their safety at all times.

Slips on the road to the reservoir – the road is very steep and given the present state of the road it is not possible to get a truck into that area.

Teams to be conscious of further rainfall and potential flooding

11/01/11 at 0745 Road blocks and further predicted rainfall flooding and flash flooding could pose additional risks to the crews.

11/01/11 at 1100 Teams delivering water were advised by the Communications Officer to ensure that above all maintained their safety at all times.

2.4 COMMUNICATION ISSUES:

The Duty Media Officer has been advised and is preparing a media statement and call centre script.

11/01/11 at 1100 the Duty Media Officer has been advised of this update.

2.5 EMERGENCY SERVICES INVOLVED

The Water Grid Manager informed.

Seqwater informed.

Emergency Services Queensland is being advised through the Water Grid Manager.

11/01/11 at 1100 Incident Manager to contact [redacted] about further liaison with Emergency Services Queensland.

2.6 ELECTRICITY ISSUES:

Loss of switchboard to pump station.

11/01/11 at 1100 No further updates available at this time.

2.7 WATER SUPPLY ISSUES:

Of the 550 connections in Withcott approximately half (or 750 residents) are without water. The other half of the town we have approximately 6% in the reservoir.

An 8 kilolitre potable water tanker has been organised to be available in town centre in Withcott.

11/01/11 at 0745 Water tanker unable to be deployed to the area due to road closures. Water purchased from Gatton IGA – further water supplies to be sourced.

11/01/11 at 1100 4300 x 600ml bottles of water have been delivered to the Withcott Hotel. Further supplies to be sourced.

2.8 SEWERAGE ISSUES:

None known at this time

2.9 PUMP STATION ISSUES:

Please refer to the above

2.10 CONTROL ROOM ISSUES

None

2.11 OTHER WD INFRASTRUCTURE ISSUES

2.12 EQUIPMENT & RESOURCES:

Engineer, Crews and equipment to be deployed from Ipswich at first light. Fitters [redacted] will be on site at Gatton depot at 6am. Tip Truck has been organised to be at Gatton Depot for 6am.

[redacted] to meet crews at Gatton Depot at 6am to provide practical advice to repair damage. [redacted] to determine if specialist advice is required and arrange if necessary.

11/01/11 at 0745 Crews unable to be deployed to the area until the roads are cleared.

11/01/11 at 1100 Situation is unchanged

2.13 SITE AND INCIDENT TEAM STATUS

Site team stood down at approximately 2045. Incident team to stand down from 2200 and resume duty at 0600 11/01/11.

11/01/11 at 0745 the Incident Team resumed duty at 0600.

11/01/11 at 1100 the Incident Team to stand down at 1130

2.14 REGULATORY OR MEDIA ISSUES

Marketing and Media duty officer to prepare a press release for immediate broadcast. Release for immediate broadcast.

2.15 CUSTOMER IMPACTS

At least 750 residents are without water. The reservoir for the remaining half of the residents is only at 6%.

11/01/11 at 0745 Withcott is now without water, 1500 residents are affected.

11/01/11 at 1100 No further updates available

2.16 ANY OTHER ISSUES

3.0 SEQUENCE OF EVENTS

Severe flash flooding through Withcott and Helidon

Next Situation Report due 0800 11/01/11

11/01/11 at 0745 Next situation report due at 1100

11/01/11 at 1100 The incident team is standing down until we can enter recovery mode.

EVENT NAME: Helidon / Withcott Incident				
SITREP NO. : 1	DATE:	10/01/11	TIME PERIOD:	1938-
EMERGENCY LEVEL: (3)				
LEVEL 1 – SITE BASED TEAM EVENT				
LEVEL 2 – INCIDENT TEAM EVENT				
LEVEL 3 - EMERGENCY TEAM MODERATE EVENT LEVEL 4 – EMERGENCY TEAM MAJOR EVENT				
LEVEL 5 – CATASTROPHE				

1.0

1.1 ISSUES & CRITICAL INCIDENTS

Duty officer had just arrived at incident – at this point the ductile iron trunk main bridge crossing destroyed along with at least 3 other mains. Helidon Pump Station severely damaged.

The highway is closed to all traffic with the exception of emergency vehicles and utilities vehicles.

1.2 STATUS OF SYSTEMS:

Water main breaks, the extent of this is unknown at this point.

1.3 ACTIONS / INTENTIONS:

Site Manager [redacted] has conducted a preliminary reconnaissance. Further investigations to be undertaken at approximately 6am 11/01/11.

1.4 OVERALL ASSESSMENT:

Severe damage to QUU assets caused by flash flooding.

1.5 AUTHORISED BY: GUY MOWAT

2.0 DAMAGE / STATUS REPORT

2.1 AREAS AFFECTED:

Withcott, Helidon

2.2 IMPACT AREA & SCALE:

Helidon water pump station has been washed away. The building structure has been completely washed away. Electrical cabinet is face down, motors aren't operating. 300kva generators required for Helidon – Pumps and pipes are intact however they need to determine whether the motors are functional, the switch board has been washed away.

The main trunk feed from Helidon pump station through to the town reservoir washed out or demolished.

Approximately 10 metres of 100mm main (dead end cap) approximately 3 businesses affected.

80 metres of 200mm ductile iron main exposed along Postman's Ridge Rd. exposed.

Shorelands Drive Withcott at the end of the creek there is a break – they can't ascertain the damage at this stage.

5 Gitten's Rd temporary repair from last week has been completely torn out.

2.3 SAFETY CONCERNS:

Incident Manager Guy Mowat advised [redacted] and his team to ensure that they maintain their safety at all times.

Slips on the road to the reservoir – the road is very steep and given the present state of the road it is not possible to get a truck into that area.

Teams to be conscious of further rainfall and potential flooding

2.4 COMMUNICATION ISSUES:

The Duty Media Officer has been advised and is preparing a media statement and call centre script.

2.5 EMERGENCY SERVICES INVOLVED

The Water Grid Manager informed.

Seqwater informed.

Emergency Services Queensland is being advised through the Water Grid Manager.

2.6 ELECTRICITY ISSUES:

Loss of switchboard to pump station.

2.7 WATER SUPPLY ISSUES:

Of the 550 connections in Withcott approximately half (or 750 residents) are without water. The other half of the town we have approximately 6% in the reservoir.

An 8 kilolitre potable water tanker has been organised to be available in town centre in Withcott.

2.8 SEWERAGE ISSUES:

None known at this time

2.9 PUMP STATION ISSUES:

Please refer to the above

2.10 CONTROL ROOM ISSUES

None

2.11 OTHER WD INFRASTRUCTURE ISSUES

2.12 EQUIPMENT & RESOURCES:

Engineer, Crews and equipment to be deployed from Ipswich at first light. Fitters [redacted] and [redacted] will be on site at Gatton depot at 6am. Tip Truck has been organised to be at Gatton Depot for 6am.

[redacted] to meet crews at Gatton Depot at 6am to provide practical advice to repair demage. [redacted] to determine if specialist advice is required and arrange if necessary.

2.13 SITE AND INCIDENT TEAM STATUS

Site team stood down at approximately 2045. Incident team to stand down from 2200 and resume duty at 0600 11/01/11.

2.14 REGULATORY OR MEDIA ISSUES

Marketing and Media duty officer to prepare a press release for immediate broadcast.

2.15 CUSTOMER IMPACTS

At least 750 residents are without water. The reservoir for the remaining half of the residents is only at 6%.

2.16 ANY OTHER ISSUES

Severe flash flooding through Withcott and Helidon

E1050

Next Situation Report due 0800 11/01/11

UrbanUtilities	***Emergency Management Situation Report***

Incident/emergency name: Extreme Weather Issues
Situation report number: 3
Date/time prepared: 9.45
Incident level classification: level 3

CURRENT SITUATION

- Loss of supply to customers in Withcott Helidon ,Rathdowney
- Supply to Kilcoy, Jimna, Linville
- Supply issues to Jindalee
- Preparing for Peak river levels in the Brisbane and the Bremer
- Currently closing the valves on the southern part of the river, Jindalee pocket to be supplied from Mt Ommaney reservoir. Crew has been despatched to Mt Crosby Rd to shut the valves upstream of the Jindalee river crossing.
  Linkwater has been informed regarding the valve closure on the Mt Crosby Rd. trunk main.
- Bartley's Hill landslip, crew confirmed that QUU trunk main has not been impacted by the landslip
- Rathdowney water supply has been restored
- Lowood water treatment plant is under flood and the town of Lowood has been evacuated
- Esk- QUU water pump station is currently inundated Currently assessing supply situation
- Assessing impact on assets due to high river level for both for Brisbane and Ipswich,
- Bottled water at Withcott Hotel- Distribution on progress
- Poor supply areas in Jindalee approximately 950 customers affected

ESK

- Too reservoir approx 70% updated to thee to four days supply to Toogoolawah

ASSET STATUS

- Pump station building at Helidon washed away together with associated mains
- 4 broken mains around Withcott.
- Postman Ridge Reservoir at ½ capacity
- Dirty water in distribution system at Lowood
- By supplying water from Mt Ommaney reservoir SOS will still be maintained.
- Loss of water treatment plant at Lowood
- Esk water pump station inundated
- Kilcoy SEQwater treatment plant offline.
- Linville and Jimna water supplies still not restored
- Mt Ommaney drive outage due to suspected burst approx 1000 properties affected

IMPACT ON OPERATIONS

- Standing up Incident Management Teams -Western Service Area to provide status and coordinate response and recovery.
- Standing up IMT in eastern service areas
- Mt Ommaney/Jindalee supplies under investigation. River crossing 2X600 mm mains potentially impacted to be confirmed within in the hour. Crew despatched to investigate.
- Pressures from Mt Crosby zone were observed to be minimal. FRO onsite to investigate any sign of a leak in the river or adjacent surroundings
- Crew dispatched to locate valves in preparation to shut. A contingency plan has been developed to resupply the Jindalee DMA also a contingency to supply Mt Ommaney reservoir from Wacol direction is being developed
- Across to river crossing valves impeded by locked gate. Lock being cut to gain access

ESK.

- Toogoolawah valve between WTP and distribution system under water ESK and Toogoolawah confirmed to have 4 – 5 days of supply

MEDIA / STAKEHOLDER ISSUES

- Alert and update to ABC,4AK and Council
- Updated contact centre scripting to QUU, Council and WGM
- Provided response to ABC regarding Jindalee issue
- WGM Media contact
- Courier Mail Enquiry re Ipswich outages

Jindalee

- Courtesy contact 3 x health/age care facilities no dialysis patients
- Preliminary advice given to contact centre
- Verbal media responses to ABC & 4BC. Will update once more information is available

Withcott

- Updated contact centre scripting to QUU, Council, WGM
- Updated media alert ready to go
- Handover of media to WGM
- Ongoing support to WGM Communications team
- Preparation for stakeholder communication in the Ipswich area

ACTIONS COMPLETED

- Stood up Emergency Management Team – Level 3
- Notified SEQWGM via phone
- Rathdowney supply restored
- Notification SEQWGM via OCA tool
-

Urban Utilities	***Emergency Management Situation Report***

PLANNED ACTIONS

- Coordinating with EMQ bottled water supplies for effected communities
- Assessment of assets impacted by high river levels
- Crews on standby to repair damage infrastructure at Helidon
- Bottled water in transit to Helidon – Status not known
- Call operations/service delivery in Somerset to confirm the repair time for Toogoolawah
- Flood maps being drafted for predicted flood level for Brisbane and Ipswich
- Developing a list of likely flood impacted key assets
- Discussion with DD MC –Toowoomba re supply bottled water to Murphy's Creek township (near Withcott)
- Working on medium term plan for bottled water supply

RESOURCES COMMITED

OVERALL ASSESMENT

Still confirming status and responding accordingly.

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
CEO – Jude Munro
CEO – [redacted]

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP at:

Prepared by:
Authorised by Emergency Manager

UrbanUtilities

MEDIA ALERT

11 January 2011

LOCKYER VALLEY AND SOMERSET RESIDENTS WITHOUT WATER

Queensland Urban Utilities is aware that residents in the Lockyer Valley area and some parts of Somerset ore without water after flood waters damaged parts of the water network. Townships affected include:

Minden, Coolana, Tarampa, Brightview, Hatton Vole, Lockrose, Lowood West, Withcott, Helidon, Gatton, Grantham, Laidley, Forest Hill, Fernvale, Toogoolawah, Helensvale Estate, Table Top Estate and Murphy's Creek.

Queensland Urban Utilities is working with Emergency Management Queensland to rectify water supplies as soon as possible. However, due to the severity of the floods we are unable to provide a timeframe of when water supplies will be restored.

Residents with access to alternative water supplies should look to conserve water as much as possible.

Media contact: [redacted]

E1056

SEQ Water Grid

Situation report 2 - Water quality - 12.1.11, 3PM

Summary - bulk water

A boil water notice is in effect for the Atkinson Dam recreational site.

Otherwise, Seqwater reports that water quality specifications are being met where Water Treatment Plants are operational. Seqwater have confirmed that the 0.3 NTU turbidity limit for filter water turbidity cannot be exceeded.

Options are being explored for Dayboro WTP which has approximately 2 days supply left. There is a possibility of using water from a newly commissioned UnityWater reservoir containing 1 ½ megalitres of water of unknown quality. Testing of the reservoir is underway, with results due tomorrow morning, and water could be potentially treated if required. At present tankers deliver 20,000 every 1 ½ hours.

Kenilworth is tankering water in with 4 tankers delivering 80,000 litres. Concerns have been raised about the number of tankers required to meet demand. Water conservation notices should be considered for Kenilworth and Dayboro.

UnityWater has raised concerns regarding the quality of tankered water and the potential taste and odour impacts of chlorinated tanker supplies mixing in chloraminated systems.
Many Scenic Rim, Somerset, and Lockyer water treatment plants are offline, details of which are below.

Summary - distribution

Serious supply issues in Lockyer as there is little to no water affecting 4,000 connections and possibly 1500 connections in the Somerset region. The Fernvale, Marburg, and Haigslea went empty due to broken mains, but now have supply. QUU are currently considering issuing a boil water alert for these supplies. Minden and Withcott reservoirs are empty and require repairs which aren't possible due to access issues. Water quality issues are likely as these drained assets are refilled which will also likely require a boil water alert.

No *E. coli* positive results have been returned in the bulk distribution this week. QUU have returned a couple of false positives not linked to the flooding.

Drinking Water Service Providers are experiencing difficulty accessing laboratory-based testing. 60-70% of Seqwater's verification monitoring water program has been suspended however the only affected Grid connected plant is Mount Crosby QUU

have suspended monitoring. Seqwater and LinkWater's operational monitoring capabilities are fully operational ensuring public health.

There have been media reports of sewage contamination of drinking water supplies. These are incorrect and all providers have confirmed that water is safe for human consumption, with the exceptions of those stated above problem areas. A Water Grid media release has been drafted.

Stand Alone Towns - 1159am Thursday 13 Jan 2011

1. The priority order for supply of water is as follows:

    1. Provision of drinking water (bottled)
    2. Provision of reticulated water, not meeting ADWG (necessitating 'boil water' notice for drinking, but allowing cleaning and operation of sewerage systems)
    3. Provision of potable water through reticulation system.

2. A 'boil water' notice for the entire Lockyer Valley Regional Council area is being issued. The reason for a blanket issue is to avoid confusion (regarding what plant's are operating effectively and what are not), and as a conservative measure for plants being brought back on line where ingress into the drinking water system may have occurred.

Priority	Plant Name	Population provisioned off plant (approx)	Current storage and supply situation	Current remediation status	Critical requirements - assistance requested	Direct Local Contact
A+	Lowood WTP	3756 (and 300 for Lowood rural) *Demand: 5600 - 8100* *Includes Gatton, and surrounding townships*	Lowood CWT - 45% - need to keep majority for plant restart Lowood town Res - 28% est 1 day, can up to 50% if required (7% from onsite CWT) Fernvale Res empty. Balancing storage empty. (Lowood rural)	• Power has been partially restored to town • Water went to halfway up switchboards, halfway up VFD control box. 2 of 3 pumps are submersible so will be ok. • Have organised heli to fly in Peter Pennell's sparky's to survey. He is liaising with Energex. • [redacted] is staying onsite. Operator [redacted] can't access site. Will need him there when plant comes on - 24hr online to catch up. Will require helicopter to pick him up.	• Urgent power connection to plant and associated pumping gear required • Repair of broken mains connecting Minden and Fernvale • Supply of bottled water to Minden and Fernvale • Helicopter/boat support required to move operators to site	

Priority	Plant Name	Population provisioned off plant (approx)	Current storage and supply situation	Current remediation status	Critical requirements - assistance requested	Direct Local contact
A.	Kilcoy WTP	1500	Est 20% storage in town RES (level difficult to assess)	• Power line poles along dirt access rd to weir have washed away, lines down - need to confirm with Energex estimated time to repair. • Kilcoy weir pumps have been inundated, probably inoperable • Diesel pump , pumping bore water to Wade St, est 3-6 L/s. Filling onsite CWT	• Urgent power connection required. • Additional diesel pumps required to pump raw water to WTP	
B.	Kilcoy - Somerset WTP			• Diesel pump container at dam half filled with water. • Ran plant last night for 4 hrs. Pump failed at 3am • Working to fix pump at the moment.		

Priority	Plant Name	Population provisioned off plant (approx)	Current storage and supply situation	Current remediation status	Critical requirements - assistance requested	Direct Local contact
B.	Esk WTP	1150	Esk Res 40% Toogoolawah Res 50%	• Awaiting the following has now been resolved • Raw water pumps have power • Esk and WTP have no power • [redacted]advised that power will try to be reinstated within 3hrs (Energex) • Operator Lloyd King onsite and has access to home	• Believe this is operational	
B.	Jimna WTP	Unknown	Last Update 930am - Res 65%, est 2 days supply	• Operator [redacted] ran plant last night, • [redacted] will try to access Kilcoy today for more chemicals - soda ash/ liquid alum		

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B.	Linville WTP	225	Incorrect SCADA res reading at Lowood. Checked onsite yesterday 10am, 50% Res, est 2 days supply at that time	• [redacted] advised by Energex 7am today they are working to bring power on today, depends on access to switchgear. • Bottled water delivered yesterday by QUU as preventative measure		
C.	Kirkleagh WTP	Unknown	3m in Res (visual check by helicopter yesterday noon)	• Very limited consumption. Approx 1 week supply.		
C.	Wivenhoe WTP	Unknown	No water in HL res at Wivenhoe WTP Reservoirs at Lumley Hill and Cormorant Bay would be substantially full	• Raw water pumps in Dam wall went under, probably inoperable. • Site is very small (4 houses, campsite and Seqwater)		

Priority	Plant Name	Population provisioned off plant (approx)	Current storage and supply situation	Current remediation status	Critical requirements - assistance requested	Direct Local contact
B.	Dayboro WTP	879	7am update today. Dayboro town RES: HL = 24% of 0.45ML =0.11 ML LL = 18% of 1.25 ML = 0.22 ML Consumption yesterday = 0.3ML	• Operators, electrician, process engineer onsite, working to scour raw pipeline and reinstate plant • Seqwater operating 15 kL tankers to replenish reservoirs'- meeting demand currently • Started raw water pumping • Preparing for production • Possibly tomorrow operational • Tankers holding the current demand		

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C.	Kenilworth WTP	Unknown	RES level 36% 1 day supply	• Plant now operating • Seqwater operating 20kL tankers to replenish reservoirs' - meeting current demand		

Urban Utilities

MEDIA RELEASE – FOR APPROVAL

DATE: 13 January, 2011

RELEASE TITLE: Boil water alert

AUTHOR: [redacted]

CONTACT TEL/EMAIL: [redacted]

DISTRIBUTION: All media + shareholding councils

RELEASE DATE: 13 January

INFO SOURCE:

NAME/TITLE	WORK AREA	CONTACT NO.
[redacted]	Asset Management	

APPROVALS:

NAME/TITLE	APPROVAL Y/N	APPROVAL DATE
Paul Belz	[redacted]	13/1/11
[redacted]		13/1/11

E1066

UrbanUtilities

DRAFT MEDIA RELEASE – FOR APPROVAL

13 January, 2010

********** BOIL WATER ALERT FOR **********

Marburg, Kensington Grove, Regency Downs, Hatton Vale, Plainlands, Gatton, Forest Hill, Glenore Grove, Forest Hill, Withcott, Murphys Creek, Lockyer, Tabletop, Postmans Ridge, Helidon, Grantham, Lockrose, Placid Hills, Minden, Fernvale, Lowood, Brightview, Coolana, Helenvale Estate, Tarampa, and Vernor

While no contamination of the water supply has been confirmed, Queensland Urban Utilities is advising customers in the above locations to take the precautionary step of boiling water.

This precaution is needed while repairs to water infrastructure are underway following damaged caused by flooding. Authorities are working as fast as possible to address the situation and residents will be advised once this alert has been lifted.

Residents are asked to please boil water, or use bottled water for the purposes of drinking, cooking, washing uncooked foods (such as seafood or salads), making ice, personal hygiene, washing hands, cleaning teeth, gargling, face washing of young children, making baby or infant formula, washing toys and children's utensils.

> If water is being boiled, then it should be brought to a boil and continue boiling for three minutes. Water should then be allowed to cool, stored in a clean container with a lid and refrigerated (if practical) before drinking.

Residents should ensure that all members of impacted households are aware of this alert.

Special care is advisable for some people including: people with severely weakened immune systems (the immunosuppressed), individuals receiving dialysis treatment, infants and aged individuals. Please contact a doctor for more information.

For areas where town water has been disrupted, Queensland Urban Utilities is working closely with the Water Grid and Emergency Management Queensland to supply bottled water.

Please note this notice is restricted only to those areas detailed above.

Bottled water supplies

Bottled water supplies have been dropped by helicopter to the following Lockyer Valley town centres:

- Minden State School
- Gatton Showgrounds

- Fernvale at the Future Tourist Centre (Emergency Centre)

Bottled water supplies will also be dropped this afternoon to:

- Helidon Cricket Ground, 34 Arthur Street
- Hatton Vale State School
- Lowood

Additional details on delivery times and collection points will be provided throughout the day, with all updates available at www.urbanutilities.com.au.

Queensland Urban Utilities is closely monitoring the supply system and will keep customers informed of any change.

Queensland Urban Utilities 24-hr media contact: [redacted]

Minutes of Meeting of
Core Group -
Lockyer Valley Local Disaster Management Group
Wednesday 12 January 2011 commencing at 05.00pm
Stubbersfield Room, Lockyer Valley Regional Council Offices, Railway Ave, Gatton.

Attendees:
Steve Jones, Chairman LDC
Gerry Franzmann, LDC
[redacted]
Michelle French, EMQ
[redacted]
Cr Graham Moon, LVRC
[redacted]
David Caughley, QFRS
[redacted]

Apologies:
David Fraser, EMQ

Introduction:

LDC Gerry Franzmann welcomed everyone to the meeting and thanked all for their participation.

First meeting since disaster. Started as a minor event and now a serious disaster with lives lost.

Report on current situation with flood event:

QFRS:

- Incident Control Centre, Gatton is manned from 6am-8pm
- Skeleton crew working at night
- Will be tasked by LDCC and Fire Comm
- Aside from local resources there is significant amount of resources available throughout region
- Urban search & rescue team flew in today at 2100. Structural assessment searches in Withcott and Forest Hill to commence tomorrow and then heading to Laidley

Police

- 20 additional police have arrived in addition to Gatton's crew of 18
- Searching for deceased in Grantham & Murphys Creek

- Deceased persons found in Lockrose
- 20-30 welfare jobs backed up

LVRC Community Services Department

- Evacuation centres at Withcott, Postman's Ridge, Glenore Grove, Grantham, Gatton Sports Centre, Gatton Shire Hire, Laidley State High School, Helidon
- Gatton Sports Centre no displaced persons, now at Gatton Hall (approx 35 people)
- Laidley State High School no displaced persons
- Helidon approximately 60-70 people last night, numbers dropped today
- Waste Management – 3 vehicles will be throughout town tomorrow-general waste collection
- Any agency personnel to locate to Sports Centre

LVRC Gerry Franzmann

- Major devastation in Southwest part of region (Mt Sylvia, West Haldon, East Haldon, Junction View)
- Maybe up to 6 months before roads can be reconstructed.
- Discussing evacuation of residents in this area on Friday with residents being notified in person tomorrow via Helicopter as there is no phones or roads to the affected people

Bev Frost Department of Communities

- Situated in Toowoomba
- EMQ arranged for vehicles to come down Toowoomba Range today
- Red Cross arrived today to co ordinate evacuation centres
- Reached capacity (Hospital)
- High risk patients from retirement villages in Gatton sent through to Toowoomba
- Nursing homes being returned to Gatton
- Second doctor has been received at Withcott
- QLD Health sending down trained Social Workers to Gatton, Helidon & Withcott – Bev to supply Brad Domrow with information
- Supplies starting to become low, called Steve Jones and a truck will be getting there to supply linen, Manchester etc tommorrow
- Need to discuss which model will be used further into the recovery eg outreach, relief centre

Department Transport & Main Roads

- QFRS convoy arriving at 2000 hours, co-ordinating with [redacted]

Alex Pelvin

- Concentrating on Warrego Highway. Decision to close highway after Monday justified
- Rockslides and landslides on Marburg Range along Warrego Highway

Steve

- Section from Brisbane Valley Highway to Toowoomba closed
- Gatton Bypass passable
- Passable from Gatton to Marburg except at Marburg Range (due to landslides)
- Many scours on embankment
- Highway open one lane each direction during daylight
- Concern for bridges along Highway. These are to be inspected by structural bridge Engineer tomorrow. Worried about sub-structure damage.
- Only vehicles less than 5 tonne allowed over bridges at a time until inspections completed

- No access to Brisbane end due to Dinmore being cut
- Helicopter leaving Toowoomba at 8am and to land at Gatton Show grounds
- QFRS USAR Task Force coming out tonight from Brisbane to Gatton. TMR maybe required to escort through Marburg Range

Ambulance

- Experiencing no staff shortage
- Managing fatigue issues
- No major issues at this stage

SES

- Two groups operating in Laidley & Gatton
- SES crews kept busy in the Laidley evacuation centre
- Gatton SES responding to requests
- More volunteer staff unable to access Gatton to help (yesterday)
- 20 additional SES members due to arrived in Toowoomba today and will be tasked to Murphys Creek under QPS to search for deceased
- Transport & Main Roads advised that SES volunteers need to work safely near damaged road edges, traffic etc

Energex

- Power lost at Grantham, Murphys Creek, Ma Ma Creek, Postman Ridge, Placid Hills
- Placid Hills should be resorted tonight
- Working on Postmans Ridge, 25% restored
- Access to feeders creating a problem
- Working daylight hours only as night work is too dangerous

EMQ

- Working with LVRC to co-ordinate resupply operations
- Three helicopters at moment, looking at up to 6 helicopters
- QLD Health running short of supplies, EMQ to help to re-supply

Graham Moon

- Would like to thank on behalf of Mayor and Councillors all that have worked over the last days

QUU

- Asset flood damage throughout Shire
- Bottled water supplied to Withcott area
- Lowood is under water, minimal supply available
- Minimal supply left in Gatton & Laidley
- LVRC co-ordinating with QUU

General Business:

- LDMG will meet twice daily

Summary and conclusion:

Mr Franzmann thanked everyone for their attendance and their response over the past few days and weeks.

LDMG remains activated.

Next Meeting:

Next meeting of Core Group: 0900 hours Wednesday 13th January 2011

Stand Alone Towns - 1159am Thursday 13 Jan 2011

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Urban Utilities	***Emergency Management Situation Report***

Incident/emergency name: Extreme Weather Issues
Situation report number: 4
Date/time prepared: 12.15
Incident level classification: level 3

CURRENT SITUATION

- Loss of supply to customers in Withcott Helidon ,Rathdowney
- Supply to Kilcoy, Jimna, Linville
- Supply issues to Jindalee
- Preparing for Peak river levels in the Brisbane and the Bremer
- Currently closing the valves on the southern part of the river, Jindalee pocket to be supplied from Mt Ommaney reservoir. Crew has been despatched to Mt Crosby Rd to shut the valves upstream of the Jindalee river crossing.
  Linkwater has been informed regarding the valve closure on the Mt Crosby Rd. trunk main.
- Bartley's Hill landslip, crew confirmed that QUU trunk main has not been impacted by the landslip
- Rathdowney water supply has been restored
- Lowood water treatment plant is under flood and the town of Lowood has been evacuated
- Esk- QUU water pump station is currently inundated Currently assessing supply situation
- Assessing impact on assets due to high river level for both for Brisbane and Ipswich,
- Bottled water at Withcott Hotel- Distribution on progress
- Poor supply areas in Jindalee approximately 950 customers affected

ESK

- Too reservoir approx 70% updated to thee to four days supply to Toogoolawah
-

ASSET STATUS

- Pump station building at Helidon washed away together with associated mains
- 4 broken mains around Withcott.
- Postman Ridge Reservoir at ½ capacity
- Dirty water in distribution system at Lowood
- By supplying water from Mt Ommaney reservoir SOS will still be maintained.
- Loss of water treatment plant at Lowood
- Esk water pump station inundated
- Kilcoy SEQwater treatment plant offline.
- Linville and Jimna water supplies still not restored
- Mt Ommaney drive outage due to suspected burst approx 1000 properties affected

IMPACT ON OPERATIONS

- Standing up Incident Management Teams -Western Service Area to provide status and coordinate response and recovery.
- Standing up IMT in eastern service areas
- Mt Ommaney/Jindalee supplies under investigation. River crossing 2X600 mm mains potentially impacted to be confirmed within in the hour. Crew despatched to investigate.
- Pressures from Mt Crosby zone were observed to be minimal. FRO onsite to investigate any sign of a leak in the river or adjacent surroundings
- Crew dispatched to locate valves in preparation to shut. A contingency plan has been developed to resupply the Jindalee DMA also a contingency to supply Mt Ommaney reservoir from Wacol direction is being developed
- Across to river crossing valves impeded by locked gate. Lock being cut to gain access

ESK.

- Toogoolawah valve between WTP and distribution system under water ESK and Toogoolawah confirmed to have 4 – 5 days of supply

MEDIA / STAKEHOLDER ISSUES

- Alert and update to ABC,4AK and Council
- Updated contact centre scripting to QUU, Council and WGM
- Provided response to ABC regarding Jindalee issue
- WGM Media contact
- Courier Mail Enquiry re Ipswich outages

Jindalee

- Courtesy contact 3 x health/age care facilities no dialysis patients
- Preliminary advice given to contact centre
- Verbal media responses to ABC & 4BC. Will update once more information is available

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- Updated contact centre scripting to QUU, Council, WGM
- Updated media alert ready to go
- Handover of media to WGM
- Ongoing support to WGM Communications team
- Preparation for stakeholder communication in the Ipswich area

ACTIONS COMPLETED

- Stood up Emergency Management Team – Level 3
- Notified SEQWGM via phone
- Rathdowney supply restored
- Notification SEQWGM via OCA tool
-

Urban Utilities	***Emergency Management Situation Report***

PLANNED ACTIONS

- Coordinating with EMQ bottled water supplies for effected communities
- Assessment of assets impacted by high river levels
- Crews on standby to repair damage infrastructure at Helidon
- Bottled water in transit to Helidon – Status not known
- Call operations/service delivery in Somerset to confirm the repair time for Toogoolawah
- Flood maps being drafted for predicted flood level for Brisbane and Ipswich
- Developing a list of likely flood impacted key assets
- Discussion with DD MC –Toowoomba re supply bottled water to Murphy's Creek township (near Withcott)
- Working on medium term plan for bottled water supply

RESOURCES COMMITED

OVERALL ASSESMENT

Still confirming status and responding accordingly.

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
CEO – Jude Munro
CEO – Noel Faulkner

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP at:

UrbanUtilities	***Emergency Management Situation Report***

Prepared by:
Authorised by Emergency Manager

Thursday 13 January 2011 - 16:00 - Teleconference Call

Central supply area
- Lost another 6-7ML since last update across main central supply area
- **West bank** - Still operating between 150-190
- **East bank** - Hoping to get raw water pumps - available in next four hours. LinkWater will start taking water from Cameron's Hill reservoir as soon as they have visibility. Earlier today, an attempt to run raw water was made, however failed due to mechanical faults - currently be rectified. Presently waiting for maintenance.
- Cameron's Hill around 8 metres.

Ewen Maddock
- Being commissioned
- Plant will supplement flows into Brisbane at 20ML a day, expected to be online over the next 12 hours

Lander's shute
- Chemicals are on site. We were supplying 600l/sec to Unity.

Image Flat
- Meeting demand
- Water quality within specification

Kennilworth
- Town reservoir at 46%
- Plant running OK
- Presently tankering water to supplement demand

Northpine
- Running OK at 85 ML/day

Dayboro
- Haven't started treatment process yet - currently tankering into town until late tonight
- Low level res - 45.6%
- High level res - 9%
- Tankers are meeting demands
- There is one day supply left
- Still waiting for turbidity to improve in raw water

Petrie
- Fine
- Water quality fine
- Running for 24 hours, since 6am - usually runs only 12 hours
- Paper mill was taking 10ML per day. Have agreed to reduce demand to 3ML per day to assist with treatment process (due to raw water quality).

Crosby
- Have secured chlorine for west bank
- Working on strategy for east bank
- No problems expected with continuity of supply
- Still need to confirm access route - may need to airlift

SEQ Water Grid

Situation report 4 - Water quality - 13.1.11, 5 PM

Summary

A boil water notice is still in effect for the Atkinson Dam recreational site.

Seqwater reports that water quality specifications are being met where wWater tTreatment pPlants are operational. Seqwater have confirmed that Mount Crosby Water Treatment Plant is supplying 180 megalitres per day at 0.3 to 0.8 NTU (Nephelometric Turbidity Units), although problems are being experienced maintaining a turbidity level below 1 NTU (below 5 NTU immediately after backwashing) on three individual filters. Seqwater have requested confirmation from Queensland Health that this is acceptable based on previously agreed supply standards.

Options are being explored for Dayboro Water Treatment Plant, which has approximately one day supply left and is still offline. There is a possibility of using water from a newly commissioned Unitywater reservoir, which containsing one and a half megalitres of treated water of unknown quality. Testing of the reservoir is underway, with results to be confirmed, and water could be potentially treated if required. At present, tankers are delivering 45,000 every one and a half hours which is meeting demand. Water conservation notices should be considered.

Kenilworth has been trucking water in with four tankers delivering 80,000 litres although the plant is now back-online.

A boil water notice for the affected Ipswich/Somerset/Lockyer Valley towns was issued by Queensland Urban Utilities at approximately 3.00 pm. This was reviewed and amended by the OWSR, Queensland Health, and the Grid Water Quality Technical Coordination Team.

No *E. coli* positive results have been returned in the SEQ bulk distribution network this week. Queensland Urban Utilities have confirmed that the false positives, not linked to the flooding, which were returned earlier in the week have re-tested negative.

Queensland Urban Utilities have advised that no known water quality complaints have been received.

Close scrutiny is being kept on the supply/demand balance to ensure that bulk water and reticulation systems (particularly in Brisbane) remain pressurised. Loss of pressure presents an extreme public health risk. Consideration is required to the messaging in the event a boil notice is required.

Drinking Water Service Providers are experiencing difficulty accessing laboratory-based testing. 60-70 per cent of Seqwater's verification monitoring water program has been suspended however the only affected Grid connected plant is Mount Crosby. LinkWater maintains a reduced verification monitoring program which is to be ramped up today.
Seqwater and LinkWater's operational monitoring capabilities are fully operational which, in combination with the limited verification monitoring, highlight safe drinking water quality.
Queensland Urban Utilities has confirmed that verification monitoring has recommenced in Brisbane, with towns in the Lockyer Valley and Ipswich to recommence tomorrow.

Teleconference 0830h 10 January 2011 - Dam Releases and Flooding

In attendance

Barry Dennien
Dan Spiller
[redacted]

Seqwater - Peter Burrows, Rob Dury, [redacted]

Agenda

Review the current release strategy

- 3.5 and 4
    - Seqwater - Manual - 4, 000m3/s but aiming for 3,500m3/s - 4,000m3/s in the river
    - Will adjust timings based on what is happening downstream
    - Release at 3,500m3/s - currently at 2,000m3/s
    - 2,500m3/s in next 12-24hrs
    - Objective is to minimise urban impacts
    - Barry - @ 3,500m3/s comfortable through Moggill. Point between W2 and W3 is critical. Need to engage BCC at highest level when decision is made
    - Dan - above 3.5 - flooding attributable to dam releases - Comms need to be clear
    - Peter Burrows - 8,800-9,000m3/s inflows
    - Barry - - Team talks to BCC and Bom (planned above 3.5), check concerns (not input into model), document any concerns
    - Peter - how much notice can we give that we are moving from 3,500m3/s to 4,000m3/s at Moggill - **Key question.**

Scenarios -

- W2
- BCC second scenario - river at 3,500m3/s with local rainfall causing localised/flash flooding.
- Barry - inflows in calcs?
- Dan - could it go over 4,000m3/s?

Action - Seqwater will come back with some further modelling info next hour.

How long at 3,500m3/s

Trigeer to go from 4,000m3/s and up

Grid Operations

- WTP

- Stan - Somerset - some facilities shut down.
- Site access - emerging issues
- Landslips - emerging issue
- Landers Shute - landslide issues***
- Kenilworth - 36hrs
- Mt Crosby - OK.
- More detail at 1100h
- Need to max sys storage. Linkwater comfortable
- Staff unable to return from leave or access workplace - is resourcing a risk?

Coordination -

- 1000h Min
- 1030h Min
- 1100h Grid OPs
- 12PM meeting BCC/BoM (telecon)
- TSRs - BoM and BCC - update with issues and expectiations
- W37 post 1200h teleconference as technical basis for media comms

Communications

- 1400h TV
- Short advisory am hrs earlier today

Level 3 Emergency Escalation

- Emergency Manager appointed - Dan
- Comms Manager appointed - Michael

Teleconference end at 0902h.

Tipping point discussion - how long can we hold for and what are the risks

SEQWGM Actions

- Distribute TSR to BCC and Bom for formal input and endorsement
- Communicate TSR to Gov't stakeholders

Stand Alone Towns -

- Updated 1159am Thursday 13 Jan 2011
- Updated 1600 Thursday 13 Jan 2011

Priority	Plant Name	Population provisioned off plant (approx)	Current storage and supply situation	Current remediation status	Critical requirements - assistance requested	Direct Local contact
A+.	Lowood WTP	3756 (and 300 for Lowood rural) *Demand: 5600 - 8100* *Includes Gatton, and surrounding townships*	Lowood CWT - 45% - need to keep majority for plant restart Lowood town Res - 28% est 1 day, can up to 50% if required (7% from onsite CWT) Fernvale Res empty. Balancing storage empty. (Lowood rural)	• Power has been partially restored to town • Water went to halfway up switchboards, halfway up VFD control box. 2 of 3 pumps are submersible so will be ok. • Have organised heli to fly in Peter Pennell's sparky's to survey. He is liaising with Energex. • [redacted] is staying onsite. Operator Trusten can't access site. Will need him there when plant comes on - 24hr online to catch up. Will require helicopter to pick him up.	• Urgent power connection to plant and associated pumping gear required • Repair of broken mains connecting Minden and Fernvale • Supply of bottled water to Minden and Fernvale • Helicopter/boat support required to move operators to site	

Priority	Plant Name	Population provisioned off plant (approx)	Current storage and supply situation	Current remediation status	Critical requirements - assistance requested	Direct Local contact
A.	Kilcoy WTP	1500	Est 20% storage in town RES (level difficult to assess) Unsure of township reservoir level Council staff are accessing reservoir, on site CWT is 50%	• Power line poles along dirt access rd to weir have washed away, lines down - need to confirm with Energex estimated time to repair. • Kilcoy weir pumps have been inundated, probably inoperable • Diesel pump , pumping bore water to Wade St, est 3-6 L/s. Filling onsite CWT • Seqwater Electrical Staff inspected the raw water pumps the VFD and switchboard appeared satisfactory. Electrical motors also appear satisfactory (IP56 not 67). Expect today to pump water out and mega test tomorrow • Energex have advised that high priority will be given to the weir which is now accessible, although high	• Urgent power connection required. • Additional diesel pumps required to pump raw water to WTP	Mal Wright

Priority	Plant Name	Population provisioned off plant (approx)	Current storage and supply situation	Current remediation status	Critical requirements - assistance requested	Direct Local contact
B.	Kilcoy - Somerset WTP		The diesel pump is running, currently filtering to waste and optimising plant for dirty water conditions	• Diesel pump container at dam half filled with water. • Ran plant last night for 4 hrs. Pump failed at 3am • ~~Working to fix pump at the moment.~~		
B.	Esk WTP	1150	Esk Res 40% Toogoolawah Res 50% Esk Res is 25% Toogoolawah Res 49%	• Awaiting the following has now been resolved • Raw water pumps have power • Esk and WTP have no power • [redacted]advised that power will try to be reinstated within 3hrs (Energex) • Operator [redacted] onsite and has access to home • WTP has only just returned back into service	• ~~Believe this is operational~~	

Priority	Plant Name	Population provisioned off plant (approx)	Current storage and supply situation	Current remediation status	Critical requirements - assistance requested	Direct Local contact
B.	Jimna WTP	Unknown	Last Update 930am - Res 65%, est 2 days supply Reservoir level unknown, however, expect plenty of water in storage and WTP operational	• Operator [redacted] ran plant last night, • [redacted] will try to access Kilcoy today for more chemicals - soda ash/ liquid alum • Rick has gained access and picked up chemicals		
B.	Linville WTP	225	Incorrect SCADA res reading at Lowood. Checked onsite yesterday 10am, 50% Res, est 2 days supply at that time Current res level is 32%,	• [redacted] advised by Energex 7am today they are working to bring power on today, depends on access to switchgear. • Bottled water delivered yesterday by QUU as preventative measure •	Urgently require multi stage petrol pump to accommodate deliveries from water tanker.	
C.	Kirklagh WTP	Unknown	3m in Res (visual check by helicopter yesterday noon)	• Very limited consumption. Approx 1 week supply.	No Change	

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C.	Wivenhoe WTP	Unknown	No water in HL res at Wivenhoe WTP Reservoirs at Lumley Hill and Cormorant Bay would be substantially full	• Raw water pumps in Dam wall went under, probably inoperable. • Site is very small (4 houses, campsite and Seqwater)	No Change	

Priority	Plant Name	Population provisioned off plant (approx)	Current storage and supply situation	Current remediation status	Critical requirements - assistance requested	Direct Local contact
B.	Dayboro WTP	879	7am update today. Dayboro town RES: HL = 24% of 0.45ML =0.11 ML LL = 18% of 1.25 ML = 0.22 ML Consumption yesterday = 0.3ML Low Level Res 45%, high level Res 9%, currently matching demand with use of potable tankers	• Operators, electrician, process engineer onsite, working to scour raw pipeline and reinstate plant • Seqwater operating 15 kL tankers to replenish reservoirs'- meeting demand currently • Started raw water pumping • Preparing for production • Possibly tomorrow operational • Tankers holding the current demand • Plan to be operational by tomorrow, currently scouring mains		

Priority	Plant Name	Population provisioned off plant (approx)	Current storage and supply situation	Current remediation status	Critical requirements - assistance requested	Direct Local contact
C.	Kenilworth WTP	Unknown	RES level 36% 1 day supply - Town reservoir at 46% - Plant running OK - Presently tankering water to supplement demand	• Plant now operating • Seqwater operating 20kL tankers to replenish reservoirs' - meeting current demand		

Distribution and Reticulation Issues for
Stand Alone Communities in Flood Affected Zones

Queensland Urban Utilities

The affected towns supplied by Queensland Urban Utilities are:

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- Kilcoy
- Somerset
- Jimna
- Linville and
- Kirkleagh.

It is understood that Esk and Toogoolawah water supplies are operational.

No supply issues have been reported in the Scenic Rim Regional Council area.

It is also understood that:

- **Lowood Gatton Laidley Water Supply** – supplies to the towns of Lowood, Gatton, Laidley, Grantham, Helidon and Fernvale will be restored when Seqwater is able to re-establish supply from the Brisbane River to the Lowood Water Treatment Plant and power is restored to the intake and booster pumps. Queensland Urban Utilities is sourcing pumps and is prepared to undertake the necessary works if required. Fernvale reservoir is empty and the town is receiving bottled water delivered by helicopter. The pumps and part of the delivery main (100 metres) from Helidon to Withcott have been washed away. Consequently the supply connection to Helidon has been closed to ensure that there is no contamination of supply. Queensland Urban Utilities is in the process of replacing the pipe and pump station. This is expected to be operational by 18 January 2011. Once road access becomes available water will be trucked to the Withcott reservoir as an interim measure.
- **Kilcoy** – has two days of supply. Seqwater is seeking to re-establish supply on 14 January 2011. The need for bottled water will be reviewed on 14 January 2011. There are no known reticulation issues and it is understood that full supply will be delivered upon restoration of bulk treated supply by Seqwater. Seqwater has a backup diesel plant on-site and the water treatment plant can be operated if required until electric power is restored.
- **Somerset** – has two days of water supply stored in its reservoir. However the water treatment plant is operational and can be operated when required. The main issue is the water turbidity and it would be more efficient to operate the plant when the turbidity level declines.
- **Jimna** – has 2 days of supply and the treatment plant can be operated as required to meet supply.
- **Linville** – 1,200 litres of bottled water has been delivered. There is no known reticulation issue. Seqwater has confirmed that the plant is operational.

- **Kirkleagh** – has one week of supply and there are no known reticulation issues.

In summary, supplies to the smaller centres have been restored. The key issue is the Lowood Gatton Laidley Water Supply Scheme. A diesel pump has been sourced by QUU with the view to transporting it to Lowood on early 14 January 2001. An issue is the current road transport restriction on weight. The diesel pump alone weighs 14 tonnes. The main issue in the Lockyer Valley is the restoration of power by Energex. The permanent intake requirements at Lowood will be assessed when the floodwater recedes and the damage can be inspected.

There may be water quality issue that arise when water supply is restored. The "boiled water" Alert will remain in place until water quality testing has confirmed that it is safe to drink. There may be other system breakages and operational issues but QUU proposes to deal with these as a routine operation matter.

A large proportion of the Lockyer Valley community has rain water tanks and power is needed for the operation of the pressure pumps for showers and other purposes. The area also has many bores which could be used in the emergency if power is restored.

Unitywater

The affected towns supplied by Unitywater are Dayboro and Kenilworth.

It is also understood that:

- Dayboro – supply was restored on 13 January 2011.
- Kenilworth - supply was restored on 13 January 2011.

Both Dayboro and Kenilworth received tankered water on 12 January 2011.

Water Grid Emergency Teleconference Notes

DTG: 0730h JAN 11

Participants:

- [redacted] - WGM
- Dan Spiller - WGM
- Robin Lewis - QUU
- [redacted] - SEQWater
- [redacted] SEQWater
- [redacted] - DERM
- [redacted] - Allconnex Water
- [redacted] - Unity Water
- [redacted] LinkWater

MT Crosby Update

Operational challenges continue - West Bank operates 180-200ML at present but not stable. Difficulties associated with raw water quality affecting ability to maintain process control. Ongoing work to increase capacity.

East Bank plant inundation resulted in damage to key pump station due to movement of shaft. Another well is being worked on and is hoped to be operational today. This will provide 100ML to the system when online.

Implications for the bulk storage network, the system diminished by approx 30ML overnight. Total storage at approx 160ML. NPI / North Pine adding 100ML to the system and Southern flows maximised. Some water coming from EPI via Capalaba however operational issues hinder this supply. Therefore East Bank essential. Potential increases at North Pine.

Currently trying to source chemicals to start North Pine increase rate trial. Problems caused by difficulty managing pH of water. Temporary dosing may allow increased flow.

1000 h planned teleconference for bulk entity planning. Water balance during the day will be difficult if demand increases due to clean-up usage. WGM is anxious to deploy demand conservation measures outside the inundated areas. For example minimise use of water to clean roads and pavements at least until East Bank online.

Contingency planning needs to be undertaken in more detail.

Emergency management executive roles within the grid are moving to a shift type approach in order to ensure executives are rested.

Isolated Towns Update

Some progress overnight at Lowood. SEQWater advised that the strategy of moving pump on to site is progressing. The pump is now onsite, however no ETA for hook up at this stage. The plan calls for hook up around midday with commissioning early afternoon.

Supply will then be adequate for demand, delays will exist only in terms of moving treated water in to reservoirs. Raw water turbidity is not a significant problem however will be monitored.

Supply is ready to be re-established as the plant held reserves for treatment process to re-start.

Some concerns about the integrity of the pipeline however DRE has crews on site and will add crews as required. [redacted] is speaking to Robin and Paul about coordination.

The Small Towns Working group will operate in order to facilitate resource sharing and optimise bottled water distribution. Health will be involved IOT make decisions WRT boiled water notices, and scope for water production NTU movement. Participants will stay online following the 0730 teleconference for a short discussion and daily notes will be circulated.

The working group will provide linkages to LDMG and other state assets. They will also provide representation at other local groups.

Army involvement is not known at this stage however the Toowomba road is now upgraded to 20 ton capacity, so potentially the Army tankers are now using this route.

Robin reports that people in Withcott have tanks and bores and may be able to use those supplies if they had power. Energex reports that they are not able to connect power due to concerns about waterlogged stations in the connections however they are considering the installation of generators in some of the small towns.

Unity water requests information about Dayboro startup.

Boiled water notice is under control for Lockyer.

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- **Somerset** – Reservoirs are 53% full and supply appears to be under control. The water treatment plant is operational and can be operated when required.

The main issue is the water turbidity and it would be more efficient to operate the plant when the turbidity level declines.

- **Jimna** –Water storage levels increased overnight. Situation appears to be under control.
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- **Kirkleagh** – has supply to last until 19 January. There are no known reticulation issues. It is understand that Kirkleagh has been evacuated – need confirmation.

In summary, supplies to the smaller centres have been mostly restored sufficient to meet shorter term emergency requirements. The key issue is the Lowood Gatton Laidley Water Supply Scheme where it is understood the intake pumps have been washed away. A diesel pump has been delivered to Lowood and is presently being installed with a view to establishing some supply today - 14 January 2001.

The main issue in the Lockyer Valley is the restoration of power by Energex.

The permanent intake requirements at Lowood will be assessed when the floodwater recedes and the damage can be inspected.

There may be water quality issues when water supply is restored. For this reason, the "boiled water" alert should remain in place until water quality testing has confirmed that the drinking water supplies are safe to drink. There may be other system breakages and operational issues, however QUU proposes to deal with these as a routine operation matter.

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Small Towns Working Group

Emergency Management Room

- Logan Room, Level 6, 200 Creek Street, Spring Hill (LinkWater HQ)
- Tel: [redacted]
- Email: [redacted] (please 'cc' **all** major correspondence to this address, which is for the OCA emergency management system for the SEQ Water Grid)

Daily Coord Measures

- Daily teleconference:
  - 0730 h
  - Attend in person if possible
  - Phone: [redacted]
  - Enter PIN: [redacted]
  - Listen to general discussion, stay to end for Small Towns specific discussion
- By 4.30pm daily, distribute an update to all members, broken down by town and WTP (Richard and Waitong please)

Membership

- [redacted]
- Jim Pruss (SEQWater Ops Director) [redacted]
- [redacted] SEQWater Area Manager), [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

Action Priorities

1. Ensure sufficient bottled water is being provided to all residents
2. Provide non-potable reticulated water
3. Provide potable reticulated water

Tasks

1. Enhance coordination between QUU, local councils, SEQWater, other generators
2. Balance resources, especially bottled water
3. Drive external agencies for support requests
4. Act as champion for LDMG
5. Quickly develop consolidated view on water quality / health issues

Updated Status

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The main issue in the Lockyer Valley is the restoration of power by Energex.

The permanent intake requirements at Lowood will be assessed when the floodwater recedes and the damage can be inspected.

There may be water quality issues when water supply is restored. For this reason, the "boiled water" alert should remain in place until water quality testing has confirmed that the drinking water supplies are safe to drink. There may be other system breakages and operational issues, however QUU proposes to deal with these as a routine operation matter.

A large proportion of the Lockyer Valley community has rain water tanks and power is needed for the operation of the pressure pumps for showers and other purposes. The area also has many bores which could be used in the emergency if power is restored.

Unitywater

The affected towns supplied by Unitywater are Dayboro and Kenilworth.

It is also understood that:

- Dayboro - supply was restored on 13 January 2011.
- Kenilworth - supply was restored on 13 January 2011.

Both Dayboro and Kenilworth received tankered water on 12 January 2011.

Friday 14 January 2011 - 10am - Teleconference call

Overall water balance

- Production at 400ML per day - production meeting demand.
- Not sure how much demand requirements will increase due to wash down

Westbank

- Has increased since last night - Running at 220
- If continue at same rate, storages will deplete over next two days.
- Pump 7 started 20 minutes ago - 50ML will come out in next 1 ½ hours
- Need production on at east bank
- If demand can not be met - look at what areas can be cut back

Eastbank

- Pumps 7 and 8 are running
- Head and river will produce 100% - will be visible out of plant in 1 ½ hours
- Has been running since 10am

Friday 14 January 2011 - 1200 - Teleconference

Eastbank

- 110 ML presently
- 200 ML by 2pm
- Raw water quality OK
- Meeting requirements
- Bunyo bridge is most likely to be the first route in.
- Supply until tomorrow
- Demand below 400

Westbank

- 232 ML
- Production is increasing

Northpine

- 100 ML
- Increase output from 900-1800
- Aiming to get another raw water pump in next two hours

SEQ Water Grid

Situation report 3 - Water quality - 13.1.11, 12 PM

Summary

A boil water notice is still in effect for the Atkinson Dam recreational site.

Seqwater reports that water quality specifications are being met where Water Treatment Plants are operational. Seqwater have confirmed that Mount Crosby is supplying 180 megalitres per day at 0.5 NTU (Nephelometric Turbidity Units).

Options are being explored for Dayboro Water Treatment Plant which has approximately one day supply left. There is a possibility of using water from a newly commissioned Unitywater reservoir containing one and a half megalitres of treated water of unknown quality. Testing of the reservoir is underway, with results due later today, and water could be potentially treated if required. At present tankers are delivering 45,000 every one and a half hours. Water conservation notices should be considered.
Kenilworth has been trucking water in with four tankers delivering 80,000 litres although the plant is now back-online.

A boil water notice for the affected Somerset/Lockyer Valley towns was not issued yesterday. Queensland Urban Utitilites are in the process of drafting a boil water notice for review by the Water Quality Coordination Team, specifically Queensland Health and the Office of the Water Supply Regulator, and the Water Grid Communications Unit. Consideration is required for areas without the ability to boil water.

No *E. coli* positive results have been returned in the SEQ bulk distribution network this week. Queensland Urban Utilities have confirmed that the false positives, not linked to the flooding, which were returned earlier in the week have re-tested negative.

Distribution entities have been requested to provide details of any water quality complaints.

Close scrutiny is being kept on the supply/demand balance to ensure that bulk water and reticulation systems (particularly in Brisbane) remain pressurised. Loss of pressure presents an extreme public health risk. Consideration is required to the messaging in the event a boil notice is required .

Drinking Water Service Providers are experiencing difficulty accessing laboratory-based testing. 60-70 per cent of Seqwater's verification monitoring water program has been suspended however the only affected Grid connected plant is Mount

Crosby. LinkWater maintains a reduced verification monitoring program which is to be ramped up today.
Seqwater and LinkWater's operational monitoring capabilities are fully operational which highlight safe water quality.
Queensland Urban Utilities is investigating the use of alternate laboratories to ensure that water in the Brisbane reticulation system is tested.

SEQ Water Grid

Situation report 5 - Water quality - 14.1.11, 2 PM

Summary

A boil water notice is still in effect for the Atkinson Dam recreational site.

Seqwater reports that water quality specifications are being met where water treatment plants are operational under current flow scenarios. Seqwater have requested advice from the Office of Water Supply Water Regulator and Queensland Health in relation to water quality targets for North Pine and revised water quality targets for Mount Crosby.

Although Dayboro Water Treatment Plant is now being brought back on-line, Unitywater has confirmed that water from a newly commissioned Unitywater reservoir containing one and a half megalitres of treated water is of drinking water quality and will be brought on-line. Tankers continue to deliver water in the meantime to meet demand.

Kenilworth continues to truck water in with four tankers delivering 80,000 litres Although the Kenilworth Water Treatment Plant is now back-online, water is continuing to be trucked in with four tankers delivering 80,000 litres

A boil water notice for the affected Ipswich/Somerset/Lockyer Valley towns was issued by Queensland Urban Utilities at approximately 3pm yesterday and is still in effect. There are concerns that the message has not been widely received. It should also be noted that the initial notice did not include Laidley, but this has now been rectified.

No *E. coli* positive results have been returned in the SEQ bulk distribution network this week. Queensland Urban Utilities have confirmed that the false positives, not linked to the flooding, which were returned earlier in the week have re-tested negative.

Although QUU have advised that no known water quality complaints have been received, there have been media reports of disruptions of supply in some of the western Brisbane suburbs, as well as Collingwood Park and Goodna. QUU are to advise if these reports are correct and warrant targeted boil water notices.

Close scrutiny is being kept on the supply/demand balance to ensure that bulk water and reticulation systems (particularly in Brisbane) remain pressurised. Loss of pressure presents an extreme public health risk. In addition, close scrutiny is being kept on water quality from North Pine Water Treatment Plant and Mount Crosby's Westbank and East Bank Treatment Plants as drinking water production is increased

to meet demand. **Consideration is required to the messaging in the event a boil notice is required.**

Drinking Water Service Providers continue to experience difficulty accessing laboratory-based testing. 60-70 per cent of Seqwater's verification monitoring water program has been suspended however the only affected Water Grid-connected plant is Mount Crosby. LinkWater has increased its verification monitoring frequency in the Brisbane area today, although some sites remain inaccessible.

Seqwater and LinkWater's operational monitoring capabilities are fully operational which, in combination with the limited verification monitoring, highlight safe drinking water quality.
Queensland Urban Utilities has confirmed that verification monitoring has recommenced in Brisbane, Lockyer Valley and Ipswich. Results received to date have confirmed safe drinking water. Monitoring in the Lockyer Valley is to be increased to daily with Brisbane and Ipswich to revert to the standard schedule tomorrow.

ISSUES FOR WATER QUALITY AND SUPPLY AND SEWERAGE TREATMENT AS AT 14 JANUARY 2011 (4PM)

WATER

GRID-CONNECTED WATER AREAS

General information

- Grid connected areas are supplied by the SEQ Water Grid Manager and include Brisbane, Ipswich, Scenic Rim, Somerset, Lockyer (QUU), Sunshine Coast, Moreton Bay (Unity Water), Gold Coast, Logan and Redlands (AllConnex) council jurisdictions. The areas impacted most are the Lockyer Valley, Somerset, Ipswich and Brisbane.

- A boil water notice for the affected Lockyer Valley, Marburg and Somerset township towns was issued by Queensland Urban Utilities at approximately 3.00 pm on 13 January 2011 and is still in effect. This was reviewed and amended by the Office of the Water Supply Regulator (in the Department of Environment and Resource Management), Queensland Health and the Grid Water Quality Technical Coordination Team.

- A boil water notice is still in effect for the Atkinson Dam recreational site.

- **Seqwater reports that water quality specifications are being met where water treatment plants are operational. Seqwater have confirmed that Mount Crosby Water Treatment Plant (Westbank) is supplying 220 megalitres per day. Seqwater are also planning on running Eastbank at 160 megalitres per day later tonight.**

- No *E. coli* positive results have been returned in the SEQ bulk distribution network this week. While testing of water quality has increased today in Brisbane (testing doubled in some areas of Brisbane) where sampling sites are accessible, it is likely that testing in Brisbane and Ipswich by QUU will return to routine testing frequency (daily at 40 to 50 locations) on 15 January 2011 unless contamination is identified. Testing frequency has increased for LinkWater (across all assets) and Seqwater (particularly for problematic assets and assets being put on line after being offline) and testing frequency will increase further when sampling sites are accessible.

- Seqwater and LinkWater's operational monitoring capabilities are fully operational which, in combination with the verification monitoring, highlight safe drinking water quality.

Critical issues

- While there are no known issues with the reticulation system at this stage, issues may be identified with water quality and supply over time (e.g. main breaks).

- **Although QUU have advised that no known water quality complaints have been received, there have been media reports of disruptions of supply in some of the western Brisbane suburbs, as well as Collingwood Park and Goodna. QUU are to advise if these reports are correct and warrant targeted boil water notices.**

- While there is adequate access to laboratory facilities for water testing, there is a minor shortage of some testing kits. It is understood laboratories will try to source additional kits.

- Seqwater reports that water quality specifications are being met where water treatment plants are operational under current flow scenarios. Seqwater have requested advice from the Office of Water Supply Water Regulator and Queensland Health in relation to water quality targets for North Pine and revised water quality targets for Mount Crosby. Such advice will include whether the water can still be supplied if water quality is not met (e.g. subject to a boil water alert).

- **Close scrutiny is being kept on the supply/demand balance to ensure that bulk water and reticulation systems (particularly in Brisbane) remain pressurised. Loss of pressure presents an extreme public health risk. In addition, close scrutiny is being kept on water quality from North Pine Water Treatment Plant and Mount Crosby's Westbank and East Bank Treatment Plants as drinking water production is increased to meet demand. Consideration is required to the messaging in the event a boil notice is required.**

- **Consideration is being given to using purified recycled water for washdown purposes only (no human or animal consumption). This issue is being discussed with Queensland Health and the Office of the Water Supply Regulator in DERM.**

UNCONNECTED WATER AREAS (Small towns)

Queensland Urban Utilities

General information

- The affected towns supplied by Queensland Urban Utilities (QUU) are:
  - Lowood Gatton Laidley Supply: which also delivers water to Grantham, Helidon, Fernvale and Withcott
  - Kilcoy
  - Somerset
  - Jimna
  - Linville and
  - Kirkleagh.

- It is understood that Esk and Toogoolawah water supplies are operational.

- **In summary, supplies to the smaller centres have been mostly restored sufficient to meet shorter term emergency requirements. The key issue is the Lowood Gatton Laidley Water Supply Scheme where it is understood the intake pumps have been washed away. A diesel pump has been delivered to Lowood and is presently being installed with a view to establishing some supply tonight - 14 January 2011.**

- The permanent intake requirements at Lowood will be assessed when the floodwater recedes and the damage can be inspected.

Critical issues

- **The main issue in the Lockyer Valley is the restoration of power by Energex. A large proportion of the Lockyer Valley community has rain water tanks and power is needed for the operation of the pressure pumps for showers and other purposes. The area also has many bores which could be used in the emergency if power is restored.**

- Queensland Health and the Office of the Water Supply Regulator in DERM have expressed concerns about the quantity of water available in these areas for non-drinking purposes (e.g. toilet flushing).

- **While a boiled water alert was issued on 13 January 2011 for many areas in the Lockyer Valley, Marburg and Somerset township and remains current, it appears that Laidley was not included in the alert. That alert is expected to be reissued this afternoon to include Laidley.**
- **There is a high level of concern about the low level of community awareness of the boiled water alert (including from Queensland Health and the Office of the Water Supply Regulator in DERM) and action needs to be taken to increase awareness. Media focus seems to be on conservation of water. This issue may need to be escalated to the State Disaster Management Group.**

- There may be water quality issues when water supply is restored. For this reason, the "boil water" alert should remain in place until water quality testing has confirmed that the drinking water supplies are safe to drink. There may be other system breakages and operational issues, however QUU proposes to deal with these as a routine operation matter.

- **While distribution of bottled water to these areas is limited by weight issues for helicopters, there are concerns that the quantity of water being provided for individuals (currently 1.8 litres per person) should be increased (to 3 litres per person in hot climates) in line with Queensland Health recommendations.**

- There is now a need to increase water quality testing in these areas daily (routine testing for small populations is not routinely performed on a daily basis). QUU commenced testing of some areas on 14 January including Fernvale, Lowood and Gatton. It is expected that further testing will be undertaken in the coming days.

- **Consideration is being given to using purified recycled water for washdown purposes only (no human or animal consumption) where water is required. This issue is being discussed with Queensland Health and the Office of the Water Supply Regulator in DERM.**

- More detailed information on specific areas is as follows:

AREA	SUPPLY	QUALITY
Lowood Gatton Laidley Water Supply Scheme	Supplies to the towns of Lowood, Gatton, Laidley, Grantham, Helidon and Fernvale will be restored when Seqwater is able to re-establish supply from the Brisbane River to the Lowood Water Treatment Plant and power is restored to the intake and booster pumps. It appears the intake pumps were washed away. Seqwater has sourced a diesel pump from Queensland Urban Utilities. The pump is on site and is currently being installed / commissioned. Seqwater is hopeful that some supply will be re-established today - 14 January 2011. Fernvale reservoir is understood to be empty and the town is receiving bottled water delivered by helicopter. The pumps and part of the delivery main (100 metres) from Helidon to Withcott have been washed away. Consequently the supply connection to Helidon has been closed to ensure that there is no contamination of supply. Queensland Urban Utilities is in the process of replacing the pipe and pump station. This is expected to be operational by 18 January 2011. Once road access becomes available water will be trucked to the Withcott reservoir as an interim measure.	Under boil water alert from 13/1/11 and remains current. It is expected that Laidley will be added to re-issued boil water alert on 14/1/11. There will be consideration by QH and OWSR for lifting the boil water notice when there are at least 3 successive days of no detection of *E. Coli*.
Kilcoy	Kilcoy supplies increased overnight. The main local supply intake was washed away. The plant has been repaired and is now fully operational. There are no known reticulation issues.	No known issues
Somerset	Reservoirs are 53% full and supply appears to be under control. The water treatment plant is operational and can be operated when required. The main issue is the water turbidity and it would be more efficient to operate the plant when the turbidity level declines.	Somerset township is included on boil water alert on 13 January 2011.
Jimna	Water storage levels increased overnight. Situation appears	No known issues

	to be under control.	
Linville	Supplies at 27% which is about two days supply. Seqwater are inspecting the situation today. There is no power and a generator is being delivered. Tankered supplies are to be delivered today - 14 January. 1,200 litres of bottled water has previously been delivered. There is no known reticulation issue.	Unknown
Kirkleagh and Wivenhoe camping grounds	Camping grounds to be restored as a lower priority	N/A

Unitywater

The affected towns supplied by Unitywater are Dayboro and Kenilworth.

AREA	SUPPLY	QUALITY
Dayboro	Supply was restored on 13 January 2011. Tankers continue to deliver water in the meantime to meet demand. Unitywater has confirmed that water from a newly commissioned Unitywater reservoir (not previously being used but was full) containing one and a half megalitres of treated water is of drinking water quality and is expected to be brought on-line on 14 January 2011.	Operating within quality targets
Kenilworth	Supply was restored on 13 January 2011. Although the Kenilworth Water Treatment Plant is now back-online, water is continuing to be trucked in with four tankers delivering 80,000 litres	Operating within quality targets

For further specific details on storage levels, refer to attached table.

SEWERAGE

Provisional Assessment

- Sewerage treatment plants and associated infrastructure in SEQ is generally owned by the Distributor-retailers, mainly QUU (although infrastructure for towns further north such as Dayborough and Kenilworth is owned by Unity Water).

- Queensland Urban Utilities (QUU) has established an Eastern and Western Recovery Teams with the Western Team recovering from west of Ipswich and Lockyer Valley, and the Eastern Team looking after Brisbane city. The recovery teams have been established in a 3 phase recovery process:
  - To undertake a preliminary assessment of the facilities including safety of access and a preliminary assessment of the situation;
  - When safety of access is ascertained, cleanup crews are despatched. (70 cleanup crews in total have been established); and
  - Repair team comprising fitters and electricians are deployed as necessary.

- Asset classes that are being inspected and repaired include pump stations, wastewater treatment plants, pipelines, civil structures (buildings) and control system including System Control and Data Acquisition (SCADA).

- At this stage, it is still difficult to assess the full extent of damage due to access limitations. Severe damage can be expected for those facilities where the electrics and control systems have been fully submerged. Much of the work will be outsourced to contractors under existing "panel of provider" arrangements. Significant coordination is occurring with the councils concerned and AllConnex staff are assisting with the recovery.

- Where there has been severe flooding and manhole covers may have been blown and sewage discharged into private properties, a call centre has been established and cleanup crew will be deployed where the household reports that such events have occurred.

- QUU will not be addressing the clean up requirements of flooded private septic tanks. This may be a matter for consideration by the relevant councils.

- The priority for recovery is 1 - restoration of water supply, 2 – repair of sewage pump stations to remove wastewater from the suburbs, and 3 – repair of wastewater treatment plants.

SEQ Regional Communities

- Sewered communities include:
  - Gatton
  - Laidley
  - Forest Hill
  - Esk
  - Kilcoy
  - Toogoolawah
  - Fernvale
  - Lowood and
  - Helidon.

- The Scenic Rim Regional Council reports that all its wastewater facilities are operating normally.

- The current status is as follows:
  - The Gatton, Laidley, Forrest Hill, Helidon, Toogoolawah and Kilcoy wastewater treatment plants are understood to be either fully operational or only require minor repairs that can be quickly rectified.
  - Access to Fernvale and Lowood has been restricted and there are no reports to date.
  - QUU is still establishing the status of the sewage collection systems, in particular the pumping stations in many of the submerged areas.
  - The Toogoolawah collection system appears to be fully operational.
  - Significant damage occurred at Esk. QUU is in the process of providing temporary facilities to pumps and pumping stations washed away at Esk.

- The town of Withcott is serviced by septic tanks.

Brisbane and surrounding metropolitan areas including Ipswich

- It has been reported as follows:
  - The damage to wastewater treatment plants at Bundamba and Goodna is not as severe as initially expected. It is anticipated that these facilities will be able to be operations in days rather than weeks. Goodna has a major pressure main burst to be repaired.
  - Rosewood wastewater treatment plant is operational and should be able to be fully restored quickly.
  - Power to the Wacol wastewater treatment plant has been restored and the plant is now operational.

- The damage to the wastewater treatment plants at Oxley, Fairfield and Karana Downs are of concern due to the extent of submergence. Major damage to Oxley and Fairfield which are high technology facilities is expected, particularly to the electrical and control systems and it may be weeks before these plants are fully restored.
- Preliminary assessments of the damage to the collection system will be made when there is safe access.

Key Developments

- The Disaster Management Plan for Goondiwindi has been activated.
  - The DERM office has been evacuated on the advice of authorities. Action has been taken by local staff to secure equipment and records, and phones have been redirected to Toowoomba.
  - Staff now left the office to secure their own property and take appropriate personal safety measures.
- Mains power is still unavailable at Mineral House and generators have failed. Loss of power to email servers located in Mineral House has caused loss of email access for many staff across the state.
- Australia Defence Force (ADF) support with Aerial photography will be available for data acquisition from 2pm 14 Jan. Photography will be available within several hours of acquisition. Lockyer & Brisbane River valleys to be acquired first. Assets will be available as long as required and are not limited to SEQ.
- District Disaster Coordination Centre - Brisbane CBD
  - The DDCC requested 24 hour representation from DERM to support the coordination centre actions – 12/1/11
  - The DDCC is established at QPS Roma Street Police Station ground floor and includes local government, QHealth; QAS; QFRS and others.
  - Fulltime attendance by DERM officers was provided through to about 2230Hrs on 12/1/11.
  - The demand for DERMS attendance focussed on matters within the first few hours only.
  - Following the initial attendance arrangement it was endorsed by QPS that DERM would shift to providing support remotely by phone with 2 officers on stand by and attendance by DERM directly within 30 minutes if an onsite representation was required.
  - There has been no request for direct support by phone or on site attendance since this arrangement has been put in place.
  - DERM staff have visited the DDCC today (13/1/11) to ensure that this arrangement was still suitable – which QPS have confirmed.
  - QPS have also advised that the DDCC may change over to "Recovery" that may be led by Dept of Communities under a different structure and location.
  - DERM will also visit the DDCC on the 14/1/11 to again confirm that the current arrangements are still suitable.
- DERM Logistics Officer – ICC
  - [redacted] will be replaced by [redacted] or Friday (14/1/11) and Saturday (15/1/11).
  - [redacted] will return on Sunday (16/1/11).
- Power Stations
  - On 6 and 7 January 2011 DERM received proposed Transitional Environmental Programs (TEPs) relating to Callide, Kogan Creek and Darling Downs Power Stations relating to impending flood related issues at these facilities. The TEPs are being assessed as a matter of priority. The TEP for Callide was approved on 11/01/2011; Kogan and Darling Downs TEPs on 12/01/2011.

QPWS

- QPWS is preparing to assist with recovery within all flood affected regions through existing disaster management frameworks.

Flood Status	[redacted]	Date/Time
Following information is based on exception reporting. Any details not covered are as per previous updates.		1300hrs 13/01/11

Brisbane River

- All areas of the lower Brisbane River have now peaked and are falling. In many places they have fallen by 0.3M or greater.
- Brisbane City
  - Tonight's peak expected to be 4.2M.
  - Tomorrow's peak expected to only reach 3.2M.

McIntye River

- Will peak tonight at record levels estimated to be around 10.6M at Goondiwindi.
- Uncertainty exists in estimates as there have been modifications in the flood plain and the effects of these on modelled predictions are unknown.
- Levee banks are currently holding and being inspected 24 hours a day.
- Levee banks have been built to 11m..
- The peak levels will be last for an estimated 24 to 30 hours. It is uncertain how the levy banks will withstand this duration of inundation or if they will fail.

Condamine River

- Condamine town currently 13.48M.
- Expecting a peak of 14.8M which is less than the peak reached on New Year's Day.
- Myall Creek peaked at 9pm last night and is falling fast.

Balonne River

- St George 12.54M and falling slowly.
- Diranbandi 5.31M and falling very slowly.
- Surat is at 10.82M and falling.
- Hebel is currently 5.269M and steady.
- Thallon is 4.65M and falling.

Fitzroy

- Fitzroy is currently 8.75M and falling slowly.

Dawson

- Dawson River at Theodore has fallen below 8.0M (height cannot be measured below 8.0M).

Burnett River

- Hydrology advice being sought on Burnett River status but advice to date is that it is expected to peak between 5.5M and 6M at 6pm today.

Mary River

- Peaked in Maryborough last night and falling slowly. Currently 7.6M.
- Gympie currently 15.09M and falling.

Specific Issues	EMG Member	Time
Streamflow Gauging Stations • **Unable to up date status of gauging stations (GS) due to significant issues with the land and mobile phone networks used to communicate with the gauging stations.** • Fifteen of DERM's GS critical to the current flooding have not been operational over **recent** days. GSs are progressively being brought back on-line where possible and their status may change at any time • **The server used to communicate and process the flow of data from the GS has also had significant issues due to power shutdown in the CBD. Alternative arrangements are being investigated by ITM.** • **BOM have not reported any critical issues. They are also experiencing similar communication issues with their equipment.** • The server hosting the Water Accounting System managing the gauging station network was transferred from the Mineral House CBD to Land Centre at 12:48pm **yesterday.** • **Unable to publish data to the DERM web site following power shutdowns in the CBD. Alternative arrangements are being investigated by Water Quality Accounting and ITM. An appropriate notice is to be placed on the DERM streamflow website.** • The server hosting IP data flow for the state has had to be relocated from Rocklea. **This Hydrographic support sever has been operational, since 1600 hours Wed 12 Jan.** • Regional water monitoring staff continue to carry out flood gauging in critical areas to inform the Bureau of Meteorology's (BoM) flood warning models where access is not restricted by police and emergency services. **It should be noted that staff are restricted in their travel movements due to area closures.**	Debbie Best	1400hrs 13/01
Water Treatment Plants and Sewerage <u>SEQ</u> *Water Supply* • **A full report prepared by the SEQ Water Grid Manager (SEQWGM) is attached. Received at 3pm.** *Sewerage SEQ regional communities* • **The current reports are as follows:** - **The Gatton, Laidley, Forrest Hill, Helidon, Toogoolawah and Kilcoy wastewater treatment plants are understood to be either fully operational or only require minor repairs that can be quickly rectified.** - **Access to Fernvale and Lowood has been restricted and there are no reports to date.** - **QUU is still establishing the status of the sewage collection systems, in particular the pumping stations in many of the submerged areas.** - **The Toogoolawah collection system appears to be fully operational.** - **Significant damage occurred at Esk. QUU is in the process of providing temporary facilities to pumps and pumping stations washed away at Esk.** • **The town of Withcott is serviced by septic tanks.** *Sewerage* • Severe sewerage network disruption and QUU is still continuing to assess damage.	[redacted]	13/1/11

Specific Issues	EMG Member	Time
• In Brisbane – 77 sewage pump stations not operating (44 inundated and 33 due to power outage). Three wastewater treatment plants inundated at Oxley, Fairfield and Wacol and one without power at Karana Downs. • In Ipswich – 30 sewage pump stations and two wastewater treatment plants (Goodna and Bundamba) totally inundated. Damage cannot be fully assessed until water recedes. • An emerging issue is around sludge disposal from treatment plants. Disposal routes are currently cut and QUU may need DERM's assistance to facilitate temporary stockpiling of sewage treatment sludge over the next 2-3 weeks until normal disposal routes can be re-established. • **On 14 January reports were as follows:** - **The damage to wastewater treatment plants at Bundamba and Goodna is not as severe as initially expected. It is anticipated that these facilities will be able to be operations in days rather than weeks. Goodna has a major pressure main burst to be repaired.** - **Rosewood wastewater treatment plant is operational and should be able to be fully restored quickly.** - **Power to the Wacol wastewater treatment plant has been restored and the plant is now operational.** - **The damage to the wastewater treatment plants at Oxley, Fairfield and Karana Downs are of concern due to the extent of submergence. Major damage to Oxley and Fairfield which are high technology facilities is expected, particularly to the electrical and control systems and it may be weeks before these plants are fully restored.** - **Preliminary assessments of the damage to the collection system will be made when there is safe access.** *Toowoomba Regional Council (TRC)* • **Sewage pump station surcharges were reported at Westbrook, Crows Nest, Pittsworth, Oakey, Millmerran, Yarraman and Meringandan West due to flood inundation, sewer infiltration and excessive wet weather flows in the sewers beyond the peak design capacity of the sewerage schemes. Incident alerts have been submitted for the major or sensitive incidents and council has submitted a program notice of the event at Westbrook to notify the department of its intention to prepare a voluntary transitional environmental program.** • **Sewage pump stations at Crows Nest (x2) and Highfields surcharged from 8.45am on Thursday 6 January 2011 following very high intensity rainfall and local flooding. Pump stations continued to operate and all overflows ceased by 6.15pm.** • **Environmental Services officers contacted water officers at Goondiwindi, Maranoa (Roma), Balonne (St George), Murweh (Charleville) and Paroo (Cunnamulla) councils. All report that they have no releases from sewage treatment plants and pump stations and expect no inundation/surcharge from flood flows.** *Western Downs Regional Council* • **Condamine water supply infrastructure is facing inundation again as the river levels rise fast and force evacuation.** • **Dalby water supply is expected to resist any renewed flooding threats and maintain adequate supplies. Water is being treated and the reservoirs now have at least 3 days supply. The sewerage collection system continues to function while most sewage is being bypassed at the treatment plant.**		

Specific Issues	EMG Member	Time
• Despite serious flooding in Chinchilla the water and sewerage schemes are expected to function sufficiently in most areas. • Jandowae is reported to be experiencing a record flood but Council is not aware of any serious effects on the water and sewerage schemes. • Warra WTP continues to be inoperable due to flood damage. With the Jandowae flood moving through and the Condamine R flooding, this situation is likely to persist. Drinking water is being tankered from Dalby • Meandara – flooding may inundate the sewerage scheme again. However last time the scheme continued to operate.		
Water quality • This is the current situation for water quality as at 1pm. • QUU issued a boil water alert for the following areas on 13/1/11 which remains in place. This is due to damage to infrastructure and potential infiltration rather than confirmed water quality issues. - Marburg in Ipswich. - Lockyer Valley; Kensington Grove, Regency Downs, Hatton Vale, Plainlands, Gatton, Forest Hill, Glenore Grove, Forest Hill, Withcott, Murphys Creek, Lockyer, Tabletop, Postmans Ridge, Helidon, Grantham, Lockrose, Placid Hills. - Somerset; Minden, Fernvale, Lowood, Brightview, Coolana, Helenvale Estate, Tarampa, and Vernor • The boil water alert is expected to be re-issued by QUU in the afternoon of 14/1/11 to include Laidley. • There is a high level of concern about the low level of community awareness of the boiled water alert and action may need to be taken to increase awareness (particularly as those areas are likely to not have access to the internet and other media due to lack of electricity). Media focus seems to be on conservation of water. This issue may need to be escalated to the State Disaster Management Group. • A boil water notice has previously (12/1/11) been issued to supply about 20 people at Atkinson Dam recreational facility. • While all other water continues to meet quality requirements, there have been some unconfirmed media reports of water quality and supply issues in the Western suburbs. Investigations are taking place to determine whether there is an issue and whether there is a need for consideration for a boil water alert in a targeted area. • Close scrutiny is being kept on the supply/demand balance to ensure that bulk water and reticulation systems (particularly in Brisbane) remain pressurised. Loss of pressure presents an extreme public health risk. In addition, close scrutiny is being kept on water quality from North Pine Water Treatment Plant and Mount Crosby's Westbank and East Bank Treatment Plants as drinking water production is increased to meet demand. Consideration is required to the messaging in the event a boil notice is required. • In summary, supplies to the smaller centres have been mostly restored sufficient to meet shorter term emergency requirements. The key issue is the Lowood Gatton Laidley Water Supply Scheme where it is understood the intake pumps have been washed away. A diesel pump has been delivered to Lowood and is presently being installed with a view to establishing some supply tonight - 14 January 2011.	[redacted]	13/01/11

Specific Issues	EMG Member	Time
• **Consideration is being given to using purified recycled water for washdown purposes only (no human or animal consumption) where water is required for all flood affected areas. This issue is being discussed with Queensland Health and the Office of the Water Supply Regulator in DERM.**		
Water supply status across the Water Grid is as follows. **Water quality** • All water continues to meet quality requirements. • The exception is supply to about 20 people at Atkinson, where a boiled water notice has been issued. **Stand-alone towns:** • We are carting water to Kenilworth and **Dayboro as a reestablishment measure, however both plants are now operational.** • Helicopters have been hired to enable supply of bottled water to other towns, in partnership with Queensland Urban Utilities. Supply is being prioritised based on remaining storage. Critical towns include Jimna, Linville and Withcott, which are all relatively small. **While distribution of bottled water to areas not connected to the water grid is limited by weight issues for helicopters, there are concerns that the quantity of water being provided for individuals for drinking water (currently 1.8 litres per person) should be increased (to 3 litres per person in hot climates) in line with Queensland Health recommendations.** • **The Kilcoy plant has been repaired and is now fully operational.** • **The main issue in the Lockyer Valley is the restoration of power by Energex. A large proportion of the Lockyer Valley community has rain water tanks and power is needed for the operation of the pressure pumps for showers and other purposes. The area also has many bores which could be used in the emergency if power is restored.** **Central SEQ** • In central SEQ, water storage levels remain high. • Reservoirs are likely to be drawn down over coming days, with the extent of drawdown depending upon demand and any asset failures (both bulk and local). • Available supply capacity to the central area is up to about 320 ML/day. Typical demand in this area is about 370 ML/day. The 50 ML/day difference will be supplied by drawing down reservoirs. Conservation is important to minimise drawdown. • Every effort is being made to have more water available by Friday, in order to ensure water is available for clean up. **In term of treatment assets:** • **Seqwater reports that water quality specifications are being met where water treatment plants are operational. Seqwater have confirmed that Mount Crosby Water Treatment Plant (Westbank) is supplying 220 megalitres per day. Seqwater are also planning on running Eastbank at 110 megalitres per day later tonight.** • At North Pine WTP, poor water quality has restricted treatment capacity **but the situation is improving.** • The Southern Regional Water Pipeline has been transporting about 95 ML/day to central SEQ. It is being supplied from the Molendinar WTP and the desalination facility, which is operating at two-thirds capacity. • A number of major plants are isolated. Another helicopter has been hired to ferry staff.	Debbie Best	12/01/11

E1130

Specific Issues	EMG Member	Time

Chemical supply
• Inundation has created logistic problems for the supply of chemicals into and within SEQ.
• These issues are currently being managed, with all plants having at least two day supply of all chemicals and access to plants improving.
• The most critical issue is the supply of lime to the Landershute WTP, which is the sole supply for about 40,000 people on the Sunshine Coast (pending completion of NPI Stage 2). Supply of 5 tonnes of bagged lime has been arranged, ensuring that supply can continue until at least tomorrow. Further supplies are being arranged.
• An Emergency Management Team has been formed, with an Emergency Manager on operational rotation. The emergency room can be contacted on 3405 5210 24/7.
• Operational teams have been formed with all Grid participants and relevant agencies. Teams include:
  ○ Stand-alone towns
  ○ Water balance
  ○ Water quality
  ○ Chemical logistics
  ○ Resource logistics.		

Waste Management • **On the available information, municipal waste collection continues to occur as most Councils have access to existing landfill sites or are able to use landfill sites in other towns.** • **There are some specialist waste streams that DERM is assisting to find interim solutions for as different areas move into the recovery phase. Examples include temporary burial of animal wastes that cannot be transported to a rendering facility in the Wide Bay Burnett area, dredge spoil disposal arrangements relating to recovery of Ports in Brisbane and Bundaberg, and an emerging issue around interim sludge storage arrangements from Brisbane sewage treatment facilities due to disruption to normal sludge disposal routes. These are expected to be short term (2-3 week) interim arrangements.** • **DERM has a scheduled meeting with LGAQ next week, and will raise the effect of flooding. It is expected that LGAQ will seek to delay the waste levy commencement date or limit 1 July start to SEQ only.**	[redacted]	13/01/11

Specific Issues	EMG Member	Time
Mapping and Spatial Information • Aerial photography is being flown (high resolution 8cm) by DERM over the Brisbane area (Moggill ferry to Gateway Bridge). Imagery will be available early next week. • NSW Lands is acquiring aerial photography over the border rivers and has offered to fly Goondiwindi (offer accepted). • Digital maps, imagery and elevation data provided to ADF (1 Topo Squadron) over Greater Brisbane in support of ADF deployment for flood recovery. • Satellite imagery (radar) acquired over Brisbane at 6:34am today see: http://geos.org.au/projects_pub/Flood/AU_QLD_Dec-2010/20110113_12PM_Brisbane.html • Servers (including the High Performance Computer) at Indooroopilly Science Centre were powered down at 7pm (12 Jan) following advice from Energex that power was being turned off. SIG are aiming to bring key servers back on-line tonight, subject to power being available.	[redacted]	1400hrs 13/01

Specific Issues	EMG Member	Time
Parks and Wildlife • Expected economic impact of floods on tourism sector indicates a reduction in total state tourism output of approximately $100 million based informed from a brief by DEEDI. Areas impacted in QPWS estate reflected in this calculation. • Some contact email issues with RSPCA, resolved by referral to DERM web site. No of contacts and referrals remains low. • Revised area affected is estimated to be 45,000 hectares due to flood event to date. • Approximately 36 parks are currently closed because of flooding. 5 parks added • 2 vehicles provided to Local Disaster Management Groups in Rockhampton, • One crocodile incident directly related to the flood in Rockhampton. • Incident investigation of lost QPWS vehicle due to flooding. Pending • Large number of applications for camping refunds received. • 3 QPWS staff requested to assists in recovery planning at local disaster mgt group level, includes vehicle deployment. • Scoping document prepared for strategic recovery activities to inform Environment Recovery Sub Group. • Skeleton staff on duty, some staff assisting affected employee properties. • Staff assisting in other centres, Maroochydore and employee residences. • Koala Hospital – one staff member unable to return home but staying with friends close by, checking and ensuring animals fed. • Marine Parks staff assisting in water quality and plume impacts offshore Fitzroy River. • As at 1pm 36 QPWS offices remain closed • QPWS retains operational capacity at Brisbane Forest Park, no staff at 400 George Street • Campers in Cedar Grove, Booloumba CK and Charlie Moreland still isolated due to flooded causeways. Cedar Grove remainder of campers likely to stay put. Supplies OK and they have regular contact with Emergency Services and Police. Current • Charlie Moreland / Booloumba Creek No further contact made with campers today / Kenilworth Office closed. Will endeavour to make contact tomorrow. Status today: • Charlie Moreland Campground – 2 people in 2wd remain trapped. It is understood they had good resupply on Saturday via friends in 4wd. • Booloumba Creek Campgrounds – 4 camps 22 remain trapped. Have food supply for next three days, Severe flooding throughout upper Mary Valley catchment means vehicle access is unlikely for next day or two.	[redacted]	1456hrs 12/01/11
Environment • **Binary Industries Pty Ltd and DERM managed remediation site (Narangba Industrial Estate)** ○ **The Binary site and adjacent DERM managed remediation site continue to experience problems associated with stormwater contaminated with pesticide and herbicide residue from the fire in 2005;** ○ **Emergency Directions were issued to both Douglas Partners (Binary landowner's consultants) and DERM's onsite contractors to implement controlled releases from Binary and DERM storage dams in order to prevent uncontrolled releases and ensure the integrity of those dams.** ○ **Due to the age and design characteristics of DERM's storage dam DERM holds some concerns about its stability due to ongoing heavy rain in the Caboolture area.**	Mike Birchley	13/01/11

Specific Issues	EMG Member	Time
○ DERM is implementing further controlled discharges of stormwater of unknown quality into a tributary of Saltwater creek while it is in flood. ○ Freeboard has been achieved on all dams across both sites with the exception of DERMs storage dam. Pumps from the Binary site will be transferred to the DERM site to take advantage of the flows in Tributary D and remove as much stored water as possible in an attempt to achieve a safer level. • Sustainable Organics (Wooshaway) Pty Ltd – composting facility located at Petrie ○ Advice received from Amcor Pty Ltd (landowners form whom SO lease land to operate) on 12 January 2010, is that SO bunds held during the height of flooding in the North Pine River, and kept River waters out of the site. There was some over-topping of the bund walls from stormwater leaving the site, however DERMs Water Sciences Division has confirmed the level of environmental risk from such releases would be negligible. • Vicisa Sarkat Pty Ltd (t/as Coominya Sand and Gravel) – no update from 10/1/11 ○ It is unknown what effect the recent rainfall and flooding has had on the site as the area is inaccessible. ○ Officers intend to visit the site when it is safe to do so. This is unlikely to be until next week. • Queensland Urban Utilities ○ Severe sewerage network disruption and QUU is still continuing to assess damage. ○ In Brisbane – 77 sewage pump stations not operating (44 inundated and 33 due to power outage). Three wastewater treatment plants inundated at Oxley, Fairfield and Wacol and one without power at Karana Downs. ○ In Ipswich – 30 sewage pump stations and two wastewater treatment plants (Goodna and Bundamba) totally inundated. Damage cannot be fully assessed until water recedes. ○ There is significant damage to sewage plants in western areas around Lockyer Valley and Scenic Rim. QUU has prioritised water treatment service recovery above sewage out of necessity in these areas. ○ An emerging issue is around sludge disposal from treatment plants. Disposal routes are currently cut and QUU may need DERM's assistance to facilitate temporary stockpiling of sewage treatment sludge over the next 2-3 weeks until normal disposal routes can be re-established. • Port of Brisbane ○ Closed but no significant environmental issues. ○ Roads in and power OK. ○ Current focus is on debris collection. ○ Major issue is around dredging required to reopen. Port is working toward a Saturday reopen target. Emergency dredging required around ship berths and turning points. ○ Port of Brisbane General Manager for Planning [redacted] liaising with [redacted] RSD, RM Env Services) to facilitate any necessary authorisations to expedite Port		

Specific Issues	EMG Member	Time
reopening. • BP Refinery & Storage – Pinkenba and Whinestanes ○ No water inundation at refinery or storage areas. Maintaining operations. ○ Flaring more gas than usual due to inability to supply a regular client. ○ No issue with wharf crude oil pipeline. ○ Reported 3 BP service stations are inundated in Brisbane area. • Caltex - Lytton ○ No water inundation at refinery – maintaining operations. • ACI Glass - Pinkenba ○ Wastewater pond (oily water treatment) inundated. Hydrocarbon contamination likely but not expected to be significant with respect to event. • Axo Nobel – Paint Manufacturer at Rocklea ○ Surrounded by water but no site inundation to date. • Bayer Crop Science – Pesticide manufacturer at Pinkenba ○ Only admin areas affected. No inundation in plant or chemical storage areas. • Sims Metal – Scrap Metal operation at Rocklea ○ Site inundated. Contribution to debris and some hydrocarbon contamination main issues from this activity.	[redacted]	
Environmental Monitoring • Monitoring and testing of the plume emerging from the Burnett-Mary Catchment has been delayed until staff can safely reach the area, planning for early next week. This will be undertaken by DERM working in partnership with James Cook University. This will complement the monitoring and testing of other flood plumes feeding into the Great Barrier Reef further north, which is being undertaken as part of the Reef Plan Paddock to Reef programme. • Monitoring of flood plumes in Moreton Bay will commence as it is safe to do so, in collaboration with CSIRO, the Healthy Waterways Partnership and Universities. • There are capacity issues in terms of availability of laboratory testing facilities for the increased number of collected samples. The Queensland Health labs will be focussed on human health issues, with environmental samples taking lower priority. Alternative laboratory capacity will be investigated both here and interstate to see whether equivalent testing can be undertaken.		1400hrs 13/01
Dam Safety	[redacted]	13/01/11

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<table>
<tr><th>Specific Issues</th><th>EMG Member</th><th>Time</th></tr>
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• **Monitoring of flood release and overflow etc for Wivenhoe, Somerset and North Pine Dams.**

Non-Commercial Assets

• **Data from Ibis Dam gauging station cannot be read due to flooding of the Hydrographic Support Unit at Rocklea. Emergency Action Planning officers will revert to manual reading of the dam water level and rainfall.**

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Mines

Summary of Major Discharges

South East Region

• NA – no discharges recorded.

South West Region

• **All unauthorised discharges in South West Region are occurring as a result of inundation:**
  ○ Cameby Downs – **Possible breach of EA related to non authorised discharge is continuing. Restricted access and site still being assessed after recent rain.**
  ○ Peabody Wilkie Creek – **Mine remains inundated by Wilkie Creek flood waters. Access is restricted. Further water quality sampling will be conducted tomorrow.**
  ○ Commodore Coal Mine - Breach of EA related to non authorised discharge **is continuing.**
  ○ New Acland – **Possible breach of EA related to non authorised discharge. Restricted access and site still being assessed after recent rain.**
• Kogan Creek – **Mine began discharge of mine affected water yesterday afternoon. Discharge is within Transitional Environmental Program release limits. DERM is assessing a Transitional Environmental Program for Initial Ash Disposal Area which is 0.1 metres below spillway.**
• **Texas Silver – Recent rainfall may require site to release mine affected water but can be done within release limits at this stage.**

Central West Region

• **All unauthorised discharges in Central West Region are occurring as a result of inundation:**
  ○ **German Creek – Breach of EA related to non-authorised discharge point is continuing.**
  ○ **Oaky Ck - Breach of EA related to non-authorised discharge point is continuing.**
  ○ **Callide - Breach of EA related to flow rate is continuing.**
  ○ **Rolleston – Breach of EA related to non-authorised discharge point is continuing.**

Incident management readiness

Road access to mine sites may not be possible if forecast rainfall is received. Regular updates are being provided via email and phone by both mines.

Transitional Environmental Programs (TEP)

	Number of TEPs approved since 1 Jan 2011	Number of TEP applications received after 1 Jan 2011 with a decisions pending

</td><td>Mike Birchley</td><td>13/1/11</td></tr>
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Specific Issues			EMG Member	Time
South East Region	NA	NA		
South West Region	1 Kogan Creek	1 – Commodore Coal Mine and Kogan Creek		
Central West Region	2 – Ensham, Sonoma	**14 including Poitrel, Sth Walker Creek, German Ck – Oak Park, Burton x2, Dawson Central/North, Dawson South, Oaky Creek, Millenium, Lake Lindsay, Newlands, Peak Downs, Goonyella**		
North Region	0	0		
Coal Seam Gas • 6 notified breaches of EA conditions have been reported to the department and liaison has occurred with Qld Health where appropriate. All breaches are considered to have a low potential for environmental harm ○ Dalby Area – Arrow Energy \ ○ Moura - Molopo Energy ○ Wandoan - Peat Gas Fields– APLNG(Origin) ○ Injune/Rolleston - Denison Trough Gas Field – APLNG(Origin) ○ Roma – Santos ○ Moranbah – Arrow Energy • **Further rainfall and flooding in the Darling Downs area since Tuesday is likely to result in further breaches of EA conditions and CSG companies are currently conducting site inspections via air to identify any additional issues.** • **1 TEP has been issued with 1 additional TEP application received and comments provided to the company. The flooding in Brisbane CBD has delayed companies in submitting TEP's although regular contact between DERM and the companies has been maintained.** • **Discussions with Qld Health and the Office of the Water Supply regulator are occurring to ensure no harm to drinking water supplies as a result of discharges.** • **5 notifications of potential breaches have been received. Two of these are regarding potential discharge of produced water and one is regarding potential discharge of brine for which a TEP has been issued (APLNG – Spring Gully).** • DERM is preparing a general Beneficial Use Agreement (BUA) which would allow CSG operators to provide Reverse Osmosis treated water for the purpose of washing or cleaning flood impacted areas. The BUA would require CSG operators to meet minimal conditions, but would not require the user of the water to meet any conditions, other than to only use the water for flood clean up. It is expected that the BUA will be finalised by Friday 14 January.			Mike Birchley [redacted] 12/01/11	1300hrs 13/01/11
Pollution Hotline • An after-hours Pollution Hotline has been activied 24/7 for the public to report any potential pollution incidents. The hotline has been established to coincide with the staff reduction in the CBD.			[redacted]	13/1/11

E1137

Specific Issues	EMG Member	Time
Contaminated Land • **Only the two sites at Narangba are known to have been potentially affected by flooding. (See separate entry in Environment section for Binary site.)**	[redacted]	13/1/11
Stakeholder Engagement • Contact made with National Parks Association Qld, Qld Conservation Council and Wildlife Preservation Society. • Contact made with APPEA – new Water Act provisions and TEP process discussed		10/1/11 1500hrs 10/01
Leases, Permits and Licences – Fee Recovery • Further information is being collated in relation to all fees and charges issued by the department and will be provided to [redacted] • In response to the current floods the department has suspended the issuing of invoices for Chapter 14 (Water usage charge) and Chapter 15 (Water Meter Service Charge) as of 4 January until further notice. This will be reviewed on a weekly basis.	Mike Birchley	1300hrs 12/01 1600 10/01
Titles Registry Issues • BCP activated – 53 Albert Street closed on 12 January. All clients advised of office closure and that temporary services at the Landcentre available. Advice provided to Smart Service Queensland (SSQ) Titles have placed a message on the SSQ Call Centre answering service advising of the current office closures and alternative sites to undertake titles related activities • Core group of three officers continuing to operate at the Landcentre – very low level of activity. **Temporary loss of services morning of 13 Jan due to Mineral House power shutdown affecting servers. Urgent calls are being redirected to Robina Office – numbers are increasing, but are being managed by existing resourcers** • **Commenced contingency planning in the event 53 Albert St continues to be unavailable for occupancy next week.**	[redacted]	1345hrs 13/01
Heritage	[redacted]	7/01/11
Financial Impacts		11/01/11
Communication/Media Media enquires in progress / approvals • Sunshine Coast Daily - campers evacuated from Cedar Grove campsite at Amamoor State Forest say QPWS rangers gave them permission to camp then they were trapped by rising waters. • SBS – story (for Tuesday night) on aerial imaging – how it works and how it is used.		1500hrs 10/01

Specific Issues	EMG Member	Time
Workplace Health and Safety • Chemical Storage – All storage facilities in areas of risk have been secured. • Flood related Intranet page developed and includes specific health and safety actions for managers and employees related to flood damaged workplaces and/or field work to be undertaken in flood affected areas. Fatigue management procedures have been developed, approved and released. • The information on safety advice for employees who need to clean their private residences is being formulated for inclusion. • A DERM alert drafted to announce intranet site and specify safety requirements. • There has been 3 flood related incidents reported to date. 2 DERM related (no injuries only property damage) and 1 visitor related (occurred on 27 December, visitor sustained a broken collar bone from trail bike accident while crossing creek – Peachester State Forest).	[redacted]	7/01/11
Housing/Accommodation 400 George St • Building has been put into afterhours access mode. No staff are on the premises. Building still has power. Theodore • No report available Rockhampton • No change and all offices are open. Emerald • Office is open. St George • The office is open and water levels are being monitored. Sandbags are being kept in place for the present time. **Goondiwindi** • The office is open and water levels are being monitored. Dalby • **Open with reduced staff levels..** Chinchilla • Office is open. Toowoomba • Both offices – Tor St and Hume St are open with reduced staff levels. Warwick • Open with reduced staff levels Gympie • Open with reduced staff levels. Bundaberg • Office is open. Maryborough • Open with reduced staff levels. Ipswich • Office is closed		13/01/11

Specific Issues	EMG Member	Time
Maroochydore • **Sewerage spill in the basement car park has been cleaned. KONE are currently working to get the lift operational and waiting on further assessment of when this might occur. Staff are accessing floors via stairs. Ground floor access is available for clients with disability.** Caboolture • Open with reduced staff levels Nambour • Open with reduced staff levels Landcentre • Open and operating with essential staff only. Gatton • Office is closed. Beenleigh • Office is open. 8 desks available (PC's required) for essential staff. Robina • Office is open. 6 desks available (PC's required) for essential staff. **EcoSciences Precinct** • **Building has power and is fully operational. Essential staff are on site. Some other staff have also reported for work.** **Indooroopilly** • **Flood water has been on the property but no buildings have been affected. Power is available at the site.** Deagon • **Office is open** **Rocklea** • **This is a workshop/store area used mostly by Environment and Resource Sciences and is located in a flood prone area. It is anticipated that the whole site has been affected by flooding.**		
HR • Corporate Services staff not involved with the Incident Control Team and Business Continuity have been advised to stay away from work until further notice.	[redacted]	12/01/11
Other Corporate • QG cars have been relocated from Mineral House to the Landcentre for staff use		1400hrs 12/01/11
IT • There are servers located in Mineral House. Generators are powering Mineral House and only have enough fuel to last until 9pm tonight (Wed 12/1/11). Public Works have been requested to keep the generators in operation until the main power is returned. If that is not possible, the contingency plan is to transfer the servers to the Landcentre. Blackberry services will be disrupted if the transfer to Landcentre occurs.		1400hrs 12/01/11

Specific Issues	EMG Member	Time
Recovery Actions Nil to report	[redacted]	1500hrs 12/01/11

EL141

ISSUES FOR WATER QUALITY AND SUPPLY AND SEWERAGE TREATMENT AS AT 14 JANUARY 2011 (4PM)

WATER

GRID-CONNECTED WATER AREAS

General information

- Grid connected areas are supplied by the SEQ Water Grid Manager and include Brisbane, Ipswich, Scenic Rim, Somerset, Lockyer (QUU), Sunshine Coast, Moreton Bay (Unity Water), Gold Coast, Logan and Redlands (AllConnex) council jurisdictions. The areas impacted most are the Lockyer Valley, Somerset, Ipswich and Brisbane.

- A boil water notice for the affected Lockyer Valley, Marburg and Somerset township towns was issued by Queensland Urban Utilities at approximately 3.00 pm on 13 January 2011 and is still in effect. This was reviewed and amended by the Office of the Water Supply Regulator (in the Department of Environment and Resource Management), Queensland Health and the Grid Water Quality Technical Coordination Team.

- A boil water notice is still in effect for the Atkinson Dam recreational site.

- **Seqwater reports that water quality specifications are being met where water treatment plants are operational. Seqwater have confirmed that Mount Crosby Water Treatment Plant (Westbank) is supplying 220 megalitres per day. Seqwater are also planning on running Eastbank at 160 megalitres per day later tonight.**

- No *E. coli* positive results have been returned in the SEQ bulk distribution network this week. While testing of water quality has increased today in Brisbane (testing doubled in some areas of Brisbane) where sampling sites are accessible, it is likely that testing in Brisbane and Ipswich by QUU will return to routine testing frequency (daily at 40 to 50 locations) on 15 January 2011 unless contamination is identified. Testing frequency has increased for LinkWater (across all assets) and Seqwater (particularly for problematic assets and assets being put on line after being offline) and testing frequency will increase further when sampling sites are accessible.

- Seqwater and LinkWater's operational monitoring capabilities are fully operational which, in combination with the verification monitoring, highlight safe drinking water quality.

Critical issues

- While there are no known issues with the reticulation system at this stage, issues may be identified with water quality and supply over time (e.g. main breaks).

- **Although QUU have advised that no known water quality complaints have been received, there have been media reports of disruptions of supply in some of the western Brisbane suburbs, as well as Collingwood Park and Goodna. QUU are to advise if these reports are correct and warrant targeted boil water notices.**

- While there is adequate access to laboratory facilities for water testing, there is a minor shortage of some testing kits. It is understood laboratories will try to source additional kits.

- Seqwater reports that water quality specifications are being met where water treatment plants are operational under current flow scenarios. Seqwater have requested advice from the Office of Water Supply Water Regulator and Queensland Health in relation to water quality targets for North Pine and revised water quality targets for Mount Crosby. Such advice will include whether the water can still be supplied if water quality is not met (e.g. subject to a boil water alert).

- **Close scrutiny is being kept on the supply/demand balance to ensure that bulk water and reticulation systems (particularly in Brisbane) remain pressurised. Loss of pressure presents an extreme public health risk. In addition, close scrutiny is being kept on water quality from North Pine Water Treatment Plant and Mount Crosby's Westbank and East Bank Treatment Plants as drinking water production is increased to meet demand. Consideration is required to the messaging in the event a boil notice is required.**

- **Consideration is being given to using purified recycled water for washdown purposes only (no human or animal consumption). This issue is being discussed with Queensland Health and the Office of the Water Supply Regulator in DERM.**

UNCONNECTED WATER AREAS (Small towns)

Queensland Urban Utilities

General information

- The affected towns supplied by Queensland Urban Utilities (QUU) are:
  - Lowood Gatton Laidley Supply: which also delivers water to Grantham, Helidon, Fernvale and Withcott
  - Kilcoy
  - Somerset
  - Jimna
  - Linville and
  - Kirkleagh.

- It is understood that Esk and Toogoolawah water supplies are operational.

- **In summary, supplies to the smaller centres have been mostly restored sufficient to meet shorter term emergency requirements. The key issue is the Lowood Gatton Laidley Water Supply Scheme where it is understood the intake pumps have been washed away. A diesel pump has been delivered to Lowood and is presently being installed with a view to establishing some supply tonight - 14 January 2011.**

- The permanent intake requirements at Lowood will be assessed when the floodwater recedes and the damage can be inspected.

Critical issues

- **The main issue in the Lockyer Valley is the restoration of power by Energex. A large proportion of the Lockyer Valley community has rain water tanks and power is needed for the operation of the pressure pumps for showers and other purposes. The area also has many bores which could be used in the emergency if power is restored.**

- Queensland Health and the Office of the Water Supply Regulator in DERM have expressed concerns about the quantity of water available in these areas for non-drinking purposes (e.g. toilet flushing).

- **While a boiled water alert was issued on 13 January 2011 for many areas in the Lockyer Valley, Marburg and Somerset township and remains current, it appears that Laidley was not included in the alert. That alert is expected to be reissued this afternoon to include Laidley.**
- **There is a high level of concern about the low level of community awareness of the boiled water alert (including from Queensland Health and the Office of the Water Supply Regulator in DERM) and action needs to be taken to increase awareness. Media focus seems to be on conservation of water. This issue may need to be escalated to the State Disaster Management Group.**

- There may be water quality issues when water supply is restored. For this reason, the "boil water" alert should remain in place until water quality testing has confirmed that the drinking water supplies are safe to drink. There may be other system breakages and operational issues, however QUU proposes to deal with these as a routine operation matter.

- **While distribution of bottled water to these areas is limited by weight issues for helicopters, there are concerns that the quantity of water being provided for individuals (currently 1.8 litres per person) should be increased (to 3 litres per person in hot climates) in line with Queensland Health recommendations.**

- There is now a need to increase water quality testing in these areas daily (routine testing for small populations is not routinely performed on a daily basis). QUU commenced testing of some areas on 14 January including Fernvale, Lowood and Gatton. It is expected that further testing will be undertaken in the coming days.

- **Consideration is being given to using purified recycled water for washdown purposes only (no human or animal consumption) where water is required. This issue is being discussed with Queensland Health and the Office of the Water Supply Regulator in DERM.**

- More detailed information on specific areas is as follows:

AREA	SUPPLY	QUALITY
Lowood Gatton Laidley Water Supply Scheme	Supplies to the towns of Lowood, Gatton, Laidley, Grantham, Helidon and Fernvale will be restored when Seqwater is able to re-establish supply from the Brisbane River to the Lowood Water Treatment Plant and power is restored to the intake and booster pumps. It appears the intake pumps were washed away. Seqwater has sourced a diesel pump from Queensland Urban Utilities. The pump is on site and is currently being installed / commissioned. Seqwater is hopeful that some supply will be re-established today - 14 January 2011. Fernvale reservoir is understood to be empty and the town is receiving bottled water delivered by helicopter. The pumps and part of the delivery main (100 metres) from Helidon to Withcott have been washed away. Consequently the supply connection to Helidon has been closed to ensure that there is no contamination of supply. Queensland Urban Utilities is in the process of replacing the pipe and pump station. This is expected to be operational by 18 January 2011. Once road access becomes available water will be trucked to the Withcott reservoir as an interim measure.	Under boil water alert from 13/1/11 and remains current. It is expected that Laidley will be added to re-issued boil water alert on 14/1/11. There will be consideration by QH and OWSR for lifting the boil water notice when there are at least 3 successive days of no detection of *E. Coli.*
Kilcoy	Kilcoy supplies increased overnight. The main local supply intake was washed away. The plant has been repaired and is now fully operational. There are no known reticulation issues.	No known issues
Somerset	Reservoirs are 53% full and supply appears to be under control. The water treatment plant is operational and can be operated when required. The main issue is the water turbidity and it would be more efficient to operate the plant when the turbidity level declines.	Somerset township is included on boil water alert on 13 January 2011.
Jimna	Water storage levels increased overnight. Situation appears	No known issues

	to be under control.	
Linville	Supplies at 27% which is about two days supply. Seqwater are inspecting the situation today. There is no power and a generator is being delivered. Tankered supplies are to be delivered today - 14 January. 1,200 litres of bottled water has previously been delivered. There is no known reticulation issue.	Unknown
Kirkleagh and Wivenhoe camping grounds	Camping grounds to be restored as a lower priority	N/A

Unitywater

The affected towns supplied by Unitywater are Dayboro and Kenilworth.

AREA	SUPPLY	QUALITY
Dayboro	Supply was restored on 13 January 2011. Tankers continue to deliver water in the meantime to meet demand. Unitywater has confirmed that water from a newly commissioned Unitywater reservoir (not previously being used but was full) containing one and a half megalitres of treated water is of drinking water quality and is expected to be brought on-line on 14 January 2011.	Operating within quality targets
Kenilworth	Supply was restored on 13 January 2011. Although the Kenilworth Water Treatment Plant is now back-online, water is continuing to be trucked in with four tankers delivering 80,000 litres	Operating within quality targets

For further specific details on storage levels, refer to attached table.

SEWERAGE

Provisional Assessment

- Sewerage treatment plants and associated infrastructure in SEQ is generally owned by the Distributor-retailers, mainly QUU (although infrastructure for towns further north such as Dayborough and Kenilworth is owned by Unity Water).

- Queensland Urban Utilities (QUU) has established an Eastern and Western Recovery Teams with the Western Team recovering from west of Ipswich and Lockyer Valley, and the Eastern Team looking after Brisbane city. The recovery teams have been established in a 3 phase recovery process:
  - To undertake a preliminary assessment of the facilities including safety of access and a preliminary assessment of the situation;
  - When safety of access is ascertained, cleanup crews are despatched. (70 cleanup crews in total have been established); and
  - Repair team comprising fitters and electricians are deployed as necessary.

- Asset classes that are being inspected and repaired include pump stations, wastewater treatment plants, pipelines, civil structures (buildings) and control system including System Control and Data Acquisition (SCADA).

- At this stage, it is still difficult to assess the full extent of damage due to access limitations. Severe damage can be expected for those facilities where the electrics and control systems have been fully submerged. Much of the work will be outsourced to contractors under existing "panel of provider" arrangements. Significant coordination is occurring with the councils concerned and AllConnex staff are assisting with the recovery.

- Where there has been severe flooding and manhole covers may have been blown and sewage discharged into private properties, a call centre has been established and cleanup crew will be deployed where the household reports that such events have occurred.

- QUU will not be addressing the clean up requirements of flooded private septic tanks. This may be a matter for consideration by the relevant councils.

- The priority for recovery is 1 - restoration of water supply, 2 – repair of sewage pump stations to remove wastewater from the suburbs, and 3 – repair of wastewater treatment plants.

SEQ Regional Communities

- Sewered communities include:
  - Gatton
  - Laidley
  - Forest Hill
  - Esk
  - Kilcoy
  - Toogoolawah
  - Fernvale
  - Lowood and
  - Helidon.

- The Scenic Rim Regional Council reports that all its wastewater facilities are operating normally.

- The current status is as follows:
  - The Gatton, Laidley, Forrest Hill, Helidon, Toogoolawah and Kilcoy wastewater treatment plants are understood to be either fully operational or only require minor repairs that can be quickly rectified.
  - Access to Fernvale and Lowood has been restricted and there are no reports to date.
  - QUU is still establishing the status of the sewage collection systems, in particular the pumping stations in many of the submerged areas.
  - The Toogoolawah collection system appears to be fully operational.
  - Significant damage occurred at Esk. QUU is in the process of providing temporary facilities to pumps and pumping stations washed away at Esk.

- The town of Withcott is serviced by septic tanks.

Brisbane and surrounding metropolitan areas including Ipswich

- It has been reported as follows:
  - The damage to wastewater treatment plants at Bundamba and Goodna is not as severe as initially expected. It is anticipated that these facilities will be able to be operations in days rather than weeks. Goodna has a major pressure main burst to be repaired.
  - Rosewood wastewater treatment plant is operational and should be able to be fully restored quickly.
  - Power to the Wacol wastewater treatment plant has been restored and the plant is now operational.

- The damage to the wastewater treatment plants at Oxley, Fairfield and Karana Downs are of concern due to the extent of submergence. Major damage to Oxley and Fairfield which are high technology facilities is expected, particularly to the electrical and control systems and it may be weeks before these plants are fully restored.
- Preliminary assessments of the damage to the collection system will be made when there is safe access.

Key Developments

- The Disaster Management Plan for Goondiwindi has been activated.
  - The DERM office has been evacuated on the advice of authorities. Action has been taken by local staff to secure equipment and records, and phones have been redirected to Toowoomba.
  - Staff now left the office to secure their own property and take appropriate personal safety measures.
- Mains power is still unavailable at Mineral House and generators have failed. Loss of power to email servers located in Mineral House has caused loss of email access for many staff across the state.
- Australia Defence Force (ADF) support with Aerial photography will be available for data acquisition from 2pm 14 Jan. Photography will be available within several hours of acquisition. Lockyer & Brisbane River valleys to be acquired first. Assets will be available as long as required and are not limited to SEQ.
- District Disaster Coordination Centre - Brisbane CBD
  - The DDCC requested 24 hour representation from DERM to support the coordination centre actions – 12/1/11
  - The DDCC is established at QPS Roma Street Police Station ground floor and includes local government, QHealth; QAS; QFRS and others.
  - Fulltime attendance by DERM officers was provided through to about 2230Hrs on 12/1/11.
  - The demand for DERMS attendance focussed on matters within the first few hours only.
  - Following the initial attendance arrangement it was endorsed by QPS that DERM would shift to providing support remotely by phone with 2 officers on stand by and attendance by DERM directly within 30 minutes if an onsite representation was required.
  - There has been no request for direct support by phone or on site attendance since this arrangement has been put in place.
  - DERM staff have visited the DDCC today (13/1/11) to ensure that this arrangement was still suitable – which QPS have confirmed.
  - QPS have also advised that the DDCC may change over to "Recovery" that may be led by Dept of Communities under a different structure and location.
  - DERM will also visit the DDCC on the 14/1/11 to again confirm that the current arrangements are still suitable.
- DERM Logistics Officer – ICC
  - [redacted] will be replaced by [redacted] for Friday (14/1/11) and Saturday (15/1/11).
  - [redacted] will return on Sunday (16/1/11).
- Power Stations
  - On 6 and 7 January 2011 DERM received proposed Transitional Environmental Programs (TEPs) relating to Callide, Kogan Creek and Darling Downs Power Stations relating to impending flood related issues at these facilities. The TEPs are being assessed as a matter of priority. The TEP for Callide was approved on 11/01/2011; Kogan and Darling Downs TEPs on 12/01/2011.

QPWS

- QPWS is preparing to assist with recovery within all flood affected regions through existing disaster management frameworks.

[redacted]

Flood Status

Following information is based on exception reporting. Any details not covered are as per previous updates.

Brisbane River

- All areas of the lower Brisbane River have now peaked and are falling. In many places they have fallen by 0.3M or greater.
- Brisbane City
  - Tonight's peak expected to be 4.2M.
  - Tomorrow's peak expected to only reach 3.2M.

McIntye River

- Will peak tonight at record levels estimated to be around 10.6M at Goondiwindi.
- Uncertainty exists in estimates as there have been modifications in the flood plain and the effects of these on modelled predictions are unknown.
- Levee banks are currently holding and being inspected 24 hours a day.
- Levee banks have been built to 11m..
- The peak levels will be last for an estimated 24 to 30 hours. It is uncertain how the levy banks will withstand this duration of inundation or if they will fail.

Condamine River

- Condamine town currently 13.48M.
- Expecting a peak of 14.8M which is less than the peak reached on New Year's Day.
- Myall Creek peaked at 9pm last night and is falling fast.

Balonne River

- St George 12.54M and falling slowly.
- Diranbandi 5.31M and falling very slowly.
- Surat is at 10.82M and falling.
- Hebel is currently 5.269M and steady.
- Thallon is 4.65M and falling.

Fitzroy

- Fitzroy is currently 8.75M and falling slowly.

Dawson

- Dawson River at Theodore has fallen below 8.0M (height cannot be measured below 8.0M).

Burnett River

- Hydrology advice being sought on Burnett River status but advice to date is that it is expected to peak between 5.5M and 6M at 6pm today.

Mary River

- Peaked in Maryborough last night and falling slowly. Currently 7.6M.
- Gympie currently 15.09M and falling.

Date/Time
1300hrs 13/01/11

Specific Issues	EMG Member	Time
Streamflow Gauging Stations • **Unable to up date status of gauging stations (GS) due to significant issues with the land and mobile phone networks used to communicate with the gauging stations.** • Fifteen of DERM's GS critical to the current flooding have not been operational over recent days. GSs are progressively being brought back on-line where possible and their status may change at any time • **The server used to communicate and process the flow of data from the GS has also had significant issues due to power shutdown in the CBD. Alternative arrangements are being investigated by ITM.** • **BOM have not reported any critical issues. They are also experiencing similar communication issues with their equipment.** • The server hosting the Water Accounting System managing the gauging station network was transferred from the Mineral House CBD to Land Centre at 12:48pm **yesterday.** • **Unable to publish data to the DERM web site following power shutdowns in the CBD. Alternative arrangements are being investigated by Water Quality Accounting and ITM. An appropriate notice is to be placed on the DERM streamflow website.** • The server hosting IP data flow for the state has had to be relocated from Rocklea. **This Hydrographic support sever has been operational, since 1600 hours Wed 12 Jan.** • Regional water monitoring staff continue to carry out flood gauging in critical areas to inform the Bureau of Meteorology's (BoM) flood warning models where access is not restricted by police and emergency services. **It should be noted that staff are restricted in their travel movements due to area closures.**	Debbie Best	1400hrs 13/01
Water Treatment Plants and Sewerage <u>SEQ</u> *Water Supply* • **A full report prepared by the SEQ Water Grid Manager (SEQWGM) is attached. Received at 3pm.** *Sewerage SEQ regional communities* • The current reports are as follows: - **The Gatton, Laidley, Forrest Hill, Helidon, Toogoolawah and Kilcoy wastewater treatment plants are understood to be either fully operational or only require minor repairs that can be quickly rectified.** - **Access to Fernvale and Lowood has been restricted and there are no reports to date.** - **QUU is still establishing the status of the sewage collection systems, in particular the pumping stations in many of the submerged areas.** - **The Toogoolawah collection system appears to be fully operational.** - **Significant damage occurred at Esk. QUU is in the process of providing temporary facilities to pumps and pumping stations washed away at Esk.** • **The town of Withcott is serviced by septic tanks.** *Sewerage* • Severe sewerage network disruption and QUU is still continuing to assess damage.	[redacted]	13/1/11

Specific Issues	EMG Member	Time
• In Brisbane – 77 sewage pump stations not operating (44 inundated and 33 due to power outage). Three wastewater treatment plants inundated at Oxley, Fairfield and Wacol and one without power at Karana Downs. • In Ipswich – 30 sewage pump stations and two wastewater treatment plants (Goodna and Bundamba) totally inundated. Damage cannot be fully assessed until water recedes. • An emerging issue is around sludge disposal from treatment plants. Disposal routes are currently cut and QUU may need DERM's assistance to facilitate temporary stockpiling of sewage treatment sludge over the next 2-3 weeks until normal disposal routes can be re-established. • **On 14 January reports were as follows:** - **The damage to wastewater treatment plants at Bundamba and Goodna is not as severe as initially expected. It is anticipated that these facilities will be able to be operations in days rather than weeks. Goodna has a major pressure main burst to be repaired.** - **Rosewood wastewater treatment plant is operational and should be able to be fully restored quickly.** - **Power to the Wacol wastewater treatment plant has been restored and the plant is now operational.** - **The damage to the wastewater treatment plants at Oxley, Fairfield and Karana Downs are of concern due to the extent of submergence. Major damage to Oxley and Fairfield which are high technology facilities is expected, particularly to the electrical and control systems and it may be weeks before these plants are fully restored.** - **Preliminary assessments of the damage to the collection system will be made when there is safe access.** *Toowoomba Regional Council (TRC)* • **Sewage pump station surcharges were reported at Westbrook, Crows Nest, Pittsworth, Oakey, Millmerran, Yarraman and Meringandan West due to flood inundation, sewer infiltration and excessive wet weather flows in the sewers beyond the peak design capacity of the sewerage schemes. Incident alerts have been submitted for the major or sensitive incidents and council has submitted a program notice of the event at Westbrook to notify the department of its intention to prepare a voluntary transitional environmental program.** • **Sewage pump stations at Crows Nest (x2) and Highfields surcharged from 8.45am on Thursday 6 January 2011 following very high intensity rainfall and local flooding. Pump stations continued to operate and all overflows ceased by 6.15pm.** • **Environmental Services officers contacted water officers at Goondiwindi, Maranoa (Roma), Balonne (St George), Murweh (Charleville) and Paroo (Cunnamulla) councils. All report that they have no releases from sewage treatment plants and pump stations and expect no inundation/surcharge from flood flows.** *Western Downs Regional Council* • **Condamine water supply infrastructure is facing inundation again as the river levels rise fast and force evacuation.** • **Dalby water supply is expected to resist any renewed flooding threats and maintain adequate supplies. Water is being treated and the reservoirs now have at least 3 days supply. The sewerage collection system continues to function while most sewage is being bypassed at the treatment plant.**		

E1154

Specific Issues	EMG Member	Time
• Despite serious flooding in Chinchilla the water and sewerage schemes are expected to function sufficiently in most areas. • Jandowae is reported to be experiencing a record flood but Council is not aware of any serious effects on the water and sewerage schemes. • Warra WTP continues to be inoperable due to flood damage. With the Jandowae flood moving through and the Condamine R flooding, this situation is likely to persist. Drinking water is being tankered from Dalby • Meandara – flooding may inundate the sewerage scheme again. However last time the scheme continued to operate.	[redacted]	
Water quality • This is the current situation for water quality as at 1pm. • QUU issued a boil water alert for the following areas on 13/1/11 which remains in place. This is due to damage to infrastructure and potential infiltration rather than confirmed water quality issues. - Marburg in Ipswich. - Lockyer Valley; Kensington Grove, Regency Downs, Hatton Vale, Plainlands, Gatton, Forest Hill, Glenore Grove, Forest Hill, Withcott, Murphys Creek, Lockyer, Tabletop, Postmans Ridge, Helidon, Grantham, Lockrose, Placid Hills. - Somerset; Minden, Fernvale, Lowood, Brightview, Coolana, Helenvale Estate, Tarampa, and Vernor • The boil water alert is expected to be re-issued by QUU in the afternoon of 14/1/11 to include Laidley. • There is a high level of concern about the low level of community awareness of the boiled water alert and action may need to be taken to increase awareness (particularly as those areas are likely to not have access to the internet and other media due to lack of electricity). Media focus seems to be on conservation of water. This issue may need to be escalated to the State Disaster Management Group. • A boil water notice has previously (12/1/11) been issued to supply about 20 people at Atkinson Dam recreational facility. • While all other water continues to meet quality requirements, there have been some unconfirmed media reports of water quality and supply issues in the Western suburbs. Investigations are taking place to determine whether there is an issue and whether there is a need for consideration for a boil water alert in a targeted area. • Close scrutiny is being kept on the supply/demand balance to ensure that bulk water and reticulation systems (particularly in Brisbane) remain pressurised. Loss of pressure presents an extreme public health risk. In addition, close scrutiny is being kept on water quality from North Pine Water Treatment Plant and Mount Crosby's Westbank and East Bank Treatment Plants as drinking water production is increased to meet demand. Consideration is required to the messaging in the event a boil notice is required. • In summary, supplies to the smaller centres have been mostly restored sufficient to meet shorter term emergency requirements. The key issue is the Lowood Gatton Laidley Water Supply Scheme where it is understood the intake pumps have been washed away. A diesel pump has been delivered to Lowood and is presently being installed with a view to establishing some supply tonight - 14 January 2011.		13/01/11

Specific Issues	EMG Member	Time
• **Consideration is being given to using purified recycled water for washdown purposes only (no human or animal consumption) where water is required for all flood affected areas. This issue is being discussed with Queensland Health and the Office of the Water Supply Regulator in DERM.**		
Water supply status across the Water Grid is as follows. **Water quality** • All water continues to meet quality requirements. • The exception is supply to about 20 people at Atkinson, where a boiled water notice has been issued. **Stand-alone towns:** • We are carting water to Kenilworth and **Dayboro as a reestablishment measure, however both plants are now operational.** • Helicopters have been hired to enable supply of bottled water to other towns, in partnership with Queensland Urban Utilities. Supply is being prioritised based on remaining storage. Critical towns include Jimna, Linville and Withcott, which are all relatively small. **While distribution of bottled water to areas not connected to the water grid is limited by weight issues for helicopters, there are concerns that the quantity of water being provided for individuals for drinking water (currently 1.8 litres per person) should be increased (to 3 litres per person in hot climates) in line with Queensland Health recommendations.** • **The Kilcoy plant has been repaired and is now fully operational.** • **The main issue in the Lockyer Valley is the restoration of power by Energex. A large proportion of the Lockyer Valley community has rain water tanks and power is needed for the operation of the pressure pumps for showers and other purposes. The area also has many bores which could be used in the emergency if power is restored.** **Central SEQ** • In central SEQ, water storage levels remain high. • Reservoirs are likely to be drawn down over coming days, with the extent of drawdown depending upon demand and any asset failures (both bulk and local). • Available supply capacity to the central area is up to about 320 ML/day. Typical demand in this area is about 370 ML/day. The 50 ML/day difference will be supplied by drawing down reservoirs. Conservation is important to minimise drawdown. • Every effort is being made to have more water available by Friday, in order to ensure water is available for clean up. **In term of treatment assets:** • **Seqwater reports that water quality specifications are being met where water treatment plants are operational. Seqwater have confirmed that Mount Crosby Water Treatment Plant (Westbank) is supplying 220 megalitres per day. Seqwater are also planning on running Eastbank at 110 megalitres per day later tonight.** • At North Pine WTP, poor water quality has restricted treatment capacity **but the situation is improving.** • The Southern Regional Water Pipeline has been transporting about 95 ML/day to central SEQ. It is being supplied from the Molendinar WTP and the desalination facility, which is operating at two-thirds capacity. • A number of major plants are isolated. Another helicopter has been hired to ferry staff.	Debbie Best	12/01/11

E1156

Specific Issues	EMG Member	Time

Chemical supply
• Inundation has created logistic problems for the supply of chemicals into and within SEQ.
• These issues are currently being managed, with all plants having at least two day supply of all chemicals and access to plants improving.
• The most critical issue is the supply of lime to the Landershute WTP, which is the sole supply for about 40,000 people on the Sunshine Coast (pending completion of NPI Stage 2). Supply of 5 tonnes of bagged lime has been arranged, ensuring that supply can continue until at least tomorrow. Further supplies are being arranged.
• An Emergency Management Team has been formed, with an Emergency Manager on operational rotation. The emergency room can be contacted on [redacted]
• Operational teams have been formed with all Grid participants and relevant agencies. Teams include:
  ○ Stand-alone towns
  ○ Water balance
  ○ Water quality
  ○ Chemical logistics
  ○ Resource logistics.		

Waste Management • **On the available information, municipal waste collection continues to occur as most Councils have access to existing landfill sites or are able to use landfill sites in other towns.** • **There are some specialist waste streams that DERM is assisting to find interim solutions for as different areas move into the recovery phase. Examples include temporary burial of animal wastes that cannot be transported to a rendering facility in the Wide Bay Burnett area, dredge spoil disposal arrangements relating to recovery of Ports in Brisbane and Bundaberg, and an emerging issue around interim sludge storage arrangements from Brisbane sewage treatment facilities due to disruption to normal sludge disposal routes. These are expected to be short term (2-3 week) interim arrangements.** • **DERM has a scheduled meeting with LGAQ next week, and will raise the effect of flooding. It is expected that LGAQ will seek to delay the waste levy commencement date or limit 1 July start to SEQ only.**	[redacted]	13/01/11

Specific Issues	[redacted]er	Time
Mapping and Spatial Information • Aerial photography is being flown (high resolution 8cm) by DERM over the Brisbane area (Moggill ferry to Gateway Bridge). Imagery will be available early next week. • NSW Lands is acquiring aerial photography over the border rivers and has offered to fly Goondiwindi (offer accepted). • Digital maps, imagery and elevation data provided to ADF (1 Topo Squadron) over Greater Brisbane in support of ADF deployment for flood recovery. • Satellite imagery (radar) acquired over Brisbane at 6:34am today see: http://geos.org.au/projects_pub/Flood/AU_QLD_Dec-2010/20110113_12PM_Brisbane.html • Servers (including the High Performance Computer) at Indooroopilly Science Centre were powered down at 7pm (12 Jan) following advice from Energex that power was being turned off. SIG are aiming to bring key servers back on-line tonight, subject to power being available.		1400hrs 13/01

Specific Issues	[redacted]	Time
Parks and Wildlife • Expected economic impact of floods on tourism sector indicates a reduction in total state tourism output of approximately $100 million based informed from a brief by DEEDI. Areas impacted in QPWS estate reflected in this calculation. • Some contact email issues with RSPCA, resolved by referral to DERM web site. No of contacts and referrals remains low. • Revised area affected is estimated to be 45,000 hectares due to flood event to date. • Approximately 36 parks are currently closed because of flooding. 5 parks added • 2 vehicles provided to Local Disaster Management Groups in Rockhampton, • One crocodile incident directly related to the flood in Rockhampton. • Incident investigation of lost QPWS vehicle due to flooding. Pending • Large number of applications for camping refunds received. • 3 QPWS staff requested to assists in recovery planning at local disaster mgt group level, includes vehicle deployment. • Scoping document prepared for strategic recovery activities to inform Environment Recovery Sub Group. • Skeleton staff on duty, some staff assisting affected employee properties. • Staff assisting in other centres, Maroochydore and employee residences. • Koala Hospital – one staff member unable to return home but staying with friends close by, checking and ensuring animals fed. • Marine Parks staff assisting in water quality and plume impacts offshore Fitzroy River. • As at 1pm 36 QPWS offices remain closed • QPWS retains operational capacity at Brisbane Forest Park, no staff at 400 George Street • Campers in Cedar Grove, Booloumba CK and Charlie Moreland still isolated due to flooded causeways. Cedar Grove remainder of campers likely to stay put. Supplies OK and they have regular contact with Emergency Services and Police. Current • Charlie Moreland / Booloumba Creek No further contact made with campers today / Kenilworth Office closed. Will endeavour to make contact tomorrow. Status today: • Charlie Moreland Campground – 2 people in 2wd remain trapped. It is understood they had good resupply on Saturday via friends in 4wd. • Booloumba Creek Campgrounds – 4 camps 22 remain trapped. Have food supply for next three days, Severe flooding throughout upper Mary Valley catchment means vehicle access is unlikely for next day or two.		1456hrs 12/01/11
Environment • **<u>Binary Industries Pty Ltd and DERM managed remediation site</u> (Narangba Industrial Estate)** ○ **The Binary site and adjacent DERM managed remediation site continue to experience problems associated with stormwater contaminated with pesticide and herbicide residue from the fire in 2005;** ○ **Emergency Directions were issued to both Douglas Partners (Binary landowner's consultants) and DERM's onsite contractors to implement controlled releases from Binary and DERM storage dams in order to prevent uncontrolled releases and ensure the integrity of those dams.** ○ **Due to the age and design characteristics of DERM's storage dam DERM holds some concerns about its stability due to ongoing heavy rain in the Caboolture area.**	Mike Birchley	13/01/11

E1159

Specific Issues	EMG Member	Time
○ DERM is implementing further controlled discharges of stormwater of unknown quality into a tributary of Saltwater creek while it is in flood. ○ Freeboard has been achieved on all dams across both sites with the exception of DERMs storage dam. Pumps from the Binary site will be transferred to the DERM site to take advantage of the flows in Tributary D and remove as much stored water as possible in an attempt to achieve a safer level. • Sustainable Organics (Wooshaway) Pty Ltd – composting facility located at Petrie ○ Advice received from Amcor Pty Ltd (landowners form whom SO lease land to operate) on 12 January 2010, is that SO bunds held during the height of flooding in the North Pine River, and kept River waters out of the site. There was some over-topping of the bund walls from stormwater leaving the site, however DERMs Water Sciences Division has confirmed the level of environmental risk from such releases would be negligible. • Vicisa Sarkat Pty Ltd (t/as Coominya Sand and Gravel) – no update from 10/1/11 ○ It is unknown what effect the recent rainfall and flooding has had on the site as the area is inaccessible. ○ Officers intend to visit the site when it is safe to do so. This is unlikely to be until next week. • Queensland Urban Utilities ○ Severe sewerage network disruption and QUU is still continuing to assess damage. ○ In Brisbane – 77 sewage pump stations not operating (44 inundated and 33 due to power outage). Three wastewater treatment plants inundated at Oxley, Fairfield and Wacol and one without power at Karana Downs. ○ In Ipswich – 30 sewage pump stations and two wastewater treatment plants (Goodna and Bundamba) totally inundated. Damage cannot be fully assessed until water recedes. ○ There is significant damage to sewage plants in western areas around Lockyer Valley and Scenic Rim. QUU has prioritised water treatment service recovery above sewage out of necessity in these areas. ○ An emerging issue is around sludge disposal from treatment plants. Disposal routes are currently cut and QUU may need DERM's assistance to facilitate temporary stockpiling of sewage treatment sludge over the next 2-3 weeks until normal disposal routes can be re-established. • Port of Brisbane ○ Closed but no significant environmental issues. ○ Roads in and power OK. ○ Current focus is on debris collection. ○ Major issue is around dredging required to reopen. Port is working toward a Saturday reopen target. Emergency dredging required around ship berths and turning points. ○ Port of Brisbane General Manager for Planning [redacted] liaising with [redacted] SD, RM Env Services) to facilitate any necessary authorisations to expedite Port		

Specific Issues	EMG Member	Time
reopening. • BP Refinery & Storage – Pinkenba and Whinestanes ○ No water inundation at refinery or storage areas. Maintaining operations. ○ Flaring more gas than usual due to inability to supply a regular client. ○ No issue with wharf crude oil pipeline. ○ Reported 3 BP service stations are inundated in Brisbane area. • Caltex - Lytton ○ No water inundation at refinery – maintaining operations. • ACI Glass - Pinkenba ○ Wastewater pond (oily water treatment) inundated. Hydrocarbon contamination likely but not expected to be significant with respect to event. • Axo Nobel – Paint Manufacturer at Rocklea ○ Surrounded by water but no site inundation to date. • Bayer Crop Science – Pesticide manufacturer at Pinkenba ○ Only admin areas affected. No inundation in plant or chemical storage areas. • Sims Metal – Scrap Metal operation at Rocklea ○ Site inundated. Contribution to debris and some hydrocarbon contamination main issues from this activity.	[redacted]	
Environmental Monitoring • Monitoring and testing of the plume emerging from the Burnett-Mary Catchment has been delayed until staff can safely reach the area, planning for early next week. This will be undertaken by DERM working in partnership with James Cook University. This will complement the monitoring and testing of other flood plume feeding into the Great Barrier Reef further north, which is being undertaken as part of the Reef Plan Paddock to Reef programme. • Monitoring of flood plumes in Moreton Bay will commence as it is safe to do so, in collaboration with CSIRO, the Healthy Waterways Partnership and Universities • There are capacity issues in terms of availability of laboratory testing facilities fo the increased number of collected samples. The Queensland Health labs will be focussed on human health issues, with environmental samples taking lower priority. Alternative laboratory capacity will be investigated both here and interstate to see whether equivalent testing can be undertaken.		1400hrs 13/01
Dam Safety		13/01/11

EL161

Specific Issues	EMG Member	Time
• **Monitoring of flood release and overflow etc for Wivenhoe, Somerset and North Pine Dams.** Non-Commercial Assets • **Data from Ibis Dam gauging station cannot be read due to flooding of the Hydrographic Support Unit at Rocklea. Emergency Action Planning officers will revert to manual reading of the dam water level and rainfall.**		
Mines **Summary of Major Discharges** South East Region • NA – no discharges recorded. South West Region • **All unauthorised discharges in South West Region are occurring as a result of inundation:** ○ Cameby Downs – **Possible breach of EA related to non authorised discharge is continuing. Restricted access and site still being assessed after recent rain.** ○ Peabody Wilkie Creek – **Mine remains inundated by Wilkie Creek flood waters. Access is restricted. Further water quality sampling will be conducted tomorrow.** ○ Commodore Coal Mine - Breach of EA related to non authorised discharge **is continuing.** ○ New Acland – **Possible breach of EA related to non authorised discharge. Restricted access and site still being assessed after recent rain.** • Kogan Creek – **Mine began discharge of mine affected water yesterday afternoon. Discharge is within Transitional Environmental Program release limits. DERM is assessing a Transitional Environmental Program for Initial Ash Disposal Area which is 0.1 metres below spillway.** • **Texas Silver – Recent rainfall may require site to release mine affected water but can be done within release limits at this stage.** Central West Region • **All unauthorised discharges in Central West Region are occurring as a result of inundation:** ○ **German Creek – Breach of EA related to non-authorised discharge point is continuing.** ○ **Oaky Ck - Breach of EA related to non-authorised discharge point is continuing.** ○ **Callide - Breach of EA related to flow rate is continuing.** ○ **Rolleston – Breach of EA related to non-authorised discharge point is continuing.** *Incident management readiness* Road access to mine sites may not be possible if forecast rainfall is received. Regular updates are being provided via email and phone by both mines. **Transitional Environmental Programs (TEP)** | | Number of TEPs approved since 1 Jan 2011 | Number of TEP applications received after 1 Jan 2011 with a decisions pending |	Mike Birchley	13/1/11

E1162

Specific Issues			EMG Member	Time
South East Region	NA	NA		
South West Region	1 Kogan Creek	1 – Commodore Coal Mine and Kogan Creek		
Central West Region	2 – Ensham, Sonoma	**14 including Poitrel, Sth Walker Creek, German Ck – Oak Park, Burton x2, Dawson Central/North, Dawson South, Oaky Creek, Millenium, Lake Lindsay, Newlands, Peak Downs, Goonyella**		
North Region	0	0		
Coal Seam Gas • 6 notified breaches of EA conditions have been reported to the department and liaison has occurred with Qld Health where appropriate. All breaches are considered to have a low potential for environmental harm ○ Dalby Area – Arrow Energy \ ○ Moura - Molopo Energy ○ Wandoan - Peat Gas Fields– APLNG(Origin) ○ Injune/Rolleston - Denison Trough Gas Field – APLNG(Origin) ○ Roma – Santos ○ Moranbah – Arrow Energy • **Further rainfall and flooding in the Darling Downs area since Tuesday is likely to result in further breaches of EA conditions and CSG companies are currently conducting site inspections via air to identify any additional issues.** • **1 TEP has been issued with 1 additional TEP application received and comments provided to the company. The flooding in Brisbane CBD has delayed companies in submitting TEP's although regular contact between DERM and the companies has been maintained.** • **Discussions with Qld Health and the Office of the Water Supply regulator are occurring to ensure no harm to drinking water supplies as a result of discharges.** • **5 notifications of potential breaches have been received. Two of these are regarding potential discharge of produced water and one is regarding potential discharge of brine for which a TEP has been issued (APLNG – Spring Gully).** • DERM is preparing a general Beneficial Use Agreement (BUA) which would allow CSG operators to provide Reverse Osmosis treated water for the purpose of washing or cleaning flood impacted areas. The BUA would require CSG operators to meet minimal conditions, but would not require the user of the water to meet any conditions, other than to only use the water for flood clean up. It is expected that the BUA will be finalised by Friday 14 January.			Mike Birchley [redacted]	1300hrs 13/01/11 12/01/11
Pollution Hotline • An after-hours Pollution Hotline has been activied 24/7 for the public to report any potential pollution incidents. The hotline has been established to coincide with the staff reduction in the CBD.				13/1/11

E1163

Specific Issues	EMG Member	Time
Contaminated Land • **Only the two sites at Narangba are known to have been potentially affected by flooding. (See separate entry in Environment section for Binary site.)**	[redacted]	13/1/11
Stakeholder Engagement • Contact made with National Parks Association Qld, Qld Conservation Council **and** Wildlife Preservation Society. • Contact made with APPEA – new Water Act provisions and TEP process discussed		10/1/11 1500hrs 10/01
Leases, Permits and Licences – Fee Recovery • Further information is being collated in relation to all fees and charges issued by the department and will be provided to Danielle Anderson. • In response to the current floods the department has suspended the issuing of invoices for Chapter 14 (Water usage charge) and Chapter 15 (Water Meter Service Charge) as of 4 January until further notice. This will be reviewed on a weekly basis.	Mike Birchley	1300hrs 12/01 1600 10/01
Titles Registry Issues • BCP activated – 53 Albert Street closed on 12 January. All clients advised of office closure and that temporary services at the Landcentre available. Advice provided to Smart Service Queensland (SSQ) Titles have placed a message on the SSQ Call Centre answering service advising of the current office closures and alternative sites to undertake titles related activities • Core group of three officers continuing to operate at the Landcentre – very low level of activity. **Temporary loss of services morning of 13 Jan due to Mineral House power shutdown affecting servers. Urgent calls are being redirected to Robina Office – numbers are increasing, but are being managed by existing resourcers** • **Commenced contingency planning in the event 53 Albert St continues to be unavailable for occupancy next week.**	[redacted]	1345hrs 13/01
Heritage	[redacted]	7/01/11
Financial Impacts		11/01/11
Communication/Media Media enquires in progress / approvals • Sunshine Coast Daily - campers evacuated from Cedar Grove campsite at Amamoor State Forest say QPWS rangers gave them permission to camp then they were trapped by rising waters. • SBS – story (for Tuesday night) on aerial imaging – how it works and how it is used.		1500hrs 10/01

Specific Issues	EMG Member	Time
Workplace Health and Safety • Chemical Storage – All storage facilities in areas of risk have been secured. • Flood related Intranet page developed and includes specific health and safety actions for managers and employees related to flood damaged workplaces and/or field work to be undertaken in flood affected areas. Fatigue management procedures have been developed, approved and released. • The information on safety advice for employees who need to clean their private residences is being formulated for inclusion. • A DERM alert drafted to announce intranet site and specify safety requirements. • There has been 3 flood related incidents reported to date. 2 DERM related (no injuries only property damage) and 1 visitor related (occurred on 27 December, visitor sustained a broken collar bone from trail bike accident while crossing creek – Peachester State Forest).	[redacted]	7/01/11
Housing/Accommodation 400 George St • Building has been put into afterhours access mode. No staff are on the premises. Building still has power. Theodore • No report available Rockhampton • No change and all offices are open. Emerald • Office is open. St George • The office is open and water levels are being monitored. Sandbags are being kept in place for the present time. **Goondiwindi** • The office is open and water levels are being monitored. Dalby • **Open with reduced staff levels.**. Chinchilla • Office is open. Toowoomba • Both offices – Tor St and Hume St are open with reduced staff levels. Warwick • Open with reduced staff levels Gympie • Open with reduced staff levels. Bundaberg • Office is open. Maryborough • Open with reduced staff levels. Ipswich • Office is closed		13/01/11

E1165

Specific Issues	EMG Member	Time
Maroochydore • **Sewerage spill in the basement car park has been cleaned. KONE are currently working to get the lift operational and waiting on further assessment of when this might occur. Staff are accessing floors via stairs. Ground floor access is available for clients with disability.** Caboolture • Open with reduced staff levels Nambour • Open with reduced staff levels Landcentre • Open and operating with essential staff only. Gatton • Office is closed. Beenleigh • Office is open. 8 desks available (PC's required) for essential staff. Robina • Office is open. 6 desks available (PC's required) for essential staff. **EcoSciences Precinct** • **Building has power and is fully operational. Essential staff are on site. Some other staff have also reported for work.** **Indooroopilly** • **Flood water has been on the property but no buildings have been affected. Power is available at the site.** **Deagon** • **Office is open** **Rocklea** • **This is a workshop/store area used mostly by Environment and Resource Sciences and is located in a flood prone area. It is anticipated that the whole site has been affected by flooding.**		
HR • Corporate Services staff not involved with the Incident Control Team and Business Continuity have been advised to stay away from work until further notice.	[redacted]	12/01/11
Other Corporate • QG cars have been relocated from Mineral House to the Landcentre for staff use		1400hrs 12/01/11
IT • There are servers located in Mineral House. Generators are powering Mineral House and only have enough fuel to last until 9pm tonight (Wed 12/1/11). Public Works have been requested to keep the generators in operation until the main power is returned. If that is not possible, the contingency plan is to transfer the servers to the Landcentre. Blackberry services will be disrupted if the transfer to Landcentre occurs.		1400hrs 12/01/11

Specific Issues	EMG Member	Time
Recovery Actions Nil to report	[redacted]	1500hrs 12/01/11

Minutes of Meeting of
Core Group -
Lockyer Valley Local Disaster Management Group
Friday 14 January 2011 commencing at 1600 hours
Stubbersfield Room, Lockyer Valley Regional Council Offices, Railway Ave, Gatton.

Attendees:
Gerry Franzmann (LDC)
Ian Flint LVRC
Libby Davis, EMQ
Michelle French, EMQ
[redacted]
Graham Moon LVRC
[redacted]
Jason Cubit LVRC
[redacted]
Steve Jones LVRC

Apologies:
David Fraser, EMQ

Introduction:

LDC Gerry Franzmann welcomed everyone to the meeting and thanked all for their participation.

Report on current situation with flood event:

Department of Communities

- Teams -12 Staff with cash supplies
- Are in Helidon, Gatton, Laidley, Forest Hill & Grantham providing outreach and recovery work

Queensland Health

- A team has been in Grantham assisting with vaccinations and dressings to a number of residents
- A central location for teams has been set up in Gatton commencing tomorrow, at the Gatton Hospital
- Mental Health had 16 staff in Forest Hill, Gatton, Laidley, Grantham & Helidon providing outreach services working in with Council Staff, Stanbrooks, Docs, Red Cross, Lifeline
- Laidley Hospital – They have double their normal activity and have doubled their staff over the weekend to cope with the extra demand. They are well prepared pending further information regarding the water.
- Assessment of public health issues for people going back into properties for liveability – USAR team undertaking these to a degree, reports to be brought to next meeting

SEQWater

- SEQ sourced a pump required to restart the plant, they have had staff working on it all day, they will continue to work and anticipate a finish time early tonight, QUU will then have to be available for any failures discovered when repressurising the system
- The new pump will ½ a mega litre per hour

Queensland Urban Utilities

- 6 crews are on standby for the repressurising of the system
- Qld Health has issued a precautionary boil water notice which will remain in place for a couple of days after the reticulated water supply is returned
- QUU is continuing to issue media releases regarding water on all available media, including a release relating to conservation notice
- Continue to distribute bottled water to Gatton & Helidon
- Water should be available at Withcott Saturday evening
- Laidley is still ok for water at this stage
- Testing of water – Tankers are from registered suppliers with a 24 hour testing regime – Water is accredited water
- DDMG – Informed that there would be fines for people ignoring road closures
- The Community Centre in Laidley has bedding available in Mary Street
- Gatton Sport Centre is receiving a truck of Whitegoods tomorrow

Transport and Main Roads

- Warrego Highway – Load limit has been removed and both lanes opened
- Minden and Marburg – Range open with 24 hour monitoring remaining on the one lane each way –Roadtek is working at present on landslips
- Speed limit to 80km per hour with due care
- Structural assessments on Ipswich Motorway are being undertaken, possibly opened between 0600 -2000hrs
- Additional engineering and technical field staff are in the area
- Inspections on structures and pavements – there is currently a 20 tonne load limit on the Gatton Esk road, assessments are due back this afternoon

Queensland Fire and Rescue Service (QFRS)

- USAR taskforce completed structural assessments Laidley, Glenore Grove, Regency Downs undertaken today, if all remaining areas are completed by tomorrow, the NSW USAR team will re-deploy on Sunday

- Murphys Creek and Grantham are still awaiting access, if these are not available tomorrow a small team can be deployed from Brisbane to perform the structural assessments
- USAR plans to visit Kentville, Lockrose and Kensington Grove tomorrow unless Murphys Creek or Grantham become available tomorrow, then these would take precedence.

DEEDI

- DEEDI Bus available in Laidley tomorrow for businesses throughout Laidley and Forest Hill

State Emergency Service (SES)

- A taskforce of 30 volunteers in continuing in the Laidley area. Areas completed today include: Laidley, Glenore Grove, Forest Hill, Hattonvale, Lockrose and Kensington Grove.
- 8 Members in Gatton assisting with specific requests received from LVRC
- 30 at Murphys Creek available until Sunday
- 20 Small generators have been donated for use throughout the community, generators are to remain the property of SES for use in future events.

Emergency Management Queensland (EMQ)

- Emergency Alert for drinking only will be going out at the completion of this meeting
- Welfare checks on taskforces in Grantham, Gatton and Laidley were completed today

Queensland Police Service (QPS)

- Road network – map and Energex map required for assessment by police
- Seeking clearance for USAR for Ballard
- Search still happening – unsure of the resources from Brisbane into the area
- Communication with people in the affected areas an issue – LVRC and Police to work on a solution
- Planning for handover from Police to LVRC needs to be undertaken for Grantham, Police and LVRC to offer assistance
- Mt Sylvia situation with QPS recon today with LVRC Paul Thomas – Road is destroyed, power is there, but there is no phones, they visited about half the residents with the remainder to be completed tomorrow. There are no health issues and none want to be evacuated so far. Contact with residents by email, only one resident has mobile phone access. There is no structural damage in the area. Landslip at rear of one dwelling and a damaged dam, there is no damage to the dwelling and it is thought that it is not a threat (he has two other buildings on the property he can move to if he feels threatened). Discussions on the possibility of a dry weather track for the area are ongoing. All residents have at least 1 week of food left. Another visit will be made in approximately 4 days for an update. Provision is being made for 4 Sat phones to be available for resident throughout Mt Sylvia (LVRC [redacted] to confirm). The dry track access is a priority as aerial resupply is not sustainable in the long term.

Energex

- 37 crews are working in the area
- Power to Helidon 1 is at 97% as at 1800hrs tonight, the 11kva generator is still there, an excavator will be on site tomorrow to assist with further restoration
- Helidon 2 is at 80%

- Additional generators are available at the Energex depot, 6 small for residents and 4 large for small commercial businesses, Energex to will liaise with LVRC to determine locations for the generators
- There is power to Mt Sylvia, however there are no phone lines for communication, residents are communicating via email
- Site inspections can be carried out on properties as a second phase of assistance from Energex, faults would be reported on a Form 3 to forward to Masters Electrician

Lockyer Valley Regional Council (LVRC)

- Gastro outbreak in Grantham
- Now sourcing a large supply of hand sanitiser (approx 500 personal bottles) by RFA
- Enviro Staff are assessing in Withcott, Murphys Creek & Helidon, Forest Hill, Laidley and Plainlands, this includes the food shops etc
- The newsletter for council residents was prepared today, to be distributed tomorrow – agencies to check contact numbers etc overnight
- Waste Management – Is operating as normal
- Advice has been sent to local grocery and pharmacy retailers of approval for Sunday trading

General Business:

Summary and conclusion:

LDMG remains activated.

Next Meeting:

Next meeting of Core Group: 1400hours 15 January 2011.

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General Business:

Summary and conclusion:

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Next Meeting:

Next meeting of Core Group: 1400hours 15 January 2011.

Queensland Government

Queensland Health

Enquiries to: [redacted]
Executive Director, Health Protection Directorate
Division of the Chief Health Officer
[redacted]

Keith Davies
CEO WaterSecure

Dear Keith

Thank you for your letter dated 14 January 2011. Please be advised that Queensland Health approves the use of PRW as being fit for use for the purposes outlined in your brief dated 14 January 2011.

[redacted]

Chief Health Officer
14 /01 /2011

[redacted]
Postal
PO Box 2368
FORTITUDE VALLEY BC QLD
4006

SEQ Water Grid

Situation report 6 - Water quality - 15.1.11, 2 PM

Summary

A boil water notice for the affected Ipswich/Somerset/Lockyer Valley towns was issued by Queensland Urban Utilities at approximately 3pm 13.1.11 and is still in effect. There is a need to continue to ensure that this message continues to be widely received. Also, a boil water notice is still in effect for the Atkinson Dam recreational site.

Seqwater reports that water quality specifications are being met where water treatment plants are operational under current flow scenarios, including Kilcoy, Lowood, Dayboro and Kenilworth.

Reservoir storages are improving in both unconnected and connected Water Grid drinking water supplies. All small town WTPs are functional and producing drinking water at rates that exceed demand. Grid associated WTPs are also producing water that exceed demand.

Close scrutiny is being kept on the supply/demand balance to ensure that bulk water and reticulation systems (particularly in Brisbane) remain pressurised. Loss of pressure presents an extreme public health risk. In addition, close scrutiny is being kept on water quality from North Pine Water Treatment Plant and Mount Crosby's Westbank and East Bank Treatment Plants as drinking water production is increased to meet demand. To date water quality for both plants meets HACCP limits. Consideration is required to the messaging in the event a boil notice is required.

Latest data indicates that turbidity of raw intake water has now decreased significantly at both Mt Crosby and North Pine (to around 400 NTU or less). This change in raw water quality will allow standard treatment practices to continue with treated water meeting the Seqwater HACCP limits of 0.3NTU (at North Pine and Mt Crosby they are currently treating at below 0.1 NTU). WGM Emergency Group has requested advice about review of treated water turbidity targets. Queensland Health advises that the WGM revert to standard operating procedures and re-advise if there is a further change to turbidity that will result in the end product exceeding turbidity requirements as specified in the Australian Drinking Water Guidelines.

No *E. coli* positive results have been returned in the SEQ bulk distribution network this week. Queensland Urban Utilities have reported a positive result at Ashwell School (Rosewood) today (1cfu/100mls *E. coli*), but the remainder of the sites tested yesterday across Brisbane, Ipswich, Somerset, Scenic Rim and Lockyer Valley remain clear. Unitywater and Allconnex Water reticulation systems remain clear.

Drinking Water Service Providers continue to experience some difficulty accessing laboratory-based testing. 60-70 per cent of Seqwater's verification monitoring water program has been suspended however the only affected Water Grid-connected plant is Mount Crosby. LinkWater has increased its verification monitoring frequency in the Brisbane area yesterday and will until further notice, although some sites remain inaccessible.

Seqwater and LinkWater's operational monitoring capabilities are fully operational which, in combination with the limited verification monitoring, highlight safe drinking water quality.

Queensland Urban Utilities has confirmed that verification monitoring has recommenced in Brisbane, Lockyer Valley and Ipswich. Results received to date have confirmed safe drinking water. Monitoring in the Lockyer Valley is to be increased to daily until further notice with Brisbane and Ipswich to revert back to the standard schedule today.

SEQ Water Grid

Briefing Note

TRIM reference:	Date: 14 January 2011
Purpose: QH approval of new proposed use of PRW for washdown purposes	
To: Queensland Health	

Background:

Purified recycled water (PRW) is currently being used for a range of industrial and commercial purposes. It is also being considered for the augmentation of drinking water supplies through the replenishment of the Wivenhoe Dam. Purified recycled water is of a much higher quality than other recycled waters, such as class A+ recycled water.

Washdown of surfaces and a range of other similar applications can be done using recycled water of a lesser quality than PRW. As a measure to support the clean-up effort, WaterSecure has been asked to supply PRW for this purpose.

Current Issue:

The Water Grid would like Queensland Health to consider the possibility of using purified recycled water (PRW) for the express purposes of washdown of flood residue.

The rules of usage will be:

- PRW is to be sourced from the following specific locations and used to fill recycled water tankers
    - Bundamba AWTP – filling from the main from Mt Petrie to Bundamba from an air valve on the pipe
    - Lowood Pump Station – filling from an air valve on the main at Lowood PS
    - Gibson Island AWTP – filling from sample location off the Treated Water Tank

- Ongoing monitoring programs demonstrate that PRW produced at the Advanced Water Treatment Plants meets all the necessary quality criteria required for the proposed use. As an additional precautionary measure, water will be rechlorinated at supply by adding sodium hypochlorite directly to PRW when filling the tankers.

- PRW is to be used for the washdown of roads, surfaces and other articles contaminated with flood residue, by council or other government employees/contractors (not the public)
- PRW is not be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances
- PRW is not to be stored but used immediately for the approved purposes
- PRW is to be handled as it would for A+ class recycled water.

Recommendation

That Queensland Health approves the strict use of PRW for the above mentioned purposes in order to preserve drinking water for consumption, cooking and sanitary purposes.

[redacted]

Queensland Government

Queensland Health

Enquiries to: [redacted]
Executive Director, Health Protection Directorate
Division of the Chief Health Officer
[redacted]

Keith Davies
CEO WaterSecure

Dear Keith

Thank you for your letter dated 14 January 2011. Please be advised that Queensland Health approves the use of PRW as being fit for use for the purposes outlined in your brief dated 14 January 2011.

[redacted]

Chief Health Officer
14 / 01 / 2011

Office
Queensland Health
Level 1, 15 Butterfield Street
HERSTON QLD 4006

Postal
PO Box 2368
FORTITUDE VALLEY BC QLD
4006
[redacted]

Queensland Government

Queensland Health

Enquiries to: [redacted]
Executive Director, Health Protection Directorate
Division of the Chief Health Officer
[redacted]

Mr Barry Dennien
Chief Executive Officer
SEQ Water Grid

Dear Mr Dennien

Thank you for your letter dated 15 January 2011. Please be advised that Queensland Health approves the use of Class A+ Recycled Water as being fit for use for the purposes and under the conditions outlined in your brief dated 15 January 2011.

The approved conditions of use are:

- Class A+ recycled water is to be sourced from specific locations that provide that quality of water.
- Ongoing monitoring programs demonstrate that Class A+ recycled water produced at the Wastewater Treatment Plants meet all the necessary quality criteria required for the proposed use.
- Class A+ recycled water is to be used for the wash-down of roads and outdoor surfaces contaminated with flood residue, by council or other government employees/contractors only (not the public).
- Class A+ recycled water is not to be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances.
- Class A+ recycled water is not to be stored but used immediately for the approved purposes.
- Class A+ recycled water handling procedures apply.

Yours sincerely

[redacted]

Chief **Health Officer**
15/01/2011

Office
Queensland Health
Level 1, 15 Butterfield Street
HERSTON QLD 4006

Postal
PO Box 2368
FORTITUDE VALLEY BC
QLD 4006

[redacted]

Water Grid Emergency Management Team

Morning Teleconference Notes

0730h Sunday 16 Jan 2011

Attendees

[redacted]

Jim Pruss - SEQWater

[redacted]

Isolated Towns

QUU Status reported as Withcott Main repaired and is expected to be charged this morning.

Key levels:

- Laidley 58%
- Woodlands 80% and 35%
- Gatton 100%
- Heledon 5% and filling
- Postman's Ridge at Murphies Creek 24%
- Wittcott empty, currently charging

Reticulation mains

QUU reported inspection of the trunk mains was ongoing with ten crews walking routes including special access for Grantham. As far as known there are no major bursts, importantly QUU are making water in reservoirs. They do suspect minor leaks.

Allconnex: No issues. Supporting QUU.

Unity Water: All ok. Kennilworth, Dayboro ok.

Linkwater: Treated water production at East Bank 180ML, West Bank 0ML. Bulk storages are very full this morning. Overall there has been an increase in storage by 140ML since 7am yesterday. Storage is at 415ML now. Yesterday's consumption was 420ML. QUU concurs. Today's consumption is expected to be higher than yesterday with a likely target of 446ML. Linkwater expects to drop somewhat in storage today and predicts they may need Westbank at half capacity depending on demand. These predictions assume current levels from NPI and SRWP.

[redacted] recommends going up one unit at East Bank rather than starting West Bank. Linkwater happy with that.

[redacted] agrees.

Moira advised QUU reservoirs of concern are stable or rising. Richmond slightly down but filling. Subject to ongoing monitoring and she will contact [redacted] if things change.

Water Quality testing in flood areas will be conducted today.

[redacted] asked about impact on WTP from waste water?

QUU advised that all waste water treatment in Somerset inaccessible. Fernvale is inaccessible but not operating. Kilcoy reports normal operations. Togoolawa normal. Esk not operating. Lowood expects to have no power for 5 days. Gatton rising main washed out so not operational however ongoing repairs are underway. Oxley treatment plant had 150 people fixing it yesterday (incl Allconnex and private contractors).

[redacted] advised that there will be discussion today about meeting tomorrow. No further meetings today.

[redacted] QUU happy with energex?

[redacted]: Yesterday Energex provided a liaison officer and they are generally happy with support from Energex. There has been some difficulties getting data from Energex regarding energisation of particular assets.

[redacted] Happy with supply of fitters etc however if more available would be interested. A list of assets would be helpful. Specific need exists for fitters, electricians and cleanup crews.

Chris evans: **Watersecure / SEQWater** has a list of fitters / electricians and will provide.

[redacted] anything for SDC?

[redacted] Need access to assets in CBD area IOT make assessment.

[redacted] will contact QUU, Allconnex about duration of boiled water notices and impact of current sewerage treatment plant operations.

QUU indicated that they were concerned with infection control. They report panic buying of petrol with no deliveries until next week. This raises the question of access to petrol for crews. Post conference Scott D directed SEQWater to provide access to their common fuel bunkering system for QUU.

There being no further issues the meeting closed at 0745h.

INTERIM REPORT
(TO BE UPDATED THIS MORNING AND BE READ IN CONJUNCTION WITH SITREP-20 FROM QUU))
SEQ WATER GRID REPORT
ISSUES FOR WATER QUALITY AND SUPPLY AND SEWERAGE TREATMENT
AS AT SUNDAY 16 JANUARY 2011 (8.30AM)

WATER

GRID-CONNECTED WATER AREAS

General information

- Grid connected areas are supplied by the SEQ Water Grid Manager and include Brisbane, Ipswich, Scenic Rim, Somerset, Lockyer (Queensland Urban Utilities - QUU), Sunshine Coast, Moreton Bay (Unity Water), Gold Coast, Logan and Redlands (AllConnex) council jurisdictions. The areas most impacted are the Lockyer Valley, Somerset, Ipswich and Brisbane.
- A boil water notice is still in effect for the Atkinson Dam recreational site.
- No *E. coli* positive results have been returned in the SEQ bulk distribution network this week. While testing of water quality has increased on 14 January 2011 in Brisbane (testing doubled in some areas of Brisbane) where sampling sites are accessible, it is likely that testing in Brisbane and Ipswich by QUU will return to routine testing frequency (daily at 40 to 50 locations) on 15 January 2011 unless contamination is identified. Testing frequency has increased for LinkWater (across all assets) and Seqwater (particularly for problematic assets and assets being put on line after being offline) and testing frequency will increase further when sampling sites are accessible.
- Seqwater and LinkWater's operational monitoring capabilities are fully operational which, in combination with the verification monitoring, continue to highlight safe drinking water quality.
- LinkWater is accommodating increased requirements for water supply for Sunshine Coast area from the Water Grid.

Critical issues

- **Storages from Mt Crosby Water Treatment Plants are full (at 415 megalitres), up 140 megalitres from 15 January at 7am. Consequently, West Bank was shut down overnight on 15 January 2011. East Bank is producing 180 megaltitres per day. Consideration will be given to increasing production by 50 megalitres if needed.**
- **Consumption on 15 January 2011 was 420 megalitres per day across the connected grid area which was lower than expected. It is expected that demand will increase to 446 megalitres today which should be able to be met.**

- QUU has indicated that they require assistance to access assets in the CBD area. Access is limited due to heavy traffic.
- QUU has also indicated that they are concerned about petrol shortages in their area for crews. This issue will be escalated to the State Disaster Management Group.
- No rainfall in last 24 hours and none forecast today. Showers returning early in the week.
- Somerset Dam is at 111.7% with releases continuing.
- Wivenhoe Dam is at 144.8% and releasing 3,477 cumecs. Maintaining objective of total flows of 3,500 cumec at Moggill.
- Releases will continue until at least Wednesday.
- North Pine Dam is at 98.6% with all gates closed.
- Seqwater reports that water quality specifications are being met where water treatment plants are operational under current flow scenarios. Queensland Health has advised on 15 January 2011 that the Water Grid Manager revert to standard operating procedures and re-advise if there is a further change to turbidity that will result in the end product exceeding turbidity requirements as specified in the Australian Drinking Water Guidelines.
- Sites tested for water quality on 15 January 2011 in Brisbane, Ipswich and Scenic Rim met water quality specifications (see note below).
- While there are no known issues with the reticulation system at this stage in the grid connected area, issues may be identified with water quality and supply over time (e.g. main breaks) and reticulation systems are currently being monitored.
- Close scrutiny is being kept on the supply/demand balance to ensure that bulk water and reticulation systems (particularly in Brisbane) remain pressurised. Loss of pressure presents an extreme public health risk. In addition, close scrutiny is being kept on water quality from North Pine Water Treatment Plant and Mount Crosby's West Bank and East Bank Treatment Plants as drinking water production is increased to meet demand. Consideration is required to the messaging in the event a boil notice is required.
- Approval has been given by Queensland Health and the Office of the Water Supply Regulator (the regulators) to use in both metropolitan and regional SEQ communities purified recycled water for washdown purposes only (no human or animal consumption). A press release on this matter was issued on 15 January 2011. There are at least three sites that can provide purified recycled water to tankers – Bundamba, Lowood and Gibson Island. To manage supply of the water from the charge points at those sites, there will staged notification for tankers, fire brigade and the Department of Main Roads and Transport.
- Rules of use for the purified recycled water specified by the regulators are as follows:
  - Ongoing monitoring programs demonstrate that purified recycled water produced at the Advanced Water Treatment Plants meets all the necessary quality criteria required for the proposed use.

- As an additional precautionary measure, water will be rechlorinated at supply by adding sodium hypochlorite directly to the purified recycled water when filling the tankers.
- Purified recycled water is to be used for the washdown of roads, surfaces and other articles contaminated with flood residue, by council or other government employees/contractors (not the public).
- Purified recycled water is not be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances.
- Purified recycled water is not to be stored but used immediately for the approved purposes.
- Purified recycled water is to be handled as it would for A+ class recycled water.

- Approval has also been given by the regulators for the use of Class A+ recycled water from Unity Water wastewater treatment plants (and other treatment plants) for washdown purposes. At this stage, the proposed rules of use are:
  - Class A+ recycled water is to be sourced from specific locations that provide that quality of water.
  - Ongoing monitoring programs demonstrate that Class A+ recycled water produced at the Wastewater Treatment Plants meets all the necessary quality criteria required for the proposed use.
  - Class A+ recycled water is to be used for the wash-down of roads and outdoor surfaces contaminated with flood residue, by council or other government employees/contractors only (not the public).
  - Class A+ recycled water is not to be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances.
  - Class A+ recycled water is not to be stored but used immediately for the approved purposes.
  - Class A+ recycled water handling procedures apply.

- NOTE: There was a report on 15/1/11 of the detection of (*E. Coli*) at 1 coliform forming unit per 100 millitres at Ashwell school at Rosewood. On 14 December 2010 there was also a detection of *E. Coli* in the same location. These detections are likely due to the location of the sampling site and low usage of water during school holidays (as water sits in the pipes), and is unlikely to have anything to do with the current flood crisis. Therefore it has not been included in the water quality issues within this briefing note. QUU are managing this incident in a similar way in which they managed the December detection, and the incident has been reported to the Office of the Water Supply Regulator (OWSR), Queensland Health and the Water Grid Manager as per regulatory and Emergency Response Plan requirements, respectively.

TREATMENT PLANT	SUPPLY	QUALITY
Mt Crosby Water Treatment Plant (West Bank and East Bank)	Storage full at 415 megalitres. Production is 180 megalitres per day by East Bank. Currently nil production by West Bank (from overnight on 15 January 2011). Consideration will be given to increasing production later today if required.	Plant is operating within quality specifications

North Pine Water Treatment Plant and Northern Pipeline	Jointly delivering 100 megalitres per day	Plant is operating within quality specifications
Southern Regional Water Pipeline	Transporting 100 megalitres per day to central Queensland	Pipeline is operating within quality specifications
Lander Shute Water Treatment Plant	Operating	Plant is operating within quality specifications
Ewan Maddock Water Treatment Plant	Started at 17:30 on 15 January 2011 producing an estimated 200 litres per second.	Plant is operating within quality specifications

UNCONNECTED WATER AREAS (Small towns)

Queensland Urban Utilities

General information

- The affected towns supplied by Queensland Urban Utilities (QUU) are:
  - Lowood Gatton Laidley Supply: which also delivers water to Grantham, Helidon, Fernvale and Withcott
  - Kilcoy
  - Somerset
  - Jimna
  - Linville and
  - Kirkleagh and Wivenhoe Dam recreation areas.

- It is understood that all water supplies (except Withcott) are operational. For this reason, it is proposed that no further separate reports on small town water supplies be provided. It is proposed that updates can be restricted to Withcott and/or via an exception report to the Water Grid Manager.

- The permanent intake requirements at Lowood will be assessed when the floodwater recedes and the damage can be inspected.

Critical issues

- Supplies to the smaller centres have been restored sufficient to meet demands. Lowood Gatton Laidley Water Supply Scheme started supply on 15 January 2011 pumping 140 litres/second and is operating well.

- **85% of customers are now being supplied, with the remaining 15% within the next 18 hours. As far as is known, there are no major bursts. There are ten crews available for any minor reticulation repairs.**

- The connection to Withcott, which involved significant engineering work, has been restored and has been charged in the morning of 16 January 2011 (earlier than originally anticipated date of 17 January 2011). Supply to 1500 reticulation customers in Withcott will be returned within 18 hours.

- There is a need to increase water quality testing in these areas daily (routine testing for small populations is not routinely performed on a daily basis). QUU commenced testing of some areas on 14 January including Fernvale, Lowood and Gatton. It is expected that further testing will be undertaken in the coming days. Sites tested on 15 January 2011 in Somerset and Lockyer Valley remain clear.

- A boil water notice for the affected Lockyer Valley, Marburg and Somerset township towns was issued by Queensland Urban Utilities at approximately 3.00 pm on 13 January 2011 and is still in effect. This was reviewed and amended by the Office of the Water Supply Regulator (in the Department of Environment and Resource Management), Queensland Health and the Grid Water Quality Technical Coordination Team. That alert was reissued on 14 January 2011 to include Laidley.

- While there was some concern about the low level of community awareness of the boil water alert (particularly as those areas are likely to not have access to the internet and other media due to lack of electricity), QUU has been reinforcing the message. Flyers have been distributed in supermarkets, local councils are trying to get the message out and media outlets have been contacted as well.

- Restoration of power supplies enables maximum use of rainwater tanks and bores in the recovery process.

- There may be water quality issues when water supply is restored. For this reason, the "boil water" alert should remain in place until water quality testing has confirmed that the drinking water supplies are safe to drink. There may be other system breakages and operational issues, however QUU proposes to deal with these as a routine operation matter.

- While there was some concern that the quantity of bottled water being distributed to areas not connected to the water grid was limited (by weight issues for helicopters), QUU advises that Gatton now has a stockpile of bottled water. There are an estimated 3 helicopters and 10 water tankers supplying water. For additional information on bottled water, refer to appendix 1.

- For information on purified recycled water use and proposed use of class A+ recycled water for washdown, refer above to grid-connected water areas.

- More detailed information on specific areas is as follows:

This table is currently being updated with the latest information which will be provided in the next issue this morning (with the exception of highlighted information which is up to date)

AREA	SUPPLY	QUALITY
Lowood Gatton Laidley Water Supply Scheme	Lowood supply became operational at 5am Saturday 15th delivering 140l/s via the use of a temporary diesel pump. Storages are at: • Laidley 58% • Woodlands 80% and 35% • Gatton 100% • Helidon 5% and filling • Postman's Ridge at Murphies Creek 24% • Wittcott, currently charging	Under boil water alert from 13/1/11 and remains current. Laidley was added to the re-issued boil water alert on 14/1/11. There will be consideration by QH and OWSR for lifting the boil water notice when there are at least 3 successive days of no detection of *E. coli*. However testing at this point in time indicates that water quality is meeting specifications. Further testing is still required.
Esk	Plant is operating.	Plant is operating within quality specifications
Kilcoy	Kilcoy (Wade Street) supplies are continuing to increase, now in excess of 30%. The main local supply intake was washed away and Seqwater is seeking to re-establish this supply. In the meantime, the backup water supply from Somerset Dam via the Kilcoy/Somerset Treatment Plant is fully operational but not required at this time. Seqwater has a backup diesel pump on the raw water supply feeding the local Kilcoy water treatment plant until power and a new intake arrangement can be installed. Adequate emergency supplies should be available in the short term; consumption will need to be managed until full supply can be restored. The Kilcoy meatworks is seeking supply Seqwater is negotiating with the meatworks to provide a limited supply until the supply has been fully restored.	Plant is operating within quality specifications
Somerset	Reservoirs are 53% full and supply appears to be under control. The water treatment plant is operational and can be operated when required. The main issue is the water turbidity and it would be more	Somerset township is included on boil water alert on 13 January 2011 which remains current.

	efficient to operate the plant when the turbidity level declines.	Plant is operating within quality specifications
Jimna	Water storage levels increased overnight. Situation appears to be under control.	Plant is operating within quality specifications
Linville	Supplies at 57% and rising. There is no power and a generator is being utilised.	Plant is operating within quality specifications
Kirkleagh and Wivenhoe camping grounds	Camping grounds to be restored as a lower priority. These remain offline.	N/A

Unitywater

The affected towns supplied by Unitywater are Dayboro and Kenilworth.

AREA	SUPPLY	QUALITY
Dayboro	Water treatment plant operating from 13 January 2011.	Plant is operating within quality specifications
Kenilworth	Kenilworth Water Treatment Plant has been operating and the reservoir was full at 10pm 14 January 2011. The Plant has now been shutdown and will resume operation when triggered by low water levels. Tankering of water has ceased.	Plant is operating within quality specifications

For further specific details on storage levels, refer to appendix 2.

SEWERAGE

Provisional Assessment

- Queensland Urban Utilities (QUU) has established an Eastern and Western Recovery Teams with the Western Team recovering from west of Ipswich and Lockyer Valley, and the Eastern Team looking after Brisbane city.

- The recovery teams have been established in a 3 phase recovery process:
  - To undertake a preliminary assessment of the facilities including safety of access and a preliminary assessment of the situation;
  - When safety of access is ascertained, cleanup crews are despatched. (70 cleanup crews in total have been established); and
  - Repair team comprising fitters and electricians are deployed as necessary.

- Asset classes that are being inspected and repaired include pump stations, wastewater treatment plants, pipelines, civil structures (buildings) and control system including System Control and Data Acquisition (SCADA).

- Severe damage can be expected for those facilities where the electrics and control systems have been fully submerged. A process has been initiated for a quick turnaround of damaged switchboards at QUU workshops.

- All risk analysis and prioritisation of repairs to sewer and water civil network and buildings is underway and expected to be completed today Saturday 15th. Reports up to 5pm, 14 January, were that a very initial physical assessment had occurred on 43 pump stations and 4 water reclamation plants. These sites will now be isolated and tested.

- Much of the work will be outsourced to contractors under existing "panel of provider" arrangements. Obviously, significant coordination is occurring with the councils concerned and Allconnex staff are assisting with the recovery.

- Where there has been severe flooding and manhole covers may have been blown and sewage discharged into private properties, a call centre has been established and cleanup crew will be deployed where the household reports that such events have occurred.

- Clean up crews have now started in the field. Initially QUU have 50 crews with another 25 being sourced external. Initial clean up has started at 47 sites. Agreement has been reached with WaterSecure to provide recycled water for clean up. QUU assisted with the repairs and clean up of the WaterSecure Bundamba purified water recycling plant. Recovery operations are being hindered by the volume of debris and traffic at critical locations.

- QUU will not be addressing the clean up requirements of flooded private septic tanks. This may be a matter for consideration by the relevant councils.

- The priority for recovery is 1 - restoration of water supply, 2 – repair of sewage pump stations to remove wastewater from the suburbs, and 3 – repair of wastewater treatment plants.

- QUU reports damage as follows. This list is unlikely to grow with the exception of pipe damage in areas that are still submerged.

SEQ Regional Communities

  - The sewered communities include:
    Lockyer Valley Regional Council:
    - Gatton
    - Laidley
    - Forest Hill
    - Fernvale
    - Lowood
    - Helidon

    Somerset Regional Council:
    - Esk
    - Toogoolawah
    - Kilcoy, and
    - Somerset.

  - The Scenic Rim Regional Council reports that all its wastewater facilities are operating normally.

  - The town of Withcott is serviced by septic tanks.

  - All wastewater treatment plants in Somerset and Fernvale cannot be accessed for a number of days.

  - Wastewater treatment plants in Esk, Lowood (expected to have no power for five days), Gatton (rising main being fixed) are not operating.

  - Wastewater treatment plants in Kilcoy, Toogoolawah and Laidley are operating.

Brisbane and surrounding metropolitan areas

  - Brisbane and surrounding metropolitan areas include Brisbane and Ipswich flood affected zones.

  - It has been reported as follows:
    Ipswich:
    - 28 sewerage pumping stations are not operating, but no impact on residents is expected.

- The damage to wastewater treatment plants at Bundamba and Goodna is not as severe as initially expected. It is anticipated that these facilities will be able to be operational in days rather than weeks. Goodna has a major pressure main burst to be repaired.
- Rosewood wastewater treatment plant is operational and should be able to be fully restored quickly.

Brisbane:

- 48 sewerage pumping stations flooded or without power, but no impact on residents is expected.
- Power to the Wacol wastewater treatment plant has been restored but is not operational.
- The damage to the wastewater treatment plants at Oxley, Fairfield and Karana Downs are of concern due to the extent of submergence. Major damage to Oxley and Fairfield which are high technology facilities is expected, particularly to the electrical and control systems and it may be weeks before these plants are fully restored. Clean up and repair crews are on-site at Oxley and Fairfield.

INTERIM REPORT
(UPDATED AT 10.30AM WITH CURRENT RESERVOIR STORAGE LEVELS)
SEQ WATER GRID REPORT
ISSUES FOR WATER QUALITY AND SUPPLY AND SEWERAGE TREATMENT
AS AT SUNDAY 16 JANUARY 2011 (10.30AM)

WATER

GRID-CONNECTED WATER AREAS

General information

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Critical issues

- **Storages from Mt Crosby Water Treatment Plants are full (at 415 megalitres), up 140 megalitres from 15 January at 7am. Consequently, West Bank was shut down overnight on 15 January 2011. East Bank is producing 180 megaltitres per day. Consideration will be given to increasing production by 50 megalitres if needed.**
- **Consumption on 15 January 2011 was 420 megalitres per day across the connected grid area which was lower than expected. It is expected that demand will increase to 446 megalitres today which should be able to be met.**

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- Purified recycled water is to be handled as it would for A+ class recycled water.

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This table is currently being updated with the latest information which will be provided in the next issue this morning (with the exception of highlighted information which is up to date)

AREA	SUPPLY	RESERVOIR STORAGE LEVELS (WTP – Water Treatment Plant reservoirs) (Distribution – Distribution reservoirs) Note some areas have only one reservoir	QUALITY
Lowood Gatton Laidley Water Supply Scheme	Lowood supply became operational at 5am Saturday 15th delivering 140l/s via the use of a temporary diesel pump.	WTP: 70% Balance tank also 70% Distribution: Laidley 58% Woodlands 80% and 35% Gatton 100% Helidon 5% and filling Postman's Ridge at Murphies Creek 24% Wittcott currently charging	Under boil water alert from 13/1/11 and remains current. Laidley was added to the re-issued boil water alert on 14/1/11. There will be consideration by QH and OWSR for lifting the boil water notice when there are at least 3 successive days of no detection of *E. coli.* However testing at this point in time indicates that water quality is meeting specifications. Further testing is still required.
Esk	Plant is operating.	WTP: 70% Distribution: 70%	Plant is operating within quality specifications
Kilcoy	The main local supply intake was washed away and Seqwater is seeking to re-establish this supply. Seqwater has a backup diesel pump on the raw water supply feeding the local Kilcoy water treatment plant until power and a new intake arrangement can be installed. The Kilcoy meatworks is seeking supply Seqwater	WTP: 100% Distribution: 100%	Plant is operating within quality specifications

	is negotiating with the meatworks to provide a limited supply until the supply has been fully restored. In the meantime, the backup water supply from Somerset Dam via the Kilcoy/Somerset Treatment Plant is fully operational but not required at this time.		
Somerset	The water treatment plant is operational and can be operated when required. The main issue is the water turbidity and it would be more efficient to operate the plant when the turbidity level declines.	WTP: 90% Distribution: Not applicable as only one reservoir	Somerset township is included on boil water alert on 13 January 2011 which remains current. Plant is operating within quality specifications
Jimna	Situation appears to be under control.	WTP: 90% Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications
Linville	There is no power and a generator is being utilised.	WTP: 90% Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications
Kirkleagh and Wivenhoe camping grounds	Camping grounds to be restored as a lower priority. These remain offline. 4 houses are supplied from Wivenhoe camping grounds supply and water is being tankered.	N/A	N/A

Unitywater

The affected towns supplied by Unitywater are Dayboro and Kenilworth.

AREA	SUPPLY	TREATMENT PLANT RESERVOIR STORAGE LEVELS	QUALITY
Dayboro	Water treatment plant operating from 13 January 2011.	WTP: 86% High level reservoir: 67% Low level reservoir: 69%	Plant is operating within quality specifications

		Distribution: Not applicable as only one reservoir	
Kenilworth	The Plant is now operating.	WTP: 86% Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications

For further specific details on storage levels, refer to appendix 2.

SEWERAGE

Provisional Assessment

- Queensland Urban Utilities (QUU) has established an Eastern and Western Recovery Teams with the Western Team recovering from west of Ipswich and Lockyer Valley, and the Eastern Team looking after Brisbane city.

- The recovery teams have been established in a 3 phase recovery process:
  - To undertake a preliminary assessment of the facilities including safety of access and a preliminary assessment of the situation;
  - When safety of access is ascertained, cleanup crews are despatched. (70 cleanup crews in total have been established); and
  - Repair team comprising fitters and electricians are deployed as necessary.

- Asset classes that are being inspected and repaired include pump stations, wastewater treatment plants, pipelines, civil structures (buildings) and control system including System Control and Data Acquisition (SCADA).

- Severe damage can be expected for those facilities where the electrics and control systems have been fully submerged. A process has been initiated for a quick turnaround of damaged switchboards at QUU workshops.

- All risk analysis and prioritisation of repairs to sewer and water civil network and buildings is underway and expected to be completed today Saturday 15th. Reports up to 5pm, 14 January, were that a very initial physical assessment had occurred on 43 pump stations and 4 water reclamation plants. These sites will now be isolated and tested.

- Much of the work will be outsourced to contractors under existing "panel of provider" arrangements. Obviously, significant coordination is occurring with the councils concerned and Allconnex staff are assisting with the recovery.

- Where there has been severe flooding and manhole covers may have been blown and sewage discharged into private properties, a call centre has been established and cleanup crew will be deployed where the household reports that such events have occurred.

- Clean up crews have now started in the field. Initially QUU have 50 crews with another 25 being sourced external. Initial clean up has started at 47 sites. Agreement has been reached with WaterSecure to provide recycled water for clean up. QUU assisted with the repairs and clean up of the WaterSecure Bundamba purified water recycling plant. Recovery operations are being hindered by the volume of debris and traffic at critical locations.

- QUU will not be addressing the clean up requirements of flooded private septic tanks. This may be a matter for consideration by the relevant councils.

- The priority for recovery is 1 - restoration of water supply, 2 – repair of sewage pump stations to remove wastewater from the suburbs, and 3 – repair of wastewater treatment plants.

- QUU reports damage as follows. This list is unlikely to grow with the exception of pipe damage in areas that are still submerged.

SEQ Regional Communities

- The sewered communities include:
  Lockyer Valley Regional Council:
  - Gatton
  - Laidley
  - Forest Hill
  - Fernvale
  - Lowood
  - Helidon

  Somerset Regional Council:
  - Esk
  - Toogoolawah
  - Kilcoy, and
  - Somerset.

- The Scenic Rim Regional Council reports that all its wastewater facilities are operating normally.

- The town of Withcott is serviced by septic tanks.

- All wastewater treatment plants in Somerset and Fernvale cannot be accessed for a number of days.

- Wastewater treatment plants in Esk, Lowood (expected to have no power for five days), Gatton (rising main being fixed) are not operating.

- Wastewater treatment plants in Kilcoy, Toogoolawah and Laidley are operating.

Brisbane and surrounding metropolitan areas

- Brisbane and surrounding metropolitan areas include Brisbane and Ipswich flood affected zones.

- It has been reported as follows:
  Ipswich:
  - 28 sewerage pumping stations are not operating, but no impact on residents is expected.

- The damage to wastewater treatment plants at Bundamba and Goodna is not as severe as initially expected. It is anticipated that these facilities will be able to be operational in days rather than weeks. Goodna has a major pressure main burst to be repaired.
- Rosewood wastewater treatment plant is operational and should be able to be fully restored quickly.

Brisbane:

- 48 sewerage pumping stations flooded or without power, but no impact on residents is expected.
- Power to the Wacol wastewater treatment plant has been restored but is not operational.
- The damage to the wastewater treatment plants at Oxley, Fairfield and Karana Downs are of concern due to the extent of submergence. Major damage to Oxley and Fairfield which are high technology facilities is expected, particularly to the electrical and control systems and it may be weeks before these plants are fully restored. Clean up and repair crews are on-site at Oxley and Fairfield.

INTERIM REPORT
(TO BE UPDATED THIS MORNING AND BE READ IN CONJUNCTION WITH SITREP-20 FROM QUU))
SEQ WATER GRID REPORT
ISSUES FOR WATER QUALITY AND SUPPLY AND SEWERAGE TREATMENT
AS AT SUNDAY 16 JANUARY 2011 (8.30AM)

WATER

GRID-CONNECTED WATER AREAS

General information

- Grid connected areas are supplied by the SEQ Water Grid Manager and include Brisbane, Ipswich, Scenic Rim, Somerset, Lockyer (Queensland Urban Utilities - QUU), Sunshine Coast, Moreton Bay (Unity Water), Gold Coast, Logan and Redlands (AllConnex) council jurisdictions. The areas most impacted are the Lockyer Valley, Somerset, Ipswich and Brisbane.
- A boil water notice is still in effect for the Atkinson Dam recreational site.
- No *E. coli* positive results have been returned in the SEQ bulk distribution network this week. While testing of water quality has increased on 14 January 2011 in Brisbane (testing doubled in some areas of Brisbane) where sampling sites are accessible, it is likely that testing in Brisbane and Ipswich by QUU will return to routine testing frequency (daily at 40 to 50 locations) on 15 January 2011 unless contamination is identified. Testing frequency has increased for LinkWater (across all assets) and Seqwater (particularly for problematic assets and assets being put on line after being offline) and testing frequency will increase further when sampling sites are accessible.
- Seqwater and LinkWater's operational monitoring capabilities are fully operational which, in combination with the verification monitoring, continue to highlight safe drinking water quality.
- LinkWater is accommodating increased requirements for water supply for Sunshine Coast area from the Water Grid.

Critical issues

- **Storages from Mt Crosby Water Treatment Plants are full (at 415 megalitres), up 140 megalitres from 15 January at 7am. Consequently, West Bank was shut down overnight on 15 January 2011. East Bank is producing 180 megaltitres per day. Consideration will be given to increasing production by 50 megalitres if needed.**
- **Consumption on 15 January 2011 was 420 megalitres per day across the connected grid area which was lower than expected. It is expected that demand will increase to 446 megalitres today which should be able to be met.**

- **QUU has indicated that they require assistance to access assets in the CBD area. Access is limited due to heavy traffic.**
- **QUU has also indicated that they are concerned about petrol shortages in their area for crews. This issue will be escalated to the State Disaster Management Group.**
- **No rainfall in last 24 hours and none forecast today. Showers returning early in the week.**
- **Somerset Dam is at 111.7% with releases continuing.**
- **Wivenhoe Dam is at 144.8% and releasing 3,477 cumecs. Maintaining objective of total flows of 3,500 cumec at Moggill.**
- **Releases will continue until at least Wednesday.**
- **North Pine Dam is at 98.6% with all gates closed.**
- Seqwater reports that water quality specifications are being met where water treatment plants are operational under current flow scenarios. Queensland Health has advised on 15 January 2011 that the Water Grid Manager revert to standard operating procedures and re-advise if there is a further change to turbidity that will result in the end product exceeding turbidity requirements as specified in the Australian Drinking Water Guidelines.
- Sites tested for water quality on 15 January 2011 in Brisbane, Ipswich and Scenic Rim met water quality specifications (see note below).
- While there are no known issues with the reticulation system at this stage in the grid connected area, issues may be identified with water quality and supply over time (e.g. main breaks) and reticulation systems are currently being monitored.
- Close scrutiny is being kept on the supply/demand balance to ensure that bulk water and reticulation systems (particularly in Brisbane) remain pressurised. Loss of pressure presents an extreme public health risk. In addition, close scrutiny is being kept on water quality from North Pine Water Treatment Plant and Mount Crosby's West Bank and East Bank Treatment Plants as drinking water production is increased to meet demand. Consideration is required to the messaging in the event a boil notice is required.
- Approval has been given by Queensland Health and the Office of the Water Supply Regulator (the regulators) to use in both metropolitan and regional SEQ communities purified recycled water for washdown purposes only (no human or animal consumption). A press release on this matter was issued on 15 January 2011. There are at least three sites that can provide purified recycled water to tankers – Bundamba, Lowood and Gibson Island. To manage supply of the water from the charge points at those sites, there will staged notification for tankers, fire brigade and the Department of Main Roads and Transport.
- Rules of use for the purified recycled water specified by the regulators are as follows:
  - Ongoing monitoring programs demonstrate that purified recycled water produced at the Advanced Water Treatment Plants meets all the necessary quality criteria required for the proposed use.

- As an additional precautionary measure, water will be rechlorinated at supply by adding sodium hypochlorite directly to the purified recycled water when filling the tankers.
- Purified recycled water is to be used for the washdown of roads, surfaces and other articles contaminated with flood residue, by council or other government employees/contractors (not the public).
- Purified recycled water is not be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances.
- Purified recycled water is not to be stored but used immediately for the approved purposes.
- Purified recycled water is to be handled as it would for A+ class recycled water.

- Approval has also been given by the regulators for the use of Class A+ recycled water from Unity Water wastewater treatment plants (and other treatment plants) for washdown purposes. At this stage, the proposed rules of use are:
  - Class A+ recycled water is to be sourced from specific locations that provide that quality of water.
  - Ongoing monitoring programs demonstrate that Class A+ recycled water produced at the Wastewater Treatment Plants meets all the necessary quality criteria required for the proposed use.
  - Class A+ recycled water is to be used for the wash-down of roads and outdoor surfaces contaminated with flood residue, by council or other government employees/contractors only (not the public).
  - Class A+ recycled water is <u>not</u> to be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances.
  - Class A+ recycled water is not to be stored but used immediately for the approved purposes.
  - Class A+ recycled water handling procedures apply.

- NOTE: There was a report on 15/1/11 of the detection of (*E. Coli*) at 1 coliform forming unit per 100 millitres at Ashwell school at Rosewood. On 14 December 2010 there was also a detection of *E. Coli* in the same location. These detections are likely due to the location of the sampling site and low usage of water during school holidays (as water sits in the pipes), and is unlikely to have anything to do with the current flood crisis. Therefore it has not been included in the water quality issues within this briefing note. QUU are managing this incident in a similar way in which they managed the December detection, and the incident has been reported to the Office of the Water Supply Regulator (OWSR), Queensland Health and the Water Grid Manager as per regulatory and Emergency Response Plan requirements, respectively.

TREATMENT PLANT	SUPPLY	QUALITY
Mt Crosby Water Treatment Plant (West Bank and East Bank)	Storage full at 415 megalitres. Production is 180 megalitres per day by East Bank. Currently nil production by West Bank (from overnight on 15 January 2011). Consideration will be given to increasing production later today if required.	Plant is operating within quality specifications

North Pine Water Treatment Plant and Northern Pipeline	Jointly delivering 100 megalitres per day	Plant is operating within quality specifications
Southern Regional Water Pipeline	Transporting 100 megalitres per day to central Queensland	Pipeline is operating within quality specifications
Lander Shute Water Treatment Plant	Operating	Plant is operating within quality specifications
Ewan Maddock Water Treatment Plant	Started at 17:30 on 15 January 2011 producing an estimated 200 litres per second.	Plant is operating within quality specifications

UNCONNECTED WATER AREAS (Small towns)

Queensland Urban Utilities

General information

- The affected towns supplied by Queensland Urban Utilities (QUU) are:
  - Lowood Gatton Laidley Supply: which also delivers water to Grantham, Helidon, Fernvale and Withcott
  - Kilcoy
  - Somerset
  - Jimna
  - Linville and
  - Kirkleagh and Wivenhoe Dam recreation areas.

- It is understood that all water supplies (except Withcott) are operational. For this reason, it is proposed that no further separate reports on small town water supplies be provided. It is proposed that updates can be restricted to Withcott and/or via an exception report to the Water Grid Manager.

- The permanent intake requirements at Lowood will be assessed when the floodwater recedes and the damage can be inspected.

Critical issues

- Supplies to the smaller centres have been restored sufficient to meet demands. Lowood Gatton Laidley Water Supply Scheme started supply on 15 January 2011 pumping 140 litres/second and is operating well.

- **85% of customers are now being supplied, with the remaining 15% within the next 18 hours. As far as is known, there are no major bursts. There are ten crews available for any minor reticulation repairs.**

- **The connection to Withcott, which involved significant engineering work, has been restored and has been charged in the morning of 16 January 2011 (earlier than originally anticipated date of 17 January 2011). Supply to 1500 reticulation customers in Withcott will be returned within 18 hours.**

- There is a need to increase water quality testing in these areas daily (routine testing for small populations is not routinely performed on a daily basis). QUU commenced testing of some areas on 14 January including Fernvale, Lowood and Gatton. It is expected that further testing will be undertaken in the coming days. Sites tested on 15 January 2011 in Somerset and Lockyer Valley remain clear.

- A boil water notice for the affected Lockyer Valley, Marburg and Somerset township towns was issued by Queensland Urban Utilities at approximately 3.00 pm on 13 January 2011 and is still in effect. This was reviewed and amended by the Office of the Water Supply Regulator (in the Department of Environment and Resource Management), Queensland Health and the Grid Water Quality Technical Coordination Team. That alert was reissued on 14 January 2011 to include Laidley.

- While there was some concern about the low level of community awareness of the boil water alert (particularly as those areas are likely to not have access to the internet and other media due to lack of electricity), QUU has been reinforcing the message. Flyers have been distributed in supermarkets, local councils are trying to get the message out and media outlets have been contacted as well.

- Restoration of power supplies enables maximum use of rainwater tanks and bores in the recovery process.

- There may be water quality issues when water supply is restored. For this reason, the "boil water" alert should remain in place until water quality testing has confirmed that the drinking water supplies are safe to drink. There may be other system breakages and operational issues, however QUU proposes to deal with these as a routine operation matter.

- While there was some concern that the quantity of bottled water being distributed to areas not connected to the water grid was limited (by weight issues for helicopters), QUU advises that Gatton now has a stockpile of bottled water. There are an estimated 3 helicopters and 10 water tankers supplying water. For additional information on bottled water, refer to appendix 1.

- For information on purified recycled water use and proposed use of class A+ recycled water for washdown, refer above to grid-connected water areas.

- More detailed information on specific areas is as follows:

This table is currently being updated with the latest information which will be provided in the next issue this morning (with the exception of highlighted information which is up to date)

AREA	SUPPLY	QUALITY
Lowood Gatton Laidley Water Supply Scheme	Lowood supply became operational at 5am Saturday 15th delivering 140l/s via the use of a temporary diesel pump. Storages are at: • Laidley 58% • Woodlands 80% and 35% • Gatton 100% • Helidon 5% and filling • Postman's Ridge at Murphies Creek 24% • Wittcott, currently charging	Under boil water alert from 13/1/11 and remains current. Laidley was added to the re-issued boil water alert on 14/1/11. There will be consideration by QH and OWSR for lifting the boil water notice when there are at least 3 successive days of no detection of *E. coli*. However testing at this point in time indicates that water quality is meeting specifications. Further testing is still required.
Esk	Plant is operating.	Plant is operating within quality specifications
Kilcoy	Kilcoy (Wade Street) supplies are continuing to increase, now in excess of 30%. The main local supply intake was washed away and Seqwater is seeking to re-establish this supply. In the meantime, the backup water supply from Somerset Dam via the Kilcoy/Somerset Treatment Plant is fully operational but not required at this time. Seqwater has a backup diesel pump on the raw water supply feeding the local Kilcoy water treatment plant until power and a new intake arrangement can be installed. Adequate emergency supplies should be available in the short term; consumption will need to be managed until full supply can be restored. The Kilcoy meatworks is seeking supply Seqwater is negotiating with the meatworks to provide a limited supply until the supply has been fully restored.	Plant is operating within quality specifications
Somerset	Reservoirs are 53% full and supply appears to be under control. The water treatment plant is operational and can be operated when required. The main issue is the water turbidity and it would be more	Somerset township is included on boil water alert on 13 January 2011 which remains current.

	efficient to operate the plant when the turbidity level declines.	Plant is operating within quality specifications
Jimna	Water storage levels increased overnight. Situation appears to be under control.	Plant is operating within quality specifications
Linville	Supplies at 57% and rising. There is no power and a generator is being utilised.	Plant is operating within quality specifications
Kirkleagh and Wivenhoe camping grounds	Camping grounds to be restored as a lower priority. These remain offline.	N/A

Unitywater

The affected towns supplied by Unitywater are Dayboro and Kenilworth.

AREA	SUPPLY	QUALITY
Dayboro	Water treatment plant operating from 13 January 2011.	Plant is operating within quality specifications
Kenilworth	Kenilworth Water Treatment Plant has been operating and the reservoir was full at 10pm 14 January 2011. The Plant has now been shutdown and will resume operation when triggered by low water levels. Tankering of water has ceased.	Plant is operating within quality specifications

For further specific details on storage levels, refer to appendix 2.

SEWERAGE

Provisional Assessment

- Queensland Urban Utilities (QUU) has established an Eastern and Western Recovery Teams with the Western Team recovering from west of Ipswich and Lockyer Valley, and the Eastern Team looking after Brisbane city.

- The recovery teams have been established in a 3 phase recovery process:
  - To undertake a preliminary assessment of the facilities including safety of access and a preliminary assessment of the situation;
  - When safety of access is ascertained, cleanup crews are despatched. (70 cleanup crews in total have been established); and
  - Repair team comprising fitters and electricians are deployed as necessary.

- Asset classes that are being inspected and repaired include pump stations, wastewater treatment plants, pipelines, civil structures (buildings) and control system including System Control and Data Acquisition (SCADA).

- Severe damage can be expected for those facilities where the electrics and control systems have been fully submerged. A process has been initiated for a quick turnaround of damaged switchboards at QUU workshops.

- All risk analysis and prioritisation of repairs to sewer and water civil network and buildings is underway and expected to be completed today Saturday 15th. Reports up to 5pm, 14 January, were that a very initial physical assessment had occurred on 43 pump stations and 4 water reclamation plants. These sites will now be isolated and tested.

- Much of the work will be outsourced to contractors under existing "panel of provider" arrangements. Obviously, significant coordination is occurring with the councils concerned and Allconnex staff are assisting with the recovery.

- Where there has been severe flooding and manhole covers may have been blown and sewage discharged into private properties, a call centre has been established and cleanup crew will be deployed where the household reports that such events have occurred.

- Clean up crews have now started in the field. Initially QUU have 50 crews with another 25 being sourced external. Initial clean up has started at 47 sites. Agreement has been reached with WaterSecure to provide recycled water for clean up. QUU assisted with the repairs and clean up of the WaterSecure Bundamba purified water recycling plant. Recovery operations are being hindered by the volume of debris and traffic at critical locations.

- QUU will not be addressing the clean up requirements of flooded private septic tanks. This may be a matter for consideration by the relevant councils.

- The priority for recovery is 1 - restoration of water supply, 2 – repair of sewage pump stations to remove wastewater from the suburbs, and 3 – repair of wastewater treatment plants.

- QUU reports damage as follows. This list is unlikely to grow with the exception of pipe damage in areas that are still submerged.

SEQ Regional Communities

- The sewered communities include:
  Lockyer Valley Regional Council:
  - Gatton
  - Laidley
  - Forest Hill
  - Fernvale
  - Lowood
  - Helidon

  Somerset Regional Council:
  - Esk
  - Toogoolawah
  - Kilcoy, and
  - Somerset.

- The Scenic Rim Regional Council reports that all its wastewater facilities are operating normally.

- The town of Withcott is serviced by septic tanks.

- All wastewater treatment plants in Somerset and Fernvale cannot be accessed for a number of days.

- Wastewater treatment plants in Esk, Lowood (expected to have no power for five days), Gatton (rising main being fixed) are not operating.

- Wastewater treatment plants in Kilcoy, Toogoolawah and Laidley are operating.

Brisbane and surrounding metropolitan areas

- Brisbane and surrounding metropolitan areas include Brisbane and Ipswich flood affected zones.

- It has been reported as follows:
  Ipswich:
  - 28 sewerage pumping stations are not operating, but no impact on residents is expected.

- The damage to wastewater treatment plants at Bundamba and Goodna is not as severe as initially expected. It is anticipated that these facilities will be able to be operational in days rather than weeks. Goodna has a major pressure main burst to be repaired.
- Rosewood wastewater treatment plant is operational and should be able to be fully restored quickly.

Brisbane:

- 48 sewerage pumping stations flooded or without power, but no impact on residents is expected.
- Power to the Wacol wastewater treatment plant has been restored but is not operational.
- The damage to the wastewater treatment plants at Oxley, Fairfield and Karana Downs are of concern due to the extent of submergence. Major damage to Oxley and Fairfield which are high technology facilities is expected, particularly to the electrical and control systems and it may be weeks before these plants are fully restored. Clean up and repair crews are on-site at Oxley and Fairfield.

INTERIM REPORT
SEQ WATER GRID REPORT
ISSUES FOR WATER QUALITY AND SUPPLY AND SEWERAGE TREATMENT
AS AT SUNDAY 16 JANUARY 2011 (11.20AM)

WATER

GRID-CONNECTED WATER AREAS

General information

- Grid connected areas are supplied by the SEQ Water Grid Manager and include Brisbane, Ipswich, Scenic Rim, Somerset, Lockyer (Queensland Urban Utilities - QUU), Sunshine Coast, Moreton Bay (Unity Water), Gold Coast, Logan and Redlands (AllConnex) council jurisdictions. The areas most impacted are the Lockyer Valley, Somerset, Ipswich and Brisbane.
- A boil water notice is still in effect for the Atkinson Dam recreational site.
- No *E. coli* positive results have been returned in the SEQ bulk distribution network this week. While testing of water quality has increased on 14 January 2011 in Brisbane (testing doubled in some areas of Brisbane) where sampling sites are accessible, it is likely that testing in Brisbane and Ipswich by QUU will return to routine testing frequency (daily at 40 to 50 locations) on 15 January 2011 unless contamination is identified. Testing frequency has increased for LinkWater (across all assets) and Seqwater (particularly for problematic assets and assets being put on line after being offline) and testing frequency will increase further when sampling sites are accessible.
- Seqwater and LinkWater's operational monitoring capabilities are fully operational which, in combination with the verification monitoring, continue to highlight safe drinking water quality.
- LinkWater is accommodating increased requirements for water supply for Sunshine Coast area from the Water Grid.

Critical issues

- **Storages from Mt Crosby Water Treatment Plants are full (at 415 megalitres), up 140 megalitres from 15 January at 7am. Consequently, West Bank was shut down overnight on 15 January 2011. East Bank is producing 180 megaltitres per day. Consideration will be given to increasing production by 50 megalitres if needed.**
- **Consumption on 15 January 2011 was 420 megalitres per day across the connected grid area which was lower than expected. It is expected that demand will increase to 446 megalitres today which should be able to be met.**
- **QUU has indicated that they require assistance to access assets in the CBD area. Access is limited due to heavy traffic.**

- **QUU has also indicated that they are concerned about petrol shortages in their area for crews. This issue will be escalated to the State Disaster Management Group.**
- **No rainfall in last 24 hours and none forecast today. Showers returning early in the week.**
- **Somerset Dam is at 111.7% with releases continuing.**
- **Wivenhoe Dam is at 144.8% and releasing 3,477 cumecs. Maintaining objective of total flows of 3,500 cumec at Moggill. Releases will continue until at least Wednesday.**
- **North Pine Dam is at 98.6% with all gates closed.**
-
- Seqwater reports that water quality specifications are being met where water treatment plants are operational under current flow scenarios. Queensland Health has advised on 15 January 2011 that the Water Grid Manager revert to standard operating procedures and re-advise if there is a further change to turbidity that will result in the end product exceeding turbidity requirements as specified in the Australian Drinking Water Guidelines.
- Sites tested for water quality on 15 January 2011 in Brisbane, Ipswich and Scenic Rim met water quality specifications (see note below).
- While there are no known issues with the reticulation system at this stage in the grid connected area, issues may be identified with water quality and supply over time (e.g. main breaks) and reticulation systems are currently being monitored.
- Close scrutiny is being kept on the supply/demand balance to ensure that bulk water and reticulation systems (particularly in Brisbane) remain pressurised. Loss of pressure presents an extreme public health risk. In addition, close scrutiny is being kept on water quality from North Pine Water Treatment Plant and Mount Crosby's West Bank and East Bank Treatment Plants as drinking water production is increased to meet demand. Consideration is required to the messaging in the event a boil notice is required.
- Approval has been given by Queensland Health and the Office of the Water Supply Regulator (the regulators) to use in both metropolitan and regional SEQ communities purified recycled water for washdown purposes only (no human or animal consumption). A press release on this matter was issued on 15 January 2011. There are at least three sites that can provide purified recycled water to tankers – Bundamba, Lowood and Gibson Island. To manage supply of the water from the charge points at those sites, there will staged notification for tankers, fire brigade and the Department of Main Roads and Transport.
- Rules of use for the purified recycled water specified by the regulators are as follows:
  - Ongoing monitoring programs demonstrate that purified recycled water produced at the Advanced Water Treatment Plants meets all the necessary quality criteria required for the proposed use.

- As an additional precautionary measure, water will be rechlorinated at supply by adding sodium hypochlorite directly to the purified recycled water when filling the tankers.
- Purified recycled water is to be used for the washdown of roads, surfaces and other articles contaminated with flood residue, by council or other government employees/contractors (not the public).
- Purified recycled water is not be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances.
- Purified recycled water is not to be stored but used immediately for the approved purposes.
- Purified recycled water is to be handled as it would for A+ class recycled water.

- Approval has also been given by the regulators for the use of Class A+ recycled water from Unity Water wastewater treatment plants (and other treatment plants) for washdown purposes. At this stage, the proposed rules of use are:
  - Class A+ recycled water is to be sourced from specific locations that provide that quality of water.
  - Ongoing monitoring programs demonstrate that Class A+ recycled water produced at the Wastewater Treatment Plants meets all the necessary quality criteria required for the proposed use.
  - Class A+ recycled water is to be used for the wash-down of roads and outdoor surfaces contaminated with flood residue, by council or other government employees/contractors only (not the public).
  - Class A+ recycled water is not to be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances.
  - Class A+ recycled water is not to be stored but used immediately for the approved purposes.
  - Class A+ recycled water handling procedures apply.

- NOTE: There was a report on 15/1/11 of the detection of (*E. Coli*) at 1 coliform forming unit per 100 millitres at Ashwell school at Rosewood. On 14 December 2010 there was also a detection of *E. Coli* in the same location. These detections are likely due to the location of the sampling site and low usage of water during school holidays (as water sits in the pipes), and is unlikely to have anything to do with the current flood crisis. Therefore it has not been included in the water quality issues within this briefing note. QUU are managing this incident in a similar way in which they managed the December detection, and the incident has been reported to the Office of the Water Supply Regulator (OWSR), Queensland Health and the Water Grid Manager as per regulatory and Emergency Response Plan requirements, respectively.

TREATMENT PLANT	SUPPLY	QUALITY
Mt Crosby Water Treatment Plant (West Bank and East Bank)	Storage full at 415 megalitres. Production is 180 megalitres per day by East Bank. Currently nil production by West Bank (from overnight on 15 January 2011). Consideration will be given to increasing production later today if required.	Plant is operating within quality specifications

North Pine Water Treatment Plant and Northern Pipeline	Jointly delivering 100 megalitres per day	Plant is operating within quality specifications
Southern Regional Water Pipeline	Transporting 100 megalitres per day to central Queensland	Pipeline is operating within quality specifications
Lander Shute Water Treatment Plant	Operating	Plant is operating within quality specifications
Ewan Maddock Water Treatment Plant	Started at 17:30 on 15 January 2011 producing an estimated 200 litres per second.	Plant is operating within quality specifications

UNCONNECTED WATER AREAS (Small towns)

Queensland Urban Utilities

General information

- The affected towns supplied by Queensland Urban Utilities (QUU) are:
  - Lowood Gatton Laidley Supply: which also delivers water to Grantham, Helidon, Fernvale and Withcott
  - Kilcoy
  - Somerset
  - Jimna
  - Linville and
  - Kirkleagh and Wivenhoe Dam recreation areas.

- It is understood that all water supplies (except Withcott) are operational. For this reason, it is proposed that no further separate reports on small town water supplies be provided. It is proposed that updates can be restricted to Withcott and/or via an exception report to the Water Grid Manager.

- The permanent intake requirements at Lowood will be assessed when the floodwater recedes and the damage can be inspected.

Critical issues

- Supplies to the smaller centres have been restored sufficient to meet demands. Lowood Gatton Laidley Water Supply Scheme started supply on 15 January 2011 pumping 140 litres/second and is operating well.

- **85% of customers are now being supplied, with the remaining 15% expected to be supplied within the next 18 hours. As far as is known, there are no major bursts. There are ten crews available for any minor reticulation repairs.**

- **The connection to Withcott, which involved significant engineering work, has been restored and has been charged in the morning of 16 January 2011 (earlier than originally anticipated date of 17 January 2011). Supply to 1500 reticulation customers in Withcott will be returned within 18 hours.**

- There is a need to increase water quality testing in these areas daily (routine testing for small populations is not routinely performed on a daily basis). QUU commenced testing of some areas on 14 January including Fernvale, Lowood and Gatton. It is expected that further testing will be undertaken in the coming days. Sites tested on 15 January 2011 in Somerset and Lockyer Valley remain clear.

- A boil water notice for the affected Lockyer Valley, Marburg and Somerset township towns was issued by Queensland Urban Utilities at approximately 3.00 pm on 13 January 2011 and is still in effect. This was reviewed and amended by the Office of the Water Supply Regulator (in the Department of Environment and Resource Management), Queensland Health and the Grid Water Quality Technical Coordination Team. That alert was reissued on 14 January 2011 to include Laidley.

- While there was some concern about the low level of community awareness of the boil water alert (particularly as those areas are likely to not have access to the internet and other media due to lack of electricity), QUU has been reinforcing the message. Flyers have been distributed in supermarkets, local councils are trying to get the message out and media outlets have been contacted as well.

- Restoration of power supplies enables maximum use of rainwater tanks and bores in the recovery process.

- There may be water quality issues when water supply is restored. For this reason, the "boil water" alert should remain in place until water quality testing has confirmed that the drinking water supplies are safe to drink. There may be other system breakages and operational issues, however QUU proposes to deal with these as a routine operation matter.

- While there was some concern that the quantity of bottled water being distributed to areas not connected to the water grid was limited (by weight issues for helicopters), QUU advises that Gatton now has a stockpile of bottled water. There are an estimated 3 helicopters and 10 water tankers supplying water. For additional information on bottled water, refer to appendix 1.

- For information on purified recycled water use and proposed use of class A+ recycled water for washdown, refer above to grid-connected water areas.

- More detailed information on specific areas is as follows:

This table is currently being updated with the latest information which will be provided in the next issue this morning (with the exception of highlighted information which is up to date)

AREA	SUPPLY	RESERVOIR STORAGE LEVELS (WTP – Water Treatment Plant reservoirs) (Distribution – Distribution reservoirs) Note some areas have only one reservoir		QUALITY
Lowood Gatton Laidley Water Supply Scheme	Lowood supply became operational at 5am Saturday 15th delivering 140l/s via the use of a temporary diesel pump.	WTP: Balance tank: Distribution: Plainlands* Laidley Summers St* Laidley Douglas McInnes* (*combined equals 2.5 days supply) Forest Hill Woodlands (High) (Gatton) Woodlands (Low) (Gatton) Cochrane St (Gatton) Cochrane St Low (Gatton) Helidon Postman's Ridge Murphy's Creek Tabletop Fernvale Withcott (may be issues with pump stations - trying to connect)	70% 70% 4% 17% 14% 60% 88% 74% 40% 49% 84% 24% 79% 93% 3% Empty at 10am but currently charging pipeline	Under boil water alert from 13/1/11 and remains current. Laidley was added to the re-issued boil water alert on 14/1/11. There will be consideration by QH and OWSR for lifting the boil water notice when there are at least 3 successive days of no detection of *E. coli.* However testing at this point in time indicates that water quality is meeting specifications. Further testing is still required.
Esk	Plant is operating.	WTP: 70% Distribution: 70%		Plant is operating within quality specifications
Kilcoy	The main local supply intake was washed away and Seqwater is seeking to re-establish this	WTP: 100%		Plant is operating within quality specifications

	supply. Seqwater has a backup diesel pump on the raw water supply feeding the local Kilcoy water treatment plant until power and a new intake arrangement can be installed. The Kilcoy meatworks is seeking supply Seqwater is negotiating with the meatworks to provide a limited supply until the supply has been fully restored. In the meantime, the backup water supply from Somerset Dam via the Kilcoy/Somerset Treatment Plant is fully operational but not required at this time.	Distribution: 100%	
Somerset	The water treatment plant is operational and can be operated when required. The main issue is the water turbidity and it would be more efficient to operate the plant when the turbidity level declines.	WTP: 90% Distribution: Not applicable as only one reservoir	Somerset township is included on boil water alert on 13 January 2011 which remains current. Plant is operating within quality specifications
Jimna	Situation appears to be under control.	WTP: 90% Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications
Linville	There is no power and a generator is being utilised.	WTP: 90% Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications
Kirkleagh and Wivenhoe camping grounds	Camping grounds to be restored as a lower priority. These remain offline. 4 houses are supplied from Wivenhoe camping grounds supply and water is being tankered.	N/A	N/A

Unitywater

The affected towns supplied by Unitywater are Dayboro and Kenilworth.

AREA	SUPPLY	TREATMENT PLANT RESERVOIR STORAGE LEVELS	QUALITY
Dayboro	Water treatment plant operating from 13 January 2011.	WTP: 86% High level reservoir: 67% Low level reservoir: 69% Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications
Kenilworth	The Plant is now operating.	WTP: 86% Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications

For further specific details on storage levels, refer to appendix 2.

SEWERAGE

Provisional Assessment

- Queensland Urban Utilities (QUU) has established an Eastern and Western Recovery Teams with the Western Team recovering from west of Ipswich and Lockyer Valley, and the Eastern Team looking after Brisbane city.

- The recovery teams have been established in a 3 phase recovery process:
  - To undertake a preliminary assessment of the facilities including safety of access and a preliminary assessment of the situation;
  - When safety of access is ascertained, cleanup crews are despatched. (70 cleanup crews in total have been established); and
  - Repair team comprising fitters and electricians are deployed as necessary.

- Asset classes that are being inspected and repaired include pump stations, wastewater treatment plants, pipelines, civil structures (buildings) and control system including System Control and Data Acquisition (SCADA).

- Severe damage can be expected for those facilities where the electrics and control systems have been fully submerged. A process has been initiated for a quick turnaround of damaged switchboards at QUU workshops.

- All risk analysis and prioritisation of repairs to sewer and water civil network and buildings is underway and expected to be completed today Saturday 15th. Reports up to 5pm, 14 January, were that a very initial physical assessment had occurred on 43 pump stations and 4 water reclamation plants. These sites will now be isolated and tested.

- Much of the work will be outsourced to contractors under existing "panel of provider" arrangements. Obviously, significant coordination is occurring with the councils concerned and Allconnex staff are assisting with the recovery.

- Where there has been severe flooding and manhole covers may have been blown and sewage discharged into private properties, a call centre has been established and cleanup crew will be deployed where the household reports that such events have occurred.

- Clean up crews have now started in the field. Initially QUU have 50 crews with another 25 being sourced external. Initial clean up has started at 47 sites. Agreement has been reached with WaterSecure to provide recycled water for clean up. QUU assisted with the repairs and clean up of the WaterSecure Bundamba purified water recycling plant. Recovery operations are being hindered by the volume of debris and traffic at critical locations.

- QUU will not be addressing the clean up requirements of flooded private septic tanks. This may be a matter for consideration by the relevant councils.

- The priority for recovery is 1 - restoration of water supply, 2 – repair of sewage pump stations to remove wastewater from the suburbs, and 3 – repair of wastewater treatment plants.

- QUU reports damage as follows. This list is unlikely to grow with the exception of pipe damage in areas that are still submerged.

SEQ Regional Communities

  - The sewered communities include:
    Lockyer Valley Regional Council:
    - Gatton
    - Laidley
    - Forest Hill
    - Fernvale
    - Lowood
    - Helidon

    Somerset Regional Council:
    - Esk
    - Toogoolawah
    - Kilcoy, and
    - Somerset.

  - The Scenic Rim Regional Council reports that all its wastewater facilities are operating normally.

  - The town of Withcott is serviced by septic tanks.

  - All wastewater treatment plants in Somerset and Fernvale cannot be accessed for a number of days.

  - Wastewater treatment plants in Esk, Lowood (expected to have no power for five days), Gatton (rising main being fixed) are not operating.

  - Wastewater treatment plants in Kilcoy, Toogoolawah and Laidley are operating.

Brisbane and surrounding metropolitan areas

  - Brisbane and surrounding metropolitan areas include Brisbane and Ipswich flood affected zones.

  - It has been reported as follows:
    Ipswich:
    - 28 sewerage pumping stations are not operating, but no impact on residents is expected.

- The damage to wastewater treatment plants at Bundamba and Goodna is not as severe as initially expected. It is anticipated that these facilities will be able to be operational in days rather than weeks. Goodna has a major pressure main burst to be repaired.
- Rosewood wastewater treatment plant is operational and should be able to be fully restored quickly.

Brisbane:

- 48 sewerage pumping stations flooded or without power, but no impact on residents is expected.
- Power to the Wacol wastewater treatment plant has been restored but is not operational.
- The damage to the wastewater treatment plants at Oxley, Fairfield and Karana Downs are of concern due to the extent of submergence. Major damage to Oxley and Fairfield which are high technology facilities is expected, particularly to the electrical and control systems and it may be weeks before these plants are fully restored. Clean up and repair crews are on-site at Oxley and Fairfield.

SEQ Water Grid

Situation report 7 - Water quality - 16.1.11, 2 PM

Summary

A boil water notice for the affected Ipswich/Somerset/Lockyer Valley towns was issued by Queensland Urban Utilities at approximately 3pm 13.1.11 and is still in effect. There is a need to continue to ensure that this message continues to be widely received. Also, a boil water notice is still in effect for the Atkinson Dam recreational site.

Seqwater reports that water quality specifications are being met where water treatment plants are operational under current flow scenarios, including Kilcoy, Lowood, Dayboro and Kenilworth.

Reservoir storages are improving in both unconnected and connected Water Grid drinking water supplies. All small town water treatment plants (WTPs) are functional and producing drinking water at rates that exceed demand. Grid associated WTPs are also producing water that is being balanced to meet demand.

Close scrutiny is being kept on the supply/demand balance to ensure that bulk water and reticulation systems (particularly in Brisbane) remain pressurised. Loss of pressure presents an extreme public health risk. In addition, close scrutiny is being kept on water quality from North Pine Water Treatment Plant and Mount Crosby's West Bank and East Bank Treatment Plants as drinking water production is increased (when necessary) to meet demand. To date water quality for both plants meets HACCP limits. Consideration is required to the messaging in the event a boil water notice is required.

Latest data indicates that turbidity of raw intake water has now decreased significantly at both Mt Crosby and North Pine (to around 400 NTU or less). This change in raw water quality will allow standard treatment practices to continue with treated water meeting the Seqwater HACCP limits of 0.3 NTU (at North Pine and Mt Crosby they are currently treating at below 0.1 NTU). WGM Emergency Group has requested advice about the review of treated water turbidity targets. Queensland Health advises that the WGM revert to standard operating procedures and re-advise if there is a further change to turbidity that will result in the end product exceeding agreed HACCP critical limits.

No *E. coli* positive results have been returned in the SEQ bulk distribution network this week.

Queensland Urban Utilities have reported a positive result at Ashwell School (Rosewood) yesterday (1cfu/100mls *E. coli*) from 14.1.11 sample, but the retest on 15.1.11 was negative. A sample from Patrick Street (Laidley) taken on 15.1.11 was positive for *E. coli* (1cfu/100mls) and retest of this sample point was done today. The remainder of the sites tested yesterday across Ipswich, Somerset, and Lockyer Valley remain clear. Unitywater and Allconnex Water reticulation systems remain clear.

Drinking Water Service Providers continue to experience some difficulty accessing laboratory-based testing. 60-70 per cent of Seqwater's verification monitoring water program has been suspended however the only affected Water Grid-connected plant is Mount Crosby. LinkWater have increased their verification monitoring to daily as of the 12.1.11 and will continue to do so until further notice, although some sites remain inaccessible. LinkWater's verification sampling results remain clear.

Seqwater and LinkWater's operational monitoring capabilities are fully operational which, in combination with the limited verification monitoring, highlight safe drinking water quality.

Queensland Urban Utilities has confirmed that routine verification monitoring (sampling program) will recommence tomorrow for all areas, although higher frequencies of monitoring will occur the Lowood scheme and Ipswich west supply zones for today and tomorrow at this stage. Also Ipswich (central and east) verification monitoring program has been revised. Finally, 10-15 samples are to be collected today from Brisbane flood impacted areas. No routine sampling was conducted in Brisbane yesterday. Results received to date have confirmed safe drinking water.

UrbanUtilities

COMMUNITY SERVICE ANNOUNCEMENT

WATER SUPPLY AND QUALITY UPDATE

1pm, 17 January 2011

Boil water alert remains in place for;

Ipswich: Marburg only.

Lockyer Valley: Laidley, Kensington Grove, Regency Downs, Hatton Vale, Plainlands, Gatton, Forest Hill, Glenore Grove, Withcott, Murphys Creek, Lockyer, Tabletop, Postmans Ridge, Helidon, Grantham, Lockrose and Placid Hills and surrounding areas on town supply.

Somerset: Minden, Fernvale, Lowood, Brightview, Coolana, Helenvale Estate, Tarampa, and Vernor and surrounding areas on town supply.

We strongly recommend people in these areas boil water, or use bottled water for the purposes of drinking, cooking, woshing uncooked foods (such as salads), making ice, personal hygiene, washing hands, cleaning teeth, gargling, face washing of young children, making baby or infant formula, washing toys and children's utensils.

Bring water to a continuous rolling boil for one minute, then allow to cool. Store in a clean container with a lid and refrigerate (if practical) before drinking.

Bottled water collection points;

- Gatton Indoor Sports Centre, Spencer St, Gatton
- Withcott State School, Biggs Road, Withcott
- Withcott Hotel, Warrego Highway, Withcott
- Minden State School, corner of Lowood-Minden Rd and Warrego Highway, Minden
- Fernvale Futures Complex and Information Centre, Brisbane Valley Highway, Fernvale
- Helidon Community Centre, Arthur St, Helidon
- Laidley Council Depot, Rosewood Rd, Laidley.

Lockyer Valley and Somerset water supply

Most residents and businesses in the Lockyer Valley and Somerset are now receiving water as the system comes back online following extensive flood damage.

Water supply has now been restored to Withcott and we are still working on returning water supply to some smaller areas.

We strongly recommend residents and businesses in the areas listed above keep boiling water while we continue testing the system and the water quality. We will advise you as soon as this boil water precaution is no longer required.

BRISBANE

- Brisbane has a good water supply in the reservoirs
- Water is safe to drink – there is no need to boil water in Brisbane.

IPSWICH

- Ipswich has a good water supply.
- We recommend Marburg residents continue to boil water as a precaution.
- For all other Ipswich areas, water is safe to drink – there is no need to boil water.

SCENIC RIM

- The water supply is normal and safe to drink.

Our dedicated recovery team

Queensland Urban Utilities has a dedicated recovery team of more than 400 staff working round the clock to repair flood-damaged water and wastewater infrastructure and restore a safe water supply to our customers.

We will continue to closely monitor water supply and quality and provide updates on www.urbanutilities.com.au

Clean up health and safety

For more information on keeping safe and healthy during clean up efforts go to the Queensland Health website http://www.health.qld.gov.au

Queensland Urban Utilities
24-hr Media contact: [redacted]

SEQ Water Grid

Situation report 8 - Water quality - 17.1.11, 2 PM

Summary

A boil water notice for the affected Ipswich/Somerset/Lockyer Valley towns was issued by Queensland Urban Utilities at approximately 3pm 13.1.11 and is still in effect. There is a need to continue to ensure that this message continues to be widely received. Also, a boil water notice is still in effect for the Atkinson Dam recreational site.

Seqwater reports that water quality specifications (HACCP limits) are being met where water treatment plants are operational under current flow scenarios. Raw water risks for each site are being managed.

Reservoir storages are improving in both unconnected and connected Water Grid drinking water supplies. All small town water treatment plants (WTPs) are functional and producing drinking water at rates that exceed demand. Grid associated WTPs are also producing water that is being balanced to meet demand.

Close scrutiny is being kept on the supply/demand balance to ensure that bulk water and reticulation systems (particularly in Brisbane) remain pressurised. Loss of pressure presents an extreme public health risk. In addition, close scrutiny is being kept on water quality from North Pine Water Treatment Plant and Mount Crosby's West Bank and East Bank Treatment Plants as drinking water production is increased (when necessary) to meet demand. To date water quality for both plants meets HACCP limits. Consideration is required to the messaging in the event a boil water notice is necessary.

Latest data indicates that turbidity of raw intake water has now decreased significantly at both Mt Crosby and North Pine. This change in raw water quality will allow standard treatment practices to continue with treated water meeting the Seqwater HACCP limits of 0.3 NTU (at North Pine and Mt Crosby they are currently treating at below 0.1 NTU). WGM Emergency Group has requested advice about the review of treated water turbidity targets. Queensland Health advises that the WGM revert to standard operating procedures and re-advise if there is a further change to turbidity that will result in the end product exceeding agreed HACCP critical limits.

No *E. coli* positive results have been returned in the SEQ bulk distribution network this week.

Queensland Urban Utilities have reported a positive result at Patrick Street (Laidley) taken on 15.1.11 was positive for *E. coli* (1cfu/100mls). The retest of this sample

secure sustainable

point on 16.1.11 was negative. The remainder of the flood impacted sites tested yesterday (16.1.11) across Brisbane (14 sample points), and 13 of the 14 sample points in Ipswich, Somerset, and Lockyer Valley were clear. A sample taken at Laidley Shire Council (Laidley) sample point on 16.1.11 was positive for *E. coli* (2MPN/100mls) and resample of this sample point is being done today (17.1.11). Unitywater and Allconnex Water reticulation systems remain clear.

Drinking Water Service Providers continue to experience some difficulty accessing laboratory-based testing.

The majority of Seqwater's catchment monitoring program was suspended last week, and risk assessments will have to be undertaken before this resumes. 60 per cent of Seqwater's verification monitoring water program of treated drinking water has been suspended however the only affected Water Grid-connected plant is Mount Crosby. The majority of verification monitoring programs should once again resume sometime this week and at the normal frequency. At all sites operator sampling and online monitoring (where available) has been occurring on a continual basis.

LinkWater have increased their verification monitoring to daily (from a weekly frequency) as of the 12.1.11 and will continue to do so until further notice, although some sites still remain inaccessible. LinkWater's verification sampling results remain clear.

Seqwater and LinkWater's operational monitoring capabilities are fully operational which, in combination with the limited verification monitoring, highlight safe drinking water quality.

Queensland Urban Utilities has confirmed that routine verification monitoring (sampling program) will recommence today (17.1.11) for Brisbane and Scenic Rim. Higher frequencies of monitoring (special disaster monitoring) will continue in the Lockyer Valley, Somerset and Ipswich supply zones for today (17.1.11) and tomorrow (18.1.11) at this stage. Results received to date have confirmed safe drinking water.

INTERIM
SEQ WATER GRID REPORT
(TO BE UPDATED THIS MORNING AND BE READ IN CONJUNCTION WITH SITREP-20 FROM QUU)
ISSUES FOR WATER QUALITY AND SUPPLY AND SEWERAGE TREATMENT
AS AT MONDAY 17 JANUARY 2011 (9.30AM)

Changes since report provided at 3pm yesterday highlighted in bold.

WATER

GRID-CONNECTED WATER AREAS

General information

- Grid connected areas are supplied by the SEQ Water Grid Manager and include Brisbane, Ipswich, Scenic Rim, Somerset, Lockyer (Queensland Urban Utilities - QUU), Sunshine Coast, Moreton Bay (Unity Water), Gold Coast, Logan and Redlands (AllConnex) council jurisdictions. The areas most impacted are the Lockyer Valley, Somerset, Ipswich and Brisbane.
- Seqwater and LinkWater's operational monitoring capabilities are fully operational which, in combination with the verification monitoring, continue to highlight safe drinking water quality.
- A boil water notice is still in effect for the Atkinson Dam recreational site.
- LinkWater is accommodating increased requirements for water supply for Sunshine Coast area from the Water Grid.
- No *E. coli* positive results have been returned in the SEQ bulk distribution network this week.
- LinkWater has increased its verification testing verification frequency to daily since 12 January 2011 and will continue to do this until further notice, although some sites remain inaccessible. Seqwater has increased testing frequency (particularly for problematic assets and assets being put on line after being offline) and testing frequency will increase further when sampling sites are accessible.
- Seqwater reports that water quality specifications are being met where water treatment plants are operational under current flow scenarios. Queensland Health has advised on 15 January 2011 that the Water Grid Manager revert to standard operating procedures and re-advise if there is a further change to turbidity that will result in the end product exceeding agreed critical limits.

- While there are no known issues with the reticulation system at this stage in the grid connected area, issues may be identified with water quality and supply over time (e.g. main breaks) and reticulation systems are currently being monitored.

- Approval has been given by Queensland Health and the Office of the Water Supply Regulator (the regulators) to use in both metropolitan and regional SEQ communities purified recycled water for washdown purposes only (no human or animal consumption). A press release on this matter was issued on 15 January 2011. There are at least three sites that can provide purified recycled water to tankers – Bundamba, Lowood and Gibson Island. To manage supply of the water from the charge points at those sites, there will staged notification for tankers, fire brigade and the Department of Main Roads and Transport. To date only the Lowood offtake has been utilised by the Rural Fire Brigade.

- Rules of use for the purified recycled water specified by the regulators are as follows:
  - Ongoing monitoring programs demonstrate that purified recycled water produced at the Advanced Water Treatment Plants meets all the necessary quality criteria required for the proposed use.
  - As an additional precautionary measure, water will be rechlorinated at supply by adding sodium hypochlorite directly to the purified recycled water when filling the tankers.
  - Purified recycled water is to be used for the washdown of roads, surfaces and other articles contaminated with flood residue, by council or other government employees/contractors (not the public).
  - Purified recycled water is not be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances.
  - Purified recycled water is not to be stored but used immediately for the approved purposes.
  - Purified recycled water is to be handled as it would for A+ class recycled water.

- Approval has also been given by the regulators for the use of Class A+ recycled water from Unity Water wastewater treatment plants (and other treatment plants) for washdown purposes. At this stage, the proposed rules of use are:
  - Class A+ recycled water is to be sourced from specific locations that provide that quality of water.
  - Ongoing monitoring programs demonstrate that Class A+ recycled water produced at the Wastewater Treatment Plants meets all the necessary quality criteria required for the proposed use.
  - Class A+ recycled water is to be used for the wash-down of roads and outdoor surfaces contaminated with flood residue, by council or other government employees/contractors only (not the public).
  - Class A+ recycled water is <u>not</u> to be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances.
  - Class A+ recycled water is not to be stored but used immediately for the approved purposes.
  - Class A+ recycled water handling procedures apply.

Critical issues

- Storages from Mt Crosby Water Treatment Plants are full (at **427** megalitres) on 17 January, **up 12 megalitres from** 16 January. **Overnight on 16 January 2011 East Bank increased production by 50 megalitres (to 220 megalitres per day) and West Bank came on overnight but has since been shut down. East Bank is now producing 170 megaltitres per day. Total production from central plant is 370 megalitres per day currently but can quickly ramp up a further 450 megalitres per day if needed.**

- While consumption on 15 January 2011 was 420 megalitres per day across the connected grid area, **demand decreased on 16 January 2011 to 400 megalitres per day (lower than the expected 420 megalitres per day).**

- QUU has indicated that they require assistance to access assets in the CBD area. Access is limited due to heavy traffic.

- QUU has also indicated that they are concerned about petrol shortages in their area for crews. This issue will be escalated to the State Disaster Management Group.

- No rainfall in last 24 hours and none forecast today. Showers returning early in the week.

- **Somerset Dam is at 100.8% and is closed down to valves.**

- **Wivenhoe Dam is at 123.8% and releasing 3,500 cumecs and is expected to start closing sequence sometime on 17 January 2011.**

- **North Pine Dam is at 99.4% and all gates were closed.**

- Sites tested for water quality on 15 January 2011 in Ipswich met water quality specifications (see note below). No routine sampling was conducted in Brisbane on 15 January 2011, however an estimated 10 to 15 samples were on 16 January 2011 from Brisbane flood impacted areas. QUU has confirmed that routine sampling will recommence on 17 January for all areas. **Awaiting test results on 17 January 2011.**

- NOTE: There was a report on 15 January 2011 of the detection of (*E. coli*) at 1 colony forming unit per 100 millitres at Ashwell school at Rosewood (test taken on 14 January 2011). On 14 December 2010 there was also a detection of *E. coli* in the same location. These detections are likely due to the location of the sampling site and low usage of water during school holidays (as water sits in the pipes), and is unlikely to have anything to do with the current flood crisis. Therefore it has not been included in the water quality issues within this briefing note. QUU are managing this incident in a similar way in which they managed the December detection, and the incident has been reported to the Office of the Water Supply Regulator (OWSR), Queensland Health and the Water Grid Manager as per regulatory and Emergency Response Plan requirements, respectively. A follow up test undertaken on 15 January 2011 (results obtained on 16 January 2011) did not detect any *E. coli*.

TREATMENT PLANT	SUPPLY	QUALITY
Mt Crosby Water Treatment Plant (West Bank and East Bank)	**Storage full at 427 megalitres.** **Although production by East Bank increased overnight (by 50 megalitres) on 16 January 2011 to 220 megalitres, production is now at 170 megalitres per day by East Bank.** **While West Bank was on overnight on 16 January 2011, current production is nil.**	Plant is operating within quality specifications
North Pine Water Treatment Plant and Northern Pipeline	Jointly delivering 100 megalitres per day	Plant is operating within quality specifications
Southern Regional Water Pipeline Note: Supply from the desalination plant decreased from 100% to 66% on 16 January 2011.	Transporting 100 megalitres per day to central Queensland	Pipeline is operating within quality specifications
Lander Shute Water Treatment Plant	Operating	Plant is operating within quality specifications
Ewan Maddock Water Treatment Plant	Started at 17:30 on 15 January 2011 producing an estimated 200 litres per second.	Plant is operating within quality specifications

UNCONNECTED WATER AREAS (Small towns)

Queensland Urban Utilities

General information

- The affected towns supplied by Queensland Urban Utilities (QUU) are:
  - Lowood Gatton Laidley Supply: which also delivers water to Grantham, Helidon, Fernvale and Withcott
  - Kilcoy
  - Somerset
  - Jimna
  - Linville and
  - Kirkleagh and Wivenhoe Dam recreation areas.

- **All systems have charged storages.**

- The permanent intake requirements at Lowood will be assessed when the floodwater recedes and the damage can be inspected. **In the mean time, a diesel pump is being employed successfully.**

Critical issues

- Supplies to the smaller centres have been restored sufficient to meet demands.

- The advice from QUU is that they expect **99%** of customers will **have been** supplied with water by 6pm on 16 January 2011.

- There are no major bursts **(except for Fernvale)** and there are ten crews available for any minor reticulation repairs.

- It is understood that all water supplies are now operational and all reservoirs are charged. Issues have been identified as follows:

  - **Fernvale has experienced bursts in the pipe system and these are now being investigated.**

  - **Withcott has 450 connections and with power returned people will also rely on bores and rainwater in addition to town supply (as well as bottled water).**

  - **Grantham reticulation north of railway line is fully supplied as at 16 January 2011. However south of the railway line is fully evacuated. Bottled water is being supplied to emergency services.**

- Test results received on 16 January 2011 from samples taken on 15 January 2011 revealed that *E. coli* was detected (at 1 colony forming unit per 100 millilitres) in the reticulation system at Laidley (Patrick St). This area falls within the boil water alert which was reissued on **15 January 2011** to include Laidley. **QUU took a follow up sample on 16 January** at the site and the result will be available on 17 January 2011 to determine whether the first sample is confirmed as a positive detection. QUU has reported the detection to Queensland Health, Office of the Water Supply Regulator (in DERM) and the Water Grid Manager. QUU is undertaking normal corrective measures in response. **Awaiting results of tests later on 17 January 2011.**

- Tests in the remainder of the sites on 15 January 2011 in Somerset and Lockyer Valley did not indicate detections of *E. coli*.

- QUU has confirmed that routine sampling will recommence on 17 January for all areas, although higher frequencies of monitoring will occur the Lowood scheme and Ipswich west supply zones for 16 and 17 January 2011 at this stage.

- A boil water notice for the affected Lockyer Valley, Marburg and Somerset township towns was issued by Queensland Urban Utilities at approximately 3.00 pm on 13 January 2011 and is still in effect. This was reviewed and amended by the Office of the Water Supply Regulator (in the Department of Environment and Resource Management), Queensland Health and the Grid Water Quality Technical Coordination Team. That alert was reissued on 14 January 2011 to include Laidley. **QUU reissued its boil water alert on 16 January 2011 in accordance with the request from Queensland Health for the inclusion of specific words in the alert. The notice will be reissued on 17 January 2011.**

- Restoration of power supplies enables maximum use of rainwater tanks and bores in the recovery process. **Energex has supplied Withcott now**

- There may be water quality issues when water supply is restored. For this reason, the "boil water" alert should remain in place until water quality testing has confirmed that the drinking water supplies are safe to drink. There may be other system breakages and operational issues, however QUU proposes to deal with these as a routine operation matter.

- For information on use of purified recycled water and class A+ recycled water for washdown, refer above to grid-connected water areas.

- More detailed information on specific areas is as follows:

AREA	SUPPLY	RESERVOIR STORAGE LEVELS (WTP – Water Treatment Plant reservoirs) (Distribution – Distribution reservoirs) Note some areas have only one reservoir		QUALITY
Lowood Gatton Laidley Water Supply Scheme	Lowood supply became operational at 5am 15 January 2011 delivering 140 litres per second via the use of a temporary diesel pump. The operation of the water treatment plant appears to be stable and water is getting through to Gatton. QUU is on-site with additional assistance from AllConnex to assist with the recovery operations. It will take time for the water to transfer through the system so that water is available in all areas; QUU is assisting this process with operating and controlling the flow of water. **Grantham reticulation north of railway line is fully supplied. However south of the railway line is fully evacuated. Bottled water is being supplied to emergency services.**	WTP: Balance tank: Distribution: Plainlands Laidley Summers St* Laidley Douglas McInnes* **Laidley Rd Rosewood*** **Sippel Rd (Lakes Estate)*** **(*combined equals 2 days supply)** Forest Hill (equals 2 days supply) **Woodlands (High) Gatton)** **Woodlands (Low) (Gatton)** **Cochrane St (Gatton)** **Cochrane St Low (Gatton)** **Helidon** **Postman's Ridge** Murphy's Creek **Tabletop** **Fernvale** **Withcott**	70% 70% 4% 17% 14% **100%** **80%** 60% **98%** **76%** **95%** **86%** **95%** **52%** 79% **91%** **8%** **7%**	Under boil water alert from 13/1/11 and remains current. Laidley was added to the re-issued boil water alert on 14/1/11. Test results from sample on 15 January at Laidley reveal *E. coli* detected at 1 colony forming unit per 100 millilitres (further details above). Resample taking place on 16 January 2011. **Awaiting test results on 17 January.** There will be consideration by QH and OWSR for lifting the boil water notice when there are at least 3 successive days of no detection of *E. coli.* However testing at this point in time indicates that water quality is meeting specifications. Further testing is still required.
Esk	Plant is operating.	WTP: 70% Distribution: **90%**		Plant is operating within quality specifications
Kilcoy	The main local supply intake was washed away and Seqwater is seeking to re-establish this supply.	WTP: 100% Distribution: 100%		Plant is operating within quality specifications

	Seqwater has a backup diesel pump on the raw water supply feeding the local Kilcoy water treatment plant until power and a new intake arrangement can be installed. The abattoir has been requested to limit their consumption to allow reservoir levels to catch up. In the meantime, the backup water supply from Somerset Dam via the Kilcoy/Somerset Treatment Plant is fully operational but not required at this time.		
Somerset	The water treatment plant is operational and can be operated when required. The main issue is the water turbidity and it would be more efficient to operate the plant when the turbidity level declines.	WTP: 90% Distribution: Not applicable as only one reservoir	Somerset township is included on boil water alert on 13 January 2011 which remains current. Plant is operating within quality specifications
Jimna	Situation under control.	WTP: **65% (equals 2 days supply)** Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications
Linville	There is no power and a generator is being utilised. Plant is available to operate when required using the generator.	WTP: **50% (equals 2 days supply)** Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications
Kirkleagh and Wivenhoe camping grounds	Camping grounds to be restored as a lower priority. These remain offline. Kirkleagh: At 19:30 on 15 January 2011 reservoir level was unchanged at 2.5m. Wivenhoe camping grounds: 4 houses are supplied from the source and water is being tankered in.	N/A	N/A

Note: Figures for reservoir storages are as at 7pm Sunday 16 January 2011 (however if figure is not bolded then information is as at 3pm 16 January 2011).

Unitywater

The affected towns supplied by Unitywater are Dayboro and Kenilworth. **It is expected that updates on these figures will obtained for the 3pm report.**

AREA	SUPPLY	TREATMENT PLANT RESERVOIR STORAGE LEVELS	QUALITY
Dayboro	Water treatment plant operating from 13 January 2011. Plant has lost dial out alarms so is only operated when manned which is 03:00 to 17:00.	WTP: 86% High level reservoir: 67% Low level reservoir: 69% Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications
Kenilworth	The Plant is now operating.	WTP: 86% Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications

Note: Figures for reservoir storages are as at 10am 16 January 2011 with the exception of Kenilworth which were at 7am **on 16 January 2011.**

SEWERAGE

It is expected **that updated information on sewerage assets will be provided in the 3pm report on 17 January 2011.**

Provisional **Assessment**

- Queensland Urban Utilities (QUU) has established an Eastern and Western Recovery Teams with the Western Team recovering from west of Ipswich and Lockyer Valley, and the Eastern Team looking after Brisbane city.

- The recovery teams have been established in a 3 phase recovery process:
  - To undertake a preliminary assessment of the facilities including safety of access and a preliminary assessment of the situation;
  - When safety of access is ascertained, cleanup crews are despatched (70 cleanup crews in total have been established); and
  - Repair team comprising fitters and electricians are deployed as necessary.

- In excess of 350 personnel have been assigned for cleanup and recovery comprising QUU, Unitywater, AllConnex and others.

- Asset classes that are being inspected and repaired include pump stations, wastewater treatment plants, pipelines, civil structures (buildings) and control system including System Control and Data Acquisition (SCADA).

- Severe damage can be expected for those facilities where the electrics and control systems have been fully submerged. A process has been initiated for a quick turnaround of damaged switchboards at QUU workshops.

- All risk analysis and prioritisation of repairs to sewer and water civil network and buildings has been completed. Reports up to 5pm, 15 January, were that a very initial physical assessment had occurred on 79 pump stations and 9 water reclamation plants. These sites will now be isolated and tested.

- Much of the work will be outsourced to contractors under existing "panel of provider" arrangements. Significant coordination is occurring with the councils concerned and Allconnex staff are assisting with the recovery.

- Where there has been severe flooding and manhole covers may have been blown and sewage discharged into private properties, a call centre has been established and cleanup crew will be deployed where the household reports that such events have occurred.

- Clean up crews have now started in the field. Initial clean up has started at 51 sites. Agreement has been reached with WaterSecure to provide recycled water for clean up. QUU assisted with the repairs and clean up of the WaterSecure Bundamba purified water recycling plant. Recovery operations are being hindered by the volume of debris and traffic at critical locations.

- QUU will not be addressing the clean up requirements of flooded private septic tanks. This may be a matter for consideration by the relevant councils.

- The priority for recovery is 1 - restoration of water supply, 2 – repair of sewage pump stations to remove wastewater from the suburbs, and 3 – repair of wastewater treatment plants.

- QUU reports damage as follows. This list is unlikely to grow with the exception of pipe damage in areas that are still submerged.

SEQ Regional Communities

- The sewered communities include:
  Lockyer Valley Regional Council: Gatton, Laidley, Forest Hill, Fernvale, Lowood, Helidon
  Somerset Regional Council: Esk, Toogoolawah, Kilcoy, and Somerset.

- The Scenic Rim Regional Council reports that all its wastewater facilities are operating normally.

- The town of Withcott is serviced by septic tanks.

- For Lockyer Valley Regional Council area, QUU advises:
  - Gatton not operating. Repairs have commenced to the main Gatton sewer rising main which was washed away.
  - Laidley and Forest Hill plants are operational.
  - No access to Fernvale treatment plant for a few days
  - No power available at the Lowood and Helidon waste water treatment plants

- The town of Withcott is serviced by septic tanks.

- For Somerset Regional Council area, QUU advises:
  - Significant damage occurred at Esk. QUU is in the process of repairing electrical and control facilities and other works as required at Esk.
  - Toogoolawah and Kilcoy plants are operational.
  - Somerset Dam township is serviced by septic tanks.

Brisbane and surrounding metropolitan areas

It has been reported by QUU as follows:

- Ipswich:
  - 26 sewerage pumping stations are not operating, but no impact on residents is expected.
  - The damage to wastewater treatment plants at Bundamba is not as severe as initially expected. It is anticipated that the Bundamba facility will be able to be operational in days rather than weeks. The condition for Goodna is being assessed today.
  - Rosewood wastewater treatment plant is operational.

- Brisbane

- **36 (down from 49)** sewerage pumping stations flooded or without power, but no impact on residents is expected.
- Power to the Wacol wastewater treatment plant has been restored and is now operational.
- The damage to the wastewater treatment plants at Oxley, Fairfield and Karana Downs are of concern due to the extent of submergence. Major damage to Oxley and Fairfield which are high technology facilities is expected, particularly to the electrical and control systems and it may be weeks before these plants are fully restored. Clean up and repair crews are on-site at Oxley and Fairfield for screening recovery by Monday 17 January – full recovery will take considerable time. For Karana Downs, recovery team is on-site today for assessment of the condition.

SEQ WATER GRID REPORT
ISSUES FOR WATER QUALITY AND SUPPLY AND SEWERAGE TREATMENT
AS AT MONDAY 17 JANUARY 2011 (3PM)

Changes since report provided at 9.30am this morning highlighted in bold. Yellow highlighted areas are key issues.

This report is aligned with QUU SITREP-24 (10am 17 January 2011). Next QUU SITREP due at 6pm 17 January 2011.

WATER

GRID-CONNECTED WATER AREAS

General information

- Grid connected areas are supplied by the SEQ Water Grid Manager and include Brisbane, Ipswich, Scenic Rim, Somerset, Lockyer (Queensland Urban Utilities - QUU), Sunshine Coast, Moreton Bay (Unity Water), Gold Coast, Logan and Redlands (AllConnex) council jurisdictions. The areas most impacted are the Lockyer Valley, Somerset, Ipswich and Brisbane.
- Seqwater and LinkWater's operational monitoring capabilities are fully operational which, in combination with the verification monitoring, continue to highlight safe drinking water quality.
- A boil water notice is still in effect for the Atkinson Dam **(Seqwater Dam)** recreational site.
- LinkWater is accommodating increased requirements for water supply for Sunshine Coast area from the Water Grid.
- No *E. coli* positive results have been returned in the SEQ bulk distribution network this week.
- LinkWater has increased its verification testing verification frequency to daily **(from weekly)** since 12 January 2011 and will continue to do this until further notice, although some sites **still** remain inaccessible. Seqwater has increased testing frequency (particularly for problematic assets and assets being put on line after being offline) and testing frequency will increase further when sampling sites are accessible.
- Seqwater reports that water quality specifications are being met where water treatment plants are operational under current flow scenarios. Queensland Health has advised on 15 January 2011 that the Water Grid Manager revert to standard operating procedures and re-advise if there is a further change to turbidity that will result in the end product exceeding agreed critical limits.

- While there are **few** known issues with the reticulation system at this stage in the grid connected area, **ongoing** issues may be identified with water quality and supply over time (e.g. main breaks) and reticulation systems are currently being monitored.

- Approval has been given by Queensland Health and the Office of the Water Supply Regulator (the regulators) to use in both metropolitan and regional SEQ communities purified recycled water for washdown purposes only (no human or animal consumption). A press release on this matter was issued on 15 January 2011. There are at least three sites that can provide purified recycled water to tankers – Bundamba, Lowood and Gibson Island. To manage supply of the water from the charge points at those sites, there will staged notification for tankers, fire brigade and the Department of Main Roads and Transport. **As at 16 January 2011**, only the Lowood offtake has been utilised by the Rural Fire Brigade.

- Rules of use for the purified recycled water specified by the regulators are as follows:
  - Ongoing monitoring programs demonstrate that purified recycled water produced at the Advanced Water Treatment Plants meets all the necessary quality criteria required for the proposed use.
  - As an additional precautionary measure, water will be rechlorinated at supply by adding sodium hypochlorite directly to the purified recycled water when filling the tankers.
  - Purified recycled water is to be used for the washdown of roads, surfaces and other articles contaminated with flood residue, by council or other government employees/contractors (not the public).
  - Purified recycled water is not be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances.
  - Purified recycled water is not to be stored but used immediately for the approved purposes.
  - Purified recycled water is to be handled as it would for A+ class recycled water.

- Approval has also been given by the regulators for the use of Class A+ recycled water from Unity Water wastewater treatment plants (and other treatment plants) for washdown purposes. At this stage, the proposed rules of use are:
  - Class A+ recycled water is to be sourced from specific locations that provide that quality of water.
  - Ongoing monitoring programs demonstrate that Class A+ recycled water produced at the Wastewater Treatment Plants meets all the necessary quality criteria required for the proposed use.
  - Class A+ recycled water is to be used for the wash-down of roads and outdoor surfaces contaminated with flood residue, by council or other government employees/contractors only (not the public).
  - Class A+ recycled water is <u>not</u> to be put into drinking water tankers, drinking water reservoirs and/or the drinking water reticulation system under any circumstances.
  - Class A+ recycled water is not to be stored but used immediately for the approved purposes.
  - Class A+ recycled water handling procedures apply.

Critical issues

- **LinkWater system storages were holding 427 megalitres on 17 January, up 12 megalitres from 16 January.** Overnight on 16 January 2011 East Bank increased production by 50 megalitres (to 220 megalitres per day) and West Bank came on overnight but has since been shut down. East Bank is now producing 170 megaltitres per day. Total production from central plant is 370 megalitres per day currently but can quickly ramp up a further 450 megalitres per day if needed.

- While consumption on 15 January 2011 was 420 megalitres per day across the connected grid area, demand decreased on 16 January 2011 to 400 megalitres per day (lower than the expected 420 megalitres per day). **Demand has increased (as at 2pm) on 17 January 2011 to around 420 megalitres per day and LinkWater system storages are declining (392 megalitres at 2.30pm on 17 January) to optimise water quality in the network.**

- No rainfall in last 24 hours and **possible showers forecast for this afternoon (17 January). Showers returning early in the week with a possibility of a storm on 18 January.**

- At **2pm Somerset Dam was at 100.4% and discharging through cone valves. All sluices are shut.**

- **At 2pm Wivenhoe Dam was at 117.3% and dropping and releasing 3,500 cumecs. The closing sequence began at 2pm on 17 January. Aim is for final closure on the morning of 20 January 2011.**

- **At 2pm** North Pine Dam was at 99.4% and all gates were closed.

- **On 17 January 2011 (10am), there is a reticulation supply issue for 30 customers in the Mt Ommaney zone who have low pressure at peak times. QUU is trying to rectify the issue by rezoning the reticulation.**

- Sites tested for water quality **by QUU on 17 January 2011 in Brisbane and Ipswich met water quality specifications** (see note below). QUU has confirmed that routine sampling will recommence **on 17 January for Brisbane and Scenic Rim, although higher frequencies of monitoring will continue in the Ipswich zones for 17 and 18 January 2011 at this stage.**

- **Queensland Health, through their Public Health Units, are monitoring for gastrointestinal diseases and determining whether these are associated with exposure with flood water or the drinking water system. To date, there have been no confirmed outbreaks**

- NOTE: There was a report on 15 January 2011 of the detection of (*E. coli*) at 1 colony forming unit per 100 millitres at Ashwell school at Rosewood (test taken on 14 January 2011). On 14 December 2010 there was also a detection of *E. coli* in the same location. These detections are likely due to the location of the sampling site and low usage of water during school holidays (as water sits in the pipes), and is unlikely to have anything to do with the current flood crisis. Therefore it has not been included in the water quality issues within this briefing note. QUU are managing this incident in a similar way in which they managed the December detection, and the incident has been reported to the Office of the Water Supply Regulator (OWSR), Queensland Health and the

Water Grid Manager as per regulatory and Emergency Response Plan requirements, respectively. A follow up test undertaken on 15 January 2011 (results obtained on 16 January 2011) did not detect any *E. coli*.

TREATMENT PLANT	SUPPLY	QUALITY
Mt Crosby Water Treatment Plant (West Bank and East Bank)	**Storage at 392 megalitres as at 2.30pm 17 January 2011.** Although production by East Bank increased overnight (by 50 megalitres) on 16 January 2011 to 220 megalitres, production is now at 170 megalitres per day by East Bank. While West Bank was on overnight on 16 January 2011, current production is nil.	Plant is operating within quality specifications
North Pine Water Treatment Plant and Northern Pipeline	Jointly delivering 100 megalitres per day	Plant is operating within quality specifications
Southern Regional Water Pipeline Note: Supply from the desalination plant decreased from 100% to 66% **on 15 January 2011 at 6pm.**	Transporting 100 megalitres per day to central Queensland	Pipeline is operating within quality specifications
Lander Shute Water Treatment Plant	Operating	Plant is operating within quality specifications
Ewan Maddock Water Treatment Plant	Started at 17:30 on 15 January 2011 producing an estimated 200 litres per second.	Plant is operating within quality specifications

UNCONNECTED WATER AREAS (Small towns)

Queensland Urban Utilities

General information

- The affected towns supplied by Queensland Urban Utilities (QUU) are:
  - Lowood Gatton Laidley Supply: which also delivers water to Grantham, Helidon, Fernvale and Withcott
  - Kilcoy
  - Somerset
  - Jimna
  - Linville and
  - Kirkleagh and Wivenhoe Dam recreation areas.

- All systems have charged storages.

- The permanent intake requirements at Lowood will be assessed when the floodwater recedes and the damage can be inspected. In the mean time, a diesel pump is being employed successfully.

Critical issues

- Supplies to the smaller centres have been restored sufficient to meet demands.

- **The advice from QUU is that they expect 98% of customers will have been supplied with water since 10am on 17 January 2011.**

- There are no major bursts (except for Fernvale) and there are ten crews available for any minor reticulation repairs.

- It is understood that all water supplies are now operational and all reservoirs are charged. Issues have been identified as follows:

  - Fernvale has experienced bursts in the pipe system and these are now being investigated.

  - Withcott has 450 connections and with power returned people will also rely on bores and rainwater in addition to town supply (as well as bottled water). **Water is being fed into the reticulation system and most properties will be receiving water on 17 January 2011.**

  - Grantham reticulation north of railway line is fully supplied as at 16 January 2011. However south of the railway line is fully evacuated. Bottled water is being supplied to emergency services.

- Detection 1: Test results received on 16 January 2011 from samples taken on 15 January 2011 revealed that *E. coli* was detected **(at 1 colony forming unit per 100 millilitres)** in the reticulation system at Laidley (Patrick St). This area falls within the boil water alert which was reissued on 15 January 2011. QUU took a follow up sample on 16 January at the site **and the results of that test obtained on 17 January were negative for *E. coli*.** QUU reported the initial detection to Queensland Health, Office of the Water Supply Regulator (in DERM) and the Water Grid Manager. QUU is undertaking normal corrective measures in response.

- **Detection 2: Test results received on 18 January 2011 from samples taken on 17 January 2011 revealed that *E. coli* was detected (at 2 most probable number per 100 millilitres which is a different testing methodology to colony forming units per 100 millilitres) in the reticulation system at the Laidley Shire Council Depot (chlorine levels were low). This area falls within the boil water alert which was reissued on 16 January 2011. QUU has taken a follow up sample on 17 January at the site and the results will be obtained on 18 January. QUU has reported the detection to Queensland Health, Office of the Water Supply Regulator (in DERM) and the Water Grid Manager. QUU is undertaking normal corrective measures in response.**

- Tests in the remainder of the sites on **17 January 2011** in Somerset and Lockyer Valley did not indicate detections of *E. coli*.

- **Higher frequencies of monitoring will continue in the Lockyer Valley and Somerset zones for 17 and 18 January 2011.**

- A boil water notice for the affected Lockyer Valley, Marburg and Somerset township towns was issued by Queensland Urban Utilities at approximately 3.00 pm on 13 January 2011 and is still in effect. This was reviewed and amended by the Office of the Water Supply Regulator (in the Department of Environment and Resource Management), Queensland Health and the Grid Water Quality Technical Coordination Team. That alert was reissued on 14 January 2011 to include Laidley. QUU reissued its boil water alert on 16 January 2011 in accordance with the request from Queensland Health for the inclusion of specific words in the alert. The notice was reissued on 17 January 2011.

- Restoration of power supplies enables maximum use of rainwater tanks and bores in the recovery process. Energex has supplied Withcott now

- There may be water quality issues when water supply is restored. For this reason, the "boil water" alert should remain in place until water quality testing has confirmed that the drinking water supplies are safe to drink. There may be other system breakages and operational issues, however QUU proposes to deal with these as a routine operation matter.

- For information on use of purified recycled water and class A+ recycled water for washdown, refer above to grid-connected water areas.

- More detailed information on specific areas is as follows:

AREA	SUPPLY	RESERVOIR STORAGE LEVELS (WTP – Water Treatment Plant reservoirs) (Distribution – Distribution reservoirs) Note some areas have only one reservoir		QUALITY
Lowood Gatton Laidley Water Supply Scheme	Lowood supply became operational at 5am 15 January 2011 and **continues to deliver 140 litres per second (a reduced rate)** via the use of a temporary diesel pump. The operation of the water treatment plant appears to be stable and water is getting through to Gatton. QUU is on-site with additional assistance from AllConnex to assist with the recovery operations. Grantham reticulation north of railway line is fully supplied. However south of the railway line is fully evacuated. Bottled water is being supplied to emergency services.	**WTP (at 2.30pm 17 Jan):** **Balance tank (at 2.30pm 17 Jan):** Distribution: Plainlands Laidley Summers St* Laidley Douglas McInnes* Laidley Rd Rosewood* Sippel Rd (Lakes Estate)* (*combined equals 2 days supply) Forest Hill (equals 2 days supply) Woodlands (High) Gatton) Woodlands (Low) (Gatton) Cochrane St (Gatton) Cochrane St Low (Gatton) Helidon Postman's Ridge Murphy's Creek Tabletop **Fernvale** **Withcott** **Lowood 1 (Jacqueline St)** **Lowood 2 (Glamorganvale)** **Lowood 3 (Acacia St)**	23% 33% 7% 17% 14% 100% 80% 60% 98% 76% 95% 86% 95% 52% 79% 91% **25%** **55%** **80%** **55%** **75%**	Under boil water alert from 13/1/11 and remains current. Laidley was added to the re-issued boil water alert on 14/1/11. Test results from sample on 15 January at Laidley reveal *E. coli* detected at 1 colony forming unit per 100 millilitres (further details above). Resample taking place on 16 January 2011. **Retest taken on 17 January was negative for *E. coli*.** **Test results from a sample on 17 January 2011 revealed that *E. coli* was detected (at 2 most probable number per 100 millilitres) at the Laidley Shire Council Depot. Resample was taken on 17 January at the site and the results will be obtained on 18 January.** There will be consideration by QH and OWSR for lifting the boil water notice when there are at least 3 successive days of no detection of *E. coli*. However testing at this point in time indicates that water quality is meeting specifications. Further testing is still required.

Esk	Plant is operating.	**WTP (at 2.30pm 17 Jan): 92%** Distribution: 90%	Plant is operating within quality specifications
Kilcoy	**Wade St:** The main local supply intake was washed away and Seqwater is seeking to re-establish this supply. Seqwater has a backup diesel pump on the raw water supply feeding the local Kilcoy water treatment plant until power and a new intake arrangement can be installed. **The abattoir at Kilcoy has been advised that they may now take water at their usual rate.** In the meantime, the backup water supply from Somerset Dam via the Kilcoy/Somerset Treatment Plant is fully operational but not required at this time.	WTP: 100% **Distribution (at 2.30pm 17 Jan): 90%**	Plant is operating within quality specifications
Somerset	The water treatment plant is operational and can be operated when required. The main issue is the water turbidity and it would be more efficient to operate the plant when the turbidity level declines.	**WTP (at 2.30pm 17 Jan): 82%** Distribution: Not applicable as only one reservoir	Somerset township is included on boil water alert on 13 January 2011 which remains current. Plant is operating within quality specifications
Jimna	Situation under control.	**WTP (at 2.30pm 17 Jan): 75%** Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications
Linville	There is no power and a generator is being utilised. Plant is available to operate when required using the generator.	**WTP (at 2.30pm 17 Jan): 80%** Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications
Kirkleagh, Wivenhoe and Atkinson camping grounds	Camping grounds to be restored as a lower priority. Kirkleagh: At 19:30 on 15 January 2011 reservoir level was unchanged at 2.5m. While the plant remains offline, **operations plan to**	**55%**	N/A

	run this plant on 17 January 2011 (only to be operated while within quality specifications). Wivenhoe camping grounds: **Water treatment plant is off and currently inoperable. Work is planned to commence on the plant on 17 January 2011.** 4 houses are supplied from the source and water is being tankered in when required. **Atkinson: Water treatment plant remains off. Water is tankered when required and chlorine residual boosted when delivered. A boil water alert notice remains in place.**		

Note: Figures for reservoir storages are as at 7pm Sunday 16 January 2011, with the exception of:

- figures underlined which are as at 3pm 16 January 2011
- figures for Withcott and Fernvale which are as at 10am 17 January 2011
- those figures which are specified as at 2.30pm 17 January 2011.

Unitywater

The affected towns supplied by Unitywater are Dayboro and Kenilworth.

AREA	SUPPLY	TREATMENT PLANT RESERVOIR STORAGE LEVELS	QUALITY
Dayboro	Water treatment plant operating from 13 January 2011. Plant has **still** lost dial out alarms so is only operated when manned which is **03:30** to 17:00.	WTP: 86% High level reservoir: 67% Low level reservoir: 69% Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications
Kenilworth	The Plant is now operating.	WTP: 86% Distribution: Not applicable as only one reservoir	Plant is operating within quality specifications

Note: Figures for reservoir storages are as at 10am 16 January 2011 with the exception of Kenilworth which were at 7am on 16 January 2011.

SEWERAGE

This update is as at 10am 17 January 2011:

Provisional Assessment

- Queensland Urban Utilities (QUU) has established an Eastern and Western Recovery Teams with the Western Team recovering from west of Ipswich and Lockyer Valley, and the Eastern Team looking after Brisbane city.

- The recovery teams have been established in a 3 phase recovery process:
  - To undertake a preliminary assessment of the facilities including safety of access and a preliminary assessment of the situation;
  - When safety of access is ascertained, cleanup crews are despatched (70 cleanup crews in total have been established); and
  - Repair team comprising fitters and electricians are deployed as necessary.

- In excess of 350 personnel have been assigned for cleanup and recovery comprising QUU, Unitywater, AllConnex and others.

- Asset classes that are being inspected and repaired include pump stations, wastewater treatment plants, pipelines, civil structures (buildings) and control system including System Control and Data Acquisition (SCADA).

- Severe damage can be expected for those facilities where the electrics and control systems have been fully submerged. A process has been initiated for a quick turnaround of damaged switchboards at QUU workshops.

- All risk analysis and prioritisation of repairs to sewer and water civil network and buildings has been completed. Reports up to 5pm, 15 January, were that a very initial physical assessment had occurred on 79 pump stations and 9 water reclamation plants. These sites will now be isolated and tested.

- Much of the work will be outsourced to contractors under existing "panel of provider" arrangements. Significant coordination is occurring with the councils concerned and Allconnex staff are assisting with the recovery.

- Where there has been severe flooding and manhole covers may have been blown and sewage discharged into private properties, a call centre has been established and cleanup crew will be deployed where the household reports that such events have occurred.

- Clean up crews have now started in the field. Initial clean up has started at 51 sites. Agreement has been reached with WaterSecure to provide recycled water for clean up. QUU assisted with the repairs and clean up of the WaterSecure Bundamba purified water recycling plant. Recovery operations are being hindered by the volume of debris and traffic at critical locations.

- QUU will not be addressing the clean up requirements of flooded private septic tanks. This may be a matter for consideration by the relevant councils.

- The priority for recovery is 1 - restoration of water supply, 2 – repair of sewage pump stations to remove wastewater from the suburbs, and 3 – repair of wastewater treatment plants.

- QUU reports damage as follows. This list is unlikely to grow with the exception of pipe damage in areas that are still submerged.

SEQ Regional Communities

- The sewered communities include:
  Lockyer Valley Regional Council: Gatton, Laidley, Forest Hill, Fernvale, Lowood, Helidon
  Somerset Regional Council: Esk, Toogoolawah, Kilcoy, and Somerset.

- The Scenic Rim Regional Council reports that all its wastewater facilities are operating normally.

- The town of Withcott is serviced by septic tanks.

- For Lockyer Valley Regional Council area, QUU advises:
  - **All sewerage pump stations fully restored.**
  - **There have been no further updates on the following issues:**
    - Gatton not operating. Repairs have commenced to the main Gatton sewer rising main which was washed away.
    - Laidley and Forest Hill plants are operational.
    - No power available at the Lowood and Helidon wastewater treatment plants

- The town of Withcott is serviced by septic tanks.

- For Somerset Regional Council area, QUU advises:
  - **Esk wastewater treatment plant is operational but sill an issue with the pump station and alternative options are being investigated.**
  - **Access to Fernvale wastewater treatment plant is still flooded although plant is ok. Possibly inspecting on 17 January with possible airlift access.**
  - Toogoolawah and Kilcoy plants are operational.
  - Somerset Dam township is serviced by septic tanks.
  - **Sewer pump stations down at Esk (1), Lowood (2), Kilcoy (1) and Fernvale (3) due to power outages and flooding. Cleaning and testing underway today for accessible sites.**

Brisbane and surrounding metropolitan areas

It has been reported by QUU as follows:

- Ipswich:
  - **27** sewerage pumping stations are not operating, but no impact on residents is expected.
  - **Bundamba wastewater treatment plant is operating (Stage 1 screening only)**
  - **Goodna wastewater treatment plant is expected to be operating (Stage 1 screening only) by 17 January.**
  - **Sewage pump stations are being dried (switchboards and motors), some parts replaced and inspected by Energex prior to recommissioning**
  - **Rosewood and Carole Park wastewater treatment plants are fully functional**

- Brisbane
  - 47 (down from 49) sewerage pumping stations flooded or without power, but no impact on residents is expected – note SITREP 23 contained incorrect numbers.
  - Power to the Wacol wastewater treatment plant has been restored and is now operational.
  - **Karana Downs, Oxley and Fairfield wastewater treatment plants are still not operational.**
  - The damage to the wastewater treatment plants at Oxley, Fairfield and Karana Downs are of concern due to the extent of submergence.
  - Major damage to Oxley and Fairfield which are high technology facilities is expected, particularly to the electrical and control systems and it may be weeks before these plants are fully restored. Clean up and repair crews are on-site at Oxley and Fairfield for screening recovery by Monday 17 January – full recovery will take considerable time. For Karana Downs, recovery team was on-site 16 January 2011 for assessment of the condition.
  - **Oxley Creek wastewater treatment plant - a temporary pump has been installed and is pumping through primary screens then to bypass. Recover team checking status of all electrical equipment.**
  - **Fairfield wastewater treatment plant - operating (stage 1) only.**

Minutes of Meeting of Core Group
Lockyer Valley Local Disaster Management Group
Tuesday 18th January 2011 commencing at 1400hours
Lockyer Valley Regional Council Chambers, Railway Ave, Gatton

Attendees:

Neil Polglase – LDMG
Ian Flint – LVRC
[redacted] – QFRS
[redacted] – QFRS
[redacted] PWS
[redacted] ADF
Graham Moon - LVRC
David Fraser – EMQ
[redacted] Energex
[redacted] MP
[redacted] federal office Wright
[redacted] – MSC
[redacted] MR
[redacted] Communities
[redacted] – Dept. Communities
[redacted] Q Water (phone)

Introduction:

Neil Polglase introduced himself, he asked the agencies to please keep responses to issues and current situation. Neil advised that a full recovery committee will be set up to include lead agencies e.g. Dept. Communities, Qld Health etc.

Reports on Current Situation:

SEQ Water

- Lowood emergency pump is currently offline and being relocated and are hoping it will be back online this afternoon.
- Overall local reserves currently have approx. 3 days supply and there are no issues with supplies.
- The boil water alert is still in force and will probably be so for another 4-5 days.

Energex

- 100% of the network is back up. Customers with problems are advised to call 136 262 for the most efficient response to power supply problems.
- Problem with the 11kv network approx. 11km N of Gatton Prison but this should be rectified this afternoon.

- Issues with transformers - 2 @ Helidon2, 9 @ Helidon 1 and 1 @ Laidley3 (this should be rectified this afternoon)
- People with solar panels may still have live power from those even though disconnected by Energex. Neil advised that the Evac. Centres at Helidon and Gatton have been advised of this.

QFRS
- 4 strike forces remaining at Helidon, Laidley, Withcott and Postman's Ridge, working with ADF
- Word of mouth tasks are running out and they do need to be tasked.
- QFRS advised they can assist with cleaning out of water tanks depending on the size of the tanks.
- QFRS can also assist with the cleaning of driveways etc.
- More strike teams are available if required.

Neil advised the meeting that they need to be aware that some areas have been locked down for reasons and will be subject to coronial enquiry. This will make the clean up process slower. Particularly in areas of Murphys Creek and Grantham. When a clean up is able to occur assistance will need to be ramped up for those areas.

Energex
- Power is on in some unaffected areas of Grantham such as the school.
- Power crews have switched power to affected houses and a form 3 has been left in the power box to advise the residents of the reconnection process.

Cr Moon requested that a team of electricians be available for the residents when the time comes for them to get power back on.

QPWS
- Crews arrived to day and are doing reconnaissance at the moment but are able to be assigned.

ADF
- Primarily the 8 & 9th battalions are stationed at Grantham
- More troops and resources are being made available.
- Meeting to discuss ways in which the ADF can assist will be held with LDMG

SES
- 2 groups are still active at Laidley and Gatton.
- Most SES personnel are being rested.

[redacted]
- Asked for 24 hours grace to allow residents of Grantham back to allow them preliminary checks on the residences and businesses.
- Residents are being issued with armbands to allow access at checkpoints.

- Those living in short tem accommodation have a need for mid term accommodation whilst repairs/building is being carried out.
- Murphys Creek residents would like to know where they stand and Murphys Creek requires assistance.

LVRC Waste Manager

- Kerbside collections are happening and they are moving into the Lockrose, Brightview and Glenore Grove areas.
- Septic and treatment systems are an area for concern and people are asked to keep themselves and animals away from any overflow.
- Currently distributing gloves, masks etc for clean up

Neil advised the meeting that the LVRC directors have been asked to supply intelligence on the situation on areas of damaged infrastructure, what their capabilities are and what is needed for them in each community additional to their own resources.

Mayor of LVRC

- Concerned that machinery may be used for putting pads down for Containers and other tasks whilst people are in the area. Need to be aware of this due to the traumatic situation of the residents and their safety.
- Generally everyone involved is assisting to the best of their ability.

TMR

- Mt Sylvia and Murphys Creek Roads are the main focus at the moment.
- Geotechnical work is being carried out on the Murphys Creek and Gatton-Clifton roads.
- Working with LVRC on other roads in the area.
- Warrego Highway from Withcott to Helidon – works will commence this week to get the road back up to speed limits.
- Neil requested that the LDMG be updated on the condition of individual roads, so that residents isolated are keep informed.
- Meeting with Council staff to prioritise roads.

Scott Buchholz

- There is a community meeting to be held at 6pm tonight at the Murphys Creek tavern.

DOCS

- Visited 5519 people in the area so far and have distributed $2M so far.
- DOCS will be in attendance at the community meeting.
- DOCS requested to coordinate with the Murphys Creek publican regarding relief efforts and people who may need assistance. (meeting had been advised he has been giving residents in need money as a private citizen).
- Evacuation centres at still operating at Helidon and Gatton.
- Community points are at Grantham and Murphys Creek.

- Liaison with LVRC Council to establish a community recovery centre so it can relocate from the evacuation centre at Helidon.

[redacted] from Red Cross asked if the Evacuation Centre at Helidon was closing and was advised that this is currently not the case and Helidon is still operational.

The meeting closed at 2:45pm

Next meeting Wednesday 19th January 2011 at 2pm in Council Chambers at LVRC.

0734033208

Attn: [redacted]

UrbanUtilities

HOLD FOR NOTIFICATION FROM QUEENSLAND HEALTH

COMMUNITY SERVICE ANNOUNCEMENT

BOIL WATER ALERT LIFTED

25 January 2011

The boil water notice has now been lifted for flood-affected areas of Lockyer Valley and Somerset regions.

As a precautionary measure, Queensland Urban Utilities had previously advised residents to boil tap water during urgent repairs to flood-damaged water mains, pumping stations and treatment plants.

As regular testing did not confirm any contamination of the water supply, Queensland Health today advised ~~the water supply remains safe.~~ that the boil water alert could be lifted in the following ~~This clears the~~ areas ~~of~~:

- **Lockyer Valley-** Kensington Grove, Regency Downs, Hatton Vale, Plainlands, Glenore Grove, Withcott, Murphys Creek, Lockyer, Tabletop, Postmans Ridge, Grantham, Lockrose and surrounding areas on town supply.
- **Somerset -** Minden, Brightview, Coolana, Helensdale Estate, Tarampa and surrounding areas on town supply.

After round-the-clock repairs to restore safe water supply, there are now no boil water alerts for Queensland Urban Utilities customers.

Important advice

Before using mains water for the first time, residents are advised to take precautions and flush all taps for 10 minutes before ~~drinking the water.~~ use.

If floodwater submerged the tap, residents should spray the inside and outside of the tap with a bleach solution or mild disinfectant, and wait 10 minutes before flushing.

Media contact (24-hour): [redacted]

0734033208

Urban Utilities

An important message from Queensland Urban Utilities:

The boil water alert has been lifted for flood-affected areas of the Lockyer Valley and Somerset.

~~While the water remains safe to drink,~~ We recommend you ~~still~~ take the following precautions if using mains water for the first time:

- Flush all household taps for 10 minutes before ~~drinking the water~~ use.
- If submerged by floodwater, spray the tap with a mild disinfectant, wait 10 minutes, then flush. bleach solution on inside and outside of the

For more information, call 13 26 57.

We thank you for your patience during these difficult times.

E1263

Drinking water quality: incident reporting

Water Supply (Safety and Reliability) Act 2008—section 630

Natural Resources and Water
Managing Queensland's natural resources for today and tomorrow

Collection of the information provided in this form and any attachments is authorised under the Water Supply (Safety and Reliability) Act 2008 and is being used for the purpose of ensuring protection of public health. The department will endeavour to maintain any confidentiality of information relating to your form. However, consideration of your form may involve consultation and if so, details of your form may be disclosed to third parties. This information will not otherwise be disclosed outside of the department unless required or authorised by law (for example as under the Freedom of Information Act 1992).

(Please refer to the Explanatory notes and instructions for *Drinking water quality: incident reporting* for further information on completing this form)

Office Use Only

DWIID						
WSID						

Part B *(To be completed when incident has been resolved and no further action required)*

Tick ***one box only*** to describe the type of incident:

- ☑ **Detection of *Escherichia coli (E. coli)***
- ☐ **Detection of a pathogen**
- ☐ **Detection of chemical parameter that does not meet a health guideline value in *Australian Drinking Water Guidelines***
- ☐ **Detection of radioactivity exceeding gross alpha and gross beta screening values in *Australian Drinking Water Guidelines***
- ☐ **Detection of parameter for which there is no guideline value in the *Australian Drinking Water Guidelines***
- ☐ **An event or series of events likely to affect drinking water quality or will cause difficulty in ability to adequately treat drinking water**

1. *Drinking water service provider details*

Drinking water service provider	SPID
Queensland Urban Utilities	0521

Drinking water scheme

SEQ Water Grid

2. *Contact details (for this incident)*

Contact person	Position
[redacted]	Drinking Water Quality Officer

Phone number	Fax number	Mobile number
[redacted]	[redacted]	

Postal address

Queensland Urban Utilities GPO Box 2765 Brisbane Qld 4001

Email address

[redacted]

Details of telephone report to the regulator

Person reported to: [redacted]

Date reported:	Monday 10th January 2011	Time reported:	9:30 am

3. What did you do to investigate the incident? *(Additional information may be attached)*

1. Laboratory contacted to confirm result.
2. Re-sample collected from Algester (SP244) on the morning of 10th January 2011 by laboratory. Additional samples were taken from sample points nearby at SP261 and SP54.
3. Field Services inspect site & check for planned & unplanned maintenance near sampling site.
4. Examine previous data for this site.

4. What did you find? *(Additional information may be attached)*

Previous data showed no problems for the last 12 months.

Sample collected on 6 January 2011 detected 1 E.coli cfu/100ml. Total Chlorine measured as 2.6 mg/L.

Samples taken on the 10th January were clear of E.coli (<1 cfu/100ml) ie no E.coli detected.

Location was re-sampled and additional samples obtained from other sample points nearby.

Results for the re-testing provided below:

Table 1 – Re-test Sample Results

Sample Location	Sample Taken	*E.Coli*	Total Chlorine
SP 244 15 Macarabga St Algester	10/01/2011	<1 cfu/100ml	2.7 mg/L
SP261- 27 Laxton St Pallara	10/01/2011	<1 cfu/100ml	0.2 mg/L
SP54 –Mulvey St Acacia Ridge	10/01/2011	<1 cfu/100ml	<0.1 mg/L

On Tuesday 11th January a site investigation was conducted at SP244 Algester. The objective of the site visits was to determine any anomalies within the sites which may have contributed to the water quality incidents.

QUU checked for any signs of meter or hydrant tampering or leaks. The property water meter was also sounded for leaks. We found no signs of pressure increasing pumps within the front of the property; we were unable to check the rear of the property due to access.

E1265

Responsive and Planned work in the area

One water main burst had been located and reported in the area.

No plonned works with "permit to work" occurred in this area at this time.

Site Address	Date of Break Reported	Date Break Repaired	Size of Main.
[redacted] Trianthia St, Algester.	24/12/2010	29/12/2010	100AC

Reservoir storage times have been in the range of one to one and a half days which has been consistent and no changes were made to the normal operation of the reservoir.



5. What actions did you take to correct the problem? *(Additional information may be attached)*

There was no conclusive reason for the one E.coli count. QUU will continue routine verification monitoring with extra surveillance of results.



6. What actions did you take to prevent the incident occurring again? *(Additional information may be attached)*

This sample site will be assessed for long term compliance.

7. Provide evidence that demonstrates that the incident has been resolved. *(E.g. results of follow up sampling. Additional information may be attached)*

No *E.coli* was detected in repeat sample.

8. Declaration

I declare and warrant that I have all the necessary and appropriate authority on behalf of the relevant entity of the scheme to declare the information provided to be true and accurate to the best of my knowledge:

Name [redacted]

Signature [redacted] **Date** 1/2/2011

9. Submission

Please complete and sign the form and send to:

Water Industry Asset Management and Standards
Office of the Water Supply Regulator
Department of Natural Resources and Water
GPO Box 2454
Brisbane Qld 4001

or **Facsimile:** (07) 3224 7999 or **Email address:** dwreporting@nrw.qld.gov.au

Talking points - boil water notification

There is only one boil water notice in effect within SEQ - at the Atkinson Dam recreational site - which is expected to affect only about 20 people.

There are currently intermittent supply issues in the Lockyer Valley towns of Haigslea, Minden, Marburg, and Withcott. Once the supply of drinking water to these towns has been returned, Queensland Urban Utilities will advise residents if boiling drinking water is required.

No other areas within SEQ have been notified to boil their water.

SEQ's Water Treatment Plants are operating to specification.

NOTE:

Energex reports power outages at **all** of the above affected localities. Extent of outages is unavailable.

Impact of Rainfall Event on Grid Operations

Minutes of Meeting

Date: 9 January 2011
Time: 11am
Place: Teleconference

Present: QUU - Guy Mowat, Howard Witten
Water Secure - [redacted]
Allconnex - [redacted]
WGM - Dan Spiller, [redacted]
Seqwater - [redacted]
LinkWater - [redacted]
Apologies - nil

Actions Arising:

Action	Who	Due date	Date completed
Nil			

Next Meeting - Monday 10 January, 11am

Discussion

Capalaba WTP operating Ok - demand reducing will need to shutdown. THM formation mitigation is being managed by blending NSI and minimising Capalaba supply water.

Mt Crosby WTP was shutdown overnight due to a peak NTU of 1000 has since dropped and the plant was put back on line at 10.30am at 150 ML.

Linkwater storage is Ok dropped 10 % in the central area supplied by Crosby but no concerns.

Molendinar has been rated up from 90 to 110 with Desal at 2/3. Res this will last for 24 hrs or until Mt Crosby is back to normal operations.

Lowood WTP - raw water quality NTU has dropped back from the 2000 peak yesterday to around 200 this morning. The plant is operating normally. All other Somerset plants within specs and operating normally, support staff form other shutdown plants- Caboolture - Woodford assisting with workload in this region.

In summary, close watching brief continues whilst these climatic conditions prevail.

Aleisha Coote

From: SEQWGM Media
Sent: Monday, 10 January 2011 5:48 PM
Subject: MEDIA RELEASE: UPPER SOMERSET TOWNSHIPS URGED TO CONSERVE WATER

Follow Up Flag: Follow up
Flag Status: Flagged

MEDIA RELEASE
10 JANUARY 2011

UPPER SOMERSET TOWNSHIPS URGED TO CONSERVE WATER

Residents in the upper Somerset townships of Kilcoy, Jimna and Linville are being urged to conserve water due to the impacts of local flooding on water infrastructure.

Water Grid spokesperson Dan Spiller said vital water infrastructure in these regions has been damaged by flood waters, cutting off the raw water supply.

"We have a limited supply in local reservoirs that is expected to last one to three days. However, we will ensure that critical supplies are maintained. In the meantime we are asking people to conserve water while we repair equipment and organise alternate supplies," he said.

The power is currently down at the main water treatment plant in Kilcoy, with flood water restricting access to rectify the situation.

In Jimna and Linville rising waters have impacted infrastructure that supports the region's supply.

Approximately 1,000 residents on town water across these three areas are impacted.

"We are asking people to restrict non-essential water use, including limiting shower times and considering alternative water supplies where possible," said Mr Spiller.

The Water Grid Manager is working closely with Emergency Management Queensland to gain access to the plants and to rectify all situations. Current demand and supply levels are being closely monitored and alternate water supplies are being considered.

"We are looking at trucking in tankers to fill the reservoirs and are also considering the supply of bottled water if necessary. Obviously we cannot truck in water while roads are closed," said Mr Spiller.

Residents with further supply questions can contact the Water Grid call centre on 1800 771 497.

ENDS

Notes to the editor

About the Water Grid

Established in June 2008 in response to the crippling Millennium Drought, the Water Grid represents one of Australia's largest investments in water infrastructure.

Through a network of climate resilient water sources, treatment facilities, new two-way pipes and existing pipelines, the Water Grid gives the South East Queensland region the ability to support

water demands, water quality, economic prosperity and lifestyle - regardless of climate change and population growth.

For further information visit www.watergrid.com.au

For further details contact the Water Grid Communications Unit on:

Ph: ([redacted]

SEQ Water Grid Communications Unit

Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper.



E1271

SEQ Water Grid

Situation report - Water quality - 12.1.11, 1PM

Summary - bulk water

A boil water notice is in effect for the Atkinson Dam recreational site.
Otherwise, Seqwater reports that water quality specifications are being met where Water Treatment Plants are operational.

Options are being explored for Dayboro WTP which has approximately 2 days supply left. There is a possibility of using water from a newly commissioned UnityWater reservoir containing water of unknown quality (UnityWater to confirm). Testing of the reservoir is underway and water could be potentially treated if required.

Kenilworth is tankering water in. Concerns have been raised about the number of tankers required to meet demand.

UnityWater has raised concerns regarding the quality of tankered water and the potential taste and odour impacts of chlorinated tanker supplies mixing in chloraminated systems.
Many Scenic Rim, Somerset, and Lockyer water treatment plants are offline, details of which are below.

Summary - distribution

Serious supply issues in Lockyer as there islittle to no water. The Minden and Lowood reservoirs are empty and require repairs which aren't possible due to access issues. Water quality issues are likely as these drained assets are refilled.

No *E. coli* positive results have been returned in the bulk distribution this week. QUU have returned a couple of false positives not linked to the flooding.

Drinking Water Service Providers are experiencing difficulty accessing laboratory-based testing.

There have been media reports of sewage contamination of drinking water supplies. These are incorrect and all providers have confirmed that water is safe for human consumption. A Water Grid media release has been drafted.

Detail

Assets / areas	Status	Water quality issues
Plants		
Seqwater		
Scenic Rim		

Secure

Canungra	offline - 2-3 days supply	
Kooralbyn	offline - 5-7 days supply	
Moogerah		
Somerset and Lockyer		
Jimna	offline - little / none	bottled water requested
Linville	offline - little / none	bottled water requested
Kilcoy	offline - <1 day supply	bottled water requested
Lowood	offline	urgent bottled water request
Esk	offline - toogoolawah P/S offline	bottled water requested
Somerset township	offline	Will be operated by local dam operators if necessary
Wivenhoe rec	offline	Will be operated by local dam operators if necessary
Sunshine Coast		
Kenilworth	offline	plant unavailable - raw water pontoon gone
Dayboro	offline	Confusion amongst entities regarding tankering plans. Seqwater has no plans to tanker.
Bulk water		
LinkWater		
Distribution system		
QUU		
Fernvale	burst main draining res	bottled water requested
Helensvale estate Tabletop estate Murphys Creek	Pump stations lost, reservoirs empty etc	bottled water requested
Toogoolawah	As above - Esk WTP	As above - Esk WTP
Unitywater		
No issues reported		
Allconnex Water		
No issues reported		

UrbanUtilities	***Emergency Management Situation Report***

EMERGENCY MANAGEMENT SITREP REPORT

Incident/emergency name: Extreme Weather Issues
Situation report number: 7
Date/time prepared: 13/1/11 11.45 a.m.
Incident level classification: Level 4

CURRENT SITUATION

- Loss of supply to customers in Withcott and Helidon.
- Water is receding at Withcott and situation is currently under assessment.
- Kilcoy water supply system - western maintenance crews are currently accessing to effect necessary repairs
- Aerial survey of Lockyer and Somerset water reservoirs complete
- Greater Brisbane water supply intact
- Ipswich and Brisbane sewerage assets currently being inundated.
- Marburg burst not repaired- Crews searching
- Brisbane Terrace , Moggill Ferry, Oxford St sewer Pump Station Flooded (Ipswich Area)
- Burst main at Laidley
- Gatton – Woodlands high reservoir at 47%
- WGM have escalated to Level 4 Established water quality- sub committee

BRISBANE

- Huddart St booster no power, largest customer base no water (Stafford) – Energex restored power by 11.00 a.m.
- Quahlee Grove pump station no power, Karana Downs res @75% - to run on reserve for time being
- Wacol WWTP stopped, lost mains power, auto-genset start, genset ran out of fuel, site inaccessible – waiting for flood water to recede to inspect

LOWOOD

- Lowood water treatment plant is under flood and the town of Lowood has been evacuated
- Water treatment plant is out due to flooding, affected towns and nearby reticulated estates requiring bottled water are Withcott, Helidon, Gatton, Grantham, Laidley, Forest hill, Minden and Fernvale.

ESK/TOOGOOLAWAH

- QUU pump station to Toogoolawah down – water supply
- Toogoolawah depot is currently accessible
- Esk/Toogoolawah depot severe damage
- Toogoolawah reservoir approx 70% full - three to four days supply to Toogoolawah. Power being restored to WTP.
- Toogoolawah has two days supply.
- Esk sewerage pump station is flooded and partially floated away.

- Toogoolawah sewerage pump station is now operational
- Esk WWTP not producing water due to no power
- Esk is likely to be out of water later today
  - Esk Toogoolawah power supply/water supply- now OK power reconnected and tested – not being run overnight, back on line Thursday, sufficient supply

MINDEN

Burst main - No access due to flooding
Burst not identified and has not been rectified
Attempting to access main to repair
Minden and Lockyer Valley reservoirs are now empty
First helicopter left ETA 9.15-9.30

OTHER

Kilcoy pump station and treatment plant is without power
Incident Team has been established in the East
Fernvale has restored some water supply
Fernvale sewer treatment plant flooded not accessible
Three sewer pump stations at Archerfield down

- Jimna & Linville have no water supply. Seqwater are sourcing alternative supplies
- Sewer pump stations down are 3 @ Gatton, 3 @ Laidley, 2 @ Forest hill due to power outage and flooding.
- Withcott out of water
- Helidon possibly out of water by 19.00 tonight
- Dept of community safety issued boil water alert for Chincilla. WGM advised of above
- Fernvale being fed back in and trying to keep Fernvale/Lowood operational
- Jindalee sewer trunk main (landslip line). Concerns of failure from flood debris
- Pallet of water (1200Lts) being delivered to Linville this afternoon
- Tanker availability
- Access to Woodland Road

BOTTLED WATER SUPPLY

- Chopper delivery of bottled water occurring today to Minden, Gatton, Fernvale, Lowood and Helidon.
- Second helicopter is now confirmed to assist in bottled water distribution in the western regions
- Second helicopter at Coke – Heading to Gatton showgrounds

INFORMATION TECHNOLOGY

- Ipswich Bell St- SCADA equipment has been physically moved to Thorn St, but

E1275

is inactive
- Still accessing SCADA through Karagaroo although limited access, meaning no visibility of STP's
- Corporate network at Ipswich-ISB assessing if infrastructure can be relocated.

FEA back online but still experiencing some performance issues
- Performance issues with data centre at Holland Park. ISB are looking into standing an additional date link to improve performance

Corvu application is unavailable
- QUU mobiling solution (Jtp) is operating but has significant performance issues. Operational staff are working with ISB to correct the issue.
- J2C will be shut down due to power cuts to Ipswich
- ISB has advised Energex will not pulling power unless the situation changes
- BSQ Building management has committed to pumping out the water from the building if required
- Motorola trunk radios – Motorola is sourcing an alternative location for their trunk radio communication, to Waterfront Place due to power and water issues.

ASSET STATUS

- Pump station building at Helidon washed away together with associated mains
- 4 broken mains around Withcott.
- Postman Ridge Reservoir at ½ capacity
- Dirty water in distribution system at Lowood
- Loss of water treatment plant at Lowood
- Esk water pump station is now accessible
- Kilcoy SEQwater treatment plant offline.
- Linville and Jimna water supplies still not restored
- QUU pump station to Toogoolawah down
- Withcott reservoir empty and on supplies Table Top
- Minden burst main
- Goodna & Bundamba WWTP inundated
- Numerous pump stations inundated in Ipswich
- Karana Downs , Fairfield, Oxley WWTP's inundated
- Haigslea water reservoir drained due to burst main, main repaired and reservoir refilling
- Brisbane 56 pump stations, 2 Generators, 4 Water Boosters out. 1830 customers impacted
- Helidon plant is flooded, pump station is still operational
- Gatton sewer rising main is broken at the Belford St bridge
- Gatton reservoir down to 22%
- Find out status on SEQWAT Lowood WTP coming back online
- Gatton has 2 water reticulation main burst identified
- Withcott has 4 water reticulation main burst identified
- Helidon WWTP is not operational and cannot be accessed.
- Laidley –Pike Street Pump Station (Main Station)-Power pole down repairs under

way
- Gatton - one pump station not operating- Under repair- No rising main when repaired
- ESK WTP - power restored
- ESK & Toogoolawah supplies refilling

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service area

MEDIA / STAKEHOLDER ISSUES

- Handover of media to WGM
- Ongoing support to WGM Communications team
- Preparation for stakeholder communication in the Ipswich area
- Webpage Updated
- Call centre updated by email re reservoir problem at Marburg & Haigslea
- Draft QUU staff comms message sent to Andrew Matters for review
- Drafted LDCC Impact summary
- [redacted] appointed as LDCC liaison officer. Briefed and sent to LDCC Emergency office
- QUU Internal comms from acting CEO to update staff prepared
- QUU contact centre scripting updated and sent
- Staff updates on QUU website
- BCC issues media release re homes about water
- WGM to take responsibility water related communications. QUU will continue to manage any sewerage related comms
- ABC 612 contact re issuing boil water notice
- Media enquiry 94.9FM on water outages in Ipswich.
- Community service announcement re bottled water uploaded and WGM advised
- Updated water and wastewater service scripting to QUU contact centre.

ACTIONS COMPLETED

- Stood up Emergency Management Team – Level 3
- Notified SEQWGM via phone

- Notification SEQWGM via OCA tool
- Bottle water distributed at Withcott
- Distributed flood impact asset maps via email to relevant parties
- Flood maps have been revised and asset list has been distributed
- Holland park data centre additional link has been installed
- Initial draft of Recovery Plan completed
- 94.9FM redirected to QUUWEB & WGM re water outages
- Community service announcement re contamination of flood water and safety of drinking water supply uploaded to QUU Website and WGM advised
- Community Service Announcement re likely loss of water supply uploaded to QUU Website and WGM advised.
- Site assessment sent to LDCC
- Community Service Announcement – bottled water to Lockyer Valley- Web upload and WGM advice
- Site assessment to LDCC
-

PLANNED ACTIONS

STATUS

- Determine status of the water and sewerage systems and assessment of assets impacted by high river levels

INCIDENT MANAGEMENT

- Establish and review incident/emergency management teams structure to coordinate to achieve and strategies for today

LOCKYER VALLEY

- Survey of reservoirs to determine the status of the Lockyer Valley water supply.
- Helidon pump station clean up and removal of pump for repairs

MT CROSBY

- Determine status of Mt Crosby water treatment plant.

WITHCOTT/LINVILLE

- 2 Pallets of water provided
- Failed water main – local contractor repair crew has been sourced and is preparing

to repair main.

- 1 pallet water being delivered this afternoon
- Modelling predicted water demand for residents re clean up in Brisbane and Ipswich
- Reviewing water quality issues from Lowood water supply schemes

RESOURCING

- Coordinating with EMQ bottled water supplies for effected communities
- Bottled water supply to be coordinated by SEQWGM EMT – Informed of impacted townships.
- Crews on standby to repair damaged infrastructure at Helidon
- Call operations/service delivery in Somerset to confirm the repair time for Toogoolawah
- Flood maps being revised for predicted flood level for Brisbane and Ipswich as per latest BoM predictions. Developing a list of likely flood impacted key assets.
- Flood maps have been revised and asset list has been distributed
- Contacting evacuation centres in Brisbane to verify if they require supplies of bottle water
- Developing plan for 2800 homes in Brisbane within failed water booster areas, we are establishing total number of properties with limited/no supply.
- 2 x 300 KVA generators to be provided – RSM & KD advised size

RECOVERY PLAN

- Recovery plan is currently being drafted for the whole of QUU area. Flood maps for Brisbane and Ipswich have been re-issued.
- Aim to be completed 12/1/11
- Distributed flood impact asset maps via email to relevant parties
- Initial draft completed still require significant information to be added over the next 24hours

ADDITIONAL SUPPORT

OUTSTANDING ISSUES

- WITHCOTT BURST
- STATUS OF RESERVOIRS – Peter Granzien
- POTABLE WATER OUTAGES

E1279

UrbanUtilities	***Emergency Management Situation Report***

- LEVEL OF INCIDENT
- STATUS OF IPSWICH
- JIMNA WATER SUPPLY - Seqwater sourcing pump
- KILCOY -1 days supply
- Gatton & Helidon supply
- Water supply to Withcott to be restored.
- Mains Road pump station and Postman Ridge pump station off-line. Burst main to be repaired.

OVERALL ASSESMENT

Addressing supply issues as they arise

QUUEMT contact details are as follows :
Emergency Manager [redacted]
Communication Manager: [redacted]
Email: [redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
Chairperson – Jude Munro
CEO – Noel Faulkner

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP at: 13/1/11 14.00

Prepared by:
Authorised by Emergency Manager

UrbanUtilities	***Emergency Management Situation Report***

Incident/emergency name: Extreme Weather Issues
Situation report number: 12
Date/time prepared: 14/1/11 10.00am
Incident level classification: Level 4

CURRENT SITUATION

- Focus on Potable water continuity of supply and identification of outages
- Provision of water to Lockyer Valley and Somerset regions
- Brisbane and Ipswich water supply still intact
- Currently assessing impacts to Ipswich as flood waters recede
- WGM have escalated to Level 4 Incident and established water quality- sub committee

- BRISBANE
- Wacol WWTP stopped, lost mains power, auto-genset start, genset ran out of fuel, site inaccessible – waiting for flood water to recede to inspect
- Karana Downs WWTP was flooded. Not operating, limited access
- Oxley Creek WWTP flooded.
- Fairfield WWTP flooded.
- 55 sewer pump stations flooded or without power.

SOMERSET

LOWOOD

- Water treatment plant is out due to flooding, affected towns and nearby reticulated estates requiring bottled water are Withcott, Helidon, Gatton, Grantham, Laidley, Forest hill, Minden and Fernvale.
- Truck has departed Brisbane at 3.05 a.m. to deliver pump for Lowood WTP to assist with restoration of water supply for that area.
- Vehicle and pump onsite at 5.15am. Installation of pump has commenced

ESK/TOOGOOLAWAH

- Toogoolawah depot is currently accessible but severely damaged
- Toogoolawah sewerage pump station is now operational
- Esk sewerage pump station is flooded and partially floated away.
- Esk WTP not producing water due to no power

- Esk Toogoolawah power supply/water supply- now OK power reconnected and tested – not being run overnight, back on line Thursday, sufficient supply
- Kilcoy water supply system - western maintenance crews are currently accessing to effect necessary repairs

MINDEN

- Minden and Lockyer Valley reservoirs are now empty and reliant on bottled water

IPSWICH

Normal operating status

OTHER

Incident Team has been established in the East

Fernvale has restored some water supply

Fernvale sewer treatment plant flooded not accessible

- Sewer pump stations down are 3 @ Gatton, 3 @ Laidley, 2 @ Forest hill due to power outage and flooding.
- Withcott out of water
- Fernvale being fed from Lowood.
- Fortrose St Rising main at Jindalee Bridge (landslip line). Concerns of failure from flood debris.
- Pallet of water (1200Lts) being delivered
- Tankering commenced
- Access to Woodland Road

BOTTLED WATER SUPPLY

Road transportation of bottled water planned for Withcott and Gatton with three Courier vans, capacity of one tonne, contracted throughout the afternoon and evening if able to do so.

To be completed this afternoon 1800 x 600ml bottles to Helidon via helicopter. All other helicopter deliveries to focus on Gatton until night fall. Deliveries dropped by helicopter today are as detailed:

Minden- 1800 600ml bottles
Gatton – 1800 600ml bottles
Fernvale -1800 600ml bottles
Hatton Vale – 900 600ml bottles

Discussion with Australian Defence Force on further use of helicopter to supply bottled water.

INFORMATION TECHNOLOGY

- Ipswich Bell St- SCADA equipment has been reinstalled.
- Still accessing SCADA through Karagaroo although limited access, meaning no visibility of STP's

FEA back online but still experiencing some performance issues

Holland Park – no issues, additional data link installed

Corvu application is up and running

- QUU mobiling solution (Jtp) is operating but running slow.

J2C will be shut down due to power cuts to Ipswich - running

- Data Centre BSQ is running as normal
- Motorola Zion radios at Waterfront place operating as normal
- Blackberry accounts have been successfully relocated to Holland Park centre.

ASSET STATUS

- Pump station building at Helidon washed away together with associated mains
- 4 broken mains around Withcott.
- Postman Ridge Reservoir at low capacity
- Dirty water in distribution system at Lowood
- Loss of water treatment plant at Lowood
- Esk water pump station is now accessible
- Kilcoy SEQwater treatment plant offline.
- QUU pump station to Toogoolawah down
- Withcott reservoir empty and on supplies Table Top
- Minden burst main
- Goodna & Bundamba WWTP inundated
- Numerous pump stations inundated in Ipswich
- Karana Downs , Fairfield, Oxley WWTP's inundated. Karana Downs WWTP now dry, limited access
- Wacol WWTP flood affected no power.
- Haigslea water reservoir drained due to burst main, main repaired and reservoir refilling
- Brisbane 55 pump stations, 4 Generators, 1 Water Booster out. 250 customers impacted
- Helidon plant is flooded, pump station is still operational
- Gatton reservoir has 200kl stored to supply town – tinkering water into reservoir to meet demand
- 60kl tinkered in to Cochran reservoir
- Main Sewer Rising Main to Gatton – Repairs have commenced
- Find out status on SEQWAT Lowood WTP coming back online
- Gatton has 2 water reticulation main burst identified
- Withcott has 4 water reticulation main burst identified
- Helidon WWTP is not operational and cannot be accessed.
- Laidley –Pike Street Pump Station (Main Station)-Power pole down repairs under way
- Gatton - one sewerage pump station not operating- Under repair.
- ESK WTP - power restored
- ESK & Toogoolawah supplies refilling
- Ipswich 31 sewer pump stations flooded. 10 are now accessible.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service area

MEDIA / STAKEHOLDER ISSUES

- SEQ Water Grid Manager advised QUU manage all QUU-related media
- QUU Internal "Urban Updates" emails + contact centre scripting + web content updates all ongoing
- Actions completed 13 January 2011:
  - Media release - Boiled Water Notice
  - Media release - Bottled Water Drops
  - Media release - Water Rebate
  - Web content and Contact centre scripting for all above (except rebate)
  - Web content - Employee updates return to work
- Referred Triple M media enquiry to SEQ Water Grid Manager
- Actions completed 14 January 2011
  - Web content and regional information sheets and contact centre scripting updated (general flood scripting + bottled water drops)
  - LDCC Report updated and submitted - web tables updated for customer information
  - Response to Roland Watkins (Police Liaison Rep on LDCC) for LDCC + Premier briefing (damaged assets + number of customers affected)
- Community service announcement released at 8.30 am re: update on bottled water supply drops. Reminder for selected townships to boil water.

ACTIONS COMPLETED

- Emergency Management Team Incident at – Level 4
- Bottle water distribution continuing to Lockyer Valley region
- Flood maps have been revised and asset list has been distributed
- Community Service Announcement – bottled water to Lockyer Valley- Web upload and WGM advice
- Status of Lockyer & Somerset reservoir complete
- Status of all assets complete
- Completed the sizing of water for cleanup for Brisbane & Ipswich

PLANNED ACTIONS

STATUS

Currently resourcing for asset condition assessment for whole of region

LOWOOD

- Assisting SEQWater in the provision of a diesel pump to Lowood WTP.

LOCKYER VALLEY

- Helidon pump station clean up and removal of pump for repairs

WITHCOTT/LINVILLE

- Failed water main – local contractor repair crew has been sourced and is preparing to repair main- completion Monday
- Reviewing water quality issues from Lowood water supply schemes

RESOURCING

- Coordinating with EMQ bottled water supplies for effected communities
- Bottled water supply to be coordinated by SEQWGM EMT – Informed of impacted townships.
- Crews on standby to repair damaged infrastructure at Helidon
- Call operations/service delivery in Somerset to confirm the repair time for Toogoolawah

RECOVERY PLAN

- Recovery plan is currently being drafted for the whole of QUU area. Flood maps for Brisbane and Ipswich have been re-issued.
- Distributed flood impact asset maps via email to relevant parties
- Initial draft completed still require significant information to be added over the next 24hours
- Modelling predicted water demand for residents re clean up in Brisbane and Ipswich

ADDITIONAL SUPPORT

- Analyse technical specifications for QUU high pressure pump for SEQ water requirements
- Submit special request to EMQ to allow estimated 35 tonne load access to road system to Lowood
- Submit vehicle hire request to BCC Fleet Product for vehicle to transport to Lowood WTP

OUTSTANDING ISSUES

- Withcott burst

UrbanUtilities	***Emergency Management Situation Report***

- Lockyer Valley supply
- Water supply to Withcott to be restored.
- Mains Road pump station and Postman Ridge pump station off-line. Burst main to be repaired.

OVERALL ASSESMENT

Addressing supply issues as they arise

QUUEMT contact details are as follows :
Emergency Manager [redacted]
Communication Manager [redacted]
Email [redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
Chairperson – Jude Munro
CEO – [redacted]

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP at: 12.00 14/1/11

Prepared by:
Authorised by Emergency Manager – Paul Belz

Distribution and Reticulation Issues for
Stand Alone Communities in Flood Affected Zones

Report 14 January 2011

Queensland Urban Utilities

The affected towns supplied by Queensland Urban Utilities are:

- Lowood Gatton Laidley Supply: which also delivers water to Grantham, Helidon, Fernvale and Withcott
- Kilcoy
- Somerset
- Jimna
- Linville and
- Kirkleagh.

It is understood that Esk and Toogoolawah water supplies are operational.

No supply issues have been reported in the Scenic Rim Regional Council area.

It is also understood that:

- **Lowood Gatton Laidley Water Supply Scheme** – supplies to the towns of Lowood, Gatton, Laidley, Grantham, Helidon and Fernvale will be restored when Seqwater is able to re-establish supply from the Brisbane River to the Lowood Water Treatment Plant and power is restored to the intake and booster pumps. It appears the intake pumps were washed away. Seqwater has sourced a diesel pump from Queensland Urban Utilities. The pump is on site and is currently being installed / commissioned. Seqwater is hopeful that some supply will be re-established today - 14 January 2011. Fernvale reservoir is understood to be empty and the town is receiving bottled water delivered by helicopter. The pumps and part of the delivery main (100 metres) from Helidon to Withcott have been washed away. Consequently the supply connection to Helidon has been closed to ensure that there is no contamination of supply. Queensland Urban Utilities is in the process of replacing the pipe and pump station. This is expected to be operational by 18 January 2011. Once road access becomes available water will be trucked to the Withcott reservoir as an interim measure.
- **Kilcoy** – Kilcoy supplies increased overnight. The main local supply intake was washed away and Seqwater is seeking to re-establish this supply. In the meantime, the backup water supply from Somerset Dam via the Kilcoy/Somerset Treatment Plant is fully operational. Seqwater has a backup diesel pump on the raw water supply feeding the local Kilcoy water treatment plant until power and a new intake arrangement can be installed. Adequate emergency supplies should be available in the short term, consumption will need to be managed until full supply can be restored. The need for bottled water will be continually reviewed. There are no known reticulation issues and it is understood that full supply will be delivered upon restoration of bulk treated supply by Seqwater.
- **Somerset** – Reservoirs are 53% full and supply appears to be under control. The water treatment plant is operational and can be operated when required.

The main issue is the water turbidity and it would be more efficient to operate the plant when the turbidity level declines.

- **Jimna** –Water storage levels increased overnight. Situation appears to be under control.
- **Linville** – supplies at 27% which is about two days supply. Seqwater are inspecting the situation today. There is no power and a generator is being delivered. Tankered supplies are to be delivered today - 14 January. 1,200 litres of bottled water has previously been delivered. There is no known reticulation issue.
- **Kirkleagh** – has supply to last until 19 January. There are no known reticulation issues. It is understand that Kirkleagh has been evacuated – need confirmation.

In summary, supplies to the smaller centres have been mostly restored sufficient to meet shorter term emergency requirements. The key issue is the Lowood Gatton Laidley Water Supply Scheme where it is understood the intake pumps have been washed away. A diesel pump has been delivered to Lowood and is presently being installed with a view to establishing some supply today - 14 January 2001.

The main issue in the Lockyer Valley is the restoration of power by Energex.

The permanent intake requirements at Lowood will be assessed when the floodwater recedes and the damage can be inspected.

There may be water quality issues when water supply is restored. For this reason, the "boiled water" alert should remain in place until water quality testing has confirmed that the drinking water supplies are safe to drink. There may be other system breakages and operational issues, however QUU proposes to deal with these as a routine operation matter.

A large proportion of the Lockyer Valley community has rain water tanks and power is needed for the operation of the pressure pumps for showers and other purposes. The area also has many bores which could be used in the emergency if power is restored.

Unitywater

The affected towns supplied by Unitywater are Dayboro and Kenilworth.

It is also understood that:

- Dayboro – supply was restored on 13 January 2011.
- Kenilworth - supply was restored on 13 January 2011.

Both Dayboro and Kenilworth received tankered water on 12 January 2011.

UrbanUtilities	*Emergency Management Situation Report*

EMERGENCY MANAGEMENT SITREP REPORT

Incident/emergency name: Extreme Weather Issues
Situation report number: 13
Date/time prepared: 14/1/11 14.00
Incident level classification: Level 4

CURRENT SITUATION

- Focus on Potable water continuity of supply and identification of outages
- Provision of water to Lockyer Valley and Somerset regions
- Brisbane and Ipswich water supply still intact
- Currently assessing impacts to Ipswich as flood waters recede
- WGM have escalated to Level 4 Incident and established water quality- sub committee
- Currently working with Water secure to gain access to recycled water for clean up
- Additional pump commissioned at Mt Crosby. Additional 100mld supply available.
- Latest Lowood WTP commissioning time 4pm 14/1/11
- Water sampling in the western area concentrating on Lockyer and west of Ipswich has commenced

BRISBANE

- Water samples collected yesterday, Brisbane system contained no E coli. Further 100 samples, testing today.
- Wacol WWTP stopped, lost mains power, auto-genset start, genset ran out of fuel, site inaccessible – waiting for flood water to recede to inspect
- Karana Downs WWTP was flooded. Not operating, limited access
- Oxley Creek WWTP flooded.
- Fairfield WWTP flooded.
- 66 sewer pump stations flooded or without power.

SOMERSET

- Electricity unavailable in Kilcoy
- Water samples have been collected today for testing

LOWOOD

- Seqwater WTP is not operational
- Water samples have been collected today for testing

- Water treatment plant is out due to flooding, affected towns and nearby reticulated estates requiring bottled water are Withcott, Helidon, Gatton, Grantham, Laidley, Forest hill, Minden and Fernvale.
- Truck has departed Brisbane at 3.05 a.m. to deliver pump for Lowood WTP to assist with restoration of water supply for that area.
- Vehicle and pump onsite at 5.15am. Installation of pump has commenced

ESK/TOOGOOLAWAH

- Toogoolawah depot is currently accessible but severely damaged
- Toogoolawah sewerage pump station is now operational
- Esk sewerage pump station is flooded and partially floated away.
- Esk WTP not producing water due to no power
  - Esk Toogoolawah power supply/water supply- now OK power reconnected and tested – not being run overnight, back on line Thursday, sufficient supply
  - Kilcoy water supply system - western maintenance crews are currently accessing to effect necessary repairs

MINDEN

- Minden and Lockyer Valley reservoirs are now empty and reliant on bottled water

IPSWICH

Normal operating status

OTHER

Incident Team has been established in the East

Fernvale has restored some water supply

Fernvale sewer treatment plant flooded not accessible

- Sewer pump stations down are 3 @ Gatton, 3 @ Laidley, 2 @ Forest hill due to power outage and flooding.
- Withcott out of water
- Fernvale being fed from Lowood.
- Fortrose St Rising main at Jindalee Bridge (landslip line). Concerns of failure from flood debris.
- Pallet of water (1200Lts) being delivered
- Tankering commenced
- Access to Woodland Road
-

BOTTLED WATER SUPPLY

Road transportation of bottled water planned for Withcott and Gatton with three Courier vans, capacity of one tonne, contracted throughout the afternoon and evening if able to do so.

To be completed this afternoon 1800 x 600ml bottles to Helidon via helicopter. All other helicopter deliveries to focus on Gatton until night fall. Deliveries dropped by helicopter today are as detailed:

Minden- 1800 600ml bottles
Gatton – 1800 600ml bottles

Fernvale -1800 600ml bottles
Hatton Vale – 900 600ml bottles

Discussion with Australian Defence Force on further use of helicopter to supply bottled water.

- Dundas, Brighton & Crossdale are not in QUU distribution area. QUU are exploring avenues to distribute water to these areas as per the request from the Local Disaster Management Team

INFORMATION TECHNOLOGY

- Ipswich Bell St - SCADA equipment has been reinstalled.
- Ipswich Bell Street Corporate network is operational
- Accessing SCADA through Karagaroo – possible power at location.

FEA back online but still experiencing some performance issues

- QUU mobiling solution (Jtp) is operating but running slow.

J2C will be shut down due to power cuts to Ipswich – running

Corporate Network Issues:-

- Gatton depot – Network up & down
- Kooralbyn - Network up & down
- Esk – Comms offline
- Goodna STP & Lab- ICC preventative measure, took down link due to flooding at Riverview. ICC currently trying to establish link – possible restoration of link later today.

ASSET STATUS

- Pump station building at Helidon washed away together with associated mains
- 4 broken mains around Withcott.
- Postman Ridge Reservoir at low capacity
- Dirty water in distribution system at Lowood
- Loss of Seqwater treatment plant at Lowood- Expecting to have plant operational by 3 pm today
- Esk water pump station is now accessible
- Kilcoy Seqwater treatment plant offline.
- QUU pump station to Toogoolawah down
- Withcott reservoir empty and on supplies Table Top
- Minden burst main
- Goodna & Bundamba WWTP inundated
- Numerous pump stations inundated in Ipswich
- Karana Downs, Fairfield, Oxley WWTP's inundated. Karana Downs WWTP now dry, limited access
- Wacol WWTP flood affected no power.
- Haigslea water reservoir drained due to burst main, main repaired and reservoir

refilling

- Brisbane 55 pump stations, 4 Generators, 1 Water Booster out. 250 customers impacted
- Helidon plant is flooded, pump station is still operational
- Gatton reservoir has 200kl stored to supply town – tinkering water into reservoir to meet demand
- 60kl tinkered in to Cochran reservoir
- Main Sewer Rising Main to Gatton – Repairs have commenced
- Find out status on SEQWAT Lowood WTP coming back online
- Gatton has 2 water reticulation main burst identified
- Withcott has 4 water reticulation main burst identified
- Helidon WWTP is not operational and cannot be accessed.
- Laidley –Pike Street Pump Station (Main Station)-Power pole down repairs under way
- Gatton - one sewerage pump station not operating- Under repair.
- ESK WTP - power restored
- ESK & Toogoolawah supplies refilling
- Ipswich 31 sewer pump stations flooded. 10 are now accessible.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service area

MEDIA / STAKEHOLDER ISSUES

- 2 Radio interviews with Robin Lewis completed (ABC Toowoomba & River 949AM)
- Channel 7 interview with Robin Lewis updating water supply issues for all QUU sites.
- Contact centre scripting and website updates
- Media community service announcements in Laidley & Gatton (IGA Laidley, Pharmacy Laidley & BP, IGA & Coles Gatton)
- Community service announcement released at 8.30 am re: update on bottled water supply drops. Reminder for selected townships to boil water.
- Rebate media release with WGM approved by Noel Faulkner, now with WGM for release.

ACTIONS COMPLETED

- Emergency Management Team Incident at – Level 4

E1293

- Bottle water distribution continuing to Lockyer Valley region
- Flood maps have been revised and asset list has been distributed
- Community Service Announcement – bottled water to Lockyer Valley- Web upload and WGM advice
- Status of Lockyer & Somerset reservoir complete
- Status of all assets complete
- Completed the sizing of water for cleanup for Brisbane & Ipswich
- Actions completed 14 January 2011
    - Web content and regional information sheets and contact centre scripting updated (general flood scripting + bottled water drops)
    - LDCC Report updated and submitted - web tables updated for customer information
- Response to Roland Watkins (Police Liaison Rep on LDCC) for LDCC + Premier briefing (damaged assets + number of customers affected

PLANNED ACTIONS

STATUS

- Currently resourcing for asset condition assessment for whole of region

LOWOOD

- Assisting Seqwater in the provision of a diesel pump to Lowood WTP.

LOCKYER VALLEY

- Helidon pump station clean up and removal of pump for repairs

WITHCOTT

- Failed water main – local contractor repair crew has been sourced and is preparing to repair main- completion Monday
- Reviewing water quality issues from Lowood water supply schemes

RESOURCING

- Coordinating with EMQ bottled water supplies for effected communities
- Bottled water supply to be coordinated by SEQWGM EMT – Informed of impacted townships.
- Crews on standby to repair damaged infrastructure at Helidon
- Call operations/service delivery in Somerset to confirm the repair time for Toogoolawah

RECOVERY PLAN

- Recovery plan is currently being drafted for the whole of QUU area. Flood maps for Brisbane and Ipswich have been re-issued.
- Distributed flood impact asset maps via email to relevant parties
- Initial draft completed still require significant information to be added over the next 24hours
- Modelling predicted water demand for residents re clean up in Brisbane and Ipswich
- Recovery teams are forming in East and West and starting to coordinate recovery response

ADDITIONAL SUPPORT

- Analyse technical specifications for QUU high pressure pump for SEQ water requirements
- Submit special request to EMQ to allow estimated 35 tonne load access to road system to Lowood
- Submit vehicle hire request to BCC Fleet Product for vehicle to transport to Lowood WTP

OUTSTANDING ISSUES

Urban Utilities	***Emergency Management Situation Report***

- Withcott burst
- Lockyer Valley supply
- Water supply to Withcott to be restored.
- Mains Road pump station and Postman Ridge pump station off-line. Burst main to be repaired.
-

OVERALL ASSESMENT

Addressing supply issues as they arise

QUUEMT contact details are as follows :
Emergency Manager [redacted]
Communication Manager [redacted]
Email [redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
Chairperson – Jude Munro
CEO – [redacted]

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP at: 17.00 14/1/11

Prepared by:
Authorised by Emergency Manager – Paul Belz

UrbanUtilities

Queensland Urban Utilities UPDATE – 1 pm Friday 14/1/2011

EVENT SUMMARY – SITREP 13

Status of water and sewerage assets and services – Friday, 14 January

The following is a summary of current and forecast impacts, based on flood modelling:

Brisbane City Council area:
Wastewater:

- 66 sewerage pumping stations flooded or without power
- Three major wastewater treatment plants are flooded and one is without power and access due to flood. All four are not operational (Karana Downs, Oxley, Fairfield, Wacol)
- No impact on residents

Water:

- Power restored to at Bellbowrie/Moggill/Karana Downs/ Pullenvale
- Water sampling in the western area concentrating on Lockyer and west of Ipswich has commenced

Ipswich City Council area:
Disruption to some telemetry and site communications equipment resulting in the need for physical site fault assessment

Water:

- Initial reports indicate no operational problems.

Wastewater:

- Two wastewater treatment plants are offline – Bundamba, Rosewood
- Goodna STP & Lab- ICC preventative measure, took down link due to flooding at Riverview. ICC currently trying to establish link – possible restoration of link later today.
- 31 sewerage pumping stations are not operating
- Unable to ascertain full details of damage to wastewater infrastructure assets due to access issues.

Forecast impact for Ipswich (to be confirmed upon access)
Wastewater:

- 40 sewerage pumping stations flooded

- No impact on residents is expected

Lockyer Valley:
Water:

- All reservoirs intact
- Three water pumping stations offline - Helidon (destroyed), Postman's Ridge (flooded) and Glenore Road
- Supply levels: Laidley and Forest Hill have two days.
- Gatton has received 350kl of water by tanker
- Helidon – Repairing the road for tanker access.
- Withcott – Unable to access and power down to the area.
- Regency Downs/Kensington Grove reliant on water tankers to provide supply
- Repair to supply main to Withcott has commenced
- Working with Seqwater and Water Grid Manager to restore supplies. Bottled water being flown in and tankers are on standby as access becomes available.
- Water samples have been collected for testing today.

Wastewater:

- Main Sewer Rising Main to Gatton washed away- Repairs have commenced
- Laidley, Pike St SPS has power pole down. Repairs continuing
- Helidon, no access due to flooding treatment plants
- Further investigation as water recedes

Scenic Rim:
Water and wastewater:
No issues

Somerset:
Water:

- Truck and 20 tonne pump onsite by 12.00 20 at Lowood WTP. Commissioning in progress.
- Water supply levels: Linville 2 days s (reliant on Seqwater resolving electricity supply)
- Esk and Toogoolawah will return to normal operation status by late tomorrow
- Minden reliant on bottled water
- Lowood and Fernvale still in supply but reliant on water tankers to maintain current levels
- Working with Seqwater and Water Grid Manager to restore supplies. Bottled water being flown in and tankers are on standby as access becomes available
- Electricity unavailable in parts of Kilcoy

Wastewater:

- Esk SPS without power

- Lowood SPS without power- Energex restoring power to the area progressively.
- One pumping station destroyed

Queensland Urban Utilities is urging all customers to:

- Avoid flood waters which may become contaminated with sewage and other material, possibly causing skin and gastro-intestinal infection
use alternative water supplies (such as rainwater tanks), if available, and conserve drinking water to ensure sufficient supplies

LOCKYER VALLEY WATER ASSETS STATUS

Updated – 0:00 Friday, 14 January 2011



UrbanUtilities

RESERVOIR/P	LOCATION	CAPACITY (ML)	HOLDING (%)	EST. SERVICE DURATION	SERVICE (Y/N)	NOTES	Status

Woodlands	Woodlands Rd, Gatton	0.12		TBA	Y	-	No Supply
Cochrane St	Cochrane St, Gatton	2	25	TBA	Y	-	
Helidon	**Helidon**	**EMPTY**		TBA	**N**	Pump Motor and Switchboard being replaced. Genset on site until 16/1	Networked water supply unavailable
Millora Rd	Dobel Drive, Murphy's Creek	0.18	5	TBA	Y	-	-
Murphy's Creek Road (Postman's Ridge Reservoir)	Murphy's Creek	0.33	50	TBA	Y	Helidon Pump Station washed away therefore no pumping into this reservoir.	-
Postmans Ridge PS	Murphy's Creek	UNK		TBA	N	-	Genset onsite tomorrow
Glenore Grove Booster	-	UNK		TBA	N	-	Damaged fencing, switchboard ok, not critical for supply
Withcott	**Dolley's Road, Withcott**	**EMPTY**	**0**	**TBA**	**N**	**No inlet feed available due to break on 200mm DICL inlet main after pump station at Postman's Ridge. Both ends isolated. Postmans Ridge Pump Station is flooded and inoperable.**	**No Supply**
Tabletop (Berghoffer Rd)		0.03	25	TBA	Y	-	-
Plainlands	Plainlands	5	55	TBA	Y	-	-
Victoria St	Forest Hill	0.18	60	2 days	Y	-	-
Summer St boosted zone, pump station and reservoir	Laidley	1.12	100	2 days	Y	-	Consider System Isolation
Douglas McInnes Drive		1.14	80		Y	-	
Rosewood Laidley Road		0.45	100		Y	Can backfeed into town	

Reservoir							
Sippel Road (Lakes Estate)		0.09	80		Y	Trickle feed to tanks	

Please note: Details in this table are based on the latest information at time of publication. Due to the changing nature of the situation this table will be updated regularly.

Urban Utilities

LOCKYER VALLEY WASTEWATER STATUS

Updated – 8.30 Friday, 14 January 2011

ASSET	LOCATION	NOTES
Railway St WRP	Forest Hill	
Gordon St PS	Forest Hill	
Railway St PS	Forest Hill	
Treatment Plant Rd WRP	Gatton	
Crescent St PS	Gatton	
East St PS	Gatton	
Myler Crt PS	Gatton	
Lake Apex PS	Gatton	
Industrial Rd PS	Gatton	
South St PS	Gatton	Operational
Karrash Road	UNK	Damaged Pump
Hennessy St PS	Gatton	
Golf Links Dve PS	Gatton	
Western Dve PS	Gatton	Telemetry damaged - condition not determined
Tew Crt PS	Gatton	
Back Flagstone Creek Rd WRP	Helidon	No power. Generator organised.
Airforce Rd PS	Helidon	
Lawlers Rd PS	Helidon	
Plant St PS	Helidon	
Boundary Rd WRP	Laidley	
Kurrajong Crt PS	Laidley	
Stanford Pl PS	Laidley	
Boundary Rd PS	Laidley	
Hayes St PS	Laidley	
Alexander St PS	Laidley	
Pike St PS	Laidley	Operational but no road access
Patrick St PS	Laidley	Operational but no road access
Pioneer St PS	Laidley	
Storr St PS	Laidley	
Vaux St PS	Laidley	

WATER RECLAMATION PLANT	NOTES
Gatton WRP	Operational and Accessible
Laidley WRP	Operational and Accessible
Forest Hill WRP	Operational and Accessible
Carole Park Reclamation Pant	Not accessible but Operational

UrbanUtilities

SOMERSET WATER ASSETS STATUS

Updated – 8.30 Friday, 14 January 2011

RESERVOIR/ P	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICEABLE (Y/N)	NOTES
Lowood 1	Jacqueline St Res 2	3	UNK	TBA	Y	Level is Critically Low but being maintained due to reliance on tankers
Lowood 2	Glamorgan Vale Rd / Ziebell	2	UNK	TBA	Y	
Lowood 3	Acacia St	1.13	UNK	TBA	Y	
Tarampa	Prenzlau Rd	0.022	UNK	TBA		
Fernvale	Knox Rd	2	EMPTY	TBA	Y	Level is Critically Low but being maintained due to reliance on tankers
Balance tank/P	Fernvale	UNK	UNK	TBA	Y	-
Lowood West		3	UNK	TBA		Networked water supply unavailable
Plainslands		5	UNK	TBA		
Pump Station & Reservoir	Summer St	1.12	UNK	TBA		
Wilson Estate	Douglas McInness Dr	1.14	UNK	TBA		
Forest Hill	Victoria St	0.18	UNK	TBA		
Lakes Estate	Sippel Rd	0.09	UNK	TBA		
Brown Cres PS		N/A	N/A	TBA		
Laidley Rd	Laidley Rd	0.45	UNK	TBA		
Reservoir - low	Woodlands Rd	5.95	UNK	TBA		
Reservoir - high	Woodlands Rd	0.24	UNK	TBA		
Reservoir - low	Cochrane St	2	UNK	TBA		• Fencing washed away • lightning strike · telemetry & local control damaged (not sure of this or below)
Reservoir - high	Cochrane St	2	UNK	TBA		· Fencing washed away · lightning strike · telemetry & local control damaged (not sure of this or above)

E1305

Gatton PS		N/A	UNK	TBA		Networked water supply unavailable
Helidon - Small	Seventeen Mile Road	0.7	UNK	TBA		Networked water supply unavailable
Helidon - Large	Seventeen Mile Road	1.5	UNK	TBA		
Millora Rd (Dobel Dr)		0.18	UNK	TBA		
Pump Station	Rossiter Rd	N/A	UNK	TBA		
Warrego Hwy PS		N/A	UNK	TBA		
Postmans Ridge	Murphy's Creek Ridge	0.33	UNK	TBA		· 200mm trunk supply line damaged · Switchboard damaged
Postmans Ridge PS		N/A	UNK	TBA		
Withcott	Dolley's Rd	1.94	UNK	TBA		Networked water supply unavailable
Withcott PS		N/A	UNK	TBA		
Tabletop	Berghoffer Rd	0.003	UNK	TBA	Y	
Esk		1.1 ML	0.4	TBA	Y	To return to normal status 14/1 afternoon
BP	East St	N/A		TBA		45kW soft start – 18l/s max
Toogoolawah		2	0.5	TBA	Y	To return to normal status 14/1 afternoon
Kilcoy	Saleyards Rd	3.6	UNK	1 day	Y	(Source: WGM) 3 tanks – 0.45, 0.63 & 1.8 ML
Jimna			65	2 days	Y	(Source: WGM)
Linville		0.1	50	2 days	Y	Incorrect SCADA reading at Lowood. Manually checked (Source: WGM)

Urban Utilities

SOMERSET WASTEWATER ASSETS STATUS

Updated – 1.00pm Friday, 14 January 2011

ASSET	LOCATION	SERVICEABLE	NOTES
Creek St PS	Esk	N	Destroyed in flood
Esk	Esk Depot	N	- Office swept downstream - 7 x 12 shed shifted 10m
Fernvale WRP	Fernvale		
Banks Creek Rd PS 1	Fernvale	N	
Banks Creek Rd PS 1	Fernvale	N	
Brisbane Valley HWY	Fernvale	Y	
Schmidt Rd PS	Fernvale	N	
Kilcoy WRP	Kilcoy	N	Power restored
Brown St PS No 1	Kilcoy	N	
Brown St PS No 2	Kilcoy	u	
Brown St PS No 3	Kilcoy	u	
Conroy St PS	Kilcoy	u	
Hope St PS	Kilcoy	u	
Showgrounds Rd PS	Kilcoy	u	
Lowood WRP	Lowood	u	
Bray St PS	Lowood	N	
Daniel St PS	Lowood	Y	
Forest Hill Fernvale Rd PS	Lowood	Y	
James St PS	Lowood	Y	
Lindemans Rd PS	Lowood	Y	
Macadamia Dr PS	Lowood	Y	
Main St PS	Lowood	N	
Prospect St PS No 1	Lowood	Y	
Prospect St PS No 1	Lowood	N	
Toogoolawah WRP	Toogoolawah	Y	
Bellarnbi St PS	Toogoolawah	N	
Brisbane Valley Hwy PS 1	Toogoolawah	Y	
Brisbane Valley Hwy PS 2	Toogoolawah	Y	
Factory Rd PS	Toogoolawah	N	
Old Mt Beppo Rd PS	Toogoolawah	Y	

WATER RECLAMATION PLANT	NOTES	Y
Esk WRP	Was inundated, Now accessible	
Fernvale WRP	Not Accessible	
Lowood WRP	Was inundated, Now accessible	
Kilcoy WRP	Not Accessible	
Toogoolawah WRP	Normal Operation	

UrbanUtilities

SCENIC RIM AREA STATUS

Updated – 2.00 Friday, 14 January 2011

NO ISSUES



E1309

Urban Utilities

BRISBANE AREA WATER ASSETS SUMMARY

Updated – 0:00 Friday, 14 January 2011

Asset Type	Number	Last Updated	
Telemetry	2	13/01/2011	-
Water Pump Stations & Boosters		13/01/2011	15:30
Flooded or Without Power	3		
Customers Affected	250		
Res Levels (ML)	130.21	14/01/2011	4:00
Water Main Bursts	2	13/01/2011	15:00
Properties Affected	19		
PRV's	9	13/01/2011	16:00
Trunk Mains	1	13/01/2011	16:00

BRISBANE AREA WASTEWATER ASSETS SUMMARY

Updated – 12:00am Friday, 14 January 2011

55	Pump Stations Flooded or without power	**4**	Generators Flooded
3	Treatment Plant Flooded or without power	**0**	Generators Flooded

Urban Utilities

IPSWICH WATER ASSETS SUMMARY

Updated – 14:59 Thursday, 13 January 2011
No Change as of 0:00 Friday 14 January 2011

RESERVOIR/P	LOCATION	CAPACITY (ML)	HOLDING (%)	NOTES
Western Distribution Area Reservoirs				
Borallan			69	Normal Operation
Marburg			0	Normal Operation
Haigslea			12	Normal Operation
Rosewood 1 & 2			62/58	Normal Operation
Upper John Works at night for HLZ			90	Normal Operation
Denmark Hill			50/53	Normal Operation
Karragroo			85	Normal Operation
Brassall			38	Normal Operation
Bundamba Distribution Area Reservoirs				
Blackstone			80	Normal Operation
Ripley			61	Normal Operation
Ripley HLZ Fills out of Ripley Res			56	Normal Operation
Eastern Distribution Area Reservoirs				
Bundamba			94/95	Normal Operation
Riverview (Child)			63	Normal Operation
Goodna			74	Normal Operation
Bertha Balances off of Goodna Level			36	Normal Operation
Keidges Road			71	Normal Operation
Keidges Road HLZ fills out of Keidges Res			49	Normal Operation
Camira			79	Normal Operation
Springfield			69	Normal Operation

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E1312

Urban Utilities

IPSWICH WASTEWATER ASSETS SUMMARY

Updated – 0:00 Friday, 14 January 2011

31	Pump Stations Under Water
27	Pump Stations Above water

3	WRPs Under Water
1	WRPs Above Water

Pump Station Condition	No. Pumps
Normal Operation	27
Inundated but accessible	10
Inundated / not accessible	21

WATER RECLAMATION PLANT	NOTES
Bundamba Water Reclamation Plant	Inaccessible and Inundated
Goodna Reclamation Plant	Inaccessible and Inundated
Rosewood Reclamation Plant	Inaccessible and Inundated
Carole Park Reclamation Pant	Normal Operation

UrbanUtilities

Queensland Urban Utilities UPDATE – 5.10pm pm Friday 14/1/2011

EVENT SUMMARY – SITREP 14

Status of water and sewerage assets and services – Friday 14 January

The following is a summary of current and forecast impacts, based on flood modelling:

Brisbane City Council area :

Wastewater:

- 55 sewerage pumping stations flooded or without power
- Three major wastewater treatment plants are flooded and one is without power and access due to flood. All four are not operational (Karana Downs, Oxley, Fairfield, Wacol)
- Oxley Creek road – assistance required to clean road to allow access
- No impact on residents

Water:

- 3 water pumpstations & boosters flooded or without power
- Power restored at Bellbowrie/Moggill/Karana Downs/ Pullenvale
- Water sampling in the western area concentrating on Lockyer and west of Ipswich has commenced

Ipswich City Council area:

Disruption to some telemetry and site communications equipment resulting in the need for physical site fault assessment

Water:

- Initial reports indicate no operational problems.

Wastewater:

- Two wastewater treatment plants are offline – Bundamba & Goodna
- Goodna STP & Lab- ICC preventative measure, took down link due to flooding at Riverview. ICC currently trying to establish link – possible restoration of link later today.
- 28 sewerage pumping stations are not operating
- No impact on residents is expected

Lockyer Valley:

Water:

- All reservoirs intact

- Three water pumping stations offline - Helidon (destroyed), Postman's Ridge (flooded) and Glenore Road
- Supply levels: Laidley and Forest Hill have two days.
- Gatton has received 350kl of water by tanker – in addition to helicopter drops of bottled water)
- Helidon – Repairing the road for tanker access.
- Withcott – Unable to access and power is down in the area.
- Regency Downs/Kensington Grove reliant on water tankers to provide supply
- Repair to supply main to Withcott has commenced
- Working with Seqwater and Water Grid Manager to restore supplies. Bottled water being flown in. Tankers commenced delivery to Gatton.
- Water samples have been collected for testing today.

Wastewater:

- Main Sewer Rising Main to Gatton washed away- Repairs have commenced
- Laidley, Pike St SPS has power pole down. Repairs continuing
- Helidon, no access due to flooding treatment plants
- Further investigation as water recedes

Scenic Rim:
Water and wastewater:
No issues

Somerset:
Water:

- Truck and 20 tonne pump onsite by 12.00 20 at Lowood WTP. Commissioning in progress.
- Water supply levels: Linville 2 days s (reliant on Seqwater resolving electricity supply)
- Esk and Toogoolawah will return to normal operation status by late tomorrow
- Minden reliant on bottled water – further helicopter drops made today
- Lowood and Fernvale still in supply but reliant on water tankers to maintain current levels – further helicopter drops today
- Lowood WTP – diesel pump and pipe installed (not yet tested)
- Working with Seqwater and Water Grid Manager to restore supplies. 17,000 litres of bottled water flown in today . Tankers are making deliveries this evening
- Electricity unavailable in parts of Kilcoy

Wastewater:

- Esk SPS without power
- Lowood SPS without power- Energex restoring power to the area progressively.
- One pumping station destroyed

UrbanUtilities

BOTTLED WATER UPDATE

- Helicopters have delivered total of 17,000 litres to Minden, Gatton, Fernvale and Helidon
- Eight trucks delivering this evening

LOCKYER VALLEY WATER ASSETS STATUS

Updated – 16:00 Friday, 14 January 2011

RESERVOIR/ P	LOCATION	CAPACIT Y (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICE (Y/N)	NOTES	Status
Woodlands	Woodlands Rd, Gatton	0.12		TBA	Y	-	No Supply

Cochrane St	Cochrane St, Gatton	2	25	TBA	Y	-	
Helidon	**Seventeen Mile Road**	**2.2**		TBA			Networked water supply unavailable
Millora Rd	Dobel Drive, Murphy's Creek	0.18	5	TBA	Y	-	-
Murphy's Creek Road (Postman's Ridge Reservoir)	Murphy's Creek	0.33	50	TBA	Y		200mm trunk supply line damaged. Switchboard da maged.
Postmans Ridge PS	Murphy's Creek	UNK		TBA	N	-	Genset onsite tomorrow
Glenore Grove Booster	-	UNK		TBA	N	-	Damaged fencing, switchboard ok, not critical for supply
Withcott	**Dolley's Road, Withcott**	**1.94**			**N**	**No inlet feed available due to break on 200mm DICL inlet main after pump station at Postman's Ridge. Both ends isolated. Postmans Ridge Pump Station is flooded and inoperable.**	**No Supply**
Tabletop (Berghoffer Rd)		0.03	25	TBA	Y	-	-
Plainlands	Plainlands	5	55	TBA	Y	-	-
Victoria St	Forest Hill	0.18	60	2 days	Y	-	-
Summer St **boosted** zone, pump station and reservoir	Laidley	1.12	100	2 days	Y	-	Consider System Isolation
Douglas McInnes Drive		1.14	80		Y	-	
Rosewood Laidley Road Reservoir		0.45	100		Y	Can backfeed into town	

Sippel Road (Lakes Estate)		0.09	80		Y	Trickle feed to tanks	

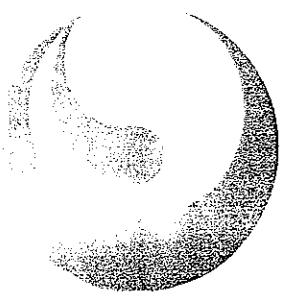
Please note: Details in this table are based on the latest information at time of publication. Due to the changing nature of the situation this table will be updated regularly.

UrbanUtilities

LOCKYER VALLEY WASTEWATER STATUS

Updated – 16:00 Friday, 14 January 2011

ASSET	LOCATION	NOTES
Railway St WRP	Forest Hill	
Gordon St PS	Forest Hill	
Railway St PS	Forest Hill	
Treatment Plant Rd WRP	Gatton	
Crescent St PS	Gatton	
East St PS	Gatton	
Myler Crt PS	Gatton	
Lake Apex PS	Gatton	
Industrial Rd PS	Gatton	
South St PS	Gatton	Operational
Karrash Road	UNK	Damaged Pump
Hennessy St PS	Gatton	
Golf Links Dve PS	Gatton	
Western Dve PS	Gatton	Telemetry damaged - condition not determined
Tew Crt PS	Gatton	
Back Flagstone Creek Rd WRP	Helidon	No power. Generator organised.
Airforce Rd PS	Helidon	
Lawlers Rd PS	Helidon	
Plant St PS	Helidon	
Boundary Rd WRP	Laidley	
Kurrajong Crt PS	Laidley	
Stanford Pl PS	Laidley	
Boundary Rd PS	Laidley	
Hayes St PS	Laidley	
Alexander St PS	Laidley	
Pike St PS	Laidley	Operational but no road access
Patrick St PS	Laidley	Operational but no road access
Pioneer St PS	Laidley	
Storr St PS	Laidley	
Vaux St PS	Laidley	



WATER RECLAMATION PLANT	NOTES
Gatton WRP	Operational and Accessible
Laidley WRP	Operational and Accessible
Forest Hill WRP	Operational and Accessible
Carole Park Reclamation Pant	Not accessible but Operational

UrbanUtilities

SOMERSET WATER ASSETS STATUS

Updated – 8.30 Friday, 14 January 2011

RESERVOIR/ P	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATIO N	SERVICEABL E (Y/N)	NOTES
Lowood 1	Jacqueline St Res 2	3	UNK	TBA	Y	Level is Critically Low but being maintained due to reliance on tankers
Lowood 2	Glamorgan Vale Rd / Ziebell	2	UNK	TBA	Y	
Lowood 3	Acacia St	1.13	UNK	TBA	Y	
Tarampa	Prenzlau Rd	0.022	UNK	TBA		
Fernvale	Knox Rd	2	EMPTY	TBA	Y	Level is Critically Low but being maintained due to reliance on tankers
Balance tank/P	Fernvale	UNK	UNK	TBA	Y	-
Lowood West		3	UNK	TBA		Networked water supply unavailable
Plainslands		5	UNK	TBA		
Pump Station & Reservoir	Summer St	1.12	UNK	TBA		
Wilson Estate	Douglas McInness Dr	1.14	UNK	TBA		
Forest Hill	Victoria St	0.18	UNK	TBA		
Lakes Estate	Sippel Rd	0.09	UNK	TBA		
Brown Cres PS		N/A	N/A	TBA		
Laidley Rd	Laidley Rd	0.45	UNK	TBA		
Reservoir - low	Woodlands Rd	5.95	UNK	TBA		
Reservoir - high	Woodlands Rd	0.24	UNK	TBA		
Pump Station	Rossiter Rd	N/A	UNK	TBA		
Warrego Hwy PS		N/A	UNK	TBA		
Esk		1.1 ML	0.4	TBA	Y	To return to normal status 14/1 afternoon
BP	East St	N/A		TBA		45kW soft start – 18l/s max

Toogoolawah		2	0.5	TBA	Y	To return to normal status 14/1 afternoon
Kilcoy	Saleyards Rd	3.6	UNK	1 day	Y	(Source: WGM) 3 tanks – 0.45, 0.63 & 1.8 ML
Jimna			65	2 days	Y	(Source: WGM)
Linville		0.1	50	2 days	Y	Incorrect SCADA reading at Lowood. Manually checked (Source: WGM)

UrbanUtilities

SOMERSET WASTEWATER ASSETS STATUS

Updated – 1.00pm Friday, 14 January 2011

ASSET	LOCATION	SERVICEABLE	NOTES
Creek St PS	Esk	N	Destroyed in flood
Esk	Esk Depot	N	- Office swept downstream - 7 x 12 shed shifted 10m
Fernvale WRP	Fernvale	N	
Banks Creek Rd PS 1	Fernvale	N	
Banks Creek Rd PS 2	Fernvale	Y	
Brisbane Valley HWY	Fernvale	N	
Schmidt Rd PS	Fernvale	N	
Kilcoy WRP	Kilcoy	N	Power restored
Brown St PS No 1	Kilcoy	U	
Brown St PS No 2	Kilcoy	U	
Brown St PS No 3	Kilcoy	U	
Conroy St PS	Kilcoy	U	
Hope St PS	Kilcoy	U	
Showgrounds Rd PS	Kilcoy	U	
Lowood WRP	Lowood	N	
Bray St PS	Lowood	Y	
Daniel St PS	Lowood	Y	
Forest Hill Fernvale Rd PS	Lowood	Y	
James St PS	Lowood	Y	
Lindemans Rd PS	Lowood	Y	
Macadamia Dr PS	Lowood	N	
Main St PS	Lowood	Y	
Prospect St PS No 1	Lowood	N	
Prospect St PS No 2	Lowood	Y	
Toogoolawah WRP	Toogoolawah	N	
Bellambi St PS	Toogoolawah	Y	
Brisbane Valley Hwy PS 1	Toogoolawah	Y	
Brisbane Valley Hwy PS 2	Toogoolawah	N	
Factory Rd PS	Toogoolawah	Y	
Old Mt Beppo Rd PS	Toogoolawah	Y	

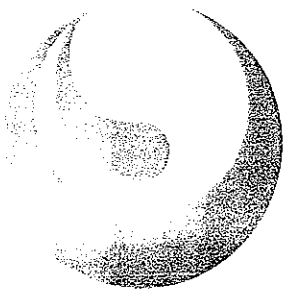
WATER RECLAMATION PLANT	NOTES
Esk WRP	Was inundated, Now accessible
Fernvale WRP	Not Accessible
Lowood WRP	Was inundated, Now accessible
Kilcoy WRP	Not Accessible
Toogoolawah WRP	Normal Operation

UrbanUtilities

SCENIC RIM AREA STATUS

Updated – 2.00 Friday, 14 January 2011

NO ISSUES



E1325

UrbanUtilities

BRISBANE AREA WATER ASSETS SUMMARY

Updated – 0:00 Friday, 14 January 2011

Asset Type	Number	Last Updated	
Telemetry	2	14/01/2011	17:30
Water Pump Stations & Boosters		14/01/2011	17:30
Flooded or Without Power	3	14/01/2011	17:30
Customers Affected	270	14/01/2011	17:30
Res Levels (ML) (useable volume)	39.71	14/01/2011	17:30
Water Main Bursts	3	14/01/2011	17:30
Properties Affected	19	14/01/2011	17:30
PRV's	7	14/01/2011	17:30
Trunk Mains	1	14/01/2011	17:30

BRISBANE AREA WASTEWATER ASSETS SUMMARY

Updated – 12:00am Friday, 14 January 2011

51	Pump Stations Flooded or without power	11	Generators Flooded
3	Treatment Plant Flooded or without power	0	Generators Flooded

E1326

Urban Utilities

IPSWICH WATER ASSETS SUMMARY

Updated – 14:59 Thursday, 13 January 2011
No Change as of 0:00 Friday 14 January 2011

RESERVOIR/P	LOCATIO N	CAPACIT Y (ML)	HOLDING (%)	NOTES
Western Distribution Area Reservoirs				
Borallan			57	Normal Operation
Marburg			88	Normal Operation
Haigslea			36	Normal Operation
Rosewood 1 & 2			54	Normal Operation
Upper John Works at night for HLZ			75	Normal Operation
Denmark Hill			44/46	Normal Operation
Karragroo			56	Normal Operation
Brassall			46	Normal Operation
Bundamba Distribution Area Reservoirs				
Blackstone			76	Normal Operation
Ripley			56	Normal Operation
Ripley HLZ Fills out of Ripley Res			79	Normal Operation
Eastern Distribution Area Reservoirs				
Bundamba			92/91	Normal Operation
Riverview (Child)			61	Normal Operation
Goodna			81	Normal Operation
Bertha Balances off of Goodna Level			36	Normal Operation
Keidges Road			84	Normal Operation
Keidges Road HLZ fills out of Keidges Res			80	Normal Operation
Camira			68	Normal Operation
Springfield			84	Normal Operation





UrbanUtilities

E1328

UrbanUtilities

IPSWICH WASTEWATER ASSETS SUMMARY

Updated – 0:00 Friday, 14 January 2011

28	Pump Stations Under Water
2	Pump Stations Above water

3	WRPs Under Water
1	WRPs Above Water

Pump Station Condition	No. Pumps
Normal Operation	27
Inundated but accessible	tbc
Inundated / not accessible	28

WATER RECLAMATION PLANT	NOTES
Bundamba Water Reclamation Plant	Inaccessible and Inundated
Goodna Reclamation Plant	Inaccessible and Inundated
Rosewood Reclamation Plant	Inaccessible and Inundated
Carole Park Reclamation Pant	Normal Operation

TANKERED WATER SUPPLY TO GATTON & LOWOOD – 14/1/2011 17:00 HOURS

- Commenced on 13/1/2011
- Supply from Toowoomba to Gatton; and, from Ipswich to Lowood
- Supply by 10 to 11 tankers of various capacity between 7,000 – 28,000 litres
- Tankers operating 24/7 until Lowood WTP supply is assured (reassessment of this option will occur on Saturday morning once the outcome of Lowood WTP re-commissioning is known)
- Total of 636 kL delivered up until 0630 hours Friday morning 14/1/2011
- Total of 283 kL additional supply delivered up until 1500 hours Friday afternoon 14/1/2011
- Usage of potable water for consumption and cleaning reduces available supply quickly.

UrbanUtilities	*Emergency Management Situation Report*

EMERGENCY MANAGEMENT SITREP REPORT

Incident/emergency name: Extreme Weather Issues
Situation report number: 14
Date/time prepared: 14/1/11 16:45
Incident level classification: Level 4

CURRENT SITUATION

Focus on Potable water continuity of supply and identification of outages

Provision of water to Lockyer Valley and Somerset regions

Brisbane and Ipswich water supply still intact

Currently assessing impacts to Ipswich as flood waters recede

WGM have escalated to Level 4 Incident and established water quality- sub committee

Currently working with Water Secure regarding access to recycled water for clean up

Additional pump commissioned at Mt Crosby. Additional 100mld supply available.

Latest Lowood WTP commissioning time 8pm 14/1/11 – not running yet

Water sampling in the western area concentrating on Lockyer and west of Ipswich continuing. Boiled water notice for Lockyer Valley, parts of Somerset and Marburg, in Ipswich remains current.

BRISBANE

Water samples collected yesterday, Brisbane system contained no E coli. Further 100 samples, testing today.

Wacol WWTP stopped, lost mains power, auto-genset start, genset ran out of fuel, site inaccessible – waiting for flood water to recede to inspect

Karana Downs WWTP was flooded. Not operating, limited access

Oxley Creek WWTP flooded – need assistance to clean road to allow rehab of plant.

Fairfield WWTP flooded.

66 sewer pump stations flooded or without power.

SOMERSET

Electricity unavailable in Kilcoy

Water samples have been collected today for testing

LOWOOD

Seqwater WTP is not operational

Water samples have been collected today for testing

Water treatment plant is out due to flooding, affected towns and nearby reticulated estates requiring bottled water are Withcott, Helidon, Gatton, Grantham, Laidley, Forest hill, Minden and Fernvale.

Truck has departed Brisbane at 3.05 a.m. to deliver pump for Lowood WTP to assist with restoration of water supply for that area.

Vehicle and pump onsite at 5.15am. Installation of pump has commenced

Diesel pump and pipe installed – testing underway. Anticipate plant production from 8pm onwards

ESK/TOOGOOLAWAH

- Toogoolawah depot is currently accessible but severely damaged
- Toogoolawah sewerage pump station is now operational
- Esk sewerage pump station is flooded and partially floated away.
- Esk WTP not producing water due to no power

Esk Toogoolawah power supply/water supply- now OK power reconnected and tested – not being run overnight, back on line Thursday, sufficient supply

- Kilcoy water supply system - western maintenance crews are currently accessing to effect necessary repairs

MINDEN

- Minden and Lockyer Valley reservoirs are now empty and reliant on tankers plus bottled water for residents

IPSWICH

Normal operating status

OTHER

Fernvale has restored some water supply

Fernvale sewer treatment plant flooded not accessible

- Sewer pump stations down are 3 @ Gatton, 3 @ Laidley, 2 @ Forest hill due to power outage and flooding.
- Withcott out of water. Bottled supplies available
- Fernvale being fed from Lowood. Bottled supplies available
- Fortrose St Rising main at Jindalee Bridge (landslip line). Concerns of failure from flood debris.
- Pallets of water (1700Lts) delivered today. Additional 8 tankers delivered this evening.
- Tankering commenced
- Access to Woodland Road
- Collingwood Park water supply investigated – no issues; all operational.

BOTTLED WATER SUPPLY SUMMARY

Road transportation of bottled water planned for Withcott and Gatton with three Courier vans, capacity of one tonne, contracted throughout the afternoon and evening if able to do so.

To be completed this afternoon 1800 x 600ml bottles to Helidon via helicopter. All other

helicopter deliveries to focus on Gatton until night fall. Deliveries dropped by helicopter today are as detailed:

Helicopter update – 17,000 litres delivered today to Minden, Gatton, Fernvale and Helidon

Dundas, Brighton & Crossdale are not in QUU distribution area. QUU are exploring avenues to distribute water to these areas as per the request from the Local Disaster Management Team

INFORMATION TECHNOLOGY

- Ipswich Bell St - SCADA equipment has been reinstalled.
- Ipswich Bell Street Corporate network is operational
- Accessing SCADA through Karagaroo – running as normal

FEA back online but still experiencing some performance issues

- QUU mobiling solution (Jtp) is operating but running slow.

J2C – running

Corporate Network Issues:-

- Gatton depot – offline
- Kooralbyn - offline
- Esk – Comms offline
- Goodna STP & Lab- ICC preventative measure, link restored at Riverview.
- Goodna – no power

ASSET STATUS

- Pump station building at Helidon washed away together with associated mains
- 4 broken mains around Withcott.
- Postman Ridge Reservoir at low capacity
- Dirty water in distribution system at Lowood
- Loss of Seqwater treatment plant at Lowood- Expecting to have plant operational by 3 pm today – yes or no?
- Esk water pump station is now accessible
- Kilcoy Seqwater treatment plant offline.
- QUU pump station to Toogoolawah down
- Withcott reservoir empty and on supplies Table Top
- Minden burst main
- Goodna & Bundamba WWTP inundated
- Numerous pump stations inundated in Ipswich
- Karana Downs, Fairfield, Oxley WWTP's inundated. Karana Downs WWTP now dry, limited access
- Wacol WWTP flood affected no power.
- Haigslea water reservoir drained due to burst main, main repaired and reservoir refilling
- Brisbane 55 pump stations, 4 Generators, 1 Water Booster out. 250 customers

impacted

- Helidon plant is flooded, pump station is still operational
- Gatton reservoir has 200kl stored to supply town – tinkering water into reservoir to meet demand
- 60kl tinkered in to Cochran reservoir
- Main Sewer Rising Main to Gatton – Repairs have commenced
- Find out status on SEQWAT Lowood WTP coming back online
- Gatton has 2 water reticulation main burst identified
- Withcott has 4 water reticulation main burst identified
- Helidon WWTP is not operational and cannot be accessed.
- Laidley –Pike Street Pump Station (Main Station)-Power pole down repairs under way
- Gatton - one sewerage pump station not operating- Under repair.
- ESK WTP - power restored
- ESK & Toogoolawah supplies refilling
- Ipswich 31 sewer pump stations flooded. 10 are now accessible.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service area

MEDIA / STAKEHOLDER ISSUES

3 Radio interviews with Robin Lewis completed (ABC Toowoomba & River 949AM and ABC Regional regarding Lockyer Valley water supply

Channel 7 interview with Robin Lewis updating water supply issues for all QUU sites/Brisbane/Ipswich etc

- Contact centre scripting and website updates

Community service announcements re: boil water notice for Lockyer, Somerset, Laidley & Gatton handed out at supermarkets, newsagents and service stations.

- Rebate media release with WGM approved by Noel Faulkner, now with WGM for discussion. Yet to be released.
- Customer communication directly with Gatton area customers. Arranging water tanker for Chicken Farms.

ACTIONS COMPLETED

Emergency Management Team Incident at – Level 4

Bottle water distribution continuing to Lockyer Valley region

Flood maps have been revised and asset list has been distributed

Community Service Announcement – bottled water to Lockyer Valley- Web upload and WGM advice

Status of Lockyer & Somerset reservoir complete

Status of all assets complete

Completed the sizing of water for cleanup for Brisbane & Ipswich

- Actions completed 14 January 2011
    - Web content and regional information sheets and contact centre scripting updated (general flood scripting + bottled water drops)
    - LDCC Report updated and submitted - web tables updated for customer information

Response to Roland Watkins (Police Liaison Rep on LDCC) for LDCC + Premier briefing (damaged assets + number of customers affected

PLANNED ACTIONS
STATUS Currently resourcing for asset condition assessment for whole of region LOWOOD Assisting Seqwater in the provision of a diesel pump to Lowood WTP. LOCKYER VALLEY Helidon pump station clean up and removal of pump for repairs WITHCOTT Failed water main – local contractor repair crew has been sourced and is preparing to repair main- completion Monday Reviewing water quality issues from Lowood water supply schemes RESOURCING Coordinating with EMQ bottled water supplies for effected communities Bottled water supply to be coordinated by SEQWGM EMT – Informed of impacted townships. Crews on standby to repair damaged infrastructure at Helidon Call operations/service delivery in Somerset to confirm the repair time for Toogoolawah RECOVERY PLAN Recovery plan is currently being drafted for the whole of QUU area. Flood maps for Brisbane and Ipswich have been re-issued. Distributed flood impact asset maps via email to relevant parties Initial draft completed still require significant information to be added over the next 24hours Modelling predicted water demand for residents re clean up in Brisbane and Ipswich Recovery teams are forming in East and West and starting to coordinate recovery response ADDITIONAL SUPPORT Analyse technical specifications for QUU high pressure pump for SEQ water requirements Submit special request to EMQ to allow estimated 35 tonne load access to road system to Lowood Submit vehicle hire request to BCC Fleet Product for vehicle to transport to Lowood WTP
OUTSTANDING ISSUES
Withcott burst

UrbanUtilities	***Emergency Management Situation Report***

Lockyer Valley supply

Water supply to Withcott to be restored.

Mains Road pump station and Postman Ridge pump station off-line. Burst main to be repaired.

OVERALL ASSESMENT

Addressing supply issues as they arise

QUUEMT contact details are as follows :
Emergency Manager [redacted]
Communication Mana
Email [redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
Chairperson – Jude Munro
CEO - [redacted]

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP at: 17.00 14/1/11

Prepared by:
Authorised by Emergency Manager – Peter Marron

UrbanUtilities

Queensland Urban Utilities UPDATE 12am Saturday 15/1/2011

EVENT SUMMARY – SITREP 15

Status of water and sewerage assets and services – Saturday 15 Januray

The following is a summary of current and forecast impacts, based on flood modelling:

Brisbane City Council area (as at 11.30pm)

Water:

- All water pumping stations operational (one with generator set).
- Two properties without water (due to main burst).

Wastewater:

- 48 sewerage pumping stations flooded or without power.
- Major wastewater treatment plants have flooded are not operating (Karana Downs, Oxley, Fairfield, Wacol).
- No impact on residents.

Ipswich City Council area

Disruption to some telemetry and site communications equipment resulting in the need for physical site fault assessment.

Water: Initial reports indicate no operational problems. Water sampling commenced west of Ipswich.

Wastewater:

- Two wastewater treatment plants are offline – Bundamba and Goodna.
- 28 sewerage pumping stations are not operating.
- No impact on residents is expected.

Lockyer Valley
Water:

- All reservoirs intact.
- Working with Seqwater and Water Grid Manager to restore supplies. Bottled water being flown and trucked in.
- Two water pumping stations offline - Helidon (damaged), Postman's Ridge (a generator set is on site and it will be operational today)
- Laidley and Forest Hill have two days supply.
- Gatton has received 350kl of water by tanker.
- Repairing the road for tanker access into Helidon.
- Unable to access Withcott and power is down to the area. Repair to supply main has commenced.
- Regency Downs/Kensington Grove reliant on water tankers to provide supply.

Wastewater:

- All water reclamation plants operational.
- Repairs have commenced to Main Sewer Rising Main to Gatton, which washed away.
- Further investigation as water recedes.

Scenic Rim
Water and wastewater: No issues

Somerset
Water:

- Diesel pump and piping installed at Lowood WTP and testing continues. Should be operational by early morning.
- Working with Seqwater and Water Grid Manager to restore supplies. Bottled water being flown and trucked in.
- Esk and Toogoolawah will return to normal operation status by later today.
- Minden reliant on bottled water.
- Power restored to Linville PS and water is being delivered to the reservoir.
- Lowood and Fernvale still in supply but reliant on water tankers to maintain current levels.

Wastewater:

- Esk, Fernvale, Lowood and Toogoolawah WRPs not serviceable.

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LOCKYER VALLEY WATER ASSETS STATUS

Sitrep 15
Updated – 00:00 Saturday, 15 January 2011

RESERVOIR/PS	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICE (Y/N)	NOTES	Status
Plainlands	Plainlands	5	55		Y		
Victoria St	Forest Hill	0.18	60	2 days	Y		
Summer St boosted zone, pump station and reservoir	Laidley	1.12	100	2 days	Y		Consideration of System Isolation
Douglas McInnes Drive		1.14	80		Y		
Rosewood Laidley Road Reservoir		0.45	100		Y	Can backfeed into town	
Sippel Road (Lakes Estate)		0.09	80		Y	Trickle feed to tanks	
Glenore Grove Booster							damaged fencing, switchboard ok, not critical for supply
Gatton Reservoir - low	Woodlands Rd	5.95	0.24ML		Y		
Gatton Reservoir - high	Woodlands Rd	0.24			Y		
Gatton Reservoir - low	Cochrane St	2	0.06ML		Y		• Fencing washed away • lightning strike • telemetry & local control damaged (not sure of this or below)
Gatton Reservoir - high	Cochrane St	2			Y		• Fencing washed away • lightning strike • telemetry & local control damaged (not sure of this or above)

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Gatton PS		N/A					Networked water supply unavailable
Helidon - Small	Seventeen Mile Road	0.7	0				Networked water supply unavailable
Helidon - Large	Seventeen Mile Road	1.5	0				
Millora Rd (Dobel Dr)		0.18	5				
Pump Station	Rossiter Rd	N/A					
Warrego Hwy PS		N/A				Pump Motor and Switchboard being replaced. Genset on site until 16/1	WASHED AWAY
Postmans Ridge Reservoir	Murphy's Creek Ridge	0.33	50				200mm trun supply line damaged
							Switchboard damaged
Postmans Ridge PS	Murphy's Creek Ridge	N/A					Genset onsite 14/01/2011
Withcott	Dolley's Rd	1.94	0			**No inlet feed available due to break on 200mm DICL inlet main after pump station at Postman's Ridge. Both ends isolated. Postmans Ridge Pump Station is flooded and inoperable.**	Networked water supply unavailable
Withcott PS		N/A					
Tabletop	Berghoffer Rd	0.003	25				
Tabletop PS							

Please note: Details in this table are based on the latest information at time of publication. Due to the changing nature of the situation this table will be updated regularly.

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LOCKYER VALLEY WASTEWATER STATUS

Sitrep 15

Updated – 00:00 Saturday, 15 January 2011

ASSET	LOCATION	STATUS	NOTES
Railway St WRP	Forest Hill	Y	
Gordon St PS	Forest Hill	Y	
Railway St PS	Forest Hill	Y	
Treatment Plant Rd WRP	Gatton		
Crescent St PS	Gatton	Y	
East St PS	Gatton	Y	
Myler Crt PS	Gatton	Y	
Lake Apex PS	Gatton		
Industrial Rd PS	Gatton		
South St PS	Gatton	Y	Operational
Karrash Road	UNK	Y	Damaged Pump
Hennessy St PS	Gatton	Y	
Golf Links Dve PS	Gatton	Y	
Western Dve PS	Gatton	Y	Telemetry damaged - condition not determined
Tew Crt PS	Gatton	Y	
Back Flagstone Creek Rd WRP	Helidon		No power. Generator organised.
Airforce Rd PS	Helidon	Y	
Lawlers Rd PS	Helidon	Y	
Plant St PS	Helidon		
Boundary Rd WRP	Laidley		
Kurrajong Crt PS	Laidley	Y	
Stanford Pl PS	Laidley	Y	
Boundary Rd PS	Laidley		
Hayes St PS	Laidley	Y	
Alexander St PS	Laidley		
Pike St PS	Laidley	Y	Operational but no road access
Patrick St PS	Laidley		Operational but no road access
Pioneer St PS	Laidley		

Storr St PS	Laidley		
Vaux St PS	Laidley		

WATER RECLAMATION PLANT	NOTES
Gatton WRP	Operational and Accessible
Laidley WRP	Operational and Accessible
Forest Hill WRP	Operational and Accessible
Carole Park Reclamation Pant	Not accessible but Operational

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SOMERSET WATER ASSETS STATUS

Sitrep 15

Updated – 00:00 Saturday, 15 January 2011

RESERVOIR/P	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICEABLE (Y/N)	NOTES
Lowood 1	Jacqueline St Res 2	3			Y	Level is Critically Low but being maintained due to reliance on tankers
Lowood 2	Glamorgan Vale Rd / Ziebell	2			Y	
Lowood 3	Acacia St	1.13			Y	
Tarampa	Prenzlau Rd	0.022				
Fernvale	Knox Rd	2	EMPTY	-	Y	Level is Critically Low but being maintained due to reliance on tankers
Balance tank/P	Fernvale	UNK				
Lowood West		3				Networked water supply unavailable
Plainslands		5				
Pump Station & Reservoir	Summer St	1.12				
Wilson Estate	Douglas McInness Dr	1.14				
Forest Hill	Victoria St	0.18				
Lakes Estate	Sippel Rd	0.09				
Brown Cres PS		N/A				
Laidley Rd	Laidley Rd	0.45				
Reservoir - low	Woodlands Rd	5.95				
Reservoir - high	Woodlands Rd	0.24				
Pump Station	Rossiter Rd	N/A				
Warrego Hwy PS		N/A				
Esk		1.1 ML	0.4		Y	To return to normal status 14/1 afternoon
BP	East St	N/A				45kW soft start – 18l/s max
Toogoolawah		2	0.5		Y	To return to normal status 14/1 afternoon
Kilcoy	Saleyards Rd	3.6	?	1 day	Y	(Source: WGM)

						3 tanks – 0.45, 0.63 & 1.8 ML
Jimna			65	2 days	Y	(Source: WGM)
Linville		0.1	50	2 days	Y	Incorrect SCADA reading at Lowood. Manually checked (Source: WGM)

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SOMERSET WASTEWATER ASSETS STATUS

Sitrep 15

Updated – 00:00 Saturday, 15 January 2011

WATER RECLAMATION PLANT	PREVIOUS NOTES	CURRENT STATUS
Esk WRP	Was inundated, Now accessible	Not Serviceable – No Further Information available
Fernvale WRP	Not Accessible	Not Serviceable – No Further Information available
Lowood WRP	Was inundated, Now accessible	Not Serviceable – No Further Information available
Kilcoy WRP	Not Accessible	Power Restored
Toogoolawah WRP	Normal Operation	Not Serviceable – No Further Information available

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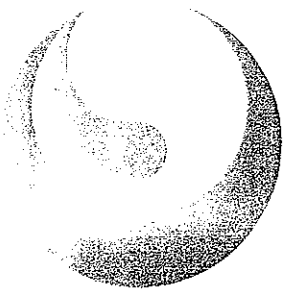
SCENIC RIM AREA STATUS

Sitrep 15

Updated – 00:00 Saturday, 15 January 2011

NO ISSUES



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BRISBANE AREA WATER ASSETS SUMMARY

Sitrep 15

Updated – 00:00 Saturday, 15 January 2011

Asset Type	Number	Last Updated	
Telemetry	2	14/01/2011	19:30
Water Pump Stations & Boosters		14/01/2011	22:30
Flooded or Without Power	1		
Customers Affected	0		
Res Levels (ML)	39.81	14/01/2011	22:00
Water Main Bursts	3	14/01/2011	19:30
Properties Affected	2		
PRV's	4	14/01/2011	22:00
Trunk Mains	1	14/01/2011	19:30
Dirty Water Incidents	8	14/01/2011	19:30

QUU RESERVOIRS – TIME TILL LOW LEVEL

Status	Code
More Than 5 hours supply	
Between 3 and 5 hours supply	
Less than 3 hours supply	

Location	Current Volume (ML)	Usable Volume (ML)	Current Level (m)	Est ROF Time to Low (Hrs)
Mt. Gravatt	6.67	2.08	2.76	11.90

Roles Hill 1 - Decommissioned	1.50	0.74	1.19	
Nathan - Offline	0.00	0.00	0.00	
Outlook	0.19	0.15	1.38	
Grovely 2	2.44	1.05	2.11	4.96
Toohey Mt 2	2.69	1.71	3.29	
Karana Downs R60M	0.29	0.00	0.75	
Bracken Ridge	4.15	2.51	2.07	
Highgate Hill 1	2.71	1.71	2.10	
Inala	3.94	1.62	2.56	
Bartleys Hill 1	4.60	1.61	3.37	
Bardon Hill	0.91	0.31	1.22	
Milne Hill	4.22	0.60	2.85	
Highgate Hill 2	2.49	1.49	1.93	
Grovely 1	0.78	0.20	1.35	3.14
The Gap	6.11	2.94	6.16	
Tarragindi	23.68	4.99	2.70	4.40
Holland Park 2	2.98	2.15	4.03	
Richlands	4.01	1.41	8.01	3.93
Mt Ommaney	10.38	1.35	3.45	3.68
Manly Elevated	6.01	0.35	25.50	4.46
Karana Downs R60M	1.01	0.20	2.50	
Mitchelton	0.48	0.07	0.77	4.67
Stafford 2	3.40	2.57	2.81	
Karawatha	1.37	0.48	2.75	
Holland Park 1	0.78	0.42	4.22	
Bartleys Hill 2	7.40	2.59	3.69	
Roles Hill 2	5.13	0.36	3.26	
Boss Rd WP30	13.93	2.98	6.18	
The Summit	0.23	0.05	3.55	
Boss Rd WP30	0.12	0.01	5.33	
Toohey Mt 1	1.21	0.81	2.44	
Manly Tank	0.49	0.09	6.01	
Chapel Hill	0.87	0.18	0.84	
Stafford 1	0.10	0.00	0.61	
Eildon Hill - Offline	0.04	0.00	0.01	
Total Volume		**39.81**		

BRISBANE AREA WASTEWATER ASSETS SUMMARY

Sitrep 15

Updated – 00:00am Saturday, 15 January 2011

UrbanUtilities

48	Pump Stations Flooded or without power	**11**	Generators Flooded
3	Treatment Plant Flooded or without power	**0**	Generators Flooded



UrbanUtilities

IPSWICH WATER ASSETS SUMMARY

Sitrep 15

Updated - 00:00 Saturday 15 January 2011

PUMP STATION	LOCATION	SERVICEABLE	POWER	STATUS
Bundamba 1 Catchment				
Brisbane Terrace				n/a
Francis Street				Operational
Moggill Ferry				Not Flooded
Tantivity				Not Flooded
Moores Pocket				Flooded
Karalee A				Not Flooded
Karalee B				Not Flooded
Mt Crosby				Not Flooded
Harris Street				Operational
Harrison street				Operational
Enterprise Street				Operational
Rosebery Prade				Not Flooded
Woodend Road				Not Flooded
Haig Street				Operational
Tiger Street				Not Flooded
Tivoli Wastewater Centre				Not Flooded
Luckie Crescent				Operational
Boundary Street North				Not Flooded
Boundary Street south				Not Flooded
Blackall Street				Not Flooded
Chermside Road (Major Station)				Not Flooded
Bundamba 2 Catchment				
Samford Road				Not Flooded
Chalk Street				Operational
Old Toowoomba Road				Not Flooded
Ivor Marsden				Not Flooded
Okeefe				Operational
Hanlon Street				Flooded
Lobb Street				Not Flooded
Lobley Street				Not Flooded
Sutton Street				Not Flooded
Berry Street				Operational
Winston Street				Operational
Hall Street				Operational

Saleyard Road				Operational
Videroni Street				Not Flooded
Queen Street				Operational
Ashburn Road				Not Flooded
Bognuda Street				Not Flooded
Hudson Street				Operational
Kenneth Street				Not Flooded
Nelson Street				Operational
Carole Park Catchment				
Cobalt Street				Operational
Goodna Catchment				
Brisbane Terrace (Major Station)				Not Flooded
Riverview Road				Operational
Monash Street				Not Flooded
Six Mile Creek				Not Flooded
Cedar Road				Operational
Eagle Heights				Operational
McAuliffe Street				Not Flooded
Lower Cross Street				Not Flooded
Keidges Road				Operational
Butterfly Green				Operational
Springfield Collage Green				Operational
Waterford Road				Operational
Fiona Street				Operational
West Street				Operational
Rosewood Catchment				
School Street				Operational
Bassetts Lane				Operational

IPSWICH WASTEWATER ASSETS SUMMARY

Sitrep 15

Updated – 00:00 Saturday, 15 January 2011

2	Pump Stations Under Water
55	Pump Stations Above water

3	WRPs Under Water
1	WRPs Above Water

Condition	No. Pump Stations
Normal Operation	27
Inundated but accessible	
Inundated / not accessible	2

WATER RECLAMATION PLANT	NOTES
Bundamba Water Reclamation Plant	Inaccessible and Inundated
Goodna Reclamation Plant	Inaccessible and Inundated
Rosewood Reclamation Plant	Inaccessible and Inundated
Carole Park Reclamation Pant	Normal Operation

EMERGENCY MANAGEMENT SITREP REPORT

Incident/emergency name: Extreme Weather Issues
Situation report number: 15
Date/time prepared: 15/1/11 00:00
Incident level classification: Level 4

CURRENT SITUATION

Focus on Potable water continuity of supply and identification of outages

Provision of water to Lockyer Valley and Somerset regions

Brisbane and Ipswich water supply still intact

Currently assessing impacts to Ipswich as flood waters recede

WGM have escalated to Level 4 Incident and established water quality- sub committee

Currently working with Water Secure regarding access to recycled water for clean up

Additional pump commissioned at Mt Crosby. Additional 100mld supply available.

Latest Lowood WTP commissioning time 8am 15/1/11 – not running yet

Water sampling in the western area concentrating on Lockyer and west of Ipswich continuing. Boiled water notice for Lockyer Valley, parts of Somerset and Marburg, in Ipswich remains current.

BRISBANE

Water samples collected yesterday, Brisbane system contained no E coli. Further 100 samples, testing today.

Wacol WWTP stopped, lost mains power, auto-genset start, genset ran out of fuel, site inaccessible – waiting for flood water to recede to inspect

Karana Downs WWTP was flooded. Not operating, limited access

Oxley Creek WWTP flooded – need assistance to clean road to allow rehab of plant.

Fairfield WWTP flooded.

48 sewer pump stations flooded or without power.

SOMERSET

Electricity unavailable in Kilcoy

Water samples have been collected today for testing

LOWOOD

Seqwater WTP is not operational

Water samples have been collected today for testing

Water treatment plant is out due to flooding, affected towns and nearby reticulated estates requiring bottled water are Withcott, Helidon, Gatton, Grantham, Laidley, Forest hill, Minden and Fernvale.

Truck departed Brisbane at 3.05 a.m. to deliver pump for Lowood WTP to assist with restoration of water supply for that area.

Vehicle and pump onsite at 5.15am. Installation of pump has commenced

Diesel pump and pipe installed – testing underway. Anticipate plant production from 8am onwards

ESK/TOOGOOLAWAH

- Toogoolawah depot is currently accessible but severely damaged
- Toogoolawah sewerage pump station is now operational
- Esk sewerage pump station is flooded and partially floated away.

Esk Toogoolawah power supply/water supply- now OK power reconnected and tested – not being run overnight, back on line Thursday, sufficient supply

- Kilcoy water supply system - western maintenance crews are currently accessing to effect necessary repairs

MINDEN

- Minden and Lockyer Valley reservoirs are now empty and reliant on tankers plus bottled water for residents

IPSWICH

Normal operating status

OTHER

Fernvale has restored some water supply. Bottled supplies available.

Fernvale sewer treatment plant flooded not accessible.

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- Withcott out of water. Bottled supplies available.
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today are as detailed:

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Dundas, Brighton & Crossdale are not in QUU distribution area. QUU are exploring avenues to distribute water to these areas as per the request from the Local Disaster Management Team

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- Esk – Comms offline
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- Goodna – no power

ASSET STATUS

- Pump station building at Helidon washed away together with associated mains
- 4 broken mains around Withcott.
- Postman Ridge Reservoir at low capacity
- Dirty water in distribution system at Lowood
- Loss of Seqwater treatment plant at Lowood- Expecting to have plant operational by 8 pm today
- Esk water pump station is now accessible
- Kilcoy Seqwater treatment plant offline.
- QUU pump station to Toogoolawah down
- Withcott reservoir empty and on supplies Table Top
- Minden burst main
- Goodna & Bundamba WWTP inundated
- Numerous pump stations inundated in Ipswich
- Karana Downs, Fairfield, Oxley WWTP's inundated. Karana Downs WWTP now dry, limited access
- Wacol WWTP flood affected no power.
- Haigslea water reservoir drained due to burst main, main repaired and reservoir refilling
- Brisbane 48 pump stations, 3 Generators, 1 Water Booster out, 0 customers impacted.

- Helidon plant is flooded, pump station is still operational.
- Gatton reservoir has 200kl stored to supply town – tankering water into reservoir to meet demand.
- 60kl tankered in to Cochran reservoir
- Main Sewer Rising Main to Gatton – Repairs have commenced
- Find out status on SEQWAT Lowood WTP coming back online
- Gatton has 2 water reticulation main burst identified
- Withcott has 4 water reticulation main burst identified
- Helidon WWTP is not operational and cannot be accessed.
- Laidley –Pike Street Pump Station (Main Station)-Power pole down repairs under way
- Gatton - one sewerage pump station not operating- Under repair.
- ESK WTP - power restored
- ESK & Toogoolawah supplies refilling
- Ipswich 2 sewer pump stations flooded. 27 are now accessible.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service area

MEDIA / STAKEHOLDER ISSUES

3 Radio interviews with Robin Lewis completed (ABC Toowoomba & River 949AM and ABC Regional regarding Lockyer Valley water supply

Channel 7 interview with Robin Lewis updating water supply issues for all QUU sites/Brisbane/Ipswich etc

- Contact centre scripting and website updates

Community service announcements re: boil water notice for Lockyer, Somerset, Laidley & Gatton handed out at supermarkets, newsagents and service stations.

- Rebate media release with WGM approved by Noel Faulkner, now with WGM for discussion. Yet to be released.
- Customer communication directly with Gatton area customers. Arranging water tanker for Chicken farms.

ACTIONS COMPLETED

Emergency Management Team Incident at Level 4

Bottle water distribution continuing to Lockyer Valley region

Flood maps have been revised and asset list has been distributed

Community Service Announcement – bottled water to Lockyer Valley- Web upload and WGM advice

Status of Lockyer & Somerset reservoir complete

Status of all assets complete

Completed the sizing of water for cleanup for Brisbane & Ipswich

- Actions completed 14 January 2011
  - Web content and regional information sheets and contact centre scripting updated (general flood scripting + bottled water drops)
  - LDCC Report updated and submitted - web tables updated for customer information

Response to Roland Watkins (Police Liaison Rep on LDCC) for LDCC + Premier briefing (damaged assets + number of customers affected

PLANNED ACTIONS
STATUS Currently resourcing for asset condition assessment for whole of region LOWOOD Assisting Seqwater in the provision of a diesel pump to Lowood WTP. LOCKYER VALLEY Helidon pump station clean up and removal of pump for repairs WITHCOTT Failed water main – local contractor repair crew has been sourced and is preparing to repair main- completion Monday Reviewing water quality issues from Lowood water supply schemes RESOURCING Coordinating with EMQ bottled water supplies for effected communities Bottled water supply to be coordinated by SEQWGM EMT – Informed of impacted townships. Crews on standby to repair damaged infrastructure at Helidon Call operations/service delivery in Somerset to confirm the repair time for Toogoolawah RECOVERY PLAN Recovery plan is currently being drafted for the whole of QUU area. Flood maps for Brisbane and Ipswich have been re-issued. Distributed flood impact asset maps via email to relevant parties Initial draft completed still require significant information to be added over the next 24hours Modelling predicted water demand for residents re clean up in Brisbane and Ipswich Recovery teams are forming in East and West and starting to coordinate recovery response ADDITIONAL SUPPORT Analyse technical specifications for QUU high pressure pump for SEQ water requirements Submit special request to EMQ to allow estimated 35 tonne load access to road system to Lowood Submit vehicle hire request to BCC Fleet Product for vehicle to transport to Lowood WTP

OUTSTANDING ISSUES
Withcott burst

UrbanUtilities	***Emergency Management Situation Report***

Lockyer Valley supply

Water supply to Withcott to be restored.

Mains Road pump station and Postman Ridge pump station off-line. Burst main to be repaired.

OVERALL ASSESMENT

Addressing supply issues as they arise

QUUEMT contact details are as follows :
Emergency Manager [redacted]
Communication Manager [redacted]
Email [redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
Chairperson – Jude Munro
CEO – [redacted]

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP at: 05.00 15/1/11

Prepared by:
Authorised by Emergency Manager – [redacted]

UrbanUtilities

Queensland Urban Utilities UPDATE 5am Saturday 15/1/2011

EVENT SUMMARY – SITREP 16

Status of water and sewerage assets and services

The following is a summary of current and forecast impacts, based on flood modelling.

Brisbane City Council area (as at 4.30am)
Water:

- All water pumping stations operational (one with generator set).
- Two properties without water (due to main burst).

Wastewater:

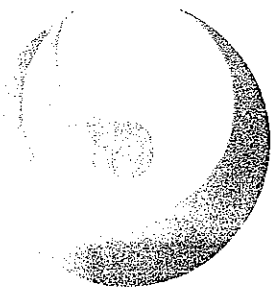
- 48 sewerage pumping stations flooded or without power.
- Major wastewater treatment plants have flooded are not operating (Karana Downs, Oxley, Fairfield, Wacol).
- No impact on residents.

Ipswich City Council area
Disruption to some telemetry and site communications equipment resulting in the need for physical site fault assessment.

Water: Initial reports indicate no operational problems. Water sampling commenced west of Ipswich.

Wastewater:

- Two wastewater treatment plants are offline – Bundamba and Goodna.
- 28 sewerage pumping stations are not operating.
- No impact on residents is expected.



Lockyer Valley
Water:

- All reservoirs intact.
- Working with Seqwater and Water Grid Manager to restore supplies. Bottled water being flown and trucked in.
- Two water pumping stations offline - Helidon (damaged), Postman's Ridge (a generator set is on site and it will be operational today)
- Laidley and Forest Hill have two days supply.
- Gatton has received 350kl of water by tanker.
- Repairing the road for tanker access into Helidon.
- Unable to access Withcott and power is down to the area. Repair to supply main has commenced.
- Regency Downs/Kensington Grove reliant on water tankers to provide supply.

Wastewater:

- All water reclamation plants operational.
- Repairs have commenced to Main Sewer Rising Main to Gatton, which washed away.
- Further investigation as water recedes.

Scenic Rim
Water and wastewater: No issues

Somerset
Water:

- Diesel pump and piping installed at Lowood WTP and testing continues. Should be operational by early morning.
- Working with Seqwater and Water Grid Manager to restore supplies. Bottled water being flown and trucked in.
- Esk and Toogoolawah WTPs will return to normal operation status by later today.
- Minden reliant on bottled water.
- Power restored to Linville PS and water is being delivered to the reservoir.
- Lowood and Fernvale still in supply but reliant on water tankers to maintain current levels.

Wastewater:

- Esk, Fernvale, Lowood and Toogoolawah WRPs not serviceable.

LOCKYER VALLEY WATER ASSETS STATUS

Updated – 5:00AM Saturday, 15 January 2011

UrbanUtilities

RESERVOIR/PS	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICE (Y/N)	NOTES	Status
Plainlands	Plainlands	5	55		Y		
Victoria St	Forest Hill	0.18	60	2 days			
Summer St boosted zone, pump station and reservoir	Laidley	1.12	100	2 days	Y		Consideration of System Isolation
Douglas McInnes Drive		1.14	80				
Rosewood Laidley Road Reservoir		0.45	100			Can backfeed into town	
Sippel Road (Lakes Estate)		0.09	80			Trickle feed to tanks	
Glenore Grove Booster							damaged fencing, switchboard ok, not critical for supply
Gatton Reservoir - low	Woodlands Rd	5.95	0.24ML				
Gatton Reservoir - high	Woodlands Rd	0.24					
Gatton Reservoir - low	Cochrane St	2	0.06ML				• Fencing washed away • lightning strike • telemetry & local control damaged (not sure of this or below)
Gatton Reservoir - high	Cochrane St	2					• Fencing washed away • lightning strike • telemetry & local control damaged (not sure of this or above)
Gatton PS		N/A					Networked water supply unavailable
Helidon - Small	Seventeen Mile Road	0.7	0				Networked water supply

Helidon - Large	Seventeen Mile Road	1.5	0				unavailable
Millora Rd (Dobel Dr)		0.18	5				
Pump Station	Rossiter Rd	N/A					
Warrego Hwy PS		N/A				Pump Motor and Switchboard being replaced. Genset on site until 16/1	WASHED AWAY
Postmans Ridge Reservoir	Murphy's Creek Ridge	0.33	50				· 200mm trunk supply line damaged
							· Switchboard damaged
Postmans Ridge PS	Murphy's Creek Ridge	N/A					Genset onsite 14/01/2011
Withcott	Dolley's Rd	1.94	0			**No inlet feed available due to break on 200mm DICL inlet main after pump station at Postman's Ridge. Both ends isolated. Postmans Ridge Pump Station is flooded and inoperable.**	Networked water supply unavailable
Withcott PS		N/A					
Tabletop	Berghoffer Rd	0.003	25				
Tabletop PS							

Please note: Details in this table are based on the latest information at time of publication. Due to the changing nature of the situation this table will be updated regularly.

UrbanUtilities

LOCKYER VALLEY WASTEWATER STATUS

Updated – 5:00AM Saturday, 15 January 2011

ASSET	LOCATION	STATUS	NOTES
Railway St WRP	Forest Hill	Y	
Gordon St PS	Forest Hill	Y	
Railway St PS	Forest Hill	Y	
Treatment Plant Rd WRP	Gatton		
Crescent St PS	Gatton	Y	
East St PS	Gatton	Y	
Myler Crt PS	Gatton	Y	
Lake Apex PS	Gatton		
Industrial Rd PS	Gatton		
South St PS	Gatton	Y	Operational
Karrash Road	UNK	Y	Damaged Pump
Hennessy St PS	Gatton	Y	
Golf Links Dve PS	Gatton	Y	
Western Dve PS	Gatton	Y	Telemetry damaged - condition not determined
Tew Crt PS	Gatton	Y	
Back Flagstone Creek Rd WRP	Helidon		No power. Generator organised.
Airforce Rd PS	Helidon	Y	
Lawlers Rd PS	Helidon	Y	
Plant St PS	Helidon		
Boundary Rd WRP	Laidley		
Kurrajong Crt PS	Laidley	Y	
Stanford Pl PS	Laidley	Y	
Boundary Rd PS	Laidley		
Hayes St PS	Laidley	Y	
Alexander St PS	Laidley		
Pike St PS	Laidley	Y	Operational but no road access
Patrick St PS	Laidley		Operational but no road access
Pioneer St PS	Laidley		

Storr St PS	Laidley		
Vaux St PS	Laidley		

WATER RECLAMATION PLANT	NOTES
Gatton WRP	Operational and Accessible
Laidley WRP	Operational and Accessible
Forest Hill WRP	Operational and Accessible
Carole Park Reclamation Pant	Not accessible but Operational

UrbanUtilities

SOMERSET WATER ASSETS STATUS

Updated – 5:00AM Saturday, 15 January 2011

RESERVOIR/P	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICEABLE (Y/N)	NOTES
Lowood 1	Jacqueline St Res 2	3			Y	Level is Critically Low but being maintained due to reliance on tankers
Lowood 2	Glamorgan Vale Rd / Ziebell	2			Y	
Lowood 3	Acacia St	1.13			Y	
Tarampa	Prenzlau Rd	0.022				
Fernvale	Knox Rd	2	EMPTY	-	Y	Level is Critically Low but being maintained due to reliance on tankers
Balance tank/P	Fernvale	UNK				
Lowood West		3				Networked water supply unavailable
Plainslands		5				
Pump Station & Reservoir	Summer St	1.12				
Wilson Estate	Douglas McInness Dr	1.14				
Forest Hill	Victoria St	0.18				
Lakes Estate	Sippel Rd	0.09				
Brown Cres PS		N/A				
Laidley Rd	Laidley Rd	0.45				
Reservoir - low	Woodlands Rd	5.95				
Reservoir - high	Woodlands Rd	0.24				
Pump Station	Rossiter Rd	N/A				
Warrego Hwy PS		N/A				
Esk		1.1 ML	0.4		Y	To return to normal status 14/1 afternoon
BP	East St	N/A				45kW soft start – 18l/s max
Toogoolawah		2	0.5		Y	To return to normal status 14/1 afternoon
Kilcoy	Saleyards Rd	3.6	?	1 day	Y	(Source: WGM)

						3 tanks – 0.45, 0.63 & 1.8 ML
Jimna			65	2 days	Y	(Source: WGM)
Linville		0.1	50	2 days	Y	Incorrect SCADA reading at Lowood. Manually checked (Source: WGM)

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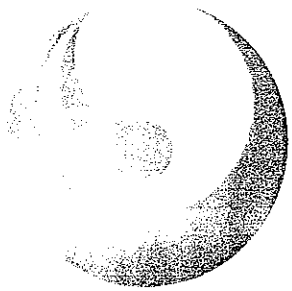
SOMERSET WASTEWATER ASSETS STATUS

Updated – 5:00AM Saturday, 15 January 2011

WATER RECLAMATION PLANT	PREVIOUS NOTES	CURRENT STATUS
Esk WRP	Was inundated, Now accessible	Not Serviceable – No Further Information available
Fernvale WRP	Not Accessible	Not Serviceable – No Further Information available
Lowood WRP	Was inundated, Now accessible	Not Serviceable – No Further Information available
Kilcoy WRP	Not Accessible	Power Restored
Toogoolawah WRP	Normal Operation	Not Serviceable – No Further Information available



UrbanUtilities

SCENIC RIM AREA STATUS

Updated – 5:00AM Saturday, 15 January 2011

NO ISSUES



E1370

UrbanUtilities

BRISBANE AREA WATER ASSETS SUMMARY

Updated – 5:00AM Saturday, 15 January 2011

Asset Type	Number	Last Updated	
Telemetry	2	14/01/2011	4:00
Water Pump Stations & Boosters		14/01/2011	4:00
Flooded or Without Power	1		
Customers Affected	0		
Res Levels (ML)	65.53	14/01/2011	4:00
Water Main Bursts	3	14/01/2011	4:00
Properties Affected	2		
PRV's	5	14/01/2011	4:00
Trunk Mains	1	14/01/2011	4:00
Dirty Water Incidents	8	14/01/2011	4:00

QUU RESERVOIRS – TIME TILL LOW LEVEL

Status	Code
More Than 5 hours supply	
Between 3 and 5 hours supply	
Less than 3 hours supply	

Location	Current Volume (ML)	Usable Volume (ML)	Current Level (m)	Est ROF Time to Low (Hrs)
Mt. Gravatt	5.74	1.14	2.37	6.54

E1371

UrbanUtilities

Roles Hill 1 - Decommissioned	1.50	0.74	1.18	
Nathan - Offline	0.00	0.00	0.00	
Outlook	0.18	0.14	1.30	
Grovely 2	3.99	2.60	3.46	
Toohey Mt 2	2.55	1.57	3.12	
Karana Downs R60M	0.20	0.00	0.49	
Bracken Ridge	5.23	3.65	2.65	
Highgate Hill 1	2.01	1.00	1.56	
Inala	5.19	2.90	3.40	
Bartleys Hill 1	5.29	2.33	3.85	
Bardon Hill	1.42	0.83	1.91	
Milne Hill	6.10	2.45	4.09	
Highgate Hill 2	1.81	0.81	1.41	
Grovely 1	1.45	0.87	2.51	
The Gap	6.95	3.78	7.01	
Tarragindi	35.48	16.64	3.87	
Holland Park 2	3.69	2.89	5.05	
Richlands	5.15	2.54	10.25	
Mt Ommaney	14.45	5.32	4.76	
Manly Elevated	5.81	0.17	24.70	
Karana Downs R60M	0.93	0.12	2.31	3.42
Mitchelton	0.73	0.32	1.17	
Stafford 2	2.44	1.61	2.02	
Karawatha	1.79	0.89	3.54	4.96
Holland Park 1	0.95	0.61	5.23	
Bartleys Hill 2	8.42	3.57	4.18	
Roles Hill 2	5.51	0.61	3.42	
Boss Rd WP30	15.26	4.36	6.72	
The Summit	0.22	0.04	3.37	
Boss Rd WP30	0.12	0.01	5.61	
Toohey Mt 1	1.12	0.72	2.24	
Manly Tank	0.40	0.02	5.22	
Chapel Hill	0.93	0.27	0.93	4.36
Stafford 1	0.00	0.00	0.00	
Eildon Hill - Offline	0.04	0.00	0.01	
Total Volume		**65.53**		

BRISBANE AREA WASTEWATER ASSETS SUMMARY

Updated – 5:00AM Saturday, 15 January 2011

UrbanUtilities

48	Pump Stations Flooded or without power	11	Generators Flooded
3	Treatment Plant Flooded or without power	0	Generators Flooded



UrbanUtilities

IPSWICH WATER ASSETS SUMMARY

Updated - 5:00AM Saturday 15 January 2011

PUMP STATION	LOCATION	SERVICEABLE	POWER	STATUS
Bundamba 1 Catchment				
Brisbane Terrace				n/a
Francis Street				Operational
Moggill Ferry				Not Flooded
Tantivity				Not Flooded
Moores Pocket				Flooded
Karalee A				Not Flooded
Karalee B				Not Flooded
Mt Crosby				Not Flooded
Harris Street				Operational
Harrison street				Operational
Enterprise Street				Operational
Rosebery Prade				Not Flooded
Woodend Road				Not Flooded
Haig Street				Operational
Tiger Street				Not Flooded
Tivoli Wastewater Centre				Not Flooded
Luckie Crescent				Operational
Boundary Street North				Not Flooded
Boundary Street south				Not Flooded
Blackall Street				Not Flooded
Chermside Road (Major Station)				Not Flooded
Bundamba 2 Catchment				
Samford Road				Not Flooded
Chalk Street				Operational
Old Toowoomba Road				Not Flooded
Ivor Marsden				Not Flooded
Okeefe				Operational
Hanlon Street				Flooded
Lobb Street				Not Flooded
Lobley Street				Not Flooded
Sutton Street				Not Flooded
Berry Street				Operational
Winston Street				Operational
Hall Street				Operational

Saleyard Road				Operational
Videroni Street				Not Flooded
Queen Street				Operational
Ashburn Road				Not Flooded
Bognuda Street				Not Flooded
Hudson Street				Operational
Kenneth Street				Not Flooded
Nelson Street				Operational
Carole Park Catchment				
Cobalt Street				Operational
Goodna Catchment				
Brisbane Terrace (Major Station)				Not Flooded
Riverview Road				Operational
Monash Street				Not Flooded
Six Mile Creek				Not Flooded
Cedar Road				Operational
Eagle Heights				Operational
McAuliffe Street				Not Flooded
Lower Cross Street				Not Flooded
Keidges Road				Operational
Butterfly Green				Operational
Springfield Collage Green				Operational
Waterford Road				Operational
Fiona Street				Operational
West Street				Operational
Rosewood Catchment				
School Street				Operational
Bassetts Lane				Operational

IPSWICH WASTEWATER ASSETS SUMMARY

Updated – 5:00AM Saturday, 15 January 2011

2	Pump Stations Under Water
55	Pump Stations Above water

3	WRPs Under Water
1	WRPs Above Water

Condition	No. Pump Stations
Normal Operation	27
Inundated but accessible	
Inundated / not accessible	2

WATER RECLAMATION PLANT	NOTES
Bundamba Water Reclamation Plant	Inaccessible and Inundated
Goodna Reclamation Plant	Inaccessible and Inundated
Rosewood Reclamation Plant	Inaccessible and Inundated
Carole Park Reclamation Pant	Normal Operation

EMERGENCY MANAGEMENT SITREP REPORT

Incident/emergency name: Extreme Weather Issues
Situation report number: 16
Date/time prepared: 15/1/11 05:00
Incident level classification: Level 4

CURRENT SITUATION

Focus on Potable water continuity of supply and identification of outages

Provision of water to Lockyer Valley and Somerset regions

Brisbane and Ipswich water supply still intact

Currently assessing impacts to Ipswich as flood waters recede

WGM have escalated to Level 4 Incident and established water quality- sub committee

Currently working with Water Secure regarding access to recycled water for clean up

Additional pump commissioned at Mt Crosby. Additional 100mld supply available.

Latest Lowood WTP commissioning time 8am 15/1/11 – not running yet

Water sampling in the western area concentrating on Lockyer and west of Ipswich continuing. Boiled water notice for Lockyer Valley, parts of Somerset and Marburg, in Ipswich remains current.

BRISBANE

Water samples collected yesterday, Brisbane system contained no E coli. Further 100 samples, testing today.

Wacol WWTP stopped, lost mains power, auto-genset start, genset ran out of fuel, site inaccessible – waiting for flood water to recede to inspect

Karana Downs WWTP was flooded. Not operating, limited access

Oxley Creek WWTP flooded – need assistance to clean road to allow rehab of plant.

Fairfield WWTP flooded.

48 sewer pump stations flooded or without power.

SOMERSET

Electricity unavailable in Kilcoy

Water samples have been collected today for testing

LOWOOD

Seqwater WTP is not operational

Water samples have been collected today for testing

Water treatment plant is out due to flooding, affected towns and nearby reticulated estates requiring bottled water are Withcott, Helidon, Gatton, Grantham, Laidley, Forest hill, Minden and Fernvale.

Truck departed Brisbane at 3.05 a.m. to deliver pump for Lowood WTP to assist with restoration of water supply for that area.

Vehicle and pump onsite at 5.15am. Installation of pump has commenced

Diesel pump and pipe installed – testing underway. Anticipate plant production from 8am onwards

ESK/TOOGOOLAWAH

- Toogoolawah depot is currently accessible but severely damaged
- Toogoolawah sewerage pump station is now operational
- Esk sewerage pump station is flooded and partially floated away.

Esk Toogoolawah power supply/water supply- now OK power reconnected and tested – not being run overnight, back on line Thursday, sufficient supply

- Kilcoy water supply system - western maintenance crews are currently accessing to effect necessary repairs

MINDEN

- Minden and Lockyer Valley reservoirs are now empty and reliant on tankers plus bottled water for residents

IPSWICH

Normal operating status

OTHER

Fernvale has restored some water supply. Bottled supplies available.

Fernvale sewer treatment plant flooded not accessible.

- Sewer pump stations down are 3 @ Gatton, 3 @ Laidley, 2 @ Forest hill due to power outage and flooding.
- Withcott out of water. Bottled supplies available.
- Fernvale being fed from Lowood.
- Pallets of water (1700Lts) delivered today to Lockyer Valley and Somerset. Additional 8 tankers delivered this evening.
- Fortrose St Rising main at Jindalee Bridge (landslip line). Concerns of failure from flood debris.
- Tankering commenced
- Access to Woodland Road
- Collingwood Park water supply investigated – no issues; all operational.

BOTTLED WATER SUPPLY SUMMARY

Road transportation of bottled water planned for Withcott and Gatton with three Courier vans, capacity of one tonne, contracted throughout the afternoon and evening if able to do so.

Completed this afternoon 1800 x 600ml bottles to Helidon via helicopter. All other helicopter deliveries to focus on Gatton until night fall. Deliveries dropped by helicopter

today are as detailed:

Helicopter update – 17,000 litres delivered today to Minden, Gatton, Fernvale and Helidon

Dundas, Brighton & Crossdale are not in QUU distribution area. QUU are exploring avenues to distribute water to these areas as per the request from the Local Disaster Management Team

INFORMATION TECHNOLOGY

- Ipswich Bell St - SCADA equipment has been reinstalled.
- Ipswich Bell Street Corporate network is operational
- Accessing SCADA through Karagaroo – running as normal

FEA back online but still experiencing some performance issues

- QUU mobiling solution (Jtp) is operating but running slow.

J2C – running

Corporate Network Issues:-

- Gatton depot – offline
- Kooralbyn - offline
- Esk – Comms offline
- Goodna STP & Lab- ICC preventative measure, link restored at Riverview.
- Goodna – no power

ASSET STATUS

- Pump station building at Helidon washed away together with associated mains
- 4 broken mains around Withcott.
- Postman Ridge Reservoir at low capacity
- Dirty water in distribution system at Lowood
- Loss of Seqwater treatment plant at Lowood- Expecting to have plant operational by 8 pm today
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- ESK WTP - power restored
- ESK & Toogoolawah supplies refilling
- Ipswich 2 sewer pump stations flooded. 27 are now accessible.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service area

MEDIA / STAKEHOLDER ISSUES

3 Radio interviews with Robin Lewis completed (ABC Toowoomba & River 949AM and ABC Regional regarding Lockyer Valley water supply

Channel 7 interview with Robin Lewis updating water supply issues for all QUU sites/Brisbane/Ipswich etc

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Community service announcements re: boil water notice for Lockyer, Somerset, Laidley & Gatton handed out at supermarkets, newsagents and service stations.

- Rebate media release with WGM approved by Noel Faulkner, now with WGM for discussion. Yet to be released.
- Customer communication directly with Gatton area customers. Arranging water tanker for Chicken farms.

ACTIONS COMPLETED

Emergency Management Team Incident at Level 4

Bottle water distribution continuing to Lockyer Valley region

Flood maps have been revised and asset list has been distributed

Community Service Announcement – bottled water to Lockyer Valley- Web upload and WGM advice

Status of Lockyer & Somerset reservoir complete

Status of all assets complete

Completed the sizing of water for cleanup for Brisbane & Ipswich

- Actions completed 14 January 2011
    - Web content and regional information sheets and contact centre scripting updated (general flood scripting + bottled water drops)
    - LDCC Report updated and submitted - web tables updated for customer information

Response to Roland Watkins (Police Liaison Rep on LDCC) for LDCC + Premier briefing (damaged assets + number of customers affected

PLANNED ACTIONS
STATUS Currently resourcing for asset condition assessment for whole of region LOWOOD Assisting Seqwater in the provision of a diesel pump to Lowood WTP. LOCKYER VALLEY Helidon pump station clean up and removal of pump for repairs WITHCOTT Failed water main – local contractor repair crew has been sourced and is preparing to repair main- completion Monday Reviewing water quality issues from Lowood water supply schemes RESOURCING Coordinating with EMQ bottled water supplies for effected communities Bottled water supply to be coordinated by SEQWGM EMT – Informed of impacted townships. Crews on standby to repair damaged infrastructure at Helidon Call operations/service delivery in Somerset to confirm the repair time for Toogoolawah RECOVERY PLAN Recovery plan is currently being drafted for the whole of QUU area. Flood maps for Brisbane and Ipswich have been re-issued. Distributed flood impact asset maps via email to relevant parties Initial draft completed still require significant information to be added over the next 24hours Modelling predicted water demand for residents re clean up in Brisbane and Ipswich Recovery teams are forming in East and West and starting to coordinate recovery response ADDITIONAL SUPPORT Analyse technical specifications for QUU high pressure pump for SEQ water requirements Submit special request to EMQ to allow estimated 35 tonne load access to road system to Lowood Submit vehicle hire request to BCC Fleet Product for vehicle to transport to Lowood WTP
OUTSTANDING ISSUES
Withcott burst

UrbanUtilities	***Emergency Management Situation Report***

Lockyer Valley supply

Water supply to Withcott to be restored.

Mains Road pump station and Postman Ridge pump station off-line. Burst main to be repaired.

OVERALL ASSESMENT

Addressing supply issues as they arise

QUUEMT contact details are as follows :
Emergency Manager [redacted]
Communication Mana
Email [redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
Chairperson – Jude Munro
CEO – [redacted]

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP at: 05.00 15/1/11

Prepared by:
Authorised by Emergency Manager [redacted]

EMERGENCY MANAGEMENT SITREP REPORT

Incident/emergency name: Extreme Weather Issues
Situation report number: 17
Date/time prepared: 15/1/11 8.30
Incident level classification: Level 4

CURRENT SITUATION

- Focus on Potable water continuity of supply and identification of outages
- Provision of water to Lockyer Valley and Somerset regions
- Brisbane and Ipswich water supply still intact, water quality and quantity good
- Currently assessing impacts to Ipswich as flood waters recede
- WGM have escalated to Level 4 Incident and established water quality- sub committee
- Currently working with Water Secure regarding access to recycled water for clean up
- Additional pump commissioned at Mt Crosby. Additional 100mld supply available.
- Latest Lowood WTP commissioning time 8am 15/1/11 – not running yet
- Water sampling in the western area concentrating on Lockyer and west of Ipswich continuing. Boiled water notice for Lockyer Valley, parts of Somerset and Marburg, in Ipswich remains current.
-
- BRISBANE
- Water samples collected yesterday, Brisbane system contained no E coli. Further 100 samples, testing today.
- Wacol WWTP stopped, lost mains power, auto-genset start, genset ran out of fuel, site inaccessible – waiting for flood water to recede to inspect
- Karana Downs WWTP was flooded. Not operating, limited access
- Oxley Creek WWTP flooded – need assistance to clean road to allow rehab of plant.
- Fairfield WWTP flooded.
- 48 sewer pump stations flooded or without power.
- Mt Crosby Eastbank water treatment plant continuing to supply
- Good supplies at reservoirs (approximately 50%)
- No water quality issues- water sampling across system completed. Water monitoring will continue

- SOMERSET

- Electricity unavailable in Kilcoy
- Water samples have been collected today for testing
- Jimna reservoir supply OK

LOWOOD

- Seqwater WTP is not operational
- Water quality sampling ongoing
- Diesel pump and pipe installed – testing underway. Anticipate plant production from 8am onwards. Update expected at 9.30 am 15/1/11

ESK/TOOGOOLAWAH

- Toogoolawah depot is currently accessible but severely damaged
- Esk sewerage pump station is flooded and partially floated away.
- Kilcoy water supply system is operational

MINDEN

- Minden and Lockyer Valley reservoirs are now empty and reliant on tankers plus bottled water for residents

IPSWICH

Normal operating status

OTHER

Fernvale has restored some water supply. Bottled supplies available.

Fernvale sewer treatment plant flooded not accessible.

- Sewer pump stations down are 3 @ Gatton, 3 @ Laidley, 2 @ Forest hill due to power outage and flooding.
- Withcott out of water. Bottled supplies available.
- Fernvale being fed from Lowood.
- Additional 8 tankers delivering
- Fortrose St Rising main at Jindalee Bridge (landslip line). Concerns of failure from flood debris.
- Tankering commenced
- Access to Woodland Road
- Recommended to boil water at Marburg

BOTTLED WATER SUPPLY SUMMARY

- Bottled water update Trucks and helicopters have left. (1 helicopter broke down)
- Minden 3½ pallets – ½ by helicopter & 3 by truck
- Fernvale 12 pallets – 4 by truck
- Helidon – 1 pallet by Helicopter
- Gatton – 9 pallets – 3 by truck
-
- Dundas, Brighton & Crossdale are not in QUU distribution area. QUU are exploring avenues to distribute water to these areas as per the request from the Local Disaster Management Team

INFORMATION TECHNOLOGY

- FEA back online but still experiencing some performance issues

Corporate Network Issues:-

- Gatton depot – SCADA visibility online
- Kooralbyn - offline
- Esk – Comms offline
- Goodna – no power
- Oxley Creek local server is Ok and is being relocated to Holland Park data centre.

ASSET STATUS

- Pump station building at Helidon washed away together with associated mains
- 1 large broken mains in Withcott – repair due to take place Mon 17/1
- Loss of Seqwater treatment plant at Lowood- Plant now operational
- Withcott reservoir empty and on supplies Table Top
- Karana Downs, Fairfield, Oxley WWTP'Karana Downs WWTP Wacol WWTP flood affected .
- Helidon plant is flooded, pump station is still operational.
- Gatton reservoir has 350kl stored to supply town – tankering water into reservoir to meet demand.
- 60kl tankered in to Cochran reservoir
- Main Sewer Rising Main to Gatton – Repairs have commenced
- Find out status on SEQWAT Lowood WTP coming back online
- Gatton has 2 water reticulation main burst identified
- Withcott has 4 water reticulation main burst identified
- Helidon WWTP is not operational and cannot be accessed.
- Laidley –Pike Street Pump Station (Main Station)-Power pole down repairs under way
- Gatton - one sewerage pump station not operating- Under repair.
- ESK & Toogoolawah WTP normal operation restored

- Ipswich 2 sewer pump stations flooded. 27 are now accessible.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service area

MEDIA / STAKEHOLDER ISSUES

- 3 Radio interviews with Robin Lewis completed (ABC Toowoomba & River 949AM and ABC Regional regarding Lockyer Valley water supply
- Channel 7 interview with Robin Lewis updating water supply issues for all QUU sites/Brisbane/Ipswich etc
- Contact centre scripting and website updates
- Community service announcements re: boil water notice for Lockyer, Somerset, Laidley & Gatton handed out at supermarkets, newsagents and service stations.
- Rebate media release with WGM approved by Noel Faulkner, now with WGM for discussion. Yet to be released.
- Customer communication directly with Gatton area customers. Arranging water tanker for Chicken farms.

ACTIONS COMPLETED

- Emergency Management Team Incident at Level 4
- Bottle water distribution continuing to Lockyer Valley region
- Flood maps have been revised and asset list has been distributed
- Community Service Announcement – bottled water to Lockyer Valley- Web upload and WGM advice
- Status of Lockyer & Somerset reservoir complete
- Status of all assets complete
- Completed the sizing of water for cleanup for Brisbane & Ipswich
- Actions completed 14 January 2011
  - Web content and regional information sheets and contact centre scripting updated (general flood scripting + bottled water drops)
  - LDCC Report updated and submitted - web tables updated for customer information

UrbanUtilities	***Emergency Management Situation Report***

- Response to Roland Watkins (Police Liaison Rep on LDCC) for LDCC + Premier briefing (damaged assets + number of customers affected
- Access has been approved to Grantham flood disaster area to check water assets

- PLANNED ACTIONS

- STATUS
- Currently resourcing for asset condition assessment for whole of region
- LOWOOD
- Manufacturing water at 140L/S starting to fill network
- LOCKYER VALLEY
- Helidon pump station clean up and removal of pump for repairs
- WITHCOTT
- Failed water main – local contractor repair crew has been sourced and is preparing to repair main- completion Monday
- Reviewing water quality issues from Lowood water supply schemes
- RESOURCING
- Coordinating with EMQ bottled water supplies for effected communities
- Bottled water supply to be coordinated by SEQWGM EMT – Informed of impacted townships.
- Crews on standby to repair damaged infrastructure
- RECOVERY PLAN
- Recovery plan is currently being drafted for the whole of QUU area. Flood maps for Brisbane and Ipswich have been re-issued.
- Distributed flood impact asset maps via email to relevant parties
- Initial draft completed still require significant information to be added over the next 24hours
- Modelling predicted water demand for residents re clean up in Brisbane and Ipswich
- Recovery teams are forming in East and West and starting to coordinate recovery response
- ADDITIONAL SUPPORT
- Analyse technical specifications for QUU high pressure pump for SEQ water requirements
- Submit special request to EMQ to allow estimated 35 tonne load access to road system to Lowood
- Submit vehicle hire request to BCC Fleet Product for vehicle to transport to Lowood WTP

OUTSTANDING ISSUES

- Withcott burst

UrbanUtilities	***Emergency Management Situation Report***

- Lockyer Valley supply
- Water supply to Withcott to be restored.
- Mains Road pump station and Postman Ridge pump station off-line. Burst main to be repaired.
-

OVERALL ASSESMENT

Addressing supply issues as they arise

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Chairperson – Jude Munro
CEO – [redacted]

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP at: 05.00 15/1/11

Prepared by: [redacted]
Authorised by Emergency Manager – Paul Belz

UrbanUtilities

LDCC Queensland Urban Utilities UPDATE 1.00pm Saturday 15/1/2011

EVENT SUMMARY – SITREP 18

Status of water and sewerage assets and services

The following is a summary of current and forecast impacts, based on flood modelling.

Brisbane City Council area (as at 1.00pm)
Water:
All water pumping stations operational (one with generator set).
Two properties without water (due to main burst).

Wastewater:

- 47 sewerage pumping stations flooded or without power.
- Major wastewater treatment plants have flooded are not operating (Karana Downs, Oxley, Fairfield, Wacol).
- No impact on residents.

Ipswich City Council area
Disruption to some telemetry and site communications equipment resulting in the need for physical site fault assessment.

Water: Initial reports indicate no operational problems. Water sampling commenced west Ipswich.

Wastewater:

- Two wastewater treatment plants are offline – Bundamba and Goodna.
- 27 sewerage pumping stations are not operating.
- No impact on residents is expected.

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Lockyer Valley

Water:

- All reservoirs intact.
- Bottled water being flown and trucked in.
- Lowood WTP operational and filling clear water tank, supply restored , progressively filling QUU Reservoirs.
- Two water pumping stations offline - Helidon (damaged), Postman's Ridge (a generator set is on site and it will be operational today)
- Laidley and Forest Hill have two days supply.
- Gatton has received 450kl of water by tanker in the last 24hrs.
- Repairing the road for tanker access into Helidon.
- Withcott - power is down to the area. Repair to supply main has commenced.
- Regency Downs/Kensington Grove reliant on water tankers to provide supply.

Wastewater:

- All water reclamation plants operational.
- Repairs have commenced to Main Sewer Rising Main to Gatton, which washed away.

Scenic Rim

Water and wastewater: No issues

Somerset

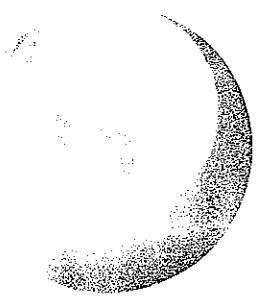
Water:

- Lowood WTP operational and filling clear water tank, supply restored , progressively filling QUU Reservoirs.
- Bottled water delivered, tankers on standby if more water required.
- Esk and Toogoolawah WTPs returned to normal operation status.
- Minden reliant on bottled water.
- Power restored to Linville PS and water is being delivered to the reservoir.
- Lowood and Fernvale still in supply but reliant on water tankers to maintain current levels.

Wastewater:

- Esk, Fernvale, Lowood and not serviceable.
- Toogoolawah WRPs returned to normal operation.

LOCKYER VALLEY WATER ASSETS STATUS



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LDCC
Updated – 9:00AM Saturday, 15 January 2011

RESERVOIR/ PS	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICEABLE (Y/N)	NOTES	Status
Plainlands	Plainlands	5	55				
Victoria St	Forest Hill	0.18	60	2 days			
Summer St boosted zone, pump station and reservoir	Laidley	1.12	100	2 days			Consideration of System Isolation
Douglas McInnes Drive		1.14	80				
Rosewood Laidley Road Reservoir		0.45	100			Can backfeed into town	
Sippel Road (Lakes Estate)		0.09	80			Trickle feed to tanks	
Glenore Grove Booster						Only used during high demand.	Not a priority (given demand)
Gatton Reservoir - low	Woodlands Rd	5.95	0.24ML				
Gatton Reservoir - high	Woodlands Rd	0.24					
Gatton Reservoir - low	Cochrane St	2	0.06ML				Fencing washed away
							lightning strike
							telemetry & local control damaged (not sure of this or below)
Gatton Reservoir - high	Cochrane St	2					Fencing washed away
							lightning strike

							telemetry & local control possibly damaged.
Gatton PS		N/A					Networked water supply unavailable
Helidon - Small	Seventeen Mile Road	0.7	0				Networked water supply unavailable
Helidon - Large	Seventeen Mile Road	1.5	0				
Millora Rd (Dobel Dr)		0.18	5				
Rossiter Rd Pump Station	Rossiter Rd	N/A				Only two houses drawing on this system.	No Power - not used often.
Warrego Hwy PS		N/A				Pump Motor and Switchboard being replaced. Genset on site until 16/1	Expect operational today. JP Richardsons working on repairs to switchboard (expect 2 to 3 weeks). Gen set has arrived. Can operate on manual with Gen set - only waiting on wring in of soft starter. Motor at Donaldsons getting dried out.
Postmans Ridge	Murphy's Creek Ridge	0.33	50				Contractor has the main reinstated. Expect servieable by afternoon Sat 15 Jan. Waiting for a fitting to connect either end.

Postmans Ridge PS		N/A				No power to site. Genset on standby at Coates - now has approval to transport, 5t limit MRD approval receieved for this move.	Switchboard, building and auxilliary equipment is serviceable.
Withcott	Dolley's Rd	1.94	0			No inlet feed available due to break on 200mm DICL inlet main after pump station at Postman's Ridge. Both ends isolated.	Networked water supply unavailable - reservoir OK but empty. Expect fitti.. restored late afternoon Sat 15 Jan.
Withcott PS		N/A				No Water	
Tabletop	Berghoffer Rd	0.003	25				Plenty of water. No power. No check yet on boost pumps. Maybe ten customers on boost.
Tabletop PS							

Please note: Details in this table are based on the latest information at time of publication.
Due to the changing nature of the situation this table will be updated regularly.

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LOCKYER VALLEY WASTEWATER STATUS

LDCC

Updated – 9:00AM Saturday, 15 January 2011

ASSET	LOCATION	STATUS	NOTES
Railway St WRP	Forest Hill		
Gordon St PS (429)	Forest Hill		
Railway St PS (428)	Forest Hill		Operational, but standby pump is in electrical fault. Crews to address today, probably.
Treatment Plant Rd WRP	Gatton		Operational - has power but no sodium hypochlorite for disinfection. Order placed but not accessible by road.
Crescent St PS (408)	Gatton		
East St PS (409)	Gatton		
Myler Crt PS (410)	Gatton		
Lake Apex PS (411)	Gatton		
Industrial Rd PS (412)	Gatton		
South St PS (413)	Gatton		Operational, but high float fault alarm.
Karrasch Road PS (420)	Placid Hills		Operational, damaged pump now reset and OK.
Hennessy St PS (414)	Gatton		
Golf Links Dve PS (415)	Gatton		
Western Dve PS (416)	Gatton		Duty pump OK, but standy pump is out on high amps alarm. Requires lifting.
Tew Crt PS (417)	Gatton		Duty pump OK, but standy pump is out
Back Flagstone Creek Rd WRP	Helidon		No mains power. Generator now running the effluent transfer pump. Awaiting supply restoration.
Airforce Rd PS (405)	Helidon		
Lawlers Rd PS (406)	Helidon		

Plant St PS (407)	Helidon	[redacted]	
Boundary Rd WRP	Laidley	[redacted]	
Kurrajong Crt PS (424)	Laidley	[redacted]	
Stanford Pl PS (425)	Laidley	[redacted]	
Boundary Rd PS (426)	Laidley	[redacted]	
Hayes St PS (427)	Laidley	[redacted]	
Alexander St PS	Laidley	[redacted]	
Pike St PS	Laidley	[redacted]	Operational but limited road access due to power pole over with low hanging wires. 4WD access OK. Pole fix being arranged with local Lowood contractor.
Patrick St PS (422)	Laidley	[redacted]	Operational but limited road access
Pioneer St PS	Laidley	[redacted]	
Storr St PS	Laidley	[redacted]	
Vaux St PS	Laidley	[redacted]	

WATER RECLAMATION PLANT	NOTES
Gatton WRP	Operational and Accessible
Laidley WRP	Operational and Accessible
Forest Hill WRP	Operational and Accessible
Carole Park Reclamation Pant	Not accessible but Operational

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SOMERSET WATER ASSETS STATUS

LDCC

Updated – 9:00AM Saturday, 15 January 2011

RESERVOIR/P	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICEABLE (Y/N)	NOTES
Lowood 1	Jacqueline St Res 2	3			Y	Level is Critically Low but being maintained due to reliance on tankers
Lowood 2	Glamorgan Vale Rd / Ziebell	2			Y	
Lowood 3	Acacia St	1.13			Y	
Tarampa	Prenzlau Rd	0.022				No supply
Fernvale	Knox Rd	2	EMPTY	-	Y	Level is Critically Low but being maintained due to reliance on tankers
Balance tank/P	Fernvale	UNK			U	
Lowood West		3			Y	Networked water supply unavailable
Esk		1.1 ML	0.4		Y	To return to normal status 14/1 afternoon
BP	East St	N/A			Y	45kW soft start – 18l/s max
Toogoolawah		2	0.5		Y	To return to normal status 14/1 afternoon
Kilcoy	Saleyards Rd	3.6	?	1 day	Y	(Source: WGM) 3 tanks – 0.45, 0.63 & 1.8 ML
Lowood	WP75 Forest Hill Fernvale Road					Needs electrical work, went under
Lowood	WP76 Main st				Y	
Lowood	WP77 James st				Y	
Lowood	WP78 Prospect st				Y	
Lowood	WP79 Prospect st				Y	

Lowood	WP80 Prospect st					
Lowood	WP81					Went under, needs electrical work
Lowood	WP82 Macadamia st					
Lowood	WP83 Haslington park					
Jimna			65	2 days		(Source: WGM)
Linville		0.1	50	2 days		Incorrect SCADA reading at Lowood. Manually checked (Source: WGM)

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SOMERSET WASTEWATER ASSETS STATUS

LDCC

Updated – 9:00AM Saturday, 15 January 2011

WATER RECLAMATION PLANT	PREVIOUS NOTES	CURRENT STATUS
Esk WRP	Was inundated, Now accessible	Not Serviceable – No Further Information available
Fernvale WRP	Not Accessible	Not Serviceable – No Further Information available
Lowood WRP	Was inundated, Now accessible	Not Serviceable – No Further Information available
Kilcoy WRP	Not Accessible	Power Restored
Toogoolawah WRP	Not Serviceable – No Further Information available	Operational

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SCENIC RIM AREA STATUS

LDCC

Updated – 9:00AM Saturday, 15 January 2011

NO ISSUES



E1401

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BRISBANE AREA WATER ASSETS SUMMARY

LDCC

Updated – 12:00PM Saturday, 15 January 2011

Summary of Water Affected Assets		
Asset Type	**Number**	**Last Updated**
Telemetry	2	15/01/2011
Water Pump Stations & Boosters		15/1/11 12.00PM
Flooded or Without Power	1	
Customers Affected	0	
Res Levels (ML)	63.27	15/1/11 12.00PM
Water Main Bursts	5	15/1/11 12.00PM
Properties Affected	39	
PRV's	5	15/1/11 12.00PM
Trunk Mains	1	15/1/11 12.00PM
Dirty Waters	8 (0 outstanding	14/1/11 7:30PM

QUU RESERVOIRS – TIME TILL LOW LEVEL

Status	Code
More Than 5 hours supply	
Between 3 and 5 hours supply	
Less than 3 hours supply	

Location	Current Volume (ML)	Usable Volume (ML)	Current Level (m)	Est ROF Time to Low (Hrs)
Mt. Gravatt	5.96	1.37	2.47	7.84
Roles Hill 1 - Decommissioned	1.50	0.74	1.19	
Nathan - Offline	0.00	0.00	0.00	
Outlook	0.15	0.11	1.06	24.86
Grovely 2	3.33	1.96	2.90	9.24
Toohey Mt 2	2.73	1.75	3.34	37.98
Karana Downs R60M	0.30	0.00	0.74	2.00
Bracken Ridge	4.01	2.44	2.04	5.26
Highgate Hill 1	1.59	0.63	1.28	4.36

E1402

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Inala	5.53	3.24	3.62	52.39
Bartleys Hill 1	5.79	2.84	4.20	19.61
Bardon Hill	1.08	0.48	1.45	11.49
Milne Hill	6.50	2.80	4.33	7.16
Highgate Hill 2	1.39	0.42	1.11	3.08
Grovely 1	1.42	0.85	2.47	13.18
The Gap	6.07	2.90	6.12	22.69
Tarragindi	31.62	13.11	3.52	11.54
Holland Park 2	2.75	1.95	3.75	12.75
Richlands	5.42	2.81	10.78	17.79
Mt Ommaney	17.71	8.60	5.85	23.44
Manly Elevated	5.87	0.22	24.92	2.72
Karana Downs R60M	1.06	0.05	2.63	1.46
Mitchelton	0.60	0.20	0.97	12.56
Stafford 2	4.16	3.34	3.44	[illegible]
Karawatha	1.55	0.66	3.10	3.72
Holland Park 1	0.71	0.37	3.95	9.97
Bartleys Hill 2	9.05	4.24	4.52	19.19
Roles Hill 2	5.99	1.20	3.79	17.62
Boss Rd WP30	16.52	5.77	7.28	26.01
The Summit	0.20	0.02	3.10	8.53
Boss Rd WP30	0.12	0.01	5.64	1.20
Toohey Mt 1	1.23	0.84	2.49	25.26
Manly Tank	0.42	0.04	5.44	1.30
Chapel Hill	1.52	0.86	1.51	13.87
Stafford 1	0.21	0.11	1.25	1.94
Eildon Hill - Offline	0.04	0.00	0.01	
Total Volume		**66.94**		

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BRISBANE AREA WASTEWATER ASSETS SUMMARY

LDCC

Updated – 12:00PM Saturday, 15 January 2011

47	Pump Stations Flooded or without power	**11**	Generators Flooded
3	Treatment Plant Flooded or without power	**0**	Generators Flooded

E1404

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IPSWICH WATER ASSETS SUMMARY

LDCC

Updated - 9:00AM Saturday 15 January 2011

RESERVOIR/ P	LOCATIO N	CAPACIT Y (ML)	SERVICAB LE	HOLDING (%)	NOTES
Western Distribution Area Reservoirs					
Borallan			Y	57	Normal Operation
Marburg			Y	88	Normal Operation
Haigslea			Y	36	Normal Operation
Rosewood 1 & 2			Y	54/58	Normal Operation
Upper John Works at night for HLZ			Y	75	Filling
Denmark Hill			Y	44/46	Normal Operation
Karragroo			Y	56	Normal Operation
Brassall			Y	46	Normal Operation
Bundamba Distribution Area Reservoirs					
Blackstone			Y	76	Normal Operation
Ripley			Y	56	Normal Operation
Ripley HLZ Fills out of Ripley Res			Y	79	Normal Operation
Eastern Distribution Area Reservoirs					
Bundamba			Y	92/91	Normal Operation
Riverview (Child)			Y	63	Normal Operation
Goodna			Y	81	Normal Operation
Bertha Balances off of Goodna Level			Y	36	Normal Operation
Keidges Road			Y	84	Normal Operation
Keidges Road HLZ fills out of Keidges Res			Y	80	Normal Operation
Camira			Y	68	Normal Operation
Springfield			Y	84	Normal Operation

UrbanUtilities

IPSWICH WASTEWATER ASSETS SUMMARY

LDCC

Updated - 9:00AM Saturday 15 January 2011

PUMP STATION	LOCATION	SERVICEABLE	POWER	FLOODED
Bundamba 1 Catchment				
Moggill Ferry		Y		Y
Francis		Y		
Tantivity				Y
Moores Pocket		Y		Y
Karalee A				N
Karalee B				N
Mt Crosby				N
Harris Street		Y		N
Harrison street		Y		N
Enterprise Street		Y		N
Rosebery Prade				Y
Woodend Road				Y
Haig Street		Y		N
Tiger Street				N
Tivoli Wastewater Centre				N
Luckie Crescent		Y		N
Boundary Street Nrth				N
Chermside Rd				
Boundary Street south				Y
Blackall Street				Y
Bundamba 2 Catchment				
Samford Road				N
Chalk Street				N
Old Toowoomba Road				Y
Ivor Marsden				N
Okeefe		Y		Y
Hanlon Street		Y		Y
Lobb Street				Y
Lobley Street				Y
Sutton Street				N
Berry Street		Y		N
Winston Street		Y		N
Hall Street		Y		N
Saleyard Road		Y		N

Videroni Street				Y
Queen Street				N
Ashburn Road				N
Bognuda Street				Y
Hudson Street				N
Kennith Street				N
Nelson Street				N
Carole Park Catchment				
Cobalt Street				N
Goodna Catchment				
Brisbane Terrace				Y
Riverview Road				?
Monash Street				?
Six Mile Creek				?
Cedar Road				N
Eagle Heights				N
McAuliffe Street				N
Lower Cross Street				Y
Keidges Road				N
Butterfly Green				N
Springfield Collage Green				N
Waterford Road				N
Fion Street				N
West St				

Rosewood Catchment				
School Street				Y
Bassetts Lane				Y

UrbanUtilities

IPSWICH WASTEWATER ASSETS SUMMARY

LDCC

Updated – 9:00AM Saturday, 15 January 2011

Condition	N. Pumps
Nrmal Operation	28
Inundated but accessible	11
Inundated / Nt accessible	21

WATER RECLAMATION PLANT	NOTES
Bundamba Water Reclamation Plant	Fully accessible. Not operational.
Goodna Reclamation Plant	Accessible. No power.
Rosewood Reclamation Plant	Limited access. Operational apart from chlorination
Carole Park Reclamation Pant	Normal Operation

EMERGENCY MANAGEMENT SITREP REPORT

Incident/emergency name: Extreme Weather Issues
Situation report number: 18
Date/time prepared: 15/1/11 1.30pm
Incident level classification: Level 4

CURRENT SITUATION

- Focus on Potable water continuity of supply and identification of outages
- Provision of water to Lockyer Valley and Somerset regions
- Brisbane and Ipswich water supply still intact
- Currently assessing impacts to Ipswich as flood waters recede
- WGM have escalated to Level 4 Incident and established water quality- sub committee
- Mt Crosby WTP fully operationally
- Water sampling in the western area concentrating on Lockyer and west of Ipswich continuing. Boiled water notice for Lockyer Valley, parts of Somerset and Marburg, in Ipswich remains current.

BRISBANE

- Water samples collected yesterday, Brisbane system contained no E coli. Further 100 samples, testing today.
- Mt Crosby water treatment plant at full supply
- Good supplies at reservoirs (approximately 50%)
- No water quality issues- water sampling across system completed. Water monitoring will continue
- All water pumping stations operational (one with generator set).
- Two properties without water (due to main burst).
- 47 sewerage pumping stations flooded or without power.
- Major wastewater treatment plants have flooded are not operating (Karana Downs, Oxley, Fairfield, Wacol).
- No impact on residents.

SOMERSET

- Electricity unavailable in Kilcoy
- Water samples have been collected today for testing
- Jimna reservoir supply OK
- All reservoirs intact.
- Two water pumping stations offline - Helidon (damaged), Postman's Ridge (a generator set is on site and it will be operational today)
- Laidley and Forest Hill have two days supply.
- Repairing the road for tanker access into Helidon.
- Withcott - power is down to the area. Repair to supply main has commenced today.
- Regency Downs/Kensington Grove reliant on water tankers to provide supply.

LOWOOD

- Seqwater WTP is not operational
- Lowood WTP operational and filling clear water tank, supply restored, progressively filling QUU Reservoirs.
- Water quality sampling ongoing

ESK/TOOGOOLAWAH

- Toogoolawah depot is currently accessible but severely damaged
- Esk sewerage pump station is flooded and partially floated away.
- Kilcoy water supply system is operational

MINDEN

- Minden and Lockyer Valley reservoirs are now empty and reliant on tankers plus bottled water for residents

IPSWICH

- Normal operating status
- Two wastewater treatment plants are offline – Bundamba and Goodna.
- 27 sewerage pumping stations are not operating.
- No impact on residents is expected.

OTHER

- Fernvale has restored some water supply. Bottled supplies available.
- Fernvale sewer treatment plant flooded not accessible.
- Sewer pump stations down are 3 @ Gatton, 3 @ Laidley, 2 @ Forest hill due to power outage and flooding.
- Withcott out of water. Bottled supplies available.
- Fernvale being fed from Lowood.
- Additional 8 tankers delivering
- Fortrose St Rising main at Jindalee Bridge (landslip line). Concerns of failure from flood debris.
- Tankering commenced
- Access to Woodland Road
- Recommended to boil water at Marburg

BOTTLED WATER SUPPLY SUMMARY

Bottled water update

- 3 trucks assisting distribution in Lockyer Valley
- 5 trucks stood down- on standby- Call Thrifty if required3 helicopters stood down- I on standby
- Coke distribution stood down – on standby
- Dundas, Brighton & Crossdale are not in QUU distribution area. QUU are exploring avenues to distribute water to these areas as per the request from the Local Disaster Management Team

INFORMATION TECHNOLOGY

- FEA back online but still experiencing some performance issues

Corporate Network Issues:-

- Gatton depot – SCADA visibility online
- Kooralbyn - offline
- Esk – Comms offline
- Goodna – no power
- Oxley Creek local server is Ok and is being relocated to Holland Park data centre.

ASSET STATUS

- Pump station building at Helidon washed away together with associated mains
- 1 large broken main in Withcott – repair due to take place Sat 15/1
- Loss of Seqwater treatment plant at Lowood- Plant now operational

- Withcott reservoir empty and on supplies Table Top
- Karana Downs, Fairfield, Oxley WWTP'Karana Downs WWTP Wacol WWTP flood affected .
- Helidon plant is flooded, pump station is still operational.
- Gatton reservoir has 350kl stored to supply town – tankering water into reservoir to meet demand.
- 60kl tankered in to Cochran reservoir
- Main Sewer Rising Main to Gatton – Repairs have commenced
- Find out status on SEQWAT Lowood WTP coming back online
- Gatton has 2 water reticulation main burst identified
- Withcott has 4 water reticulation main burst identified
- Helidon WWTP is not operational and cannot be accessed.
- Laidley –Pike Street Pump Station (Main Station)-Power pole down repairs under way
- Ipswich 2 sewer pump stations flooded. 27 are now accessible.
- Indooroopilly pump station- access proving difficult due to the amount of domestic waste. BCC have been notified.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service area

MEDIA / STAKEHOLDER ISSUES

- 1 Radio interviews with Robin Lewis completed (ABC Toowoomba & River 949AM and ABC Regional regarding Lockyer Valley water supply
- Contact centre scripting and website updates
- Community service announcements re: water supply and quality for all QUU regions, and also handed out at supermarkets, newsagents and service stations.
- Rebate media release with WGM approved by Noel Faulkner, now with WGM for discussion. Yet to be released.
- Customer communication directly with Gatton area customers.
- Water tanker for Chicken farms completed 15/1/11

ACTIONS COMPLETED

- Emergency Management Team Incident at Level 4
- Bottle water distribution continuing to Lockyer Valley region

- Flood maps have been revised and asset list has been distributed
- Community Service Announcement – bottled water to Lockyer Valley- Web upload and WGM advice
- Status of Lockyer & Somerset reservoir complete
- Status of all assets complete
- Completed the sizing of water for cleanup for Brisbane & Ipswich

- Actions completed 14 January 2011
  - Web content and regional information sheets and contact centre scripting updated (general flood scripting + bottled water drops)
  - LDCC Report updated and submitted - web tables updated for customer information
- Response to Roland Watkins (Police Liaison Rep on LDCC) for LDCC + Premier briefing (damaged assets + number of customers affected
- Access has been approved to Grantham flood disaster area to check water assets
- Water tanker for Chicken farms completed 15/1/11

PLANNED ACTIONS

STATUS

- Currently resourcing for asset condition assessment for whole of region

LOWOOD

- Manufacturing water at 140L/S starting to fill network from Lowood WTP

LOCKYER VALLEY

- Helidon pump station clean up and removal of pump for repairs

WITHCOTT

- Failed water main – local contractor repair crew has been sourced and is preparing to repair main- completion Monday
- Reviewing water quality issues from Lowood water supply schemes

RESOURCING

- Coordinating with EMQ bottled water supplies for effected communities
- Bottled water supply to be coordinated by SEQWGM EMT – Informed of impacted townships.
- Crews on standby to repair damaged infrastructure

RECOVERY PLAN

- Recovery plan is currently being drafted for the whole of QUU area. Flood maps for Brisbane and Ipswich have been re-issued.
- Distributed flood impact asset maps via email to relevant parties
- Initial draft completed still require significant information to be added over the next 24hours
- Recovery teams have formed in East and West and starting to coordinate recovery has commenced

ADDITIONAL SUPPORT

OUTSTANDING ISSUES

- Withcott burst
- Lockyer Valley supply
- Water supply to Withcott to be restored.

Mains Road pump station and Postman Ridge pump station off-line. Burst main to be repaired.

UrbanUtilities	***Emergency Management Situation Report***

OVERALL ASSESMENT
Addressing supply issues as they arise QUUEMT contact details are as follows : Emergency Manager [redacted] Communication Mana[redacted] Email [redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council	**External agencies**
Executive	SEQWGM
Contact Centre	LinkWater
Corporate Communications	Seqwater
Staff/managers	DERM
Lord Mayor's office	WH&SQ
Chairperson – Jude Munro	
CEO – [redacted]	

NEXT SITREP at: 05.00 15/1/11

Prepared by: [redacted]
Authorised by Emergency Manager – Paul Belz

Urban Utilities

LDCC Queensland Urban Utilities UPDATE 19:00pm Saturday 15/1/2011

EVENT SUMMARY – SITREP 19

Status of water and sewerage assets and services

The following is a summary of current and forecast impacts

Brisbane City Council area (as at 19:00pm)
Water:

- All water pumping stations operational (one with generator set).
- Reservoir levels maintained during the day under flood recovery demands (street and house cleaning)

Wastewater:

- 49 sewerage pumping stations flooded or without power.
- 3 wastewater treatment plants have been flooded and are not operating (Karana Downs, Oxley, Fairfield).
- No impact on residents.

Ipswich City Council area
Water:

- No operational problems.
- Water sampling commenced, awaiting results on 16/1/2011.

Wastewater:

- Two wastewater treatment plants remain offline – Bundamba and Goodna.
- 31 sewerage pumping stations are not operating.
- No impact on residents.

Lockyer Valley
Water:

- All reservoirs intact.
- Progressively filling Reservoirs.
- Tanker deliveries continuing to Lowood and Gatton Reservoirs during the night
- Postman's Ridge Pump Station operational. Repairs to supply main (Withcott) completed.
- Repairing the road for tanker access into Helidon.
- Withcott – Mains to be charged on Sunday 16 January
- Regency Downs and Kensington Grove returning to normal operational status.

Wastewater:

- All water reclamation plants operational.
- Repairs have commenced to Main Sewer Rising Main to Gatton, which washed away.

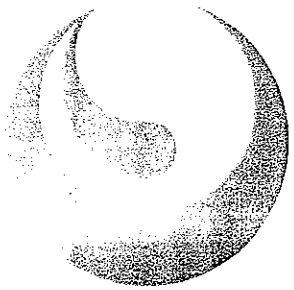
Scenic Rim
Water and Wastewater: No issues

Somerset
Water:

- Lowood WTP operational and filling clear water tank, supply restored , progressively filling Reservoirs.
- Esk WTP and Toogoolawah WTP returned to normal operation status.
- Minden customers reliant on bottled water.
- Power restored to Linville PS and water is being delivered to the reservoir.
- Fernvale still in supply but reliant on water tankers to maintain current levels.
- Extra crews have been arranged on standby as a contingency plan for the water supply to the affected Lockyer Valley and Somerset areas.
- A 20,000 litre tanker has been organised to deliver potable water to the Glamorgan Vale Water Board Reservoir to assist in providing an old age home with water. For non-potable use only.

Wastewater:

- Fernvale WRP still not accessible.
- Toogoolawah WRP returned to normal operation.
- Esk WRP now accessible, repairs expected to be completed on 16 January.
- Lowood WRP still without power (maybe another 5 days)



UrbanUtilities

LOCKYER VALLEY WATER ASSETS STATUS

LDCC

Updated – 19:00PM Saturday, 15 January 2011

RESERVOIR/ PS	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICEABLE (Y/N)	NOTES	Status
Plainlands	Plainlands	45	4				
Victoria St	Forest Hill	0.18	60	2 days		Visual estimation 2m	
Summer St boosted zone, pump station and reservoir	Laidley	1.12	58	2 days			Consideration of System Isolation
Douglas McInnes Drive		1.14	53				
Rosewood Laidley Road Reservoir		0.45	100			Can backfeed into town	
Sippel Road (Lakes Estate)		0.09	80			Trickle feed to tanks	
Glenore Grove Booster						Only used during high demand.	Not a priority (given demand)
Gatton Reservoir - low	Woodlands Rd	5.95	0.24ML				
Gatton Reservoir - high	Woodlands Rd	0.24					
Gatton Reservoir - low	Cochrane St	2	1.5M visual				Fencing washed away
							lightning strike
							telemetry & local control damaged (not sure of this or below)
Gatton Reservoir -	Cochrane St	2	100				Fencing washed away

high							lightning strike telemetry & local control possibly damaged.
Gatton PS		N/A			Y		Networked water supply unavailable
Helidon - Small	Seventeen Mile Road	0.7	0		Y		Networked water supply unavailable
Helidon - Large	Seventeen Mile Road	1.5	5		Y		
Millora Rd (Dobel Dr)		0.18	5		Y		
Rossiter Rd Pump Station	Rossiter Rd	N/A			N	Only two houses drawing on this system.	No Power - ... used often.
Warrego Hwy PS		N/A			N	Pump Motor and Switchboard being replaced. Genset on site until 16/1	Expect operational today. JP Richardsons working on repairs to switchboard (expect 2 to 3 weeks). Gen set has arrived. Can operate on manual with Gen set - only waiting on wring in of soft starter. Motor at Donaldsons getting dried out.
Postmans Ridge	Murphy's Creek Ridge	0.33	24		N		Contractor has the main reinstated. Expect servieable by afternoon Sat 15 Jan. Waiting for a fitting to connect either end.

Postmans Ridge PS		N/A				No power to site. Genset on standby at Coates - now has approval to transport, 5t limit MRD approval receieved for this move.	Switchboard, building and auxilliary equipment is serviceable.
Withcott	Dolley's Rd	1.94	0			No inlet feed available due to break on 200mm DICL inlet main after pump station at Postman's Ridge. Both ends isolated.	Networked water supply unavailable - reservoir OK but empty. Expect fitting restored late afternoon Sat 15 Jan.
Withcott PS		N/A				No Water	
Tabletop	Berghoffer Rd	0.003	25				Plenty of water. No power. No check yet on boost pumps. Maybe ten customers on boost.
Tabletop PS							

Please note: Details in this table are based on the latest information at time of publication. Due to the changing nature of the situation this table will be updated regularly.

UrbanUtilities

LOCKYER VALLEY WASTEWATER STATUS

LDCC

Updated – 19:00PM Saturday, 15 January 2011

ASSET	LOCATION	STATUS	NOTES
Railway St WRP	Forest Hill		
Gordon St PS (429)	Forest Hill		
Railway St PS (428)	Forest Hill		Operational, but standby pump is in electrical fault. Crews to address today, probably.
Treatment Plant Rd WRP	Gatton		Operational - has power but no sodium hypochlorite for disinfection. Order placed but not accessible by road.
Crescent St PS (408)	Gatton		
East St PS (409)	Gatton		
Myler Crt PS (410)	Gatton		
Lake Apex PS (411)	Gatton		
Industrial Rd PS (412)	Gatton		
South St PS (413)	Gatton		Operational, but high float fault alarm.
Karrasch Road PS (420)	Placid Hills		Operational, damaged pump now reset and OK.
Hennessy St PS (414)	Gatton		
Golf Links Dve PS (415)	Gatton		
Western Dve PS (416)	Gatton		Duty pump OK, but standy pump is out on high amps alarm. Requires lifting.
Tew Crt PS (417)	Gatton		Duty pump OK, but standy pump is out
Back Flagstone Creek Rd WRP	Helidon		Operational but not accessible as yet. No mains power. Generator now running the effluent transfer pump. Awaiting supply restoration.
Airforce Rd PS (405)	Helidon		
Lawlers Rd PS (406)	Helidon		

Plant St PS (407)	Helidon	Y	
Boundary Rd WRP	Laidley	Y	
Kurrajong Crt PS (424)	Laidley	Y	
Stanford Pl PS (425)	Laidley	Y	
Boundary Rd PS (426)	Laidley	Y	
Hayes St PS (427)	Laidley	Y	
Alexander St PS	Laidley	Y	
Pike St PS	Laidley	Y	Operational but limited road access due to power pole over with low hanging wires. 4WD access OK. Pole fix being arranged with local Lowood contractor.
Patrick St PS (422)	Laidley	Y	Operational but limited road access
Pioneer St PS	Laidley	Y	
Storr St PS	Laidley	Y	
Vaux St PS	Laidley	Y	

WATER RECLAMATION PLANT	NOTES
Gatton WRP	Operational and Accessible
Laidley WRP	Operational and Accessible
Forest Hill WRP	Operational and Accessible
Carole Park Reclamation Pant	Not accessible but Operational

UrbanUtilities

SOMERSET WATER ASSETS STATUS

LDCC

Updated – 19:00PM Saturday, 15 January 2011

RESERVOIR/P	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICEABLE (Y/N)	NOTES
Lowood 1	Jacqueline St Res 2	3				Level is Critically Low but being maintained due to reliance on tankers
Lowood 2	Glamorgan Vale Rd / Ziebell	2				
Lowood 3	Acacia St	1.13				
Tarampa	Prenzlau Rd	0.022				No supply
Fernvale	Knox Rd	2	EMPTY	-		Level is Critically Low but being maintained due to reliance on tankers
Balance tank/P	Fernvale	UNK			U	
Lowood West		3				Networked water supply unavailable
Esk		1.1 ML	0.4			To return to normal status 14/1 afternoon
BP	East St	N/A				45kW soft start – 18l/s max
Toogoolawah		2	0.5			To return to normal status 14/1 afternoon
Kilcoy	Saleyards Rd	3.6	?	1 day		(Source: WGM) 3 tanks – 0.45, 0.63 & 1.8 ML
Lowood	WP75 Forest Hill Fernvale Road					Needs electrical work, went under
Lowood	WP76 Main st					
Lowood	WP77 James st					
Lowood	WP78 Prospect st					
Lowood	WP79 Prospect st					

Lowood	WP80 Prospect st				Y	
Lowood	WP81					Went under, needs electrical work
Lowood	WP82 Macadamia st				Y	
Lowood	WP83 Haslington park				Y	
Jimna			65	2 days	Y	(Source: WGM)
Linville		0.1	50	2 days	Y	Incorrect SCADA reading at Lowood. Manually checked (Source: WGM)

UrbanUtilities

SOMERSET WASTEWATER ASSETS STATUS

LDCC

Updated – 19:00PM Saturday, 15 January 2011

WATER RECLAMATION PLANT	PREVIOUS NOTES	CURRENT STATUS
Esk WRP	Was inundated, Now accessible	Not Serviceable – No Further Information available
Fernvale WRP	Not Accessible	Not Serviceable – No Further Information available
Lowood WRP	Was inundated, Now accessible	Not Serviceable – No Further Information available
Kilcoy WRP	Not Accessible	Power Restored
Toogoolawah WRP	Not Serviceable – No Further Information available	Operational

UrbanUtilities

SCENIC RIM AREA STATUS

LDCC
Updated – 19:00PM Saturday, 15 January 2011

NO ISSUES

UrbanUtilities

BRISBANE AREA WATER ASSETS SUMMARY

LDCC

Updated – 19:00PM Saturday, 15 January 2011

Summary of Water Affected Assets			
Asset Type	**Number**		**Last Updated**
Telemetry	2		15/01/2011
Water Pump Stations & Boosters			15/1/11 20.30PM
Flooded or Without Power	0		
Customers Affected	0		
Res Levels (ML)	70.68		15/1/11 20.30PM
Water Main Bursts	3		15/1/11 20.30PM
Properties Affected	39		
PRV's	5		15/1/11 20.30PM
Trunk Mains	1		15/1/11 20.30PM
Dirty Waters	14 (0 outstanding)	0 outstanding	15/1/11 20.30PM

QUU RESERVOIRS – TIME TILL LOW LEVEL

Status	Code
More Than 5 hours supply	
Between 3 and 5 hours supply	
Less than 3 hours supply	

Location	Current Volume (ML)	Usable Volume (ML)	Current Level (m)	Est ROF Time to Low (Hrs)
Mt. Gravatt	6.35	1.76	2.63	
Roles Hill 1 - Decommissioned	1.50	0.75	1.19	
Nathan - Offline	0.00	0.00	0.00	

Outlook	0.19	0.15	1.38	34.99
Grovely 2	2.34	0.96	2.03	4.51
Toohey Mt 2	2.42	1.44	2.96	31.33
Karana Downs R60M	0.44	0.00	1.09	3.62
Bracken Ridge	4.62	3.04	2.34	6.35
Highgate Hill 1	2.60	1.59	2.01	11.00
Inala	5.20	2.91	3.41	47.13
Bartleys Hill 1	6.13	3.19	4.43	23.91
Bardon Hill	1.43	0.84	1.92	19.90
Milne Hill	3.81	0.11	2.53	0.29
Highgate Hill 2	2.39	1.38	1.85	10.26
Grovely 1	0.92	0.34	1.59	5.30
The Gap	5.13	1.96	5.18	26.09
Tarragindi	36.71	17.84	3.99	15.74
Holland Park 2	1.78	1.01	2.47	6.60
Richlands	6.09	3.48	12.11	9.63
Mt Ommaney	20.34	11.30	6.75	30.83
Manly Elevated	5.92	0.27	25.13	3.36
Karana Downs R60M	1.04	0.04	2.59	1.05
Mitchelton	0.50	0.09	0.80	5.92
Stafford 2	2.75	1.90	2.26	8.36
Karawatha	1.40	0.50	2.79	2.62
Holland Park 1	0.48	0.14	2.67	3.75
Bartleys Hill 2	9.56	4.72	4.76	21.37
Roles Hill 2	5.46	0.68	3.46	9.91
Boss Rd WP30	17.37	6.83	7.70	30.81
The Summit	0.29	0.11	4.45	46.72
Boss Rd WP30	0.12	0.01	5.64	1.20
Toohey Mt 1	1.02	0.63	2.05	19.79
Manly Tank	0.47	0.06	5.66	1.94
Chapel Hill	1.30	0.64	1.29	10.40
Stafford 1	0.00	0.00	0.00	0.00
Eildon Hill - Offline	0.04	0.00	0.01	
Total Volume		**70.68**		

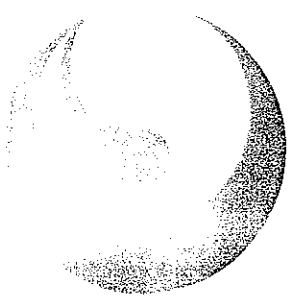
UrbanUtilities

BRISBANE AREA WASTEWATER ASSETS SUMMARY

LDCC

Updated – 19:00PM Saturday, 15 January 2011

49	Pump Stations Flooded or without power	**11**	Generators Flooded
3	Treatment Plant Flooded or without power	**0**	Generators Flooded



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UrbanUtilities

IPSWICH WATER ASSETS SUMMARY

LDCC

Updated - 19:00PM Saturday 15 January 2011

RESERVOIR/ P	LOCATIO N	CAPACIT Y (ML)	SERVICAB LE	HOLDING (%)	NOTES
Western Distribution Area Reservoirs					
Borallan				57	Normal Operation
Marburg				88	Normal Operation
Haigslea				36	Normal Operation
Rosewood 1 & 2				54/58	Normal Operation
Upper John Works at night for HLZ				75	Filling
Denmark Hill				44/46	Normal Operation
Karragroo				56	Normal Operation
Brassall				46	Normal Operation
Bundamba Distribution Area Reservoirs					
Blackstone				76	Normal Operation
Ripley				56	Normal Operation
Ripley HLZ Fills out of Ripley Res				79	Normal Operation
Eastern Distribution Area Reservoirs					
Bundamba				92/91	Normal Operation
Riverview (Child)				63	Normal Operation
Goodna				81	Normal Operation
Bertha Balances off of Goodna Level				36	Normal Operation
Keidges Road				84	Normal Operation
Keidges Road HLZ fills out of Keidges Res				80	Normal Operation
Camira				68	Normal Operation
Springfield				84	Normal Operation

UrbanUtilities

IPSWICH WASTEWATER ASSETS SUMMARY

LDCC

Updated - 19:00PM Saturday 15 January 2011

PUMP STATION	LOCATION	SERVICEABLE	POWER	FLOODED
Bundamba 1 Catchment				
Moggill Ferry				Y
Francis				
Tantivity				Y
Moores Pocket				Y
Karalee A				N
Karalee B				N
Mt Crosby				N
Harris Street				N
Harrison street				N
Enterprise Street				N
Rosebery Prade				Y
Woodend Road				Y
Haig Street				N
Tiger Street				N
Tivoli Wastewater Centre				N
Luckie Crescent				N
Boundary Street Nrth				N
Chermside Rd				
Boundary Street south				Y
Blackall Street				Y
Bundamba 2 Catchment				
Samford Road				N
Chalk Street				N
Old Toowoomba Road				Y
Ivor Marsden				N
Okeefe				Y
Hanlon Street				Y
Lobb Street				Y
Lobley Street				Y
Sutton Street				N
Berry Street				N
Winston Street				N
Hall Street				N
Saleyard Road				N

Videroni Street				Y
Queen Street				N
Ashburn Road				N
Bognuda Street				Y
Hudson Street				N
Kennith Street				N
Nelson Street				N
Carole Park Catchment				
Cobalt Street				N
Goodna Catchment				
Brisbane Terrace				Y
Riverview Road				?
Monash Street				?
Six Mile Creek				?
Cedar Road				N
Eagle Heights				N
McAuliffe Street				N
Lower Cross Street				Y
Keidges Road				N
Butterfly Green				N
Springfield Collage Green				N
Waterford Road				N
Fion Street				N
West St				

Rosewood Catchment				
School Street				Y
Bassetts Lane				Y

IPSWICH WASTEWATER ASSETS SUMMARY

LDCC

Updated – 19:00PM Saturday, 15 January 2011

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Situation report number: 19
Date/time prepared: 15/1/11 15:45pm
Incident level classification: Level 4

CURRENT SITUATION

- Focus on Potable water continuity of supply and identification of outages
- Provision of water to Lockyer Valley and Somerset regions
- Brisbane and Ipswich water supply still intact
- Currently assessing impacts to Ipswich as flood waters recede
- WGM have escalated to Level 4 Incident and established water quality- sub committee
- Mt Crosby WTP fully operationally
- Water sampling in the western area concentrating on Lockyer and west of Ipswich continuing. Boiled water notice for Lockyer Valley, parts of Somerset and Marburg, in Ipswich remains current.

BRISBANE

- Water samples collected yesterday, Brisbane system contained no E coli. Further 100 samples, testing today. No water quality issues. Water monitoring will continue
- Mt Crosby water treatment plant at full supply
- Good supplies at reservoirs (approximately 50%)
- All water pumping stations operational (one with generator set).
- Two properties without water (due to main burst).
- 47 sewerage pumping stations flooded or without power.
- Major wastewater treatment plants have flooded are not operating (Karana Downs, Oxley, Fairfield, Wacol).
- No impact on residents.

LOCKYER VALLEY

- All reservoirs intact.
- Two water pumping stations offline - Helidon (damaged), Postman's Ridge (a generator set is on site and it will be operational today)
- Laidley and Forest Hill have two days supply.
- Repairing the road for tanker access into Helidon.
- Withcott - power is down to the area. Repair to supply main has commenced today.
- Regency Downs/Kensington Grove reliant on water tankers to provide supply.

SOMERSET

- Electricity unavailable in Kilcoy
- Water samples have been collected today for testing
- Jimna reservoir supply OK

LOWOOD

- Lowood WTP operational and filling clear water tank, supply restored, progressively filling QUU Reservoirs.
- Water quality sampling ongoing

ESK/TOOGOOLAWAH

- Toogoolawah depot is currently accessible but severely damaged
- Esk sewerage pump station is flooded and partially floated away.
- Kilcoy water supply system is operational

MINDEN

- Minden and Lockyer Valley reservoirs are now empty and reliant on tankers plus bottled water for residents

IPSWICH

- Water: Normal operating status
- Two wastewater treatment plants are offline – Bundamba and Goodna.
- 27 sewerage pumping stations are not operating.
- No impact on residents is expected.

OTHER

- Fernvale has restored some water supply. Bottled supplies available.
- Fernvale sewer treatment plant flooded not accessible.
- Sewer pump stations down are 3 @ Gatton, 3 @ Laidley, 2 @ Forest hill due to power outage and flooding.
- Withcott out of water. Bottled supplies available.
- Fernvale being fed from Lowood.
- Additional 8 tankers delivering
- Fortrose St Rising main at Jindalee Bridge (landslip line). Concerns of failure from flood debris.
- Tankering commenced
- Access to Woodland Road
- Recommended to boil water at Marburg

BOTTLED WATER SUPPLY SUMMARY

Bottled water update

- 3 trucks assisting distribution in Lockyer Valley
- 5 trucks stood down- on standby- Call Thrifty if required 3 helicopters stood down, one on standby
- Coke distribution stood down – on standby
- Dundas, Brighton & Crossdale are not in QUU distribution area. QUU are exploring avenues to distribute water to these areas as per the request from the Local Disaster Management Team

INFORMATION TECHNOLOGY

- FEA back online- no reported issues

Corporate Network Issues:-

- Kooralbyn - offline
- Esk – Comms offline
- Goodna – no power, fibre link working
- Oxley Creek relocated local server successfully to Holland Park data centre.
- Oxley Creek – deployed temporary corporate laptops and printer – expected online today
- Esk - deployed temporary corporate laptops and printer – expected online Sunday
- Optus are currently reviewing QUU links – assessment and advice provided next week.

ASSET STATUS

- Pump station building at Helidon washed away together with associated mains
- 1 large broken main in Withcott – repair due to take place Sat 15/1
- Loss of Seqwater treatment plant at Lowood- Plant now operational
- Withcott reservoir empty and on supplies Table Top
- Karana Downs, Fairfield, Oxley WWTP'Karana Downs WWTP Wacol WWTP flood affected .
- Helidon plant is flooded, pump station is still operational.
- Gatton reservoir has 350kl stored to supply town – tankering water into reservoir to meet demand.
- 60kl tankered in to Cochran reservoir
- Main Sewer Rising Main to Gatton – Repairs have commenced
- Find out status on SEQWAT Lowood WTP coming back online
- Gatton has 2 water reticulation main burst identified
- Withcott has 4 water reticulation main burst identified
- Helidon WWTP is not operational and cannot be accessed.
- Laidley –Pike Street Pump Station (Main Station)-Power pole down repairs under way
- Ipswich 2 sewer pump stations flooded. 27 are now accessible.
- Indooroopilly pump station- access proving difficult due to the amount of domestic waste. BCC have been notified.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service area

MEDIA / STAKEHOLDER ISSUES

- 3 Radio interviews with Robin Lewis completed (ABC Toowoomba & River 949AM and ABC Regional regarding Lockyer Valley water supply
- Contact centre scripting and website updated to include information on rainwater tanks and safety.
- Community service announcements re: water supply and quality for all QUU regions, and also handed out at supermarkets, newsagents and service stations.
- Rebate media release with WGM approved by Noel Faulkner, now with WGM for discussion. Yet to be released.
- Customer communication directly with Gatton area customers.
- Water tanker for Chicken farms completed 15/1/11. Second tanker delivery arranged for 16/1/2011
- QUU website information update to include latest supply and community

announcements.

- SEQWGM released statement noting joint clean up effort and co-operation.
- LVRC Comms Officer updated on water supply status.

ACTIONS COMPLETED

- Emergency Management Team Incident at Level 4
- Bottle water distribution continuing to Lockyer Valley region
- Flood maps have been revised and asset list has been distributed
- Community Service Announcement – bottled water to Lockyer Valley- Web upload and WGM advice
- Status of Lockyer & Somerset reservoir complete
- Status of all assets complete
- Completed the sizing of water for cleanup for Brisbane & Ipswich

- Actions completed 14 January 2011
  - Web content and regional information sheets and contact centre scripting updated (general flood scripting + bottled water drops)
  - LDCC Report updated and submitted - web tables updated for customer information
- Response to Roland Watkins (Police Liaison Rep on LDCC) for LDCC + Premier briefing (damaged assets + number of customers affected
- Access has been approved to Grantham flood disaster area to check water assets
- Water tanker for Chicken farms completed 15/1/11

PLANNED ACTIONS

STATUS

- Currently resourcing for asset condition assessment for whole of region

LOWOOD

- Manufacturing water at 140L/S starting to fill network from Lowood WTP

LOCKYER VALLEY

- Helidon pump station clean up and removal of pump for repairs

WITHCOTT

- Failed water main – local contractor repair crew has been sourced and is preparing to repair main- completion Monday
- Reviewing water quality issues from Lowood water supply schemes

RESOURCING

- Coordinating with EMQ bottled water supplies for effected communities
- Bottled water supply to be coordinated by SEQWGM EMT – Informed of impacted townships.
- Crews on standby to repair damaged infrastructure

RECOVERY PLAN

- Recovery plan is currently being drafted for the whole of QUU area. Flood maps for Brisbane and Ipswich have been re-issued.
- Distributed flood impact asset maps via email to relevant parties
- Initial draft completed still require significant information to be added over the next 24hours
- Recovery teams have formed in East and West and starting to coordinate recovery has commenced
- ADDITIONAL SUPPORT

OUTSTANDING ISSUES

- Withcott burst
- Lockyer Valley supply
- Water supply to Withcott to be restored.
- Mains Road pump station and Postman Ridge pump station off-line. Burst main to be repaired.

UrbanUtilities	***Emergency Management Situation Report***

OVERALL ASSESMENT

Addressing supply issues as they arise

QUUEMT contact details are as follows :
Emergency Manager [redacted]
Communication Mana
Email [redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
Chairperson – Jude Munro
CEO – Noel Faulkner

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP at: 18.00 15/1/11

Prepared by: [redacted]
Authorised by Emergency Manager – [redacted]

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LDCC Queensland Urban Utilities UPDATE 5am Sunday, 16/1/2011

EVENT SUMMARY – SITREP 20

Status of water and sewerage assets and services

The following is a summary of current and forecast impacts.

Brisbane City Council area (as at 4.30am)
Water:

- All water pumping stations operational (one with generator set).
  - Reservoir levels maintained during the day under flood recovery demands (street and house cleaning).
  - Currently filling distribution reservoirs at Link Waters requested due to high levels in their reservoirs.

Wastewater:

- 49 sewerage pumping stations flooded or without power.
- Three wastewater treatment plants have been flooded and are not operating (Karana Downs, Oxley, Fairfield).
- No impact on residents.

Ipswich City Council area
Water:

- No operational problems.
- Water sampling commenced, awaiting results on Sunday, 16 January.

Wastewater:

- Two wastewater treatment plants remain offline – Bundamba and Goodna.
- 31 sewerage pumping stations are not operating.
- No impact on residents.

Lockyer Valley
Water:

- Progressively filling reservoirs.
- Tanker deliveries continuing to Lowood and Gatton Reservoirs during the night.
- Postman's Ridge Pump Station operational. Repairs to supply main (Withcott) completed.
- Repairing the road for tanker access into Helidon.
- Withcott – mains to be charged on Sunday, 16 January.
- Regency Downs and Kensington Grove returning to normal operational status.

Wastewater:

- All water reclamation plants operational.
- Repairs have commenced to Main Sewer Rising Main to Gatton, which washed away.

Scenic Rim
Water and Wastewater: No issues.

Somerset
Water:

- Lowood WTP operational and filling clear water tank, supply restored, progressively filling reservoirs.
- Esk WTP and Toogoolawah WTP returned to normal operation status.
- Minden customers reliant on bottled water.
- Power restored to Linville PS and water is being delivered to the reservoir.
- Fernvale still in supply but reliant on water tankers to maintain current levels.
- Extra crews have been arranged on standby as a contingency plan for the water supply to the affected Lockyer Valley and Somerset areas.
- A 20,000 litre tanker has been organised to deliver potable water to the Glamorgan Vale Water Board Reservoir to assist in providing an old aged care home with water. For non-potable use only.

Wastewater:

- Fernvale WRP still not accessible.
- Toogoolawah WRP returned to normal operation.
- Esk WRP now accessible, repairs expected to be completed on Sunday, 16 January.
- Lowood WRP still without power (maybe another five days).

LOCKYER VALLEY WATER ASSETS STATUS

LDCC

Urban Utilities

Updated 5am Sunday, 16 January 2011

RESERVOIR/ PS	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICEABLE (Y/N)	NOTES	Status
Plainlands	Plainlands	45	4		Y		
Victoria St	Forest Hill	0.18	60	2 days	Y	Visual estimation 2m	
Summer St boosted zone, pump station and reservoir	Laidley	1.12	58	2 days	Y		Consideration of System Isolation
Douglas McInnes Drive		1.14	53		Y		
Rosewood Laidley Road Reservoir		0.45	100		Y	Can backfeed into town	
Sippel Road (Lakes Estate)		0.09	80		Y	Trickle feed to tanks	
Glenore Grove Booster						Only used during high demand.	Not a priority (given demand)
Gatton Reservoir - low	Woodlands Rd	5.95	0.24ML		Y		
Gatton Reservoir - high	Woodlands Rd	0.24			Y		
Gatton Reservoir - low	Cochrane St	2	1.5M visual		Y		Fencing washed av...
							lightning strike
							telemetry & local control damaged (not sure of this or below)
Gatton Reservoir - high	Cochrane St	2	100		Y		Fencing washed away
							lightning strike
							telemetry & local control possibly damaged.

Gatton PS		N/A					Networked water supply unavailable
Helidon - Small	Seventeen Mile Road	0.7	0				Networked water supply unavailable
Helidon - Large	Seventeen Mile Road	1.5	5				
Millora Rd (Dobel Dr)		0.18	5				
Rossiter Rd Pump Station	Rossiter Rd	N/A				Only two houses drawing on this system.	No Power - not used often.
Warrego Hwy PS		N/A				Pump Motor and Switchboard being replaced. Genset on site until 16/1	Expect operational today. JP Richardsons working on repairs to switchboard (expect 2 to 3 weeks). Gen set has arrived. Can operate on manual with Gen set - only waiting on wring in of soft starter. Motor at Donaldsons getting dried out.
Postmans Ridge	Murphy's Creek Ridge	0.33	24				Contractor has the main reinstated. Expect servieable by afternoon Sat 15 Jan. Waiting for a fitting to connect either end.

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Postmans Ridge PS		N/A				No power to site. Genset on standby at Coates - now has approval to transport, 5t limit MRD approval receieved for this move.	Switchboard, building and auxilliary equipment is serviceable.
Withcott	Dolley's Rd	1.94	0			No inlet feed available due to break on 200mm DICL inlet main after pump station at Postman's Ridge. Both ends isolated.	Networked water supply unavailable - reservoir OK but empty Expect fitti... restored late afternoon Sat 15 Jan.
Withcott PS		N/A				No Water	
Tabletop	Berghoffer Rd	0.003	25				Plenty of water. No power. No check yet on boost pumps. Maybe ten customers on boost.
Tabletop PS							

Please note: Details in this table are based on the latest information at time of publication. Due to the changing nature of the situation this table will be updated regularly.

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LOCKYER VALLEY WASTEWATER STATUS

LDCC

Updated 5am Sunday, 16 January 2011

ASSET	LOCATION	STATUS	NOTES
Railway St WRP	Forest Hill		
Gordon St PS (429)	Forest Hill		
Railway St PS (428)	Forest Hill		Operational, but standby pump is in electrical fault. Crews to address today, probably.
Treatment Plant Rd WRP	Gatton		Operational - has power but no sodium hypochlorite for disinfection. Order placed but not accessible by road.
Crescent St PS (408)	Gatton		
East St PS (409)	Gatton		
Myler Crt PS (410)	Gatton		
Lake Apex PS (411)	Gatton		
Industrial Rd PS (412)	Gatton		
South St PS (413)	Gatton		Operational, but high float fault alarm.
Karrasch Road PS (420)	Placid Hills		Operational, damaged pump now reset and OK.
Hennessy St PS (414)	Gatton		
Golf Links Dve PS (415)	Gatton		
Western Dve PS (416)	Gatton		Duty pump OK, but standy pump is out on high amps alarm. Requires lifting.
Tew Crt PS (417)	Gatton		Duty pump OK, but standy pump is out
Back Flagstone Creek Rd WRP	Helidon		Operational but not accessible as yet. No mains power. Generator now running the effluent transfer pump. Awaiting supply restoration.
Airforce Rd PS (405)	Helidon		
Lawlers Rd PS (406)	Helidon		

Plant St PS (407)	Helidon	Y	
Boundary Rd WRP	Laidley	Y	
Kurrajong Crt PS (424)	Laidley	Y	
Stanford Pl PS (425)	Laidley	Y	
Boundary Rd PS (426)	Laidley	Y	
Hayes St PS (427)	Laidley	Y	
Alexander St PS	Laidley	Y	
Pike St PS	Laidley	Y	Operational but limited road access due to power pole over with low hanging wires. 4WD access OK. Pole fix being arranged with local Lowood contractor.
Patrick St PS (422)	Laidley	Y	Operational but limited road access
Pioneer St PS	Laidley	Y	
Storr St PS	Laidley	Y	
Vaux St PS	Laidley	Y	

WATER RECLAMATION PLANT	NOTES
Gatton WRP	Operational and Accessible
Laidley WRP	Operational and Accessible
Forest Hill WRP	Operational and Accessible
Carole Park Reclamation Pant	Not accessible but Operational

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SOMERSET WATER ASSETS STATUS

LDCC

Updated 5am Sunday, 16 January 2011

RESERVOIR/P	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICEABLE (Y/N)	NOTES
Lowood 1	Jacqueline St Res 2	3			Y	Level is Critically Low but being maintained due to reliance on tankers
Lowood 2	Glamorgan Vale Rd / Ziebell	2			Y	
Lowood 3	Acacia St	1.13			Y	
Tarampa	Prenzlau Rd	0.022				No supply
Fernvale	Knox Rd	2	EMPTY	-	Y	Level is Critically Low but being maintained due to reliance on tankers
Balance tank/P	Fernvale	UNK			U	
Lowood West		3			Y	Networked water supply unavailable
Esk		1.1 ML	0.4		Y	To return to normal status 14/1 afternoon
BP	East St	N/A			Y	45kW soft start – 18l/s max
Toogoolawah		2	0.5		Y	To return to normal status 14/1 afternoon
Kilcoy	Saleyards Rd	3.6	?	1 day	Y	(Source: WGM) 3 tanks – 0.45, 0.63 & 1.8 ML
Lowood	WP75 Forest Hill Fernvale Road					Needs electrical work, went under
Lowood	WP76 Main st				Y	
Lowood	WP77 James st				Y	
Lowood	WP78 Prospect st				Y	

Lowood	WP79 Prospect st					
Lowood	WP80 Prospect st					
Lowood	WP81					Went under, needs electrical work
Lowood	WP82 Macadamia st					
Lowood	WP83 Haslington park					
Jimna			65	2 days		(Source: WGM)
Linville		0.1	50	2 days		Incorrect SCADA reading at Lowood. Manually checked (Source: WGM)

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SOMERSET WASTEWATER ASSETS STATUS

LDCC

Updated 5am Sunday, 16 January 2011

WATER RECLAMATION PLANT	PREVIOUS NOTES	CURRENT STATUS
Esk WRP	Was inundated, Now accessible	Not Serviceable – No Further Information available
Fernvale WRP	Not Accessible	Not Serviceable – No Further Information available
Lowood WRP	Was inundated, Now accessible	Not Serviceable – No Further Information available
Kilcoy WRP	Not Accessible	Power Restored
Toogoolawah WRP	Not Serviceable – No Further Information available	Operational

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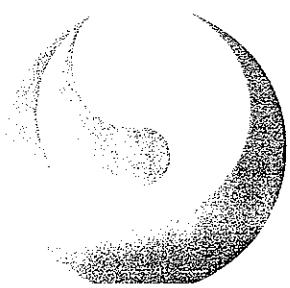
SCENIC RIM AREA STATUS

LDCC

Updated 5am Sunday, 16 January 2011

NO ISSUES



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BRISBANE AREA WATER ASSETS SUMMARY

LDCC

Updated 5am Sunday, 16 January 2011

Summary of Water Affected Assets			
Asset Type	**Number**		**Last Updated**
Telemetry	2		15/01/2011
Water Pump Stations & Boosters			15/1/11 20.30PM
Flooded or Without Power	0		
Customers Affected	0		
Res Levels (ML)	70.68		15/1/11 20.30PM
Water Main Bursts	3		15/1/11 20.30PM
Properties Affected	39		
PRV's	5		15/1/11 20.30PM
Trunk Mains	1		15/1/11 20.30PM
Dirty Waters	14 (0 outstanding)	0 outstanding	15/1/11 20.30PM

QUU RESERVOIRS – TIME TILL LOW LEVEL

Status	Code
More Than 5 hours supply	
Between 3 and 5 hours supply	
Less than 3 hours supply	

Location	Current Volume (ML)	Usable Volume (ML)	Current Level (m)	Est ROF Time to Low (Hrs)
Mt. Gravatt	6.35	1.76	2.63	10.07
Roles Hill 1 - Decommissioned	1.50	0.75	1.19	
Nathan - Offline	0.00	0.00	0.00	

Outlook	0.19	0.15	1.38	[illegible]
Grovely 2	2.34	0.96	2.03	4.51
Toohey Mt 2	2.42	1.44	2.96	[illegible]
Karana Downs R60M	0.44	0.00	1.09	3.62
Bracken Ridge	4.62	3.04	2.34	[illegible]
Highgate Hill 1	2.60	1.59	2.01	[illegible]
Inala	5.20	2.91	3.41	[illegible]
Bartleys Hill 1	6.13	3.19	4.43	[illegible]
Bardon Hill	1.43	0.84	1.92	[illegible]
Milne Hill	3.81	0.11	2.53	[illegible]
Highgate Hill 2	2.39	1.38	1.85	[illegible]
Grovely 1	0.92	0.34	1.59	[illegible]
The Gap	5.13	1.96	5.18	[illegible]
Tarragindi	36.71	17.84	3.99	[illegible]
Holland Park 2	1.78	1.01	2.47	[illegible]
Richlands	6.09	3.48	12.11	[illegible]
Mt Ommaney	20.34	11.30	6.75	[illegible]
Manly Elevated	5.92	0.27	25.13	3.36
Karana Downs R60M	1.04	0.04	2.59	[illegible]
Mitchelton	0.50	0.09	0.80	[illegible]
Stafford 2	2.75	1.90	2.26	[illegible]
Karawatha	1.40	0.50	2.79	[illegible]
Holland Park 1	0.48	0.14	2.67	3.75
Bartleys Hill 2	9.56	4.72	4.76	[illegible]
Roles Hill 2	5.46	0.68	3.46	[illegible]
Boss Rd WP30	17.37	6.83	7.70	[illegible]
The Summit	0.29	0.11	4.45	[illegible]
Boss Rd WP30	0.12	0.01	5.64	[illegible]
Toohey Mt 1	1.02	0.63	2.05	[illegible]
Manly Tank	0.47	0.06	5.66	[illegible]
Chapel Hill	1.30	0.64	1.29	[illegible]
Stafford 1	0.00	0.00	0.00	[illegible]
Eildon Hill - Offline	0.04	0.00	0.01	
Total Volume		**70.68**		

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BRISBANE AREA WASTEWATER ASSETS SUMMARY

LDCC

Updated 5am Sunday, 16 January 2011

49	Pump Stations Flooded or without power	**11**	Generators Flooded
3	Treatment Plant Flooded or without power	**0**	Generators Flooded

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IPSWICH WATER ASSETS SUMMARY

LDCC

Updated 5am Sunday, 16 January 2011

RESERVOIR/ P	LOCATIO N	CAPACIT Y (ML)	SERVICAB LE	HOLDING (%)	NOTES
Western Distribution Area Reservoirs					
Borallan			Y	57	Normal Operation
Marburg			Y	88	Normal Operation
Haigslea			Y	36	Normal Operation
Rosewood 1 & 2			Y	54/58	Normal Operation
Upper John Works at night for HLZ			Y	75	Filling
Denmark Hill			Y	44/46	Normal Operation
Karragroo			Y	56	Normal Operation
Brassall			Y	46	Normal Operation
Bundamba Distribution Area Reservoirs					
Blackstone			Y	76	Normal Operation
Ripley			Y	56	Normal Operation
Ripley HLZ Fills out of Ripley Res			Y	79	Normal Operation
Eastern Distribution Area Reservoirs					
Bundamba			Y	92/91	Normal Operation
Riverview (Child)			Y	63	Normal Operation
Goodna			Y	81	Normal Operation
Bertha Balances off of Goodna Level			Y	36	Normal Operation
Keidges Road			Y	84	Normal Operation
Keidges Road HLZ fills out of Keidges Res			Y	80	Normal Operation
Camira			Y	68	Normal Operation
Springfield			Y	84	Normal Operation

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IPSWICH WASTEWATER ASSETS SUMMARY

LDCC

Updated 5am Sunday, 16 January 2011

PUMP STATION	LOCATION	SERVICEABLE	POWER	FLOODED
Bundamba 1 Catchment				
Moggill Ferry				Y
Francis				
Tantivity				Y
Moores Pocket				Y
Karalee A				N
Karalee B				N
Mt Crosby				N
Harris Street				N
Harrison street				N
Enterprise Street				N
Rosebery Prade				Y
Woodend Road				Y
Haig Street				N
Tiger Street				N
Tivoli Wastewater Centre				N
Luckie Crescent				N
Boundary Street Nrth				N
Chermside Rd				
Boundary Street south				Y
Blackall Street				Y
Bundamba 2 Catchment				
Samford Road				N
Chalk Street				N
Old Toowoomba Road				Y
Ivor Marsden				N
Okeefe				Y
Hanlon Street				Y
Lobb Street				Y
Lobley Street				Y
Sutton Street				N
Berry Street				N
Winston Street				N
Hall Street				N
Saleyard Road				N

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Videroni Street				Y
Queen Street				N
Ashburn Road				N
Bognuda Street				Y
Hudson Street				N
Kennith Street				N
Nelson Street				N
Carole Park Catchment				
Cobalt Street				N
Goodna Catchment				
Brisbane Terrace				Y
Riverview Road				?
Monash Street				?
Six Mile Creek				?
Cedar Road				N
Eagle Heights				N
McAuliffe Street				N
Lower Cross Street				Y
Keidges Road				N
Butterfly Green				N
Springfield Collage Green				N
Waterford Road				N
Fion Street				N
West St				

Rosewood Catchment				
School Street				Y
Bassetts Lane				Y

IPSWICH WASTEWATER ASSETS SUMMARY

LDCC

Updated 5am Sunday, 16 January 2011

Condition	N. Pumps
Normal Operation	28
Inundated but accessible	11
Inundated / Nt accessible	21

WATER RECLAMATION PLANT	NOTES

Bundamba Water Reclamation Plant	Fully accessible. Not operational.
Goodna Reclamation Plant	Accessible. No power.
Rosewood Reclamation Plant	Limited access. Operational apart from chlorination
Carole Park Reclamation Pant	Normal Operation

EMERGENCY MANAGEMENT SITREP

Incident/emergency name: Extreme weather issues
Situation report number: 20
Date/time prepared: 5am, 16/1/11
Incident level classification: Level 4

CURRENT SITUATION

- Focus on potable water continuity of supply.
- Provision of water to Lockyer Valley and Somerset regions continues.
- Brisbane and Ipswich water supply remains intact.
- Currently assessing impacts to Ipswich.
- Mt Crosby WTP fully operationally.
- Water sampling in the western area (concentrating on Lockyer and west of Ipswich) continuing. Boiled water notice for Lockyer Valley, parts of Somerset and Marburg remains current.

BRISBANE

- Currently filling distribution reservoirs at Link Waters requested due to high levels in their reservoirs.
- Water samples collected yesterday, Brisbane system contained no E coli. Further 100 samples, testing continuing. No water quality issues. Water monitoring will continue.
- Mt Crosby water treatment plant at full supply.
- Good supplies at reservoirs (approximately 50 per cent).
- All water pumping stations operational (one with generator set).
- 49 sewerage pumping stations flooded or without power.
- Major wastewater treatment plants have flooded are not operating (Karana Downs, Oxley and Fairfield).
- Fortrose St Rising main at Jindalee Bridge (landslip line). Concerns of failure from flood debris.
- No impact on residents.

IPSWICH

- Water: Normal operating status.
- Boil water alert remains current for Marburg.
- Two wastewater treatment plants are offline – Bundamba and Goodna.

- 31 sewerage pumping stations are not operating.
- No impact on residents is expected.

LOCKYER VALLEY

- All reservoirs intact.
- Repairing the road for tanker access into Helidon.
- Repairs to supply main (Withcott) completed. Mains to be charged on Sunday, 16 January. Bottled supplies available.
- Sewer pump stations down are 3 @ Gatton, 3 @ Laidley, 2 @ Forest hill due to power outage and flooding.

SOMERSET

- Lowood WTP operational and filling clear water tank, supply restored, progressively filling QUU Reservoirs.
- Water samples have been collected for testing.
- Kilcoy water supply system is operational.
- Toogoolawah depot is currently accessible but severely damaged
- Esk sewerage pump station is flooded and partially floated away.
- Fernvale has restored some water supply. Bottled supplies available.
- Fernvale sewer treatment plant flooded, not accessible.

BOTTLED WATER SUPPLY SUMMARY

- Three trucks assisting distribution in Lockyer Valley.
- Five trucks on standby - call Thrifty if required.
- Three helicopters stood down, with one on standby.
- Coke distribution on standby.
- Dundas, Brighton and Crossdale are not in QUU distribution area. QUU is exploring avenues to distribute water to these areas, as per the request from the Local Disaster Management Team.

INFORMATION TECHNOLOGY

- FEA back online - no reported issues.
- Corporate network Issues:
    - Kooralbyn – offline.
    - Bundamba – CPWP site office offline.

- Esk – comms offline. Deployed temporary corporate laptops and printer – expected online today.
- Goodna – no power, fibre link working
- Oxley Creek relocated local server successfully to Holland Park data centre. Deployed temporary corporate laptops and printer – expected online today.

- Optus are currently reviewing QUU links – assessment and advice provided next week.

ASSET STATUS

- Pump station building at Helidon washed away, together with associated mains. Withcott reservoir empty.
- Loss of Seqwater treatment plant at Lowood - plant now operational in a temporary capacity.
- Karana Downs, Fairfield, Oxley WRPs flood affected .
- 60kl tankered in to Cochran reservoir.
- Repairs have commenced to main sewer rising main to Gatton.
- Find out status on SEQWAT Lowood WTP coming back online.
- Gatton has two water reticulation main bursts identified.
- Withcott has four water reticulation main bursts identified.
- Helidon WRP is not operational and cannot be accessed. Pump station is still operational.
- Repairs underway at Laidley-Pike Street pump station (main station) - power pole down.
- Two sewer pump stations flooded in Ipswich - 27 are now accessible.
- Indooroopilly pump station - access proving difficult due to the amount of domestic waste. BCC have been notified.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service areas.

MEDIA/STAKEHOLDER ISSUES

- Three radio interviews with Robin Lewis completed on 15/1/11 (ABC

Toowoomba, ABC Regional and River 949AM) regarding Lockyer Valley water supply.

- Contact centre scripting regularly updated and distributed.
- Website content regularly updated (15/1/11 included information on rainwater tanks and safety).
- Customer communication directly with Gatton area customers. Water tanker for Chicken farms completed 15/1/11. Second tanker delivery arranged for 16/1/2011.
- Community service announcements re: water supply and quality for all QUU regions, and also handed out at supermarkets, newsagents and service stations in Lockyer Valley and Somerset.
- Rebate media release with WGM. Yet to be released.
- LVRC Comms Officer updated on water supply status.

ACTIONS COMPLETED

- Emergency Management Team - Incident at Level 4.
- Flood maps have been revised and asset list distributed.
- Community Service Announcements distributed – bottled water to Lockyer Valley and Somerset, boil water alert.
- Status of all assets completed.
- Completed the sizing of water for cleanup for Brisbane and Ipswich.
- Access has been approved to Grantham flood disaster area to check water assets.

PLANNED ACTIONS

STATUS

- Currently resourcing for asset condition assessment for whole of region.

LOWOOD

- Reviewing water quality issues from Lowood water supply schemes.
- Manufacturing water at 140L/S starting to fill network from Lowood WTP.

LOCKYER VALLEY

- Helidon pump station clean up and removal of pump for repairs.

RESOURCING

- Currently filling distribution reservoirs at Link Waters requested due to high levels in their reservoirs.
- Bottled water supply to be coordinated by SEQWGM EMT – Informed of impacted townships.
- Crews on standby to repair damaged infrastructure.

RECOVERY PLAN

- Recovery plan for the whole of QUU area. Initial draft completed. Still requires significant information to be added over the next 24 hours.
- Flood maps for Brisbane and Ipswich have been re-issued.
- Distributed flood impact asset maps via email to relevant parties.
- Recovery teams have formed in East and West and recovery coordination has commenced.

ADDITIONAL SUPPORT

OUTSTANDING ISSUES

- Withcott burst. Water supply to Withcott to be restored.
- Lockyer Valley supply.
- Mains Road pump station and Postman Ridge pump station offline. Burst main to be repaired.

OVERALL ASSESMENT

Addressing supply issues as they arise

QUUEMT contact details are as follows :
Emergency Manager [redacted]
Communication Mana
Emai [redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
Chairperson – Jude Munro
CEO – Noel Faulkner

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP: 2pm 16/1/11

Prepared by: [redacted]
Authorised by Emergency: [redacted]

UrbanUtilities

LDCC Queensland Urban Utilities UPDATE 19:00 Sunday, 16/1/2011

EVENT SUMMARY – SITREP 23

Status of water and sewerage assets and services

The following is a summary of current and forecast impacts.

Brisbane City Council area (as at 18:00)
Water:
- All water pumping stations operational.
- Reservoirs currently maintained at high levels (street and house cleaning)
- Water quality sampling continuing
- All customers on supply

Wastewater:
- 36 sewerage pumping stations flooded or without power.
- Karana Downs WRP still not operational.
- Oxley Creek WRP and Fairfield WRP commenced operation with primary screening only.
- No impact on residents.

Storm Water:
- BCC commenced cleaning and flushing of storm water drains and gully traps in flood affected areas; two (2) units tonight and eight (8) units tomorrow.

Ipswich City Council area
Water:
- No operational problems.
- Water quality sampling results indicate no problems in the Ipswich water supply system. Sampling to continue, Marburg still operating under boil water notice.
- All customers on supply.

Wastewater:
- Bundamba WRP commenced operation with primary screening.
- Goodna WRP is expected to be operating 17 Jan – primary screening only.

- 30 sewerage pumping stations are not operating. All have been inspected some have switchboard problems and some have communications problems.
- No impact on residents.

Lockyer Valley

Water:

- Majority of Reservoirs now have adequate storage. Withcott and Plainlands now receiving water and filling slowly.
- All reservoirs at 20-80% and filling.
- Portion of Withcott and Grantham reticulation system still not charged
- Tanker deliveries ceased from 1700 hours. Except for Grantham Poultry farm.
- Repairing the road for tanker access into Helidon.
- Water quality sampling conducted 15 January, one E-coli isolation at Laidley identified. Re-sampling today (Sunday 16 January). Reinforces boiled water alert to continue.

Wastewater:

- All water reclamation plants operational.

Scenic Rim

Water and Wastewater: No issues.

Somerset

Water:

- Lowood WTP - temporary raw water pump operating successfully.
- Fernvale is being supplied by Lowood Treatment plant but currently 7% full.
- Extra crews have been arranged on standby as a contingency plan for the water supply to the affected Lockyer Valley and Somerset areas.
- Another 16,000 litre tanker delivery has been organised to deliver potable water to the Tarampa Village old age home.

Wastewater:

- Fernvale WRP attempting access today – no further update (Sunday 16 January).
- Esk WRP now accessible, repairs expected to begin on Monday 17 January.
- 7 sewer pump stations down due to power outages and flooding.
- Lowood WRP still without power - cleanup underway (maybe another five days without power).

Urban Utilities

LOCKYER VALLEY WATER ASSETS STATUS

LDCC

Updated 19:00 Sunday, 16 January 2011

RESERVOIR/PS	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICEABLE (Y/N)	NOTES	Status
Plainlands	Plainlands	45	7		Y		
Victoria St	Forest Hill	0.18	60	2 days	Y	Visual estimation 2m	
Summer St boosted zone, pump station and reservoir	Laidley	1.12	17	2 days	Y		Consideration of System Isolation
Douglas McInnes Drive		1.14	14		Y		
Rosewood Laidley Road Reservoir		0.45	100		Y	Can back feed into town	
Sippel Road (Lakes Estate)		0.09	80		Y	Trickle feed to tanks	
Glenare Grove Booster					N	Only used during high demand.	Not a priority (given deman
Gatton Reservoir - low	Woodlands Rd	5.95	76		Y		
Gatton Reservoir - high	Woodlands Rd	0.24	98		Y		
Gatton Reservoir - low	Cochrane St	2	86		Y		Fencing washed away
							lightning strike

Urban

							telemetry & local control damaged (not sure of this or below)
Gatton Reservoir - high	Cochrane St	2	95		Y		Fencing washed away
							lightning strike
							telemetry & local control possibly damaged.
Gatton PS		N/A			Y		Networked water supply unavailable
Helidon - Small	Seventeen Mile Road	0.7	97 5		Y		Networked water supply unavailable
Helidon - Large	Seventeen Mile Road	1.5			Y		
Millora Rd (Dobel Dr)		0.18			Y		
Rossiter Rd Pump Station	Rossiter Rd	N/A			N	Only two houses drawing on this system.	No Power - not used often.
Warrego Hwy PS		N/A			N	Pump Motor and Switchboard being replaced. Genset on site until 16/1	Expect operational today. JP Richardsons working on repairs to switchboard (expect 2 to 3 weeks). Gen set has arrived. Can operate on manual with Gen set - only waiting on wring in of soft starter. Motor at Donoldsons getting dried out.

Postmans Ridge	Murphy's Creek Ridge	0.33	52		N		Contractor has the main reinstated. Serviceable.
Postmans Ridge PS		N/A			N	No power to site. Genset on standby at Coates - now has approval to transport, 5t limit MRD approval received for this move.	Switchboard, building and auxiliary equipment is now serviceable under generator.
Withcott	Dolley's Rd	1.94	7		N	No inlet feed available due to break on 200mm DICL inlet main after pump station at Postman's Ridge. Both ends isolated.	Network repairs completed Reservoir filling slowly Sunday afternoon 16 Jan
Withcott PS		N/A			Y	No Water	
Tabletop	Berghoffer Rd	0.003	91		Y		Plenty of water. Power is. check yet on boast pumps. Maybe ten customers on boost.
Tabletop PS					Y		

Please note: Details in this table are based on the latest information at time of publication. Due to the changing nature of the situation this table will be updated regularly.

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LOCKYER VALLEY WASTEWATER STATUS

LDCC

Updated 19:00 Sunday, 16 January 2011

ASSET	LOCATION	STATUS	NOTES
Railway St WRP	Forest Hill	Y	
Gordon St PS (429)	Forest Hill	Y	
Railway St PS (428)	Forest Hill	Y	Operatianal, but standby pump is in electrical fault. Crews to oddress today, probably.
Treatment Plant Rd WRP	Gatton	Y	Operatianal - has power but no sodium hypochlorite for disinfection. Order ploced but not accessible by road.
Crescent St PS (408)	Gatton	Y	
East St PS (409)	Gatton	Y	
Myler Crt PS (410)	Gatton	Y	
Lake Apex PS (411)	Gatton	Y	
Industrial Rd PS (412)	Gatton	Y	
South St PS (413)	Gatton	Y	Operational, but high float fault alarm.
Karrasch Road PS (420)	Placid Hills	Y	Operational, damaged pump now reset and OK.
Hennessy St PS (414)	Gatton	Y	
Golf Links Dve PS (415)	Gatton	Y	
Western Dve PS (416)	Gatton	Y	Duty pump OK, but standy pump is out on high amps alarm. Requires lifting.
Tew Crt PS (417)	Gatton	Y	Duty pump OK, but standy pump is out
Back Flagstone Creek Rd WRP	Helidon	Y	Operational but not accessible os yet. No mains power. Generator naw running the effluent transfer pump. Awaiting supply restoration.
Airforce Rd PS (405)	Helidon	Y	

Lawlers Rd PS (406)	Helidon	Y	
Plant St PS (407)	Helidon	Y	
Boundary Rd WRP	Laidley	Y	
Kurrajong Crt PS (424)	Laidley	Y	
Stanford Pl PS (425)	Laidley	Y	
Boundary Rd PS (426)	Laidley	Y	
Hayes St PS (427)	Laidley	Y	
Alexander St PS	Laidley	Y	
Pike St PS	Laidley	Y	Operational but limited road access due to power pole over with low hanging wires. 4WD access OK. Pole fix being arranged with local Lowood contractor.
Patrick St PS (422)	Laidley	Y	Operational but limited road access
Pioneer St PS	Laidley	Y	
Storr St PS	Laidley	Y	
Vaux St PS	Laidley	Y	

WATER RECLAMATION PLANT	NOTES
Gatton WRP	Operational and Accessible
Laidley WRP	Operational and Accessible
Forest Hill WRP	Operational and Accessible
Carole Park Reclamation Pant	Not accessible but Operational

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SOMERSET WATER ASSETS STATUS

LOCC

Updated 19:00 Sunday, 16 January 2011

RESERVOIR/P	LOCATION	CAPACITY (ML)	HOLDING (%)	EST SERVICE DURATION	SERVICEABLE (Y/N)	NOTES
Lowood 1	Jacqueline St Res 2	3	80		Y	Level is Critically Low but being maintained due to reliance on tankers
Lowood 2	Glamorgan Vale Rd / Ziebell	2	55		Y	
Lowood 3	Acacia St	1.13	75		Y	
Tarampa	Prenzlau Rd	0.022			N	No supply
Fernvale	Knox Rd	2	7	-	Y	Level is low now being filled from Lowood
Balance tank/P	Fernvale	UNK			U	
Lowood West		3			Y	Networked water supply unavailable
Esk		1.1 ML	90		Y	To return to normal status 14/1 afternoon
BP	East St	N/A			Y	45kW soft start – 18l/s max
Toogaolawah		2	60		Y	To return to normal status 14/1 afternoon
Kilcay	Saleyards Rd	3.6	?	1 day	Y	(Source: WGM) 3 tanks – 0.45, 0.63 & 1.8 ML
Lawoad	WP75 Forest Hill Fernvale Road				N	Needs electrical wark, went under
Lowood	WP76 Moin st				Y	

Lowood	WP77 James st				Y	
Lowood	WP78 Prospect st				Y	
Lowood	WP79 Prospect st				Y	
Lowood	WP80 Prospect st				Y	
Lowood	WP81				N	Went under, needs electrical work
Lowood	WP82 Macadamia st				Y	
Lowaod	WP83 Haslington park				Y	
Jimna			65	2 days	Y	(Source: WGM)
Linville		0.1	50	2 days	Y	Incorrect SCADA reading at Lowood. Manually checked (Source: WGM)

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SOMERSET WASTEWATER ASSETS STATUS

LOCC

Updated 19:00 Sunday, 16 January 2011

WATER RECLAMATION PLANT	PREVIOUS NOTES	CURRENT STATUS
Esk WRP	Was inundated, Now accessible	Not Serviceable – No Further Information available
Fernvale WRP	Not Accessible	Not Serviceable – No Further Information available
Lowood WRP	Was inundated, Now accessible	Not Serviceable – clean up commenced
Kilcoy WRP	Not Accessible	Power Restored
Toogoolawah WRP	Not Serviceable – No Further Information available	Operatianal

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SCENIC RIM AREA STATUS

LDCC

Updated 19:00 Sunday, 16 January 2011

NO ISSUES

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BRISBANE AREA WATER ASSETS SUMMARY

LOCC

Updated 5am Sunday, 16 January 2011 (No further updates)

Summary of Water Affected Assets			
Asset Type	**Number**		**Last Updated**
Telemetry	2		15/01/2011
Water Pump Stations & Boosters			15/1/11 20.30PM
Flooded or Without Power	0		
Customers Affected	0		
Res Levels (ML)	70.68		15/1/11 20.30PM
Water Main Bursts	3		15/1/11 20.30PM
Properties Affected	39		
PRV's	5		15/1/11 20.30PM
Trunk Mains	1		15/1/11 20.30PM
Dirty Waters	14 (0 outstanding)	0 outstanding	15/1/11 20.30PM

OUR RESERVOIRS – TIME TILL LOW LEVEL

Status	Code
More Than 5 hours supply	
Between 3 and 5 hours supply	
Less than 3 hours supply	

Location	Current Volume (ML)	Usable Volume (ML)	Current Level (m)	Est ROF Time to Low (Hrs)
Mt. Gravatt	6.35	1.76	2.63	10.07
Roles Hill 1 - Decommissioned	1.50	0.75	1.19	

Nathan - Offline	0.00	0.00	0.00	
Outlook	0.19	0.15	1.38	34.09
Grovely 2	2.34	0.96	2.03	4.51
Toohey Mt 2	2.42	1.44	2.96	31.33
Karana Downs R60M	0.44	0.00	1.09	3.62
Bracken Ridge	4.62	3.04	2.34	6.55
Highgate Hill 1	2.60	1.59	2.01	7.00
Inala	5.20	2.91	3.41	17.13
Bartleys Hill 1	6.13	3.19	4.43	22.31
Bardon Hill	1.43	0.84	1.92	19.90
Milne Hill	3.81	0.11	2.53	0.29
Highgate Hill 2	2.39	1.38	1.85	10.26
Grovely 1	0.92	0.34	1.59	5.30
The Gap	5.13	1.96	5.18	29.09
Tarragindi	36.71	17.84	3.99	15.71
Holland Park 2	1.78	1.01	2.47	13.60
Richlands	6.09	3.48	12.11	9.65
Mt Ommaney	20.34	11.30	6.75	30.33
Manly Elevated	5.92	0.27	25.13	3.36
Karana Downs R60M	1.04	0.04	2.59	1.05
Mitchelton	0.50	0.09	0.80	5.92
Stafford 2	2.75	1.90	2.26	8.36
Karawatha	1.40	0.50	2.79	2.82
Holland Park 1	0.48	0.14	2.67	3.75
Bartleys Hill 2	9.56	4.72	4.76	21.37
Roles Hill 2	5.46	0.68	3.46	3.91
Boss Rd WP30	17.37	6.83	7.70	30.61
The Summit	0.29	0.11	4.45	46.72
Boss Rd WP30	0.12	0.01	5.64	1.20
Toohey Mt 1	1.02	0.63	2.05	18.76
Manly Tank	0.47	0.06	5.66	1.94
Chapel Hill	1.30	0.64	1.29	10.40
Stafford 1	0.00	0.00	0.00	0.00
Eildon Hill - Offline	0.04	0.00	0.01	
Total Volume		**70.68**		

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BRISBANE AREA WASTEWATER ASSETS SUMMARY

EDST

Updated 19:00 Sunday, 16 January 2011

36	Pump Stations Flooded or without power
11	Generators Flooded
3	Treatment Plant Flooded or without power

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IPSWICH WATER ASSETS SUMMARY

IDCC

Updated 19:00 Sunday, 16 January 2011

RESERVOIR/P	LOCATION	CAPACITY (ML)	SERVICABLE	HOLDING (%)	NOTES
Western Distribution Area Reservoirs					
Borallan			Y	57	Normal Operation
Marburg			Y	88	Normal Operation
Haigsleo			Y	36	Normal Operation
Rosewood 1 & 2			Y	54/58	Normal Operation
Upper John Works at night for HLZ			Y	75	Filling
Denmark Hill			Y	44/46	Normal Operation
Karragroo			Y	56	Normal Operation
Brassall			Y	46	Normal Operation
Bundamba Distribution Area Reservoirs					
Blackstone			Y	76	Normal Operation
Ripley			Y	56	Normal Operation
Ripley HLZ Fills out of Ripley Res			Y	79	Normal Operation
Eastern Distribution Area Reservoirs					
Bundambo			Y	92/91	Normal Operation
Riverview (Child)			Y	63	Normal Operation
Goodna			Y	81	Normal Operation
Bertha Balances off of Goodna Level			Y	36	Normal Operation

Keidges Road			[redacted]	84	Normal Operation
Keidges Road HLZ fills out of Keidges Res			[redacted]	80	Normal Operation
Camira			[redacted]	68	Normal Operation
Springfield			[redacted]	84	Normal Operation

IPSWICH WASTEWATER ASSETS SUMMARY

IDCC

Updated 5am Sunday, 16 January 2011 (No further updates)

PUMP STATION	LOCATION	SERVICEABLE	POWER	FLOODED
Bundamba 1 Catchment				
Moggill Ferry		[redacted]		Y
Francis		[redacted]		
Tantivity		[redacted]		Y
Moores Pocket		[redacted]		Y
Karalee A		[redacted]		N
Karalee B		[redacted]		N
Mt Crosby		[redacted]		N
Harris Street		[redacted]		N
Harrison street		[redacted]		N
Enterprise Street		[redacted]		N
Rosebery Prade		[redacted]		Y
Woodend Road		[redacted]		Y
Haig Street		[redacted]		N
Tiger Street		[redacted]		N
Tivoli Wastewater Centre		[redacted]		N
Luckie Crescent		[redacted]		N
Boundary Street Nrth		[redacted]		N
Chermside Rd		[redacted]		
Boundary Street south		[redacted]		Y
Blackall Street		[redacted]		Y
Bundamba 2 Catchment				
Samford Road		[redacted]		N

Chalk Street		Y		N
Old Toowoomba Road		N		Y
Ivor Marsden		N		N
Okeefe		Y		Y
Honlon Street		Y		Y
Lobb Street		N		Y
Lobley Street		N		Y
Sutton Street		N		N
Berry Street		Y		N
Winston Street		Y		N
Hall Street		Y		N
Saleyard Road		Y		N
Videroni Street		N		Y
Queen Street		Y		N
Ashburn Road		N		N
Bognuda Street		N		Y
Hudson Street		Y		N
Kennith Street		N		N
Nelson Street		Y		N
Carole Park Catchment				
Cobalt Street		Y		N
Goodna Catchment				
Brisbane Terrace		N		Y
Riverview Road		Y		?
Monash Street		N		?
Six Mile Creek		N		?
Cedar Road		Y		N
Eagle Heights		Y		N
McAuliffe Street		N		N
Lower Cross Street		N		Y
Keidges Road		Y		N
Butterfly Green		Y		N
Springfield Collage Green		Y		N
Waterford Road		Y		N
Fion Street		Y		N
West St		Y		

Rosewood Catchment				
School Street		Y		Y
Bassetts Lane		Y		Y

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IPSWICH WASTEWATER ASSETS SUMMARY

LDCC

Updated 19:00 Sunday, 16 January 2011

Note: 30 Sewerage
Pump stations not operational @ 19:00, 16/1/11

Condition	N. Pumps
Normal Operation	28
Inundated but accessible	11
Inundated / Nt accessible	21

WATER RECLAMATION PLANT	NOTES
Bundamba Water Reclamation Plant	Fully accessible. Not operational.
Goodna Reclamation Plant	Accessible. No power.
Rosewood Reclamation Plant	Limited access. Operational apart from chlorination
Carale Park Reclamatian Pant	Normal Operation

EMERGENCY MANAGEMENT SITREP

Incident/emergency name: Extreme weather issues
Situation report number: 23
Date/time prepared: 19:00 16/1/11
Incident level classification: Level 4

CURRENT SITUATION

- Focus on potable water continuity of supply.
- Provision of water to Lockyer Valley and Somerset regions continues.
- Brisbane and Ipswich water supply remains intact.
- Currently assessing impacts to Ipswich.
- Mt Crosby WTP fully operationally.
- Water sampling in the western area (concentrating on Lockyer and west of Ipswich) continuing. Boiled water notice for Lockyer Valley, parts of Somerset and Marburg remains current.
- WWTP under critical review

BRISBANE

- Currently filing distribution reservoirs at Link Water requested due to levels in their reservoirs. Task completed 16/1/11
- Water samples collected yesterday, Brisbane system contained no E coli. Further 100 samples, testing continuing. No water quality issues. Water monitoring will continue.
- Mt Crosby WTP at full supply
- Good supplies at reservoirs – supplies maintained
- All water pumping stations operational (one with generator set).
- 49 sewerage pumping stations flooded or without power – now 36
- Major wastewater treatment plants have flooded are not operating (Karana Downs, Oxley and Fairfield).
- Oxley Creek WWTP – main well pumps failed during flood temporary pump installed. Pumping through primary screens then to bypass. Recovery team checking status of all electrical equipment and implementing action plan.
- Fortrose St Rising main at Jindalee Bridge (landslip line). Concerns of failure from flood debris. Pile supports appear to be intact detailed inspection required by Recovery team.
- No impact on residents.
- Water quality to be conducted today around the flood impacted areas. Results available tomorrow afternoon 17/1/11

IPSWICH

- Water: Normal operating status.
- Boil water alert remains current for Marburg.
- Two wastewater treatment plants are offline – Bundamba and Goodna.
- 36 sewerage pumping stations are not operating. Cleaning underway
- No impact on residents is expected.
- Resampling of water at Ashwell on 15/1/11 – No E coli. Incident closed
- Bundamba WRP is operating (Stage 1) only
- Goodna WRP is expected to be operating (Stage 1) tomorrow 17 Jan.
- Sewage pump stations are being dried (switchboards and motors), some parts replaced and inspected by Energex prior to recommissioning

LOCKYER VALLEY

- All reservoirs intact.
- Repairing the road for tanker access into Helidon.
- Repairs to supply main (Withcott) completed. Mains to be charged on Sunday, 16 January. Bottled supplies available.
- Sewer pump stations down are 3 @ Gatton, 3 @ Laidley, 2 @ Forest hill due to power outage and flooding.
- E coli detection at Laidley- reinforces continuation of boil water alert. No need to escalate as an issue. Freshly chlorinated from Lowood should have entered system last night. Testing will be conducting this morning 16/1/11 to confirm status. New incident created at Alert level.
- Postman's Ridge pump station operational
- Grantham retic north of railway line turned on.
- Grantham retic south of railway line turned off.
- Postmans Ridge Reservoir now operational and at 52%.
- Pumping initiated into Withcott, now 7%
- Water tankers deliveries will cease at 1700 hours on 16/1/11 except for isolated deliveries to key customers (poultry farm)
- Grantham south supplied with bottled water with pallets also available at the hotel.
- Withcott Reservoir now 7% now being supplied with water from Treatment plant.

SOMERSET

- Lowood WTP operational and filling clear water tank, supply restored,

progressively filling QUU Reservoirs.

- Water samples have been collected for testing.
- Kilcoy water supply system is operational.
- Toogoolawah depot is currently accessible but severely damaged
- Esk sewerage pump station is flooded and partially floated away.
- Fernvale has restored some water supply. Bottled supplies available.
- Fernvale sewer treatment plant flooded, not accessible.
- Minden water supply restored
- Sewer pump stations down :- Esk (1) Lowood (2) Kilcoy (1) Fernvale (3) due to power outages and flooding
- Glamorgan Vale water board to receive another 16,000L on 17/1/11 for the old age home.
- Fernvale Reservoir now 8% full

BOTTLED WATER SUPPLY SUMMARY

- Three trucks assisting distribution in Lockyer Valley.
- Five trucks on standby - call Thrifty if required.
- Three helicopters stood down, with one on standby.
- Coke water distribution on standby.
- Dundas, Brighton and Crossdale are not in QUU distribution area. QUU is exploring avenues to distribute water to these areas, as per the request from the Local Disaster Management Team.

INFORMATION TECHNOLOGY

SCADA Network issues

- Esk STP – headend replaced Sunday morning.

Corporate network Issues:

- Kooralbyn – offline.
- Bundamba – CPWP site office offline.
- Esk – comms offline, temporary solution in place.
- Goodna – no power, fibre link working
- Oxley Creek deployed temporary corporate laptops and printer –online 15/1/11.
- Lowood STP offline.
- Gatton depot – offline.

- Bundamba STP – offline.
- Bundamba ICIP – offline.
- Fairfield WRP – offline.
- Karana Downs – offline.

- Optus are currently reviewing QUU links – assessment and advice provided next week.

-

ASSET STATUS

- Pump station building at Helidon washed away, together with associated mains. Withcott reservoir empty.
- Loss of Seqwater treatment plant at Lowood - plant now operational in a temporary capacity.
- Karana Downs, Fairfield, Oxley WRPs flood affected.
- 60kl tankered in to Cochran St reservoir.
- Repairs have commenced to main sewer rising main to Gatton.
- Gatton has two minor water reticulation main bursts identified.
- Withcott has four minor water reticulation main bursts identified.
- Helidon WRP is not operational and cannot be accessed. Pump station is still operational.
- Repairs underway at Laidley-Pike Street pump station (main station) - power pole down.
- Two sewer pump stations flooded in Ipswich - 27 are now accessible.
- Indooroopilly pump station - access proving difficult due to the amount of domestic waste. BCC have been notified.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service areas.

MEDIA/STAKEHOLDER ISSUES

- Contact centre scripting updated and distributed at 6pm on 16/1/11.
- Website content updated (4pm on 16/1/11.
- Customer communication directly with Gatton area customers. Water tanker for

Chicken farms completed 15/1/11. Second tanker delivery arranged for 16/1/2011.

- Community service announcements update 16/1/11 re water supply and quality across all QUU service regions
- Media interview – with Robin Lewis at River 949 today 16/1/11 re water supply and quality across all QUU service regions
- Safety reminder message for QUU staff sent on 16/1/11 and website updated
- Two queries from Courier Mail confirming Brisbane water supply status and re: Commissariat Store burst main.

ACTIONS COMPLETED

- Emergency Management Team - Incident at Level 4.
- Flood maps have been revised and asset list distributed.
- Community Service Announcements distributed – bottled water to Lockyer Valley and Somerset, boil water alert.
- Status of all assets completed.
- Completed the sizing of water for cleanup for Brisbane and Ipswich.
- Access has been approved to Grantham flood disaster area to check water assets.
- Poultry farm 2 (Forest Hill) – Water mains supply restored
- Fernvale WWTP – Contractor engaged to restore access road base.

PLANNED ACTIONS

STATUS

- Recovery plan

IPSWICH

- Sewerage pumping station testing planned for 17/1/11 following completion of cleanup on 16/1/11

LOWOOD

- Reviewing water quality issues from Lowood water supply schemes.
- Manufacturing water at 140L/S starting to fill network from Lowood WTP.

SOMERSET

- Fernvale sewerage pumping station clean up

LOCKYER VALLEY

- Helidon pump station clean up and removal of pump for repairs.
- Vulnerable sewer manholes are being inspected to ensure they are safe.

RESOURCING

- Currently filling distribution reservoirs at Link Waters requested due to high levels in their reservoirs.
- Bottled water supply to be coordinated by SEQWGM EMT – Informed of impacted townships.
- Crews on standby to repair damaged infrastructure.

RECOVERY PLAN

- Recovery plan for the whole of QUU area. Initial draft completed. Still requires significant information to be added over the next 24 hours.
- Flood maps for Brisbane and Ipswich have been re-issued.
- Distributed flood impact asset maps via email to relevant parties.
- Recovery teams have formed in East and West and recovery coordination has commenced.

ADDITIONAL SUPPORT

OUTSTANDING ISSUES

UrbanUtilities	***Emergency Management Situation Report***

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OVERALL ASSESMENT
Addressing supply issues as they arise QUUEMT contact details are as follows : Emergency Manager [redacted] Communication Mana[redacted] Email [redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
Chairperson – Jude Munro
CEO – [redacted]

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP: 10:00 17/1/11

Prepared by: [redacted]
Authorised by

UrbanUtilities	*Emergency Management Situation Report*

EMERGENCY MANAGEMENT SITREP

Incident/emergency name: Extreme weather issues
Situation report number: 24
Date/time prepared: 10:00 17/1/11
Incident level classification: Level 4

CURRENT SITUATION

- Brisbane and Ipswich water supply remains intact meeting demand requirements
- Provision of water to Lockyer Valley and Somerset regions is still ongoing with good results across the regions with an estimated 98% of customers online
- Currently assessing impacts to Ipswich.
- Mt Crosby WTP fully operational.
- Water sampling in the western area (concentrating on Lockyer and west of Ipswich) continuing. Boiled water notice for Lockyer Valley, parts of Somerset and Marburg remains current.
- WRP under critical review with all plants at a minimum of primary screening

BRISBANE

- Water samples collected yesterday, Brisbane system contained no E coli. Further 100 samples, testing continuing. No water quality issues. Water monitoring will continue.
- Mt Crosby WTP at full supply
- Good supplies at reservoirs – supplies maintained meeting demand
- All water pumping stations operational (one with generator set).
- 47 sewerage pumping stations flooded or without power (updated by Recovery team due to incorrect numbers in the last EMT SITREP)
- Major wastewater treatment plants have flooded are not operating (Karana Downs, Oxley and Fairfield).
- Oxley Creek WRP – main well pumps failed during flood temporary pump installed. Pumping through primary screens then to bypass. Recovery team checking status of all electrical equipment and implementing action plan – no further update
- Fortrose St Rising main at Jindalee Bridge (landslip line). Concerns of failure from flood debris. Pile supports appear to be intact detailed inspection required by Recovery team.
- Water quality conducted yesterday around the flood impacted areas. Results available this afternoon 17/1/11
- Reticulation supply issue in Mt Ommaney zone, 30 customers are currently

without water in peak demand times only. Trying to rezone to rectify the issue and bottled water currently being transported in to affected customers. Loss of river crossings has impacted water usage. Further intermittent impacts across zones within the flood impact areas due to emergency water use.

- Fairfield WRP operating (Stage 1) only

IPSWICH

- Water: Normal operating status.
- Boil water alert remains current for Marburg.
- 27 sewerage pumping stations are not operating. Cleaning underway
- No impact on residents is expected.
- Bundamba WRP is operating (Stage 1- Screening only)
- Goodna WRP is expected to be operating (Stage 1 screening only) today 17 Jan.
- Sewage pump stations are being dried (switchboards and motors), some parts replaced and inspected by Energex prior to recommissioning
- Rosewood and Carole Park WRP's are fully functional
-

LOCKYER VALLEY

- All reservoirs intact.
- Repairing the road for tanker access into Helidon. Completed
- Withcott reservoir at 55%, all customers no fully restored
- All sewerage pump stations in the Lockyer Valley fully functional
- E coli detection at Laidley- reinforces continuation of boil water alert. No need to escalate as an issue. Freshly chlorinated from Lowood should have entered system last night. Testing will be conducting this morning 16/1/11 to confirm status. New incident created at Alert level. Awaiting results expected this afternoon 17/1
- Postman's Ridge pump station operational
- Grantham rectic north of railway line turned on.
- Grantham rectic south of railway line turned off.
- Water tankers deliveries will cease at 1700 hours on 16/1/11 except for isolated deliveries to key customers (poultry farm)
- Grantham south supplied with bottled water with pallets also available at the hotel.
- Another Ecoli (2) detection has been found at Laidley Depot. Planned to boost chlorine residual in Rosewood-Laidley, Sumner st and Victoria st Reservoirs to 2 meg per litre

SOMERSET

- Lowood WTP operational and filling clear water tank, supply restored, progressively filling QUU Reservoirs.
- Water samples have been collected for testing.
- Toogoolawah depot is currently accessible but severely damaged
- Esk sewerage pump station is flooded and partially floated away.
- Esk WRP is operational but still an issue with the pump station, alternative options being investigated
- Fernvale reservoir at 25% with supply restored to customers. Bottled supplies still available.
- Fernvale WRP access still flooded, plant is ok. Possibly inspecting today with possible air lift access
- Minden water supply restored
- Sewer pump stations down :- Esk (1) Lowood (2) Kilcoy (1) Fernvale (3) due to power outages and flooding. Cleaning testing underway today across all accessible sites
- Glamorgan Vale water board to receive another 16,000L on 17/1/11 for the old age home.
- Kilcoy WRP power being restored today, plant now functional

BOTTLED WATER SUPPLY SUMMARY

- Five trucks on standby - call Thrifty if required.
- Three helicopters stood down, with one on standby.
- Coke water distribution on standby.
- Dundas, Brighton and Crossdale are not in QUU distribution area. QUU is exploring avenues to distribute water to these areas, as per the request from the Local Disaster Management Team. This request was not required following feedback from the LDMG

INFORMATION TECHNOLOGY

SCADA Network issues

- Esk WRP – headend replaced Sunday morning.
- Water SCADA almost completely restored over all regions. Daily visual for other sites still affected

Corporate network Issues:

- Kooralbyn – offline.

- Bundamba – CPWP site office offline.
- Esk – comms offline, temporary solution in place.
- Goodna –fibre link working. Lab has power restored and is online. STP working on restoring power.
- Oxley Creek deployed temporary corporate laptops and printer –online 15/1/11.
- Lowood STP offline.
- Gatton depot – offline.
- Bundamba STP – offline.
- Bundamba ICIP – offline.
- Fairfield WRP – offline.
- Karana Downs – offline.

- Optus are currently reviewing QUU links – assessment and advice provided next week.

-

ASSET STATUS

- Pump station building at Helidon washed away, together with associated mains. Withcott reservoir now at 55% and supply restored
- Loss of Seqwater treatment plant at Lowood - plant now operational in a temporary capacity.
- Karana Downs, Fairfield, Oxley WRPs flood affected. Oxley and Fairfield now at stage 1 operations, awaiting feedback on Karan Downs
- Repairs have been completed to main sewer rising main to Gatton.
- Repairs underway at Laidley-Pike Street pump station (main station) - power pole down.
- Two sewer pump stations flooded in Ipswich - 27 are now accessible.
- Indooroopilly pump station - access proving difficult due to the amount of domestic waste. BCC have been notified.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service areas.

MEDIA/STAKEHOLDER ISSUES

- Customer communication directly with Gatton area customers. Water tanker for Chicken farms completed 15/1/11. Ongoing issues with Grantham chicken farmer with onsite pipe burst. Second tanker delivery to be arranged for 17/1/2011.
- Community service announcements update 16/1/11 re water supply and quality across all QUU service regions
- Media interview – with Robin Lewis at River 949 yesterday 16/1/11 re water supply and quality across all QUU service regions
- Safety reminder message for QUU staff sent on 16/1/11 and website updated
- CEO update thanking staff completed 17/1
- Community service announcements to be distributed today re water quality

ACTIONS COMPLETED

- Emergency Management Team – Still managing at Level 4
- Flood maps have been revised and asset list distributed.
- Community Service Announcements distributed – bottled water to Lockyer Valley and Somerset, boil water alert.
- Status of all assets completed.
- Completed the sizing of water for cleanup for Brisbane and Ipswich.
- Access has been approved to Grantham flood disaster area to check water assets.
- Poultry farm 2 (Forest Hill) – Water mains supply restored
- Fernvale WRP – Contractor engaged to restore access road base.

- PLANNED ACTIONS

STATUS

- Recovery plan development and implementation commenced

IPSWICH

- Sewerage pumping station testing planned for 17/1/11 following completion of cleanup on 16/1/11

LOWOOD

- Reviewing water quality issues from Lowood water supply schemes, checking on chlorine residuals
- Manufacturing water at 140L/S starting to fill network from Lowood WTP.

SOMERSET

- Fernvale sewerage pumping station clean up

LOCKYER VALLEY

- Helidon pump station clean up and removal of pump for repairs.
- Vulnerable sewer manholes are being inspected to ensure they are safe.
- Grantham Poultry farm to be provided with another tanker of water due to restricted access on his property by Qld Police. This will be the last tanker provided as it is now the responsibility of the Poultry farmer to rectify the issues on his property

RESOURCING

- Currently filling distribution reservoirs at Link Waters requested due to high levels in their reservoirs.
- Crews on standby to repair damaged infrastructure including back up resources from other water utilities

RECOVERY PLAN

- Recovery plan for the whole of QUU area. Initial draft completed. Still requires significant information to be added. Implementation has commenced
- Flood maps for Brisbane and Ipswich have been re-issued.
- Distributed flood impact asset maps via email to relevant parties.
- Recovery teams have formed in East and West and recovery coordination has commenced.
- Boost chlorine residual at Rosewood Laidley Reservoir due to detection of E Coli at Laidley Depot. As a precautionary measure, need to boost chlorine residual at Sumner St Reservoir and Victoria St Reservoir.

OUTSTANDING ISSUES

UrbanUtilities	***Emergency Management Situation Report***

- Current outstanding issues being managed by Incident Management and Recovery Teams

OVERALL ASSESMENT

Addressing supply issues as they arise

QUUEMT contact details are as follows :
Emergency Manage[redacted]
Communication Man[redacted]
Email[redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
Chairperson – Jude Munro
CEO – Noel Faulkner

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP: 10:00 17/1/11

Prepared by: [redacted]
Authorised by

EMERGENCY MANAGEMENT SITREP

Incident/emergency name: Extreme weather issues
Situation report number: 27
Date/time prepared: 19:00 18/1/11
Incident level classification: Level 4

CURRENT SITUATION

- Brisbane and Ipswich water supply remains intact meeting demand requirements.
- Provision of water to Lockyer Valley and Somerset regions is still ongoing with good results across the regions and an estimated 98% of customers online.
- Currently assessing impacts to Ipswich.
- Water sampling in the western area (concentrating on Lockyer Valley and west of Ipswich) continuing. Boil water notice for Lockyer Valley, parts of Somerset and Marburg remains current. Expanding to include areas that were not accessible before 17/1/11, - Withcott,Linville,Helidon, Somerset, Toogoolawah, Kilcoy
- WRP under critical review with all plants targeting a minimum of primary screening.
- Sewerage pumping stations switchboards are being cleaned and dried.
- Extra crews arranged for assistance for water supply and treatment plants to affected areas in Lockyer Valley and Somerset.

BRISBANE

- Routine water quality monitoring to continue expect for the Mt Ommaney, cause for concern with loss of pressure in the system
- Water samples collected yesterday, Brisbane system contained no E. coli. Further 100 samples, testing continuing. No water quality issues. Water monitoring will continue.
- Good supplies at reservoirs – supplies maintained meeting demand.
- All water pumping stations operational (one with generator set).
- 46 sewerage pumping stations flooded or without power (updated by Recovery Team due to incorrect numbers in the last EMT SITREP).
- Karana Downs WRP is flooded and not currently operating.
- Oxley and Fairfield now partially operating – primary screening.
- Oxley Creek WRP – main well pumps failed during flood, temporary pump installed. Pumping through primary screens then to bypass. Recovery Team checking status of all electrical equipment and implementing action plan – no

further update.

- Fortrose St Rising Main at Jindalee Bridge (landslip line). Concerns of failure from flood debris. Pile supports appear to be intact, detailed inspection required by Recovery Team.
- Reticulation supply issue in Mt Ommaney zone. 21 customers are currently without water during the day. Loss of river crossings has impacted water usage. Further intermittent impacts across zones within the flood impact areas due to emergency water use. Rezoning work carried out to increase pressure. Mt Ommaney customers visited on 17/1/11 and provided with bottled water. 18/1/11 If necessary customers will be provide bottled water.
- Fairfield WRP operating (Stage 1) only.

IPSWICH

- Water: Normal operating status.
- Boil water alert remains current for Marburg.
- 31 sewerage pumping stations are not operating. Cleaning underway.
- No impact on residents is expected.
- Bundamba WRP is operating (Stage 1- Screening only).
- Goodna WRP has power returned to site and is operating (Stage 1 screening only) today 17/01/11.
- Sewerage pumping stations are being dried (switchboards and motors), some parts replaced and inspected by Energex prior to recommissioning.
- Rosewood and Carole Park WRPs are fully functional.
- Water quality results available by 9am 18/1/11

LOCKYER VALLEY

- Lowood WTP presently offline due to Issues with the intake to the WTP. Expected to be back online by midday 18/1/11. Supply sufficient 2-3days
- Lowood – 2 Ecoli detected and in sample collected on 17/1/11 at Withcott (SP673)
- All reservoirs intact and with water stored.
- Repairing the road for tanker access into Helidon. Completed.
- Withcott reservoir at 62% as of 4pm 17/1/11
- All sewerage pumping stations in the Lockyer Valley are fully functional.
- Withcott and Postman's Ridge pumping stations operational. Powered from generator.
- Grantham retic north of railway line turned on.
- Grantham retic south of railway line turned off. Awaiting access from QPS.
- Water tanker deliveries ceased at 1700 hours on 16/01/11 except for isolated

deliveries to key customers (poultry farm).

- Grantham south supplied with bottled water with pallets also available at the hotel.
- Another E. coli (2) detection has been found at Laidley Depot. Planned to boost chlorine residual in Rosewood-Laidley, Sumner St and Victoria St reservoirs to 2 mg per litre. Chlorine measured on 17/1/11 at high levels
- Boil water alert remains current for Lockyer Valley communities.
- Chlorine dosing of Rosewood Rd, Forest Hill and Summer St reservoirs completed by 5pm on 17/1/11
- SOMERSET
- Seqwater Lowood Water Treatment Plant operational and filling clear water tank, supply restored, progressively filling QUU reservoirs. Using temporary QUU raw water pump.
- Water samples have been collected for testing.
- Toogoolawah Depot is currently accessible but severely damaged.
- Esk sewerage pumping station is flooded and has partially floated away.
- Esk WRP is planned to be fully operational by 18/01/11.
- Fernvale reservoir at 25% with supply restored to customers. Bottled supplies still available.
- Fernvale WRP access still flooded, plant is ok. Airlifting of staff to gain access has been arranged.
- Minden water supply restored.
- Sewer pump stations down:- Esk (1) Lowood (2) Kilcoy (1) Fernvale (3) due to power outages and flooding. Cleaning and testing underway today across all accessible sites.
- Glamorgan Vale water board to receive another 16,000L on 17/01/11 for the aged care home.
- Kilcoy WRP power is now restored, plant now functional.
- Seqwater Lowood WRP generator onsite primary screening expected by 18/01/11.
- Water quality samples to be collected on 18/1/11

BOTTLED WATER SUPPLY SUMMARY

- Five trucks on standby - call Thrifty if required.
- Three helicopters stood down, with one on standby.
- Coke water distribution on standby.
- Dundas, Brighton and Crossdale are not in QUU distribution area. QUU is

exploring avenues to distribute water to these areas, as per the request from the Local Disaster Management Team. This was not required following feedback from the LDMG.

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INFORMATION TECHNOLOGY

SCADA network issues:

- Esk WRP – head end replaced Sunday morning.
- Water SCADA almost completely restored over all regions. Daily visual for other sites still affected.

Corporate network issues:

- Kooralbyn – offline.
- Bundamba – CPWP site office offline.
- Esk – comms offline, temporary solution in place.
- Goodna fibre link working. Lab has power restored and is online. Working on restoring power to WRP.
- Oxley Creek deployed temporary corporate laptops and printer –online 15/01/11.
- Lowood STP offline.
- Gatton Depot – offline.
- Bundamba STP – offline.
- Fairfield WRP – offline.
- Karana Downs – offline.

- Optus are currently reviewing QUU links – assessment and advice provided next week.

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ASSET STATUS

- Pumping station building at Helidon washed away, together with associated mains. Withcott reservoir now at 57% and supply restored
- Loss of Seqwater treatment plant at Lowood - plant now operational with temporary QUU pump onsite.
- Karana Downs, Fairfield and Oxley WRPs flood affected. Oxley and Fairfield now at stage 1 operations, awaiting feedback on Karana Downs.
- Repairs have been completed to main sewer rising main to Gatton.

- Repairs underway at Laidley-Pike Street pumping station (main station) - power pole down.
- Two sewerage pumping stations flooded in Ipswich - 27 are now accessible.
- Indooroopilly pumping station - access proving difficult due to the amount of domestic waste. BCC have been notified.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service areas.
- Organisation of standby crews to deal with impacts from potential storm events later in the week.

MEDIA/STAKEHOLDER ISSUES

- Customer communication directly with Gatton area customers. Water tanker for chicken farms completed 15/01/11. Ongoing issues with Grantham chicken farmer with onsite pipe burst. Second tanker delivery will occur on 18/01/2011.
- Community service announcements updated 17/01/11 re water supply and quality across all QUU service regions.
- Check on media reports re: Commissariat Store awaiting geo tech report to determine the reason for collapse of retaining wall.
- Radio interviews with Helen Harding with Nova 106.9FM at 7.30am and with ValleyFM at 8.05 am

ACTIONS COMPLETED

- Emergency Management Team – Still managing at Level 4.
- Flood maps have been revised and asset list distributed.
- Community Service Announcements distributed – bottled water to Lockyer Valley and Somerset, boil water alert.
- Status of all assets completed.
- Completed the sizing of water for clean-up for Brisbane and Ipswich.
- Access has been approved to Grantham flood disaster area to check water assets.
- Poultry farm 2 (Forest Hill) – Water mains supply restored.
- Fernvale WRP – Contractor engaged to restore access road base.
- CEO update for QUU staff sent on 17/01/11 and IntraNet updated.
- Media release re: QUU rebate sent to all media outlets plus stakeholders and posted on QUU website on 17/1/11

PLANNED ACTIONS

STATUS

- Recovery plan development and implementation commenced

IPSWICH

- Sewerage pumping station testing planned for 17/01/11 following completion of clean-up on 16/01/11.

LOWOOD

- Reviewing water quality issues from Lowood water supply schemes, checking on chlorine residuals
- Assisting Seqwater to reinstate raw water inlet pipe to enable draw from source water

SOMERSET

- Fernvale sewerage pumping station clean-up.
- Fernvale WRP condition assessment following flooding

LOCKYER VALLEY

- Vulnerable sewer manholes are being inspected to ensure they are safe.
- Grantham Poultry farm to be provided with another tanker of water due to restricted access on his property by Qld Police. Reviewing tanker runs problem traced to leak on customer property.

RESOURCING

- Currently filling distribution reservoirs at LinkWater's requested due to high levels in their reservoirs.
- Crews on standby to repair damaged infrastructure including back up resources from other water utilities.

RECOVERY PLAN

- Recovery plan for the whole of QUU area. Initial draft completed. Still requires significant information to be added. Implementation has commenced.
- Recovery teams have formed in east and west and recovery coordination has commenced.
- Boost chlorine residual at Rosewood Laidley Reservoir due to detection of E. coli at Laidley Depot. As a precautionary measure, need to boost chlorine residual at Sumner St Reservoir and Victoria St Reservoir.

OUTSTANDING ISSUES

- Current outstanding issues being managed by Incident Management and Recovery Teams.
- Lowood raw water pumps (Temporary solution limited life, the Interim and

Permanent solution need to be fast tracked).

- Update on current customer numbers without water in the West region.
- Public Health – Disinfection areas (spills, pools – public/private).
- Public Health – known surcharge spots (Brisbane system – QUU action).
- Public notice – who will do it?
- Assets – Coronation Drive (slip?) Cullen Ave to investigate.
- DERM report – 12 noon daily 12.08 17/01/11 – Sent to DERM.
- Tanker deliveries (last one – chicken farms/Tarampa/others). Luke Sawtell to do customer service call to establish current situation.
- Confirm fuel supplies (East/West) Procurement Team investigating.
- Fatigue Management (East/West) ELT agenda 17/01/11.

OVERALL ASSESMENT

Addressing supply issues as they arise

QUU EMT contact details are as follows :
Emergency Manager [redacted]
Communication Mana[redacted]
Email [redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
Chairperson – Jude Munro
CEO – [redacted]

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP: 9.00 18/01/11

Prepared by: [redacted]
Authorised by [redacted]

UrbanUtilities

Queensland Urban Utilities UPDATE 2.00pm Tuesday 18/1/2011

EVENT SUMMARY – SITREP 28

Status of water and sewerage assets and services.

The following is a summary of current and forecast impacts.

Brisbane City Council area (as at 2pm)
Water:

- All water pumping stations operational.
  - Reservoirs currently maintained at high levels (street and house cleaning) and meeting demand requirements.
  - Water quality sampling continuing.
  - Mt Ommaney has been rectified and now operational.
  - Sewage spill plan developed and being implemented.

Wastewater:

- 46 sewerage pumping stations flooded or without power.
- Karana Downs WRP still not operational.
- Oxley Creek WRP and Fairfield WRP commenced operation with primary screening only.
- No impact on residents.

Storm Water:

- BCC commenced cleaning and flushing of storm water drains and gully traps in flood affected areas; two (2) units tonight and eight (8) units tomorrow.

Ipswich City Council area
Water:

- No operational problems.
- Water quality sampling results indicate no problems in the Ipswich water supply system. Sampling to continue, Marburg still operating under boil water notice.
- All customers on supply.
- Sewage spill plan developed and being implemented.

Wastewater:

- Bundamba WRP commenced operation with primary screening.
- Goodna WRP is operating on primary screening only.

- 31 sewerage pumping stations are not operating. All have been inspected - some have switchboard problems and some have communication problems.
- Rosewood and Carole Park WRPs are fully functional.
- No impact on residents.

Lockyer Valley
Water:

- Lowood WTP intake pipe repaired - water pumping. Checking operation of plant. Due to go online at 1pm today (18/1/11)
- Lowood two (2) Ecoli detected in a sample collected on 17/1/11 at Withcott (SP673).
  - Reservoirs now have adequate storage.
  - All reservoirs at 25-95%.
- Withcott reticulation system now repaired and all customers receiving supply.
  - Tanker deliveries ceased from 1700 yesterday. Except for Grantham Poultry farm.
  - Water quality sampling conducted. Ecoli instances at Laidley identified. Reinforces boil water alert to continue.
  - Grantham south reticulation taken offline until repairs can be effected. QPS has restricted access.
  - Gatton trickle feed customers supply being restored.

Wastewater:

- All water reclamation plants operational.

Scenic Rim
Water and Wastewater: No issues.

Somerset
Water:

- Fernvale is being supplied by Lowood Treatment Plant.
- Extra crews have been arranged on standby as a contingency plan for the water supply to the affected Lockyer Valley and Somerset areas.
- Toogoolawah WRP fully operational
- Esk WRP some treatment achieved and expected to be operational by 22/1/11.
- Kilcoy – Hope St pumping station being pumped out.

Wastewater:

- Esk Sewerage pumping station - diesel pumps being used.
- Fernvale WRP access still flooded, plant is ok. Staff to be airlifted in to access.
- Esk WRP expected to be operational by Saturday 22 January.
- 10 sewerage pump stations down due to power outages and flooding.
- Lowood WRP generator onsite. Site to be operating with primary screening by 18/1/11.

LOCKYER VALLEY WATER ASSETS STATUS

LDCC

Updated 2.00pm Tuesday 18 January 2011

Plainlands	Plainlands	45	25				
Victoria St	Forest Hill	0.18	63			Visual estimation 2m	
Summer St boosted zone, pump station and reservoir	Laidley	1.12	54				Consideration of System Isolation
Douglas McInnes Drive		1.14	45				
Rosewood Laidley Road Reservoir		0.45	88			Can backfeed into town	
Sippel Road (Lakes Estate)		0.09	80			Trickle feed to tanks	
Glenore Grove Booster						Only used during high demand.	Not a priority (given demand)
Gatton Reservoir - low	Woodlands Rd	5.95	89				
Gatton Reservoir - high	Woodlands Rd	0.24	91				
Gatton Reservoir - low	Cochrane St	2	92				Fencing washed away lightning strike

							telemetry & local control damaged (not sure of this or below)
Gatton Reservoir - high	Cochrane St	2	84				Fencing washed away
							lightning strike
							telemetry & local control possibly damaged.
Gatton PS		N/A					Networked water supply unavailable
Helidon - Small	Seventeen Mile Road	0.7	91				Networked water supply unavailable
Helidon - Large	Seventeen Mile Road	1.5					
Millora Rd (Dobel Dr)		0.18					
Rossiter Rd Pump Station	Rossiter Rd	N/A				Only two houses drawing on this system.	No Power - not used often.
Warrego Hwy PS		N/A				Pump Motor and Switchboard being replaced. Genset on site until	Expect operational today. JP Richardsons working on repairs to switchboard (expect 2 to 3 weeks). Gen set has arrived. Can operate on manual with Gen set - only waiting on wring in of soft starter. Motor at Donaldsons getting dried out.
Postmans Ridge	Murphy's Creek Ridge	0.33	82				Contractor has the main

							reinstated. Expect servieable by afternoon Sat 15 Jan. Waiting for a fitting to connect either end.
Postmans Ridge PS		N/A				No mains power to site. Genset on site	Switchboard, building ar auxilliary equipment is serviceable.
Withcott	Dolley's Rd	1.94	57				Networked water supply unavailable - reservoir OK but empty. Expect fitting restored late afternoon Sat 15 Jan.
Withcott PS		N/A					
Tabletop	Berghoffer Rd	0.003	89				Plenty of water. No power. No check yet boost pumps. Maybe ten customers on boost.
Tabletop PS							

Please note: Details in this table are based on the latest information at time of publication. Due to the changing nature of the situation this table will be updated regularly.

UrbanUtilities

LOCKYER VALLEY WASTEWATER STATUS

LDCC

Updated 2.pm Tuesday 18 January 2011

[illegible]	LOCATION	[illegible]	[illegible]
Railway St WRP	Forest Hill	Y	
Gordon St PS (429)	Forest Hill	Y	
Railway St PS (428)	Forest Hill	Y	Operational, but standby pump is in electrical fault.
Treatment Plant Rd WRP	Gatton	Y	Operational
Crescent St PS (408)	Gatton	Y	
East St PS (409)	Gatton	Y	Pump # 1 requires cleaning
Myler Crt PS (410)	Gatton	Y	
Lake Apex PS (411)	Gatton	Y	Pump # 1 requires cleaning
Industrial Rd PS (412)	Gatton	Y	
South St PS (413)	Gatton	Y	Operational, but high float fault alarm. Road access to PS washed away
Karrasch Road PS (420)	Placid Hills	Y	Operational, damaged pump now reset and OK.
Hennessy St PS (414)	Gatton	Y	
Golf Links Dve PS (415)	Gatton	Y	
Western Dve PS (416)	Gatton	Y	Duty pump OK, but standy pump is out on high amps alarm. Requires lifting. Telemetry & switchboard damaged
Tew Crt PS (417)	Gatton	Y	Duty pump OK, but standy pump requires cleaning
Back Flagstone Creek Rd WRP	Helidon	Y	No mains power. Generator now running the effluent transfer pump. Awaiting supply restoration.
Airforce Rd PS (405)	Helidon	Y	

E1510

Lawlers Rd PS (406)	Helidon	[redacted]	One pump requires lifting and has low level fault
Plant St PS (407)	Helidon	[redacted]	
Boundary Rd WRP	Laidley	[redacted]	
Kurrajong Crt PS (424)	Laidley	[redacted]	
Stanford Pl PS (425)	Laidley	[redacted]	
Boundary Rd PS (426)	Laidley	[redacted]	
Hayes St PS (427)	Laidley	[redacted]	
Alexander St PS	Laidley	[redacted]	
Pike St PS	Laidley	[redacted]	Operational but limited road access due to power pole over with low hanging wires. 4WD access OK. Pole fix being arranged with local Lowood contractor.
Patrick St PS (422)	Laidley	[redacted]	Operational but limited road access
Pioneer St PS	Laidley	[redacted]	
Storr St PS	Laidley	[redacted]	
Vaux St PS	Laidley	[redacted]	

Gatton WRP	Operational and Accessible
Laidley WRP	Operational and Accessible
Forest Hill WRP	Operational and Accessible
Carole Park Reclamation Pant	Not accessible but Operational

UrbanUtilities

SOMERSET WATER ASSETS STATUS

LDCC

Updated 2.pm Tuesday 18 January 2011

Lowood 1	Jacqueline St Res 2	3	50			
Lowood 2	Glamorgan Vale Rd / Ziebell	2	55			
Lowood 3	Acacia St	1.13	34			
Tarampa	Prenzlau Rd	0.022				
Fernvale	Knox Rd	2	25	-		
Balance tank/P	Fernvale	UNK				
Lowood West		3				
Esk		1.1 ML	84			
BP	East St	N/A				45kW soft start – 18l/s max
Toogoolawah		2	67			
Kilcoy	Saleyards Rd	3.6	80			(Source: WGM) 3 tanks – 0.45, 0.63 & 1.8 ML
Lowood	WP75 Forest Hill Fernvale Road					
Lowood	WP76 Main st					
Lowood	WP77 James st					
Lowood	WP78 Prospect st					
Lowood	WP79 Prospect st					
Lowood	WP80 Prospect st					
Lowood	WP81					
Lowood	WP82 Macadamia st					
Lowood	WP83 Haslington park					
Jimna			65			(Source: WGM)

E1512

Linville		0.1	69			Incorrect SCADA reading at Lowood. Manually checked (Source: WGM)

UrbanUtilities

SOMERSET WASTEWATER ASSETS STATUS

LDCC

Updated 2pm Tuesday 18 January 2011

[illegible]	[illegible]	[illegible]
Esk WRP	Was inundated, Now accessible	Not Serviceable – inlet pumps electrics badly damaged
Fernvale WRP	Not Accessible	Not Serviceable – No Further Information available
Lowood WRP	Was inundated, Now accessible	Not Serviceable – All systems reinstated awaiting final inspection
Kilcoy WRP		Power Restored. Awaiting Hope St PS to be repaired for feedwater
Toogoolawah WRP	Not Serviceable – No Further Information available	Operational

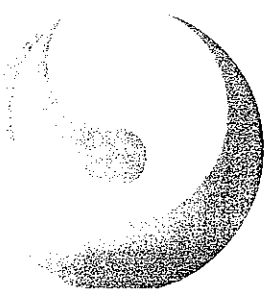
E1514

UrbanUtilities

SCENIC RIM AREA STATUS

LDCC
Updated 2 pm Tuesday 18 January 2011
(no updates received)

NO ISSUES



UrbanUtilities

BRISBANE AREA WATER ASSETS SUMMARY

LDCC
Updated 2.pm Tuesday 18 January 2011
Table below last updated 15/01/2011 request data update from Operations

Summary of Water Affected Assets			
Asset Type	**Number**		**Last Updated**
Telemetry	2		15/01/2011
Water Pump Stations & Boosters			15/1/11 20.30PM
Flooded or Without Power	0		
Customers Affected	0		
Res Levels (ML)	60.8		15/1/11 20.30PM
Water Main Bursts	3		15/1/11 20.30PM
Properties Affected	39		
PRV's	5		15/1/11 20.30PM
Trunk Mains	1		15/1/11 20.30PM
Dirty Waters	14 (0 outstanding)	0 outstanding	15/1/11 20.30PM

QUU RESERVOIRS – TIME TILL LOW LEVEL

Previous tables deleted no known issues.

BRISBANE AREA WASTEWATER ASSETS SUMMARY

UrbanUtilities

LDCC
Updated 2pm Tuesday 18 January 2011

36	Pump Stations Flooded or without power	**11**	Generators Flooded
3	Treatment Plant Flooded or without power	**0**	Generators Flooded



UrbanUtilities

IPSWICH WATER ASSETS SUMMARY

LDCC
Updated 2pm Tuesday 18 January 2011
(no updates received)

RESERVOIR	LOCATION	CAPABILITY (ML)	SERVICED	LEVEL (%)	NOTES
Western Distribution Area Reservoirs					
Borallan			Y	57	Normal Operation
Marburg			Y	88	Normal Operation
Haigslea			Y	36	Normal Operation
Rosewood 1 & 2			Y	54/58	Normal Operation
Upper John Works at night for HLZ			Y	75	Filling
Denmark Hill			Y	44/46	Normal Operation
Karragroo			Y	56	Normal Operation
Brassall			Y	46	Normal Operation
Bundamba Distribution Area Reservoirs					
Blackstone			Y	76	Normal Operation
Ripley			Y	56	Normal Operation
Ripley HLZ Fills out of Ripley Res			Y	79	Normal Operation
Eastern Distribution Area Reservoirs					
Bundamba			Y	92/91	Normal Operation
Riverview (Child)			Y	63	Normal Operation
Goodna			Y	81	Normal Operation
Bertha Balances off of Goodna Level			Y	36	Normal Operation
Keidges Road			Y	84	Normal Operation
Keidges Road HLZ fills out of Keidges Res			Y	80	Normal Operation
Camira			Y	68	Normal Operation
Springfield			Y	84	Normal Operation

UrbanUtilities

IPSWICH WASTEWATER ASSETS SUMMARY

LDCC

Updated 2.pm, Tuesday 18 January 2011 (no updates received)

Bundamba 1 Catchment				
Moggill Ferry		Y		Y
Francis		Y		
Tantivity				Y
Moores Pocket		Y		Y
Karalee A				N
Karalee B				N
Mt Crosby				N
Harris Street		Y		N
Harrison street		Y		N
Enterprise Street		Y		N
Rosebery Prade				Y
Woodend Road				Y
Haig Street		Y		N
Tiger Street				N
Tivoli Wastewater Centre				N
Luckie Crescent		Y		N
Boundary Street Nrth				N
Chermside Rd				
Boundary Street south				Y
Blackall Street				Y
Bundamba 2 Catchment				
Samford Road				N
Chalk Street		Y		N
Old Toowoomba Road				Y
Ivor Marsden				N
Okeefe		Y		Y
Hanlon Street		Y		Y
Lobb Street				Y
Lobley Street				Y
Sutton Street				N
Berry Street		Y		N
Winston Street		Y		N
Hall Street		Y		N
Saleyard Road		Y		N
Videroni Street				Y
Queen Street		Y		N
Ashburn Road				N

E1519

UrbanUtilities

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Bognuda Street		[redacted]		Y
Hudson Street		[redacted]		N
Kennith Street		[redacted]		N
Nelson Street		[redacted]		N
Carole Park Catchment				
Cobalt Street		[redacted]		N
Goodna Catchment				
Brisbane Terrace		[redacted]		Y
Riverview Road		[redacted]		?
Monash Street		[redacted]		?
Six Mile Creek		[redacted]		?
Cedar Road		[redacted]		N
Eagle Heights		[redacted]		N
McAuliffe Street		[redacted]		N
Lower Cross Street		[redacted]		Y
Keidges Road		[redacted]		N
Butterfly Green		[redacted]		N
Springfield Collage Green		[redacted]		N
Waterford Road		[redacted]		N
Fion Street		[redacted]		N
West St		[redacted]		
Rosewood Catchment				
School Street		[redacted]		Y
Bassetts Lane		[redacted]		Y

IPSWICH WASTEWATER ASSETS SUMMARY

LDCC

Updated 2pm, Tuesday 18 January 2011

[redacted]	[redacted]
Normal Operation	30
Not operating	27

[redacted]

E1520

Bundamba Water Reclamation Plant	Fully accessible. Not operational.
Goodna Reclamation Plant	Accessible. No power.
Rosewood Reclamation Plant	Operational
Carole Park Reclamation Pant	Normal Operation

EMERGENCY MANAGEMENT SITREP

Incident/emergency name: Extreme weather issues
Situation report number: 28
Date/time prepared: 14.00 18/1/11
Incident level classification: Level 4

CURRENT SITUATION

- Brisbane and Ipswich water supply remains intact meeting demand requirements.
- Provision of water to Lockyer Valley and Somerset regions is still ongoing with good results across the regions and an estimated 98% of customers online.
- Currently assessing impacts to Ipswich.
- Water sampling in the western area (concentrating on Lockyer Valley and west of Ipswich) continuing. Boil water notice for Lockyer Valley, parts of Somerset and Marburg remains current. Expanding to include areas that were not accessible before 17/1/11, - Withcott,Linville,Helidon, Somerset, Toogoolawah, Kilcoy
- WRP under critical review with all plants targeting a minimum of primary screening.
- Sewerage pumping stations switchboards are being cleaned and dried.
- Extra crews arranged for assistance for water supply and treatment plants to affected areas in Lockyer Valley and Somerset.

BRISBANE

- Mt Ommaney has been rectified and now operational
- Water samples collected yesterday, Brisbane system contained no E. coli. Further 100 samples, testing continuing. No water quality issues. Water monitoring will continue.
- Good supplies at reservoirs – supplies maintained meeting demand.
- All water pumping stations operational (one with generator set).
- 46 sewerage pumping stations flooded or without power (updated by Recovery Team due to incorrect numbers in the last EMT SITREP).
- Sewage spill plan developed and being implemented
- Karana Downs WRP is remains not currently operating.
- Oxley and Fairfield now partially operating – primary screening.

- Oxley Creek WRP – main well pumps failed during flood, temporary pump installed. Pumping through primary screens then to bypass. Recovery Team

checking status of all electrical equipment and implementing action plan – no further update.

- Fortrose St Rising Main at Jindalee Bridge (landslip line). Concerns of failure from flood debris. Pile supports appear to be intact, detailed inspection required by Recovery Team.

IPSWICH

- Water: Normal operating status.
- Boil water alert remains current for Marburg.
- 31 sewerage pumping stations are not operating. Cleaning underway.
- No impact on residents is expected.
- Bundamba WRP is operating (Stage 1- Screening only).
- Goodna WRP has power returned to site and is operating (Stage 1 screening only) today 17/01/11.
- Sewerage pumping stations are being dried (switchboards and motors), some parts replaced and inspected by Energex prior to recommissioning.
- Water quality results available by 9am 18/1/11
- Sewage spill plan developed and being implemented

LOCKYER VALLEY

- Lowood WTP intake pipe repaired, water pumping. Checking operation of plant. Due to go online at 1pm today (18/1/11)
- Lowood – 2 Ecoli detected and in sample collected on 17/1/11 at Withcott (SP673)
- All reservoirs intact and with water stored.
- Withcott reservoir at 62% as of 4pm 17/1/11
- All sewerage pumping stations in the Lockyer Valley are fully functional.
- Withcott and Postman's Ridge pumping stations operational. Powered from generator.
- Grantham retic north of railway line turned on.
- Grantham retic south of railway line turned off. Awaiting access from QPS.
- Water tanker deliveries ceased at 1700 hours on 16/01/11 except for isolated deliveries to key customers (poultry farm).
- Grantham south supplied with bottled water with pallets also available at the hotel.
- Another E. coli (2) detection has been found at Laidley Depot. Planned to boost chlorine residual in Rosewood-Laidley, Sumner St and Victoria St reservoirs to 2 mg per litre. Chlorine measured on 17/1/11 at high levels

- Boil water alert remains current for Lockyer Valley communities.
- Chlorine dosing of Rosewood Rd, Forest Hill and Summer St reservoirs completed by 5pm on 17/1/11

SOMERSET

- Seqwater Lowood Water Treatment Plant operational and filling clear water tank, supply restored, progressively filling QUU reservoirs. Using temporary QUU raw water pump.
- Water samples have been collected for testing.
- Toogoolawah Depot is currently accessible but severely damaged.
- Toogoolawah WRP fully operational.
- Esk sewerage pumping station, diesel pump being used.
- Esk WRP some treatment achieved and expected to be operational by 22/1/11
- Fernvale reservoir at 25% with supply restored to customers. Bottled supplies still available.
- Fernvale WRP access still flooded, plant is ok. Airlifting of staff to gain access has been arranged.
- Sewer pump stations down:- Esk (1) Lowood (2) Kilcoy (1) Fernvale (3) due to power outages and flooding. Cleaning and testing underway today across all accessible sites.
- Kilcoy –Hope St pump station being pumped out.
- Seqwater Lowood WRP generator onsite primary screening expected by 18/01/11.
- Water quality samples to be collected on 18/1/11

BOTTLED WATER SUPPLY SUMMARY

- One helicopters stood down, with one on standby.
- Coke water distribution on standby.

INFORMATION TECHNOLOGY

SCADA network issues:

- Esk WRP – head end replaced Sunday morning.

- Water SCADA almost completely restored over all regions. Daily visual for other sites still affected.

Corporate network issues:

- Kooralbyn – offline.
- Bundamba – CPWP site office offline.
- Esk – comms offline, temporary solution in place.
- Goodna fibre link working. Lab has power restored and is online. Working on restoring power to WRP.
- Oxley Creek deployed temporary corporate laptops and printer –online 15/01/11.
- Lowood STP offline.
- Gatton Depot – offline.
- Bundamba STP – offline.
- Fairfield WRP – offline.
- Karana Downs – offline.

- Optus are currently reviewing QUU links – assessment and advice provided next week.

-

ASSET STATUS

- Pumping station building at Helidon washed away, together with associated mains. Withcott reservoir now at 57% and supply restored
- Loss of Seqwater treatment plant at Lowood - plant now operational with temporary QUU pump onsite.
- Karana Downs, Fairfield and Oxley WRPs flood affected. Oxley and Fairfield now at stage 1 operations, awaiting feedback on Karana Downs.
- Repairs have been completed to main sewer rising main to Gatton.
- Repairs underway at Laidley-Pike Street pumping station (main station) - power pole down.
- Two sewerage pumping stations flooded in Ipswich - 27 are now accessible.
- Indooroopilly pumping station - access proving difficult due to the amount of domestic waste. BCC have been notified.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service areas.

- Organisation of standby crews to deal with impacts from potential storm events later in the week.

MEDIA/STAKEHOLDER ISSUES

- Customer communication directly with Gatton area customers. Water tanker for chicken farms completed 15/01/11. Ongoing issues with Grantham chicken farmer with onsite pipe burst. Second tanker delivery will occur on 18/01/2011.
- Check on media reports re: Commissariat Store awaiting geo tech report to determine the reason for collapse of retaining wall.
- Radio interviews with Helen Harding with Nova 106.9FM at 7.30am and with Valley FM at 8.05 am
- Courier mail media enquiry re possible landslide at Clydesdale Place Sumner

ACTIONS COMPLETED

- Emergency Management Team – Still managing at Level 4.
- Flood maps have been revised and asset list distributed.
- Community Service Announcements distributed – bottled water to Lockyer Valley and Somerset, boil water alert.
- Status of all assets completed.
- Completed the sizing of water for clean-up for Brisbane and Ipswich.
- Access has been approved to Grantham flood disaster area to check water assets.
- Poultry farm 2 (Forest Hill) – Water mains supply restored.
- Fernvale WRP – Contractor engaged to restore access road base.
- CEO update for QUU staff sent on 17/01/11 and IntraNet updated.
- Media release re: QUU rebate sent to all media outlets plus stakeholders and posted on QUU website on 17/1/11
- Repairing the road for tanker access into Helidon. Completed.

PLANNED ACTIONS

STATUS

- Recovery plan development and implementation commenced

IPSWICH

- Sewerage pumping station testing planned for 17/01/11 following completion of clean-up on 16/01/11.

LOWOOD

- Reviewing water quality issues from Lowood water supply schemes, checking on chlorine residuals

SOMERSET

- Fernvale sewerage pumping station clean-up.
- Fernvale WRP condition assessment following flooding

LOCKYER VALLEY

- Vulnerable sewer manholes are being inspected to ensure they are safe.
- Grantham Poultry farm to be provided with another tanker of water due to restricted access on his property by Qld Police. Reviewing tanker runs problem traced to leak on customer property.

RESOURCING

- Currently filling distribution reservoirs at LinkWater's requested due to high levels in their reservoirs.
- Crews on standby to repair damaged infrastructure including back up resources from other water utilities.

RECOVERY PLAN

- Recovery plan for the whole of QUU area. Initial draft completed. Still requires significant information to be added. Implementation has commenced.
- Recovery teams have formed in east and west and recovery coordination has commenced.
- Boost chlorine residual at Rosewood Laidley Reservoir due to detection of E. coli at Laidley Depot. As a precautionary measure, need to boost chlorine residual at Sumner St Reservoir and Victoria St Reservoir.

OUTSTANDING ISSUES

- Current outstanding issues being managed by Incident Management and Recovery Teams.
- Lowood raw water pumps (Temporary solution limited life, the Interim and Permanent solution need to be fast tracked).

UrbanUtilities	***Emergency Management Situation Report***

- Update on current customer numbers without water in the West region.
- Public Health – Disinfection areas (spills, pools – public/private).
- Public Health – known surcharge spots (Brisbane system – QUU action).
- Public notice – who will do it?
- DERM report – 12 noon daily 12.08 17/01/11 – Sent to DERM.
- Tanker deliveries (last one – chicken farms/Tarampa/others). Luke Sawtell to do customer service call to establish current situation.
- Confirm fuel supplies (East/West) Procurement Team investigating.
- Fatigue Management (East/West) ELT agenda 17/01/11.

OVERALL ASSESMENT

Addressing supply issues as they arise

QUU EMT contact details are as follows :
Emergency Manager [redacted]
Communication Man [redacted]
Email [redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council
Executive
Contact Centre
Corporate Communications
Staff/managers
Lord Mayor's office
Chairperson – Jude Munro
CEO – [redacted]

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP: 9.00 18/01/11

Prepared by: [redacted]
Authorised by Emergency Manager: [redacted]

EMERGENCY MANAGEMENT SITREP

Incident/emergency name: Extreme weather issues
Situation report number: 31
Date/time prepared: 2:00 pm 19/1/11
Incident level classification: Level 4

CURRENT SITUATION

- Brisbane and Ipswich water supply remains intact and is meeting demand requirements.
- Water sampling in the western area (concentrating on Lockyer Valley and west of Ipswich) continuing. Boil water notice for Lockyer Valley, parts of Somerset and Marburg remains current. Expanding to include areas that were not accessible before 17/1/11 - Withcott, Linville, Helidon, Somerset, Toogoolawah, Kilcoy.
- WRP under critical review with all plants targeting a minimum of primary screening.
- Sewerage pumping stations switchboards are being cleaned and dried.
- Extra crews arranged for assistance for water supply and treatment plants to affected areas in Lockyer Valley and Somerset.
- Asbestos handling procedure communicated for use by employees and contractors.

BRISBANE

- Water samples collected yesterday, Brisbane system contained no E. coli. Further 100 samples, testing continuing. No water quality issues. Water monitoring will continue.
- Good supplies at reservoirs – supplies maintained meeting and demand.
- All water pumping stations operational (one with generator set).
- 43 sewerage pumping stations flooded or without power.
- Sewage spill plan developed and being implemented. Signage is being installed at identified pumping stations.
- Karana Downs WRP is remains not currently operating.
- Oxley and Fairfield now partially operating – primary screening.
- Oxley Creek WRP – main well pumps failed during flood, temporary pump installed. Pumping through primary screens then to bypass. Recovery Team checking status of all electrical equipment and implementing action plan – no further update.
- Fortrose St Rising Main at Jindalee Bridge (landslip line). Concerns of failure from flood debris. Pile supports appear to be intact, detailed inspection required

by Recovery Team.

- One additional dirty water report has been received and is currently being investigated – Durack. 3:30pm 18/1/11.
- Additional resources identified for SDE. HR to assist.

IPSWICH

- Water: Normal operating status.
- Boil water alert remains current for Marburg.
- 29 sewerage pumping stations are not operating. Cleaning underway.
- No impact on residents is expected.
- Bundamba WRP is operating (Stage 1- screening only).
- Goodna WRP has power returned to site and is operating (Stage 1 screening only) 17/01/11.
- Sewerage pumping stations are being dried (switchboards and motors), some parts replaced and inspected by Energex prior to recommissioning.
- Sewage spill plan developed and being implemented. Signage is being installed tomorrow at identified pumping stations.

LOCKYER VALLEY

- Lowood WTP temporary pump being relocated due to dropping river levels. Tanker deliveries maintained as contingency. Reservoir levels at adequate supply requirements.
- Chlorine measure at Lowood on 18/1/11 at <0.1 mg/L. Chlorine levels also low at Helidon. Ken Dennien hand dosing Berghoffer Drive Reservoir.
- All reservoirs intact and with water stored.
- All sewerage pumping stations in the Lockyer Valley are fully functional.
- Withcott and Postman's Ridge pumping stations operational. Powered from generator.
- Grantham retic north of railway line turned on.
- Grantham retic south of railway line turned off. Awaiting access from QPS.
- Poultry farmer reports he now has access to his pipe and is currently inspecting with a plumber. Repairs scheduled.
- Grantham south supplied with bottled water with pallets also available at the hotel.
- Boil water alert remains current for Lockyer Valley communities.

SOMERSET

- Seqwater Lowood Water Treatment Plant remains operational and is being maintained with pump supplied by QUU. Temporary pump being relocated due to dropping river levels. Tanker deliveries maintained as contingency. Reservoir levels at adequate supply requirements.
- Water samples have been collected for testing.
- Toogoolawah Depot is currently accessible but severely damaged.
- Esk sewerage pumping station, diesel pump being used.
- Esk WRP some treatment achieved and expected to be operational by 22/1/11.
- Fernvale reservoir at 25% with supply restored to customers. Bottled supplies still available.
- Fernvale WRP - access still flooded, plant is ok. Staff flown in by helicopter has investigated. WRP is capable of stage 1 sewerage treatment. Balance of system to be checked in time.
- Sewer pump stations down: Lowood (1) Fernvale (2) due to power outages and flooding. Cleaning and testing underway today across all accessible sites.
- Lowood sewerage pumping station, diesel pump being used.
- Lowood WRP some treatment achieved and expected to be operational by 22/1/11.

BOTTLED WATER SUPPLY SUMMARY

- Coke water distribution on standby.

INFORMATION TECHNOLOGY

SCADA network issues:

- Water SCADA almost completely restored over all regions. Daily visual for other sites still affected.

Corporate network issues:

- Kooralbyn – offline.
- Bundamba – CPWP site office offline.
- Esk – comms offline, temporary solution in place.
- Goodna fibre link working. Lab has power restored and is online. No power to WRP.
- Oxley Creek no power to site currently on generator – offline.
- Lowood STP - offline.
- Gatton Depot – offline.

- Bundamba STP – offline.
- Fairfield WRP – offline.
- Karana Downs – offline.

- Optus are currently visiting site to restore QUU links – if no power at sites unable to restore links
- Stowe Australia (data and electrical) assessing all affected sites and providing assessment report for each site.
- ISB and QUU ICT staff are listing assets losses.

ASSET STATUS

- Pumping station building at Helidon washed away, together with associated mains. Withcott reservoir now at 57% and supply restored.
- Loss of Seqwater treatment plant at Lowood - plant now operational with temporary QUU pump onsite.
- Karana Downs, Fairfield and Oxley WRPs flood affected. Oxley and Fairfield now at stage 1 operations, awaiting feedback on Karana Downs.
- Repairs underway at Laidley-Pike Street pumping station (main station) - power pole down.
- Two sewerage pumping stations flooded in Ipswich - 27 are now accessible.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service areas.
- Organisation of standby crews to deal with impacts from potential storm events later in the week.

MEDIA/STAKEHOLDER ISSUES

- Check on media reports re: Commissariat Store awaiting geo tech report to determine the reason for collapse of retaining wall.
- Robin Lewis has met with Qld Health Executive Director, Sophie Dwyer for briefings on current QUU public health issues.
- Robin Lewis has met with DERM regarding status and potential media requirements and to ensure common messaging.
- Safety talk message regarding asbestos handling to IMT East & West for distribution to staff and contractors onsite.
- Media response to Beaudesert Times regarding not for profit subsidies
- Courier Mail enquiry Sumner referred back to BCC

ACTIONS COMPLETED

- Emergency Management Team – Still managing at Level 4.
- Flood maps have been revised and asset list distributed.
- Community Service Announcements distributed – bottled water to Lockyer Valley and Somerset, boil water alert.
- Status of all assets completed.
- Completed the sizing of water for clean-up for Brisbane and Ipswich.
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- Another E.Coli (2) detection has been found at Laidley Depot. Planned to boost chlorine residual in Rosewood-Laidley, Sumner St and Victoria St reservoirs to 2 mg per litre. Chlorine measured on 17/1/11 at high levels.
- Grantham Chicken Farm – Tankered water delivered at 4pm.
- Indooroopilly pumping station - access proving difficult due to the amount of domestic waste. BCC has been notified.

PLANNED ACTIONS

STATUS

- Recovery plan development and implementation commenced

IPSWICH

- All sewerage pumping station have been cleaned, dried (Switchboards and motors), some parts replaced and inspected by Energex prior to recommissioning.

LOWOOD

- Continuing to monitor water quality and chlorine residuals from Lowood water supply schemes.

SOMERSET

- Fernvale sewerage pumping station clean-up.
- Fernvale WRP condition assessment following flooding.

LOCKYER VALLEY

- Vulnerable sewer manholes are being inspected to ensure they are safe.

RESOURCING

- Crews on standby to repair damaged infrastructure including back up resources from other water utilities.

RECOVERY PLAN

- Recovery plan for the whole of QUU area. Implementation has commenced.
- Recovery teams have formed in east and west and recovery coordination in progress.
- Public Health – Disinfection areas (spills, pools – public/private).
- Public Health – known surcharge spots (Brisbane system – QUU action).

OUTSTANDING ISSUES

- Current outstanding issues being managed by Incident Management and

Recovery Teams.

- Lowood raw water pumps – extension of intake pipe.
- DERM report – 12 noon daily 12.08 17/1/11 – Sent to DERM.

OVERALL ASSESMENT

Addressing supply issues as they arise

QUU EMT contact details are as follows :
Emergency Manager [redacted]
Communication Mana[redacted]
Email [redacted]

SITREP DISTRIBUTION

QUU/Brisbane City Council	**External agencies**
Executive	SEQWGM
Contact Centre	LinkWater
Corporate Communications	Seqwater
Staff/managers	DERM
Lord Mayor's office	WH&SQ
Chairperson – Jude Munro	
CEO – [redacted]	

NEXT SITREP: 5.00pm 19/1/11

Prepared by: [redacted]
Authorised by Emergency Manager: Paul Belz

UrbanUtilities	*Emergency Management Situation Report*

EMERGENCY MANAGEMENT SITREP

Incident/emergency name: Extreme weather issues
Situation report number: 32
Date/time prepared: 5:00 pm 19/1/11
Incident level classification: Level 4

CURRENT SITUATION

- Brisbane and Ipswich water supply remains intact and is meeting demand requirements.
- Water sampling in the western area (concentrating on Lockyer Valley and west of Ipswich) continuing. Boil water notice for Lockyer Valley, parts of Somerset and Marburg remains current. Expanding to include areas that were not accessible before 17/1/11 - Withcott, Linville, Helidon, Somerset, Toogoolawah, Kilcoy.
- WRP under critical review with all plants targeting a minimum of primary screening.
- Sewerage pumping stations switchboards are being cleaned and dried.
- Extra crews arranged for assistance for water supply and treatment plants to affected areas in Lockyer Valley and Somerset.
- Asbestos handling procedure communicated for use by employees and contractors.
- Qld Health has requested extra monitoring of all 26 towns on Lowood scheme. Presently sampling 9 towns as per normal monitoring program.

BRISBANE

- Water samples collected yesterday, Brisbane system contained no E. coli. Further 100 samples, testing continuing. No water quality issues. Water monitoring will continue.
- Good supplies at reservoirs – supplies maintained meeting and demand.
- All water pumping stations operational (one with generator set).
- 42 sewerage pumping stations flooded or without power.
- Sewage spill plan developed and being implemented. Signage is being installed at identified pumping stations.
- Karana Downs WRP is remains not currently operating.
- Oxley and Fairfield now partially operating – primary screening.
- Oxley Creek WRP – main well pumps failed during flood, temporary pump installed. Pumping through primary screens then to bypass. Recovery Team checking status of all electrical equipment and implementing action plan – no further update.
- Fortrose St Rising Main at Jindalee Bridge (landslip line). Concerns of failure

from flood debris. Pile supports appear to be intact, detailed inspection required by Recovery Team.

- One additional dirty water report has been received and is currently being investigated – Durack. 3:30pm 18/1/11.
- Additional resources identified for SDE. HR to assist.

IPSWICH

- Water: Normal operating status.
- Boil water alert remains current for Marburg.
- 32 sewerage pumping stations are not operating. Cleaning underway.
- No impact on residents is expected.
- Bundamba WRP is operating (Stage 1- screening only).
- Goodna WRP has power returned to site and is operating (Stage 1 screening only) 17/01/11.
- Sewerage pumping stations are being dried (switchboards and motors), some parts replaced and inspected by Energex prior to recommissioning.
- Sewage spill plan developed and being implemented. Signage is being installed tomorrow at identified pumping stations.

LOCKYER VALLEY

- Lowood treatment Plant is offline.
- QUU water tankers delivering water to lowood treatment Plant balancing tank and reservoir.
- Lowood WTP temporary pump being relocated due to dropping river levels. Tanker deliveries maintained as contingency. Reservoir levels are: Lowood 25%, Western 80%, Fernvale 25%.
- Chlorine measure at Lowood on 18/1/11 at <0.1 mg/L. Chlorine levels also low at Helidon. Ken Dennien hand dosing Berghoffer Drive Reservoir.
- Helidon and Tabletop reservoirs have been dosed with hypochlorite and scoured.
- All reservoirs intact and with water stored.
- All sewerage pumping stations in the Lockyer Valley are fully functional.
- Withcott and Postman's Ridge pumping stations operational. Powered from generator.
- Grantham retic north of railway line turned on.
- Grantham retic south of railway line turned off. Awaiting access from QPS.
- Poultry farmer reports he now has access to his pipe and is currently inspecting

with a plumber. Repairs scheduled.

- Grantham south supplied with bottled water with pallets also available at the hotel.
- Boil water alert remains current for Lockyer Valley communities.

SOMERSET

- Seqwater Lowood Water Treatment Plant remains operational and is being maintained with pump supplied by QUU. Temporary pump being relocated due to dropping river levels. Tanker deliveries maintained as contingency. Reservoir levels are: Lowood 25%, Western 80%, Fernvale 25%.
- Water samples have been collected for testing.
- Toogoolawah Depot is currently accessible but severely damaged.
- Esk sewerage pumping station, diesel pump being used.
- Esk WRP some treatment achieved and expected to be operational by 22/1/11.
- Fernvale reservoir at 25% with supply restored to customers. Bottled supplies still available.
- Fernvale WRP - access still flooded, plant is ok. Staff flown in by helicopter and investigated. WRP is capable of stage 1 sewerage treatment. Balance of system to be checked in time.
- Repairs to access road to Fernvale WRP have been requested via Somerset LDCC.
- Sewer pump stations down: Lowood (1) Fernvale (2) due to power outages and flooding. Cleaning and testing underway today across all accessible sites.
- Lowood sewerage pumping station, diesel pump being used.
- Lowood WRP some treatment achieved and expected to be operational by 22/1/11.

BOTTLED WATER SUPPLY SUMMARY

- Coke water distribution on standby.

INFORMATION TECHNOLOGY

SCADA network issues:

- Water SCADA almost completely restored over all regions. Daily visual for other sites still affected.

Corporate network issues:

- Kooralbyn – offline.
- Bundamba – CPWP site office offline.

- Esk – comms offline, temporary solution in place.
- Goodna fibre link working. Lab has power restored and is online. No power to WRP.
- Oxley Creek no power to site currently on generator – offline.
- Lowood STP - offline.
- Gatton Depot – offline.
- Bundamba STP – offline.
- Fairfield WRP – offline.
- Karana Downs – offline.

- Optus are currently visiting site to restore QUU links – if no power at sites unable to restore links
- Stowe Australia (data and electrical) assessing all affected sites and providing assessment report for each site.
- ISB and QUU ICT staff are listing assets losses.

ASSET STATUS

- Pumping station building at Helidon washed away, together with associated mains. Withcott reservoir now at 57% and supply restored.
- Loss of Seqwater treatment plant at Lowood - plant now operational with temporary QUU pump onsite.
- Karana Downs, Fairfield and Oxley WRPs flood affected. Oxley and Fairfield now at stage 1 operations, awaiting feedback on Karana Downs.
- Repairs underway at Laidley-Pike Street pumping station (main station) - power pole down.
- Two sewerage pumping stations flooded in Ipswich - 27 are now accessible.

IMPACT ON OPERATIONS

- Incident Management Teams in eastern and western service areas.
- Organisation of standby crews to deal with impacts from potential storm events later in the week.

MEDIA/STAKEHOLDER ISSUES

- Check on media reports re: Commissariat Store awaiting geo tech report to determine the reason for collapse of retaining wall.
- Robin Lewis has met with Qld Health Executive Director, [redacted] for briefings on current QUU public health issues.

- Robin Lewis has met with DERM regarding status and potential media requirements and to ensure common messaging.
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Staff/managers
Lord Mayor's office
Chairperson – Jude Munro
CEO – [redacted]

External agencies
SEQWGM
LinkWater
Seqwater
DERM
WH&SQ

NEXT SITREP: 5.00pm 19/1/11

Prepared by: [redacted]
Authorised by Emergency Manager: Paul Belz

[redacted]

From: [redacted]
Sent: Monday, 22 November 2010 1:41 PM
To: [redacted] John Adcock
Cc: Dan Spiller; [redacted]
Subject: Summer preparedness

Categories: T9: Emergency

All,

[redacted] has given me the go ahead to start working on a summer emergency preparedness package which can be used by the Emergency Management Team if stood up. This will not be particularly onerous on anyone's time as it is really about pulling together what already exists into one place. Rather than an approved plan it will be a living toolbox. We have already all been doing some great forward planning around summer preparedness so this is just a natural progression.

I propose the package to include:

1. Some high level objectives and strategies
2. Summer Risk Assessment (expand on what we gave to Treasury but keep it high level and assess using our established risk methodology)
3. System status sheet – Key assets and vulnerable nodes with traffic light status - e.g. online/available, not able to operate at full capacity and offline for maintenance or in bypass
4. Boil Water Notice Guidelines and template (In draft)
5. Primary EMT (who will be around)
6. Duty Manager Situation Monitoring (weather and warnings)
7. Communications media watch (as per normal?)
8. Communicating to Water Grid Manager staff about storm/flood warnings (Duty Manager)
9. Process for SSQ daily summary of flood/dam release related calls (in the event we call an Alert – scoping required)
10. Alert activation guide e.g. - cyclone, high rainfall expected, flood operations trigger (*x over FSL*?) etc
11. Communication planning material (templates & guides from October)
12. Key contacts (may be some flood/storm related contacts we may need in addition to those in the ERP)
13. Any other OPS templates that may be useful
14. Building unavailability BCP (in final draft)

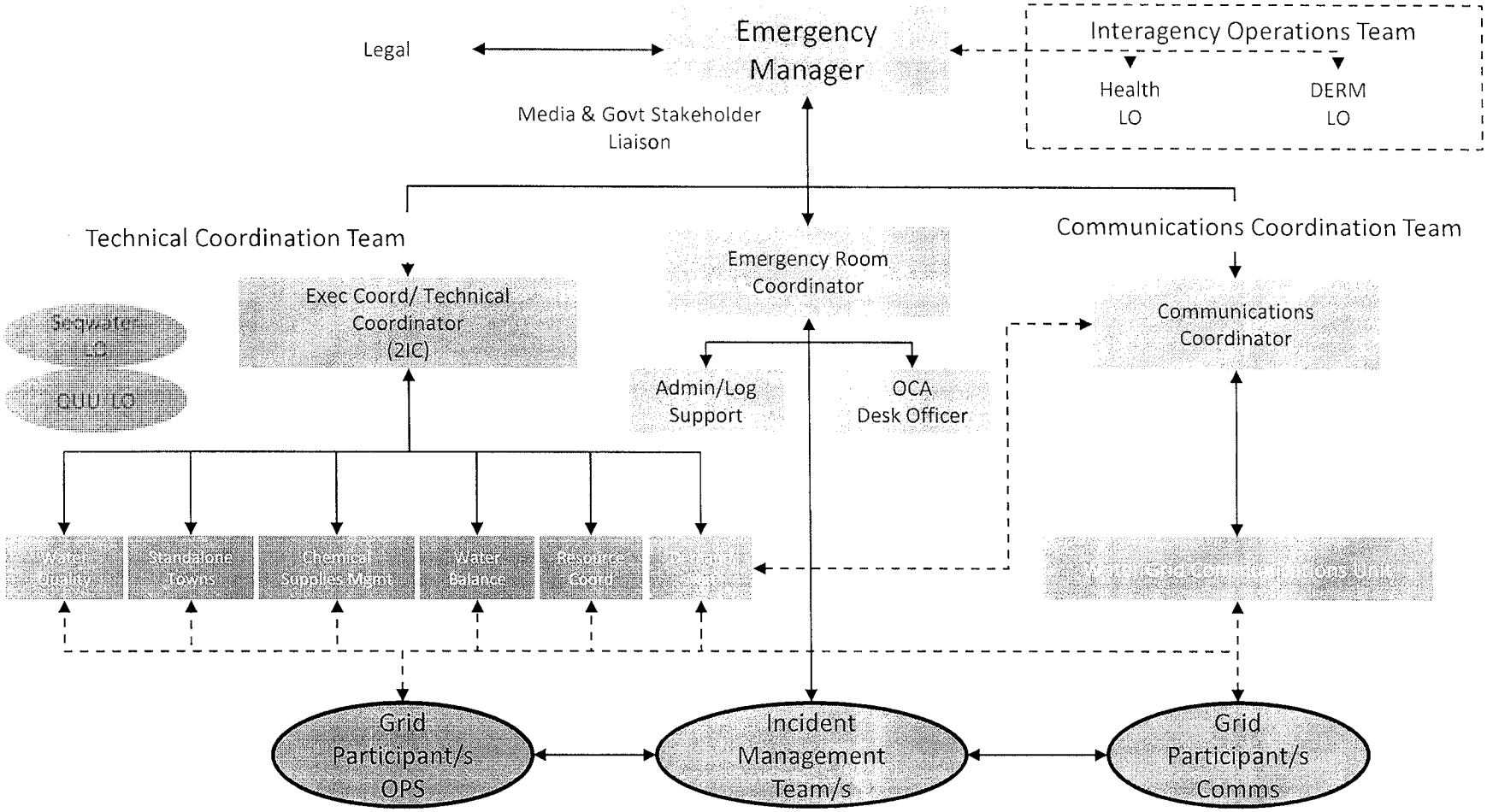
I will set up a meeting to discuss later this week. Let me know if you have any further thoughts or want others involved.

Cheers,

[redacted]
Risk and Emergency 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

12 Jan 11 – Emergency Management Team



James Lynagh

From: [redacted]
Sent: Monday, 13 December 2010 2:48 PM
To: Scott Denner; Barry Dennien; Dan Spiller; [redacted]
Subject: RE: Contacts re: Flood Protocol

Categories: T9: Emergency

EMG

The below contact details are now available in OCA and the contacts directory (SEQWGM Notifications).

Best Regards,

[redacted]

From: [redacted]
Sent: Monday, 13 December 2010 2:46 PM
To: Barry Dennien; Dan Spiller; [redacted]
Cc: [redacted]
Subject: FW: Contacts re: Flood Protocol

EMG

In the event that you are the Duty Exec when it occurs, pls find below the contact details for DG's within DERM and DCS in the event that the Flood Protocol is activated. [redacted] will ensure those numbers are included in our 'SEQWGM Notifications' and on OCA

Regards

[redacted]

Director Risk and Technology
SEQ Water Grid Manager
[redacted]
Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002
Visit: Level 15, 53 Albert St, BRISBANE
ABN: 14783 317 630

From: [redacted]
Sent: Monday, 13 December 2010 9:31 AM
To: [redacted]
Subject: Contacts re: Flood Protocol

[redacted]

For noting and further dissemination as required

DERM

John Bradley, DG will be on leave from Christmas Eve
Debbie Best, Deputy DG will be acting DG 24 Dec 10 - 10 Jan 11 [redacted]
Terry Wall, Associate DG will be acting DG from 10 Jan 11– 16 Jan 11 [redacted]

DCS
First point of contact for emergencies is the State Disaster Coordination Centre (SDCC) [redacted]
Bruce Grady, Assistant DG (EMQ) is on [redacted]
[redacted]

Cheers,

[redacted]
Risk and Emergency 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

[redacted]

From: Bradley John [redacted]
Sent: Thursday, 23 December 2010 3:58 PM
To: Barry Dennien; Dan Spiller
Subject: FW: Current Rain and Flooding + Predictions for Xmas
Attachments: QEMR 1000 231210.pdf

Categories: T9: Emergency

John Bradley
Director-General
Department of Environment and Resource Management
Telephone: [redacted]
Email: [redacted]
www.derm.qld.gov.au

Department of Environment and Resource Management
400 George Street, Brisbane Q 4000
GPO Box 2454, Brisbane Q 4001

From: [redacted]
Sent: Thursday, 23 December 2010 12:10 PM
To: Bradley John; Wall Terry; [redacted] Brown Damien; [redacted]; Best Debbie [redacted]; Allen Peter; [redacted]
Subject: Current Rain and Flooding + Predictions for Xmas

As you would no doubt be aware there has been significant rain over much of Queensland during December and this is not predicted to abate over the coming week or more. Attached is the latest daily report from Emergency Management Queensland. Of note is more local disaster groups moving to alert. The state disaster co-ordination centre is also holding daily teleconferences which DERM is participating in.

At today's teleconference the news was mostly rain related with a tropical low (not cyclone) likely to cross the coast north of Cairns sometime tomorrow. This will produce very heavy rain between Townsville and Cairns (ie south of the centre of the low). This will extend to areas north of Rockhampton late on Friday. Heaviest rain in the South East is likely to be late Saturday and into Sunday and then showers and storms next Tuesday/Wednesday. Most of the heaviest rains will be coastal (east of the ranges) and there is chance the falls will exceed 100mm each day of rain. Certainly the case in the tropics.

I would encourage you to ensure that you and key staff have the latest copy of the emergency contacts list with you over the Xmas break should we need to respond in any way.

Thanks

[redacted]
Director, ICT Infrastructure
Department of Environment and Resource Management
SDCG Rep

Michael.Boyle@derm.qld.gov.au

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+----------+

Emergency Management EMQ Queensland

Queensland Government

DEPARTMENT OF COMMUNITY SAFETY

Daily Queensland Emergency Management Report as at 1000 hours Thursday 23 December 2010

TROPICAL CYCLONE 3-DAY OUTLOOK

Queensland

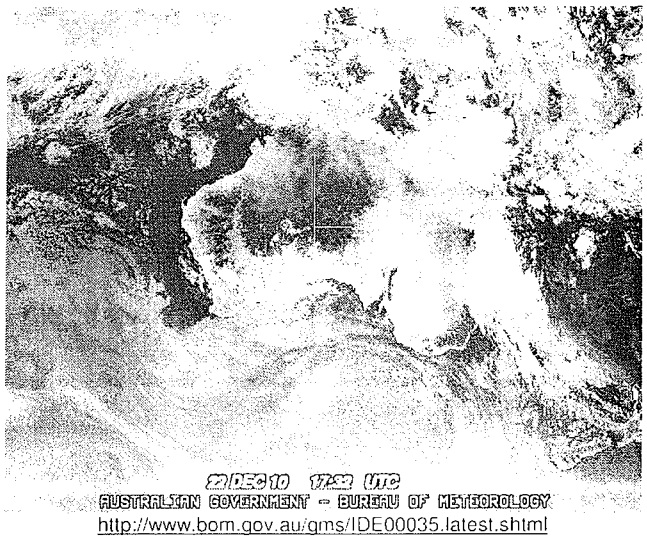
(issued 2:30 Wednesday, 22 December 2010)

- A weak low over the northern Coral Sea, east of PNG, is forecast to move in a west southwest direction towards the north Queensland coast over the next few days. The most likely scenario is that the system will remain as a monsoon low as the monsoon trough establishes itself in the region by the weekend.
- Likelihood of a tropical cyclone developing in the Eastern Region on:
  - Thursday: Very low
  - Friday: Low
  - Saturday: Low

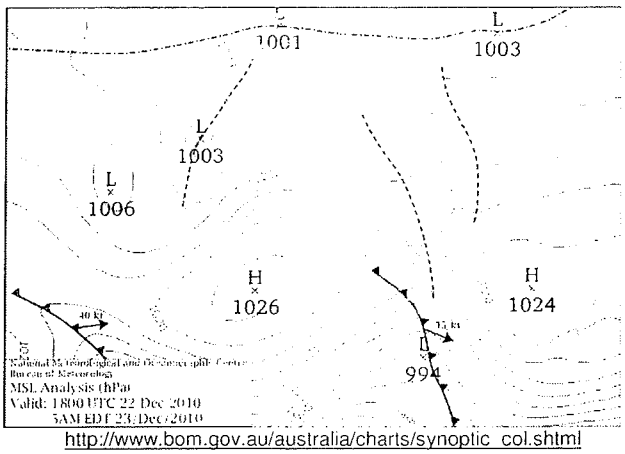
Darwin, NT

(issued at 2:15pm CST Wednesday 22 December 2010)

- Existing Cyclones in the Northern Region and Gulf of Carpentaria: Nil.
- Potential Cyclones: The monsoon trough lies across northern Australia with a weak low pressure system over the western Top End. The low is expected to move westward over the Timor Sea. Another weak low may form in the Gulf of Carpentaria during the weekend. Likelihood of a tropical cyclone being in the region over the next three days is Low.



http://www.bom.gov.au/gms/IDE00035.latest.shtml



http://www.bom.gov.au/australia/charts/synoptic_col.shtml

CURRENT SEVERE WEATHER WARNINGS AND SITUATION

- Flood warnings are current for the Barcoo, Bulloo, Condamine, Balonne, Warrego, Fitzroy River basin, Burnett Catchment, Cooper Creek, Tully and Murray Rivers and Adjacent Coastal Rivers.
- A Severe Thunderstorm Warning is current for flash flooding for people in parts of the Northern Tropical Coast and Tablelands and Herbert and Lower Burdekin Forecast Districts.

WEATHER SITUATION

- A weak ridge extends along the southern and central coast of Queensland, while a trough is located offshore in the Tasman Sea. A weak monsoon trough extends across northern Cape York Peninsula. A monsoon low will develop on the trough during Thursday.
- Showers and thunderstorms over northern and eastern parts of the state, increasing to rain at times with some moderate to locally heavy falls. Fine in the Channel Country. Scattered showers and thunderstorms elsewhere. Mostly moderate SE to E winds, fresh at times about the central east coast.

E1551

WEATHER FORECASTS

- **Friday:** The monsoon low will move close to the north tropical coast by evening. Rain areas with moderate to heavy falls will increase over the southeast of the state and the southeast tropics. The heavy falls will become focused mostly about the tropical coast to the northern Capricornia area. Showers and thunderstorms will continue over the remaining tropics and develop over the southwest. Monsoonal rain areas will develop over Cape York Peninsula. Light to moderate W to NW winds will occur over the far northern tropics. Light to moderate SE to E winds will occur elsewhere and become fresh on the east coast.
- **Saturday:** The monsoon low will move into the southern tropical interior and weaken, whilst another monsoon low is expected to develop on the trough in the Gulf of Carpentaria. So further rain areas with widespread moderate to heavy falls will occur generally over the southern tropics and most of the southeast of the state. Showers and thunderstorms will occur elsewhere over the state with monsoonal rain over Cape York Peninsula. Moderate to fresh W to NW winds will occur over the northern tropics with strong winds developing over the northern Gulf of Carpentaria. Moderate to fresh SE to NE winds will occur over much of the remainder of the state and again will be strong on the tropical and Central Coast.
- **Sunday:** A surface trough is expected to lie from the northwest of the state into the Warrego. Further rain areas with widespread moderate to heavy falls will occur to the north and east of the trough. Monsoonal rain will continue over Cape York Peninsula. A clearance is expected in the far southwest of the state with drier southerly winds behind the trough. Moderate to fresh NE to NW winds will occur in the north and east of the state, possibly becoming strong near the coast.

WEATHER OUTLOOK

- A new upper trough is expected to amplify across southeastern Australia on Monday and persist across the west of the state through the outlook period. So further rain, showers and thunderstorms are likely to continue over much of the north and east of the state with the southwest of the state expected to remain fine.

SUMMARY OF WARNINGS

Date	Warning Type	Number of Warnings	Regions Affected
23/12	Flood	4	Central, South Western, Far Northern and South Western
23/12	Severe Thunderstorm	3	Far Northern and Northern
22/12	Flood	6	South Western, North Coast, Central, Brisbane and South East

CALLS MADE TO SES 132500 FROM 0500 Wednesday, 22 December to 0500 Thursday, 23 December 2010

Total Calls Made	Areas Of Note	
	Area	No of Calls
273	Brisbane	42
	Mackay	15
	Chinchilla	13

SES OPERATIONAL ACTIVITY

Region	Number (Date) of Activation	Number of SES Turnouts	Activity	Area Affected (SES Group)
Far Northern	1 (22/12)	6	Storm Damage Operations	Innisfail
	1 (22/12)	4	Storm Damage Operations	Mission Beach
Northern	Nil reported			
Central	1 (22/12)	4	Sandbagging	Marani
	1 (22/12)	4	Sandbagging	Gracemere
	2 (22/12)	8	Sandbagging	Calliope
	1 (22/12)	4	Sandbagging	Mt Larcom
	1 (22/12)	4	Floodboat Operations	Taroom
	1 (22/12)	4	Floodboat Operations	Rolleston
	1 (22/12)	4	Floodboat Operations	Blackall

Region	Number (Date) of Activation	Number of SES Turnouts	Activity	Area Affected (SES Group)
North Coast	1 (23/12)	14	Land Search	Noosa (7) & Maroochydore (7)
	1 (23/12)	6	Sandbagging	Nanango
	1 (23/12)	2	Floodboat Operations	Gin Gln
	1 (22/12)	5	Traffic Control	Blackbutt,
	1 (22/12)	2	Storm Damage Operations	Monto
	4 (22/12)	8	Storm Damage Operations	Nanango (2) Maleny (4) & Howard (2)
	2 (22/12)	5	Storm Damage Operations	Maryborough (4) & Bundaberg (1)
	3 (22/12)	6	Storm Damage Operations	Caloundra
	1 (22/12)	6	Floodboat/Resupply	Murgon
	1 (22/12)	5	Floodboat/Ferry	Gin Gin
	12 (22/12)	10	Storm Damage Operations	Hervey Bay (5) & Gympie (5)
	1 (22/12)	32	Land Search	Noosa, Caloundra, Maleny, Coolum, Nambour & Maroochydore
Brisbane	1 (22/12)	2	Floodboat Operations	Brisbane
South Western	1 (23/12)	4	Temporary Roof Repairs	Gatton
	1 (23/12)	5	Temporary Roof Repairs	Laidley
	1 (22/12)	4	Traffic Management	Dalby
	1 (22/12)	12	Sandbagging	Chinchilla
	1 (22/12)	2	Storm Damage Operations	Inglewood
	1 (22/12)	6	Storm Damage Operations	Dalby
South Eastern	10 (22/12)	6	Storm Damage Operations	Logan
	6 (22/12)	12	Storm Damage Operations	Ipswich
TOTALS	**62**	**196**		

MEDIA REPORTS

- *Thurs 23 December, The Courier Mail reports:*
  BRISBANE residents face more localised flooding this morning as the big wet continues across the state. http://www.couriermail.com.au/news/features/localised-flooding-for-brisbane-as-queesland-to-receive-christmas-deluge/story-e6freorf-1225975200617

DISASTER MANAGEMENT SYSTEM ACTIVATION STATUS AND KEY ACTIVITIES

- **LDMG activations:** Rockhampton - Alert
  Quilpie - Alert
  Roma – Alert
  Murweh - Stand up (Level 1)
  Chinchilla – Stand up (Level 1)
  Brisbane – Leaning forward (Level 1)
  Moreton – Alert
  Redlands – Alert

- **DDMG activations:** Brisbane – Leaning forward (Level 1)
  Redcliffe – Alert

- **SDCC activation:** Leaning Forward

NEXT REPORT

- The next Queensland Emergency Management Report will be issued at 1000 hours Friday, 24 December 2010 .

The QEMR is issued under the authority of the
Assistant Director-General, EMQ, Department of Community Safety

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This document contains information on emergency management available to the State Disaster Coordination Centre at 0900hrs on the date of publication. The update is disseminated to assist in the coordination of emergency management responsibilities. The material contained in the update is provided by a range of sources as indicated. However, information obtained via open source may not be accurate and/or correct.

James Lynagh

From: Dan Spiller
Sent: Thursday, 23 December 2010 4:18 PM
To: Scott Denner
Cc: Barry Dennien
Subject: Fwd: Current Rain and Flooding + Predictions for Xmas
Attachments: QEMR 1000 231210.pdf; ATT00001.htm

Categories: T9: Emergency

Scott,

Can you pls arrange for EMQ to send these updates directly?

Dan

Begin forwarded message:

From: "Bradley John" [redacted]
To: "Barry Dennien" <[redacted] 'Dan Spiller" [redacted]
Subject: FW: Current Rain and Flooding + Predictions for Xmas

John Bradley
Director-General
Department of Environment and Resource Management
[redacted]

Department of Environment and Resource Management
400 George Street, Brisbane Q 4000
GPO Box 2454, Brisbane Q 4001

From: [redacted]
Sent: Thursday, 23 December 2010 12:10 PM
To: Bradley John; Wall Terry; [redacted] Leverington Andrea; Brown Damien; [redacted] Best Debbie
Cc: [redacted] Allen Peter; [redacted]
Subject: Current Rain and Flooding + Predictions for Xmas

As you would no doubt be aware there has been significant rain over much of Queensland during December and this is not predicted to abate over the coming week or more. Attached is the latest daily report from Emergency Management Queensland. Of note is more local disaster groups moving to alert. The state disaster co-ordination centre is also holding daily teleconferences which DERM is participating in.

At today's teleconference the news was mostly rain related with a tropical low (not cyclone) likely to cross the coast north of Cairns sometime tomorrow. This will produce very heavy rain between Townsville and Cairns (ie south of the centre of the low). This will extend to areas north of Rockhampton late on Friday. Heaviest rain in the South East is likely to be late Saturday and into Sunday and then showers and

storms next Tuesday/Wednesday. Most of the heaviest rains will be coastal (east of the ranges) and there is chance the falls will exceed 100mm each day of rain. Certainly the case in the tropics.

I would encourage you to ensure that you and key staff have the latest copy of the emergency contacts list with you over the Xmas break should we need to respond in any way.

Thanks

[redacted]
Director, ICT Infrastructure
Department of Environment and Resource Management
SDCG Rep

[redacted]

+----------+

Think B4U Print

1 ream of paper = 6 of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+----------+

Emergency Management EMQ Queensland

Queensland Government

DEPARTMENT OF COMMUNITY SAFETY

Daily Queensland Emergency Management Report as at 1000 hours Thursday 23 December 2010

TROPICAL CYCLONE 3-DAY OUTLOOK

Queensland

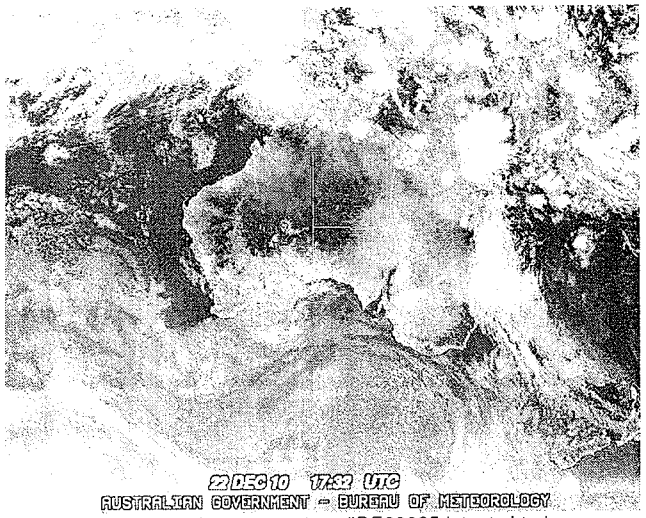
(issued 2:30 Wednesday, 22 December 2010)

- A weak low over the northern Coral Sea, east of PNG, is forecast to move in a west southwest direction towards the north Queensland coast over the next few days. The most likely scenario is that the system will remain as a monsoon low as the monsoon trough establishes itself in the region by the weekend.
- Likelihood of a tropical cyclone developing in the Eastern Region on:
  - Thursday: Very low
  - Friday: Low
  - Saturday: Low

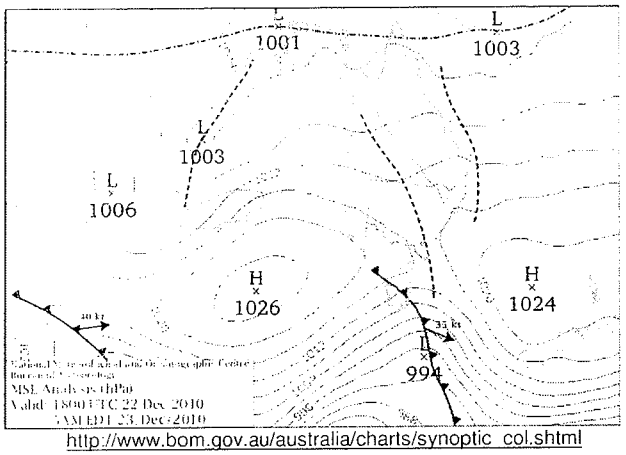
Darwin, NT

(issued at 2:15pm CST Wednesday 22 December 2010)

- Existing Cyclones in the Northern Region and Gulf of Carpentaria: Nil.
- Potential Cyclones: The monsoon trough lies across northern Australia with a weak low pressure system over the western Top End. The low is expected to move westward over the Timor Sea. Another weak low may form in the Gulf of Carpentaria during the weekend. Likelihood of a tropical cyclone being in the region over the next three days is Low.



http://www.bom.gov.au/gms/IDE00035.latest.shtml



http://www.bom.gov.au/australia/charts/synoptic_col.shtml

CURRENT SEVERE WEATHER WARNINGS AND SITUATION

- Flood warnings are current for the Barcoo, Bulloo, Condamine, Balonne, Warrego, Fitzroy River basin, Burnett Catchment, Cooper Creek, Tully and Murray Rivers and Adjacent Coastal Rivers.
- A Severe Thunderstorm Warning is current for flash flooding for people in parts of the Northern Tropical Coast and Tablelands and Herbert and Lower Burdekin Forecast Districts.

WEATHER SITUATION

- A weak ridge extends along the southern and central coast of Queensland, while a trough is located offshore in the Tasman Sea. A weak monsoon trough extends across northern Cape York Peninsula. A monsoon low will develop on the trough during Thursday.
- Showers and thunderstorms over northern and eastern parts of the state, increasing to rain at times with some moderate to locally heavy falls. Fine in the Channel Country. Scattered showers and thunderstorms elsewhere. Mostly moderate SE to E winds, fresh at times about the central east coast.

WEATHER FORECASTS

- **Friday:** The monsoon low will move close to the north tropical coast by evening. Rain areas with moderate to heavy falls will increase over the southeast of the state and the southeast tropics. The heavy falls will become focused mostly about the tropical coast to the northern Capricornia area. Showers and thunderstorms will continue over the remaining tropics and develop over the southwest. Monsoonal rain areas will develop over Cape York Peninsula. Light to moderate W to NW winds will occur over the far northern tropics. Light to moderate SE to E winds will occur elsewhere and become fresh on the east coast.
- **Saturday:** The monsoon low will move into the southern tropical interior and weaken, whilst another monsoon low is expected to develop on the trough in the Gulf of Carpentaria. So further rain areas with widespread moderate to heavy falls will occur generally over the southern tropics and most of the southeast of the state. Showers and thunderstorms will occur elsewhere over the state with monsoonal rain over Cape York Peninsula. Moderate to fresh W to NW winds will occur over the northern tropics with strong winds developing over the northern Gulf of Carpentaria. Moderate to fresh SE to NE winds will occur over much of the remainder of the state and again will be strong on the tropical and Central Coast.
- **Sunday:** A surface trough is expected to lie from the northwest of the state into the Warrego. Further rain areas with widespread moderate to heavy falls will occur to the north and east of the trough. Monsoonal rain will continue over Cape York Peninsula. A clearance is expected in the far southwest of the state with drier southerly winds behind the trough. Moderate to fresh NE to NW winds will occur in the north and east of the state, possibly becoming strong near the coast.

WEATHER OUTLOOK

- A new upper trough is expected to amplify across southeastern Australia on Monday and persist across the west of the state through the outlook period. So further rain, showers and thunderstorms are likely to continue over much of the north and east of the state with the southwest of the state expected to remain fine.

SUMMARY OF WARNINGS

Date	Warning Type	Number of Warnings	Regions Affected
23/12	Flood	4	Central, South Western, Far Northern and South Western
23/12	Severe Thunderstorm	3	Far Northern and Northern
22/12	Flood	6	South Western, North Coast, Central, Brisbane and South East

CALLS MADE TO SES 132500 FROM 0500 Wednesday, 22 December to 0500 Thursday, 23 December 2010

Total Calls Made	Areas Of Note	
	Area	No of Calls
273	Brisbane	42
	Mackay	15
	Chinchilla	13

SES OPERATIONAL ACTIVITY

Region	Number (Date) of Activation	Number of SES Turnouts	Activity	Area Affected (SES Group)
Far Northern	1 (22/12)	6	Storm Damage Operations	Innisfail
	1 (22/12)	4	Storm Damage Operations	Mission Beach
Northern	Nil reported			
Central	1 (22/12)	4	Sandbagging	Marani
	1 (22/12)	4	Sandbagging	Gracemere
	2 (22/12)	8	Sandbagging	Calliope
	1 (22/12)	4	Sandbagging	Mt Larcom
	1 (22/12)	4	Floodboat Operations	Taroom
	1 (22/12)	4	Floodboat Operations	Rolleston
	1 (22/12)	4	Floodboat Operations	Blackall

Region	Number (Date) of Activation	Number of SES Turnouts	Activity	Area Affected (SES Group)
North Coast	1 (23/12)	14	Land Search	Noosa (7) & Maroochydore (7)
	1 (23/12)	6	Sandbagging	Nanango
	1 (23/12)	2	Floodboat Operations	Gin Gln
	1 (22/12)	5	Traffic Control	Blackbutt,
	1 (22/12)	2	Storm Damage Operations	Monto
	4 (22/12)	8	Storm Damage Operations	Nanango (2) Maleny (4) & Howard (2)
	2 (22/12)	5	Storm Damage Operations	Maryborough (4) & Bundaberg (1)
	3 (22/12)	6	Storm Damage Operations	Caloundra
	1 (22/12)	6	Floodboat/Resupply	Murgon
	1 (22/12)	5	Floodboat/Ferry	Gin Gin
	12 (22/12)	10	Storm Damage Operations	Hervey Bay (5) & Gympie (5)
	1 (22/12)	32	Land Search	Noosa, Caloundra, Maleny, Coolum, Nambour & Maroochydore
Brisbane	1 (22/12)	2	Floodboat Operations	Brisbane
South Western	1 (23/12)	4	Temporary Roof Repairs	Gatton
	1 (23/12)	5	Temporary Roof Repairs	Laidley
	1 (22/12)	4	Traffic Management	Dalby
	1 (22/12)	12	Sandbagging	Chinchilla
	1 (22/12)	2	Storm Damage Operations	Inglewood
	1 (22/12)	6	Storm Damage Operations	Dalby
South Eastern	10 (22/12)	6	Storm Damage Operations	Logan
	6 (22/12)	12	Storm Damage Operations	Ipswich
TOTALS	62	196		

MEDIA REPORTS

- *Thurs 23 December, The Courier Mail reports:*
  BRISBANE residents face more localised flooding this morning as the big wet continues across the state. http://www.couriermail.com.au/news/features/localised-flooding-for-brisbane-as-queesland-to-receive-christmas-deluge/story-e6freorf-1225975200617

DISASTER MANAGEMENT SYSTEM ACTIVATION STATUS AND KEY ACTIVITIES

- **LDMG activations:** Rockhampton - Alert
  Quilpie - Alert
  Roma – Alert
  Murweh - Stand up (Level 1)
  Chinchilla – Stand up (Level 1)
  Brisbane – Leaning forward (Level 1)
  Moreton – Alert
  Redlands – Alert

- **DDMG activations:** Brisbane – Leaning forward (Level 1)
  Redcliffe – Alert

- **SDCC activation:** Leaning Forward

NEXT REPORT

- The next Queensland Emergency Management Report will be issued at 1000 hours Friday, 24 December 2010 .

The QEMR is issued under the authority of the
Assistant Director-General, EMQ, Department of Community Safety

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[redacted]

From: [redacted]
Sent: Thursday, 6 January 2011 1:02 PM
To: Lee Hutchison; SEQWGM Communications Staff
Cc: Dan Spiller
Subject: FW: Technical Report W28
Attachments: Technical Situation Report W28.docx

Categories: T9: Emergency

[redacted]- will you pls drop this into OCA and call it as an Alert (as agreed with Seqwater before xmas). Also pls put in log entries against it that Dan has contacted the acting DG of DERM and the Police rep, and that you have notified EMQ's desk officer.

Comms guys – I'm not sure who is on desk at the moment, but pls see attached TSR for an opening of the Wivenhoe tmw that will inundate bridge.

Cheers

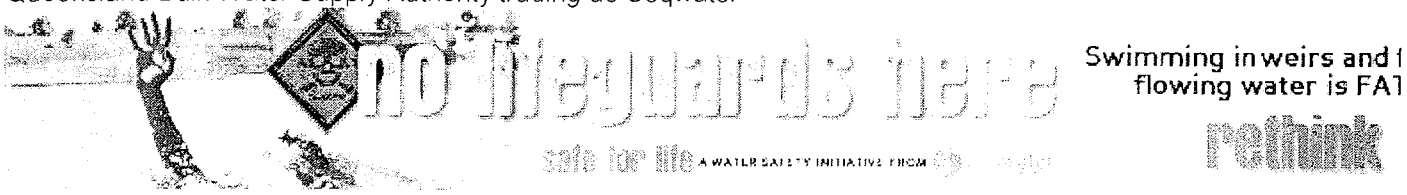
[redacted]
Director Risk and Technology
SEQ Water Grid Manager
[redacted]
Post: PO Box 16205, BRISBANE CITY EAST, QLD 4002
Visit: Level 15, 53 Albert St, BRISBANE
ABN: 14783 317 630

From: Rob Drury [redacted]
Sent: Thursday, 6 January 2011 12:13 PM
To: Dan Spiller
Cc: Peter Borrows; [redacted]
Subject: Technical Report W28

Attached Technical Report W28.

Rob

Robert Drury
Dam Operations Manager
Water Delivery
Queensland Bulk Water Supply Authority *trading as* Seqwater



[redacted]
Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia
PO Box 37, Fernvale QLD 4306
Website | www.seqwater.com.au

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TECHNICAL SITUATION REPORT

TSR Number	W28	Date of TSR release	6.1.2011	Time of TSR release	12.00pm

Seqwater status of inflows and dam operations

Current status but could change based on inflows or rainfall.

Current objectives	• Monitor inflows and begin releases later today depending on Lockyer flows	
Strategy	• Monitor and develop release strategy	
Key considerations	Storage levels:	Above FSL
	Inflows:	Ongoing inflows
	Rainfall:	
	Lockyer/Bremer:	Monitoring their inflows
	Brisbane River:	No impact as yet

Rainfall

Since 9am Wednesday, there have been widespread falls of 30mm with isolated heavy falls up to 50mm in the Somerset and Wivenhoe catchments. Totals in the North Pine catchment have generally been below 10mm. Falls up to 60mm were recorded in the Leslie Harrion catchment.

The forecast for the next 24 to 48 hours is for totals up to 150mm in SE Qld.

The catchments remain wet and are likely to generate additional runoff in the event of rain.

Somerset Dam

At 0700 Thursday, Somerset Dam was 99.34m, 0.34m above FSL, and rising slowly. The rain in the Stanley River catchment has produced a small amount of runoff in the upper Stanley but there have been significant rises in Kilcoy Ck. Further regulator operations will be required later Thursday.

Wivenhoe Dam

At 0700 Thursday, Wivenhoe Dam was 67.31m and rising slowly. This is 0.31m above FSL and above the gate trigger level of 67.25m. There have been rises recorded at rivers and stream upstream of Wivenhoe Dam. Gates will be opened in the next 24 hours to manage the inflows from the upper Brisbane River and the outflow from Somerset.

Impacts of Wivenhoe Dam Releases

Based upon rain to date, expecting about 70,000ML from upper Brisbane. Lockyer Ck peak of about 100m3/s Friday afternoon. This will take out Twin Bridges and nearly inundate Savages Crossing. Colleges Crossing could be taken out by a combined Lockyer and local runoff.

Current strategy is to keep Burton Bridge free. On this basis, we will commence opening Wivenhoe at 1800 Thursday and ramp up to about 300m3/s by 2200. This would limit mid Brisbane flows to just

under 400m3/s (Burtons capacity 450m3/s).

If rainfall increases and Lockyer and local runoff also increase, we can close/reduce Wivenhoe accordingly to ensure that that 450m3/s is not exceeded unless necessary.

Councils have been advised of this strategy and are contacting residents.

Seqwater Technical Officer name	Robert Drury
Seqwater Technical Officer position title	Dam Operations Manager
[redacted]	

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (e.g. weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM has been advised.

BoM Technical Officer name	Peter Baddiley
BoM Technical Officer position title	
BoM Technical Officer contact details	[redacted]

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

BCC Technical Officer name	Chris Lavin
BCC Technical Officer position title	Disaster Operations Manager
BCC Technical Officer contact details	[redacted]

Ipswich City Council (ICC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

ICC Technical Officer name	Tony Trace
ICC Technical Officer position title	Local Disaster Response Coordinator
ICC Technical Officer contact details	[redacted]

Somerset Regional Council (SRC) assessment (if required)

(to include predicted local inundation areas and depths of inundation based on the information)

Council has been advised and do not have a problem with the new strategy.

SRC Technical Officer name	Tony Jacobs
SRC Technical Officer position title	Local Disaster Response Coordinator
SRC Technical Officer contact details	[redacted]

Collated and distributed by (Agency)

Contact Officer signature	
Contact Officer name	Rob Drury
Contact Officer position title	Dam Operations Manager

Next TSR due	**Date**		**Time**		**or Event**	Gate opening

[redacted]

From: [redacted]
Sent: Monday, 10 January 2011 11:30 AM
To: Dan Spiller
Subject: Re: contact details for BCC re water effects

Categories: T9: Emergency

I advise the comms people

From: Dan Spiller [redacted]
To: Rob Drury; [redacted]
Sent: Mon Jan 10 11:09:57 2011
Subject: FW: contact details for BCC re water effects

Guys,

Can you please provide [redacted] the details of the people that you have been speaking to in BCC?

Thanks,
Dan

From: [redacted]
Sent: Monday, January 10, 2011 10:54 AM
To: Dan Spiller
Subject: contact details for BCC re water effects

Dan

As per our conversation my email is attached and any further info will be great

Regards [redacted]

****
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this email in error please contact the sender immediately and delete the material from your email system.
QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).

E1567

[redacted]

Barry Dennien
Monday, 10 January 2011 11:32 AM
[redacted] Dan Spiller; [redacted]
Cc: Barry Dennien
Subject: Actions form Minister's meeting

Categories: T9: Emergency

Gents

Agreed actions:

1. Contact DIP and get the status of Wyaralong – Dan's team
2. Manage Somerset Council!!! Re folks affected by the Burtons Bridge closure – [redacted]
    a. Check they have been contacted
    b. Check that provisions are provided
3. BCC meeting – Dan Barry
    a. Joint press statement
    b. Sharing of modelled resident impacts at river levels above 2.6m
    c. Increased River levels due to releases at 2800, 3500, 4000, >4000 – BOM
    d. 74 map and river height / comparison to above scenarios
4. 74 flood river flow rate - Seqwater

Regards

Barry Dennien
Chief Executive Officer
SEQ Water Grid Manager
[redacted]
Visit: Level 15, 53 Albert Street, Brisbane
Post: PO Box 16205, City East Qld 4002
ABN: 14783 317 630

Please consider the environment before printing this email. It takes 10 litres of water to make one sheet of A4 paper.

[redacted]

From: [redacted]
Sent: Tuesday, 11 January 2011 1:59 PM
To: SEQWGM All Staff
Subject: Emergency Management 'Battle-rhythm"

Categories: T9: Emergency

All

For those involved, the following 'battle-rhythm' will be implemented as of tomorrow, to place some structure around the co-ordination function:

0800 – Daily EMT planning conf (WGM EMT staff)
0930 – Isolated Supplies Telecon (WGM, QUU, Seqwater)
1030 – Connected Supplies Telecon (WGM, LinkWater, Seqwater, Allconnex, QUU, UnityWater)
1130 – Releases and Flooding Telecon (WGM, Seqwater)
1600 – (reserved) Isolated Supplies Telecon(WGM, QUU, Seqwater)
630 – (reserved) Connected Supplies Telecon(WGM, LinkWater, Seqwater, Allconnex, QUU, UnityWater)
1700 – EMT evening planning conf (WGM EMT staff)

Invites will be sent out to place hold in all diaries until Saturday ([redacted] please)

QUU will have a liaison officer on site for the majority of business hours
Seqwater will have a liaison officer (Stan Stevenson) on site between 0900 – 1100 and 1530 – 1700) daily.

Regards

[redacted]

[redacted]

From: [redacted]
Sent: Monday, 10 January 2011 12:12 PM
To: Michael Shapland
Cc: [redacted] Birchley Michael; Dan Spiller; [redacted]
Subject: Interaction between SEQ water/sewerage providers and disaster management system

Categories: T9: Emergency

Hi Mike

As discussed, in SEQ, local governments are not responsible for water supply/sewerage. So we need to work out a separate approach for dealing with this issue.

Wivenhoe/Somerset/North Pine flood releases: A communication protocol is in place for these activities.

SEQ Drinking Water issues: These will be led by the Grid Manager. EMQ will participate in eleconferences/meetings, organised by the Grid Manager, on these issues. EMQ will feed into the local/district/state disaster management arrangements as necessary. (I have asked the Grid Manager, for future meetings, to highlight to EMQ any assistance that may be required from them e.g. movement of personnel.)

SEQ Sewerage Issues: We are checking today with the 3 Distributor-Retailers that provide these services as to how they are operating at the moment with respect to this issue.

Please let me know if you would like an alternative approach.

Regards

[redacted]

[redacted]

General Manager, Office of the Water Supply Regulator

[redacted]

www.derm.qld.gov.au

Department of Environment and Resource Management

Lvl 3 41 George Street, Brisbane Q 4000

GPO Box 2454, Brisbane Q 4001

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+----------+

[redacted]

From: Best Debbie [redacted]
Sent: Wednesday, 12 January 2011 9:54 AM
To: Dan Spiller
Subject: Dw issues

Categories: T9: Emergency

Do you want someone from [redacted] team based with your team at Linkwater to facilitate fast advice re dw issues?
Debbie

+----------+
Think B4U Print
1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere
3 sheets of A4 paper = 1 litre of water
+----------+

[redacted]

From: [redacted] on behalf of Corporate Communications [CorporateCommunicati@linkwater.com.au]

Sent: Wednesday, 12 January 2011 10:08 AM

To: [redacted]
Barry Dennien; [redacted]
[redacted]; Dan Spiller

Cc: SEQWGM Emergency; [redacted]

Subject: Message from Emergency Manager

Importance: High

Categories: T9: Emergency

This message is being sent on Dan Spiller's behalf:

All,

The flood and impacts on water supply has been declared a Level 4 incident under the Emergency Management Plan.

The purpose of this email is to formalise the arrangements that been implemented to manage the proposed management response.

The Emergency Executive Team is:

- Emergency Manager: Daniel Spiller [redacted]
- Communications Manager: [redacted]
- Coordination Executive: [redacted]

I require each entity to nominate an executive level manager to sit on the Emergency Management Team. Notification should be to emergency@seqwgm.com.au.

The Emergency Management Team will have twice daily teleconferences at 0730 and 1600 and at other times as required. At this stage, the EMT will be physically based in the Linkwater offices at Level 6, 200 Creek Street. I request that Linkwater and Seqwater representatives be based in the room for the two teleconferences.

Michael Lyons has formally establish a communications team. This team will also be based at Level 6, in an adjacent room.

Because of the scope and complexity of issues being addressed, I am establishing separate Technical Coordination Teams, as discussed at the teleconference this morning. The teams and Chair organisations are:

- Stand-alone towns (Seqwater)
- Chemical supply management (Seqwater)
- Water quality (Linkwater)
- Coordination of staff resources [redacted] Linkwater)
- Water balance (Jeff Brown, Linkwater)

- Demand management [redacted] WGM).

I require each organisation to nominate appropriate representatives and Chairs by 1030.

The Chairs of these groups report to the EMT at the scheduled teleconferences and at other times as required.

The Chairs are to immediately convene groups, as discussed at the teleconference this morning.

Given the number of issues that may arise, I am anxious to fully utilise OCA. Each time they meet, we require the notes and outcomes of the meetings to be logged and tasks assigned through OCA (including by emailing [redacted]

Other agencies will nominate appropriate representatives, including for water quality.

The emergency phone number is [redacted]

I appreciate your support. Please advise if you have any queries or require any further information.

Regards,

[redacted]

SEQ Water Grid Manager

[redacted]

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[redacted]

From: [redacted]
Sent: Wednesday, 12 January 2011 10:39 AM
To: Dan Spiller
Subject: FW: Message from Emergency Manager

Importance: High

Categories: T9: Emergency

Resources group currently consisting of myself and [redacted] we will not need to engage a large group

[redacted]
Manager Service Delivery
[redacted]
Level 5, 200 Creek Street | PO Box 1045 | Spring Hill Qld 4004
[redacted] | w www.linkwater.com.au

PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program
One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0.05 fully grown trees

From: [redacted] **On Behalf Of** Corporate Communications
Sent: Wednesday, 12 January 2011 10:08 AM
To: [redacted] 'Dennien Barry';
[redacted]
Cc: Water Grid Emergency Manager; [redacted]
Subject: Message from Emergency Manager
Importance: High

This message is being sent on Dan Spiller's behalf:

All,

The flood and impacts on water supply has been declared a Level 4 incident under the Emergency Management Plan.

The purpose of this email is to formalise the arrangements that been implemented to manage the proposed management response.

The Emergency Executive Team is:

- Emergency Manager: Daniel Spiller [redacted]
- Communications Manager: [redacted]
- Coordination Executive: [redacted]

I require each entity to nominate an executive level manager to sit on the Emergency Management Team. Notification should be to emergency@seqwgm.com.au.

The Emergency Management Team will have twice daily teleconferences at 0730 and 1600 and at other times as required. At this stage, the EMT will be physically based in the Linkwater offices at Level 6, 200 Creek Street. I request that Linkwater and Seqwater representatives be based in the room for the two teleconferences.

[redacted] has formally establish a communications team. This team will also be based at Level 6, in an adjacent room.

Because of the scope and complexity of issues being addressed, I am establishing separate Technical Coordination Teams, as discussed at the teleconference this morning. The teams and Chair organisations are:

- Stand-alone towns (Seqwater)
- Chemical supply management (Seqwater)
- Water quality (Linkwater)
- Coordination of staff resources (Chris Evans, Linkwater)
- Water balance (Jeff Brown, Linkwater)
- Demand management [redacted] WGM).

I require each organisation to nominate appropriate representatives and Chairs by 1030.

The Chairs of these groups report to the EMT at the scheduled teleconferences and at other times as required.

The Chairs are to immediately convene groups, as discussed at the teleconference this morning.

Given the number of issues that may arise, I am anxious to fully utilise OCA. Each time they meet, we require the notes and outcomes of the meetings to be logged and tasks assigned through OCA (including by emailing [redacted]

Other agencies will nominate appropriate representatives, including for water quality.

The emergency phone number is [redacted]

I appreciate your support. Please advise if you have any queries or require any further information.

Regards,
Dan

SEQ Water Grid Manager
[redacted]

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[redacted]

From: [redacted]
Sent: Thursday, 13 January 2011 6:47 AM
To: Dan Spiller
Subject: RE: Have you had an opportunity to provide written advice to QH?

Categories: T9: Emergency

Hi Dan,

I am writing it now

Best Regards

[redacted]
Principal Water Quality Adviser
ublic Health
Department of Health
PO Box 6 Rundle Mall
South Australia, 5000
[redacted]

From: Dan Spiller [redacted]
Sent: Thursday, 13 January 2011 7:16 AM
To: [redacted]
Subject: Have you had an opportunity to provide written advice to QH?

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[redacted]

From: [redacted]
Sent: Thursday, 13 January 2011 7:12 AM
To: Dan Spiller
Subject: Re: Have you had an opportunity to provide written advice to QH?

Categories: T9: Emergency

Yes Dan. Mine went t[redacted] last night.

Good luck!

[redacted]

Sent from mobile

On 13/01/2011, at 7:45, Dan Spiller[redacted] wrote:

This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.
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[redacted]

From: [redacted]
Sent: Thursday, 13 January 2011 7:43 AM
To: Dan Spiller
Cc: Barry Dennien; [redacted]
Subject: RE: Record of teleconference 12 January 2011
Attachments: Mt Crosby.pdf

Categories: T9: Emergency

Hi Dan,

please find my letter attached

Best Regards

[redacted]
Principal Water Quality Adviser
Public Health
Department of Health
PO Box 6 Rundle Mall
South Australia 5000
[redacted]

From: Dan Spiller [redacted]
Sent: Thursday, 13 January 2011 1:07 AM
To: [redacted] 'Bradley John'; [redacted] Barry Dennien; [redacted]
Cc: 'Best Debbie'; [redacted]
Subject: Record of teleconference 12 January 2011

Record of teleconference attached.

Please contact me should you require any further information.

Regards,
Daniel Spiller

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Government of South Australia
SA Health

Public Health
Citi Centre Building
11 Hindmarsh Square
Adelaide SA 5000
PO Box 6, Rundle Mall
SA 5000
DX 243
[redacted]

13 January 2011

[redacted]
Chief Health Officer
Queensland Health
147-163 Charlotte Street
Brisbane
Queensland 4000

Dear [redacted]

Re: Operation of Mt Crosby Water Treatment Plant

Based on the information provided in yesterday's meetings I consider that a target upper turbidity limit of 1NTU combined with existing disinfection procedures at the Mount Crosby Water Treatment Plant should produce safe drinking water. In addition an increase to 2NTU for periods of time can be accepted

This assessment is based on the following:

- Turbidity limits applied to filtered water in Australia are based on USEPA standards. These are intended to ensure a minimum 3 log reduction of *Cryptosporidium*. The turbidity in the source water is currently over 1300NTU and may reach 1700NTU or even higher. Achieving 1-2 NTU in filtered water will provide a 3 log reduction in turbidity indicating effective filtration and substantial removal of *Cryptosporidium*.
- Although recent practice has been to move to turbidity limits of 0.3NTU in filtered water (based on the latest USEPA standards) in previous years turbidity targets of 0.5NTU-1NTU with higher upper limits were commonplace in Australia with no evidence of associated drinking water outbreaks.
- *Giardia* reductions are expected to exceed those of *Cryptosporidium.* Disinfection will also provide a further partial barrier to *Giardia* which is not as resistant to chlorine as *Cryptosporidium*
- The free chlorine concentrations and minimum contact times are sufficient to inactivate enteric viruses and bacteria
- Although there has been reported contamination of the Brisbane River this is likely to have been greatly diluted by the massive volumes of water currently in the River and its tributaries

In summary, the water produced by the plant under the agreed operating conditions should be safe. While turbidity should be kept as low as possible, subject to practical constraints, providing it is maintained with the identified limits public advice to boil the water is not required. This situation should be reviewed if the 1NTU target is consistently exceeded or if the upper limit of 2NTU is exceeded for more than 30-60 minutes.

I hope that this advice is useful. If you need further information or clarification please contact me again.

Yours sincerely

[redacted]

Principal Water Quality Adviser
SA Department of Health

[redacted]

[redacted]
Thursday, 13 January 2011 8:34 AM
Dan Spiller; Barry Dennien
Corrected letter
Attachments: Mt Crosby.pdf

T9: Emergency

Hi Dan,

[redacted]ies. In my hurry I included a minor typo in the last sentence (used "with" instead of "within"). Probably not [redacted] problem if you have circulated the letter already.

I have also sent a copy over to Qld Health

Best Regards

[redacted]
Principal Water Quality Adviser
Public Health
Department of Health
PO Box 6 Rundle Mall
South Australia, 5000
[redacted]

Government of South Australia
SA Health

Public Health
Citi Centre Building
11 Hindmarsh Square
Adelaide SA 5000
PO Box 6, Rundle Mall
SA 5000
DX 243

13 January 2011

[redacted]

Chief Health Officer
Queensland Health
147-163 Charlotte Street
Brisbane
Queensland 4000

[redacted]

Re: Operation of Mt Crosby Water Treatment Plant

Based on the information provided in yesterday's meetings I consider that a target upper turbidity limit of 1NTU combined with existing disinfection procedures at the Mount Crosby Water Treatment Plant should produce safe drinking water. In addition an increase to 2NTU for periods of time can be accepted

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In summary, the water produced by the plant under the agreed operating conditions should be safe. While turbidity should be kept as low as possible, subject to practical constraints, providing it is maintained within the identified limits, public advice to boil the water should not be required. This situation should be reviewed if the 1NTU target is consistently exceeded or if the upper limit of 2NTU is exceeded for more than 30-60 minutes.

I hope that this advice is useful. If you need further information or clarification please contact me again.

Yours sincerely

[redacted]

Principal Water Quality Adviser
SA Department of Health

[redacted]

From: [redacted]
Sent: Thursday, 13 January 2011 3:34 PM
To: [redacted] Dan Spiller; Control Room Shift Operators; [redacted]
Cc:
Subject: Alternate Contact Tonight 13th January 2011

Categories: T9: Emergency

For the evening period 6pm-6am please contact LinkWater control room directly for any issues, alternatively please contact James Moffat or myself.

Jeff Browne will be on a fatigue break

[redacted]

LinkWater Control Room [redacted]

Please pass on to all your teams. We will circulate our shift plans tomorrow.

Regards

[redacted]
Manager Service Delivery
[redacted]

PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program
One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0.05 fully grown trees

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[redacted]

From: [redacted]
Sent: Thursday, 13 January 2011 8:36 PM
To: Dan Spiller
Subject: Re: Record of teleconference 12 January 2011

Categories: T9: Emergency

OK. Just call anytime.

[redacted]

On 13/01/2011, at 9:28 PM, Dan Spiller wrote:

All,

I wish to flag that a teleconference may be required early tomorrow morning.

The Mt Crosby West water treatment plant has been producing at a rate of 150 ML/day today, with water quality in the range of 0.4 to 0.8 NTU. While overall quality was within the agreed specification, two of twelve filters were producing water at above 1.5 NTU. For this reason, and mindful that East Bank WTP was commencing operation, we chose not to increase production. Queensland Health confirmed that continued operation at this levels was appropriate.

With this production, we maintained reservoir levels at about 150 ML. However, without additional production, we are unlikely to be able to match the forecast increase in demand for wash down (estimated at 60 to 80 ML/day).

Unfortunately, we will be unable to meet these increased demands from the East Bank water treatment plant. Due to a series of unrelated mechanical failures, the East Bank water treatment plant will not commence production ntil at least tomorrow morning.

Without the East Bank water treatment plant being available, I have directed that production be maximized at:

- West Bank water treatment plant, increasing supply by 100 ML/day (total 250 ML/day)
- North Pine water treatment plant, increasing supply by about 50 ML/day with re-valving within the Linkwater network.

The purpose of this email is to highlight that a teleconference may be required early tomorrow morning, should increase production from the West Bank water treatment plant exceed the triggers agreed last night. A teleconference may also be required should water from the North Pine water treatment plant exceed existing operating protocols (noting that much of the logic applying to the Mt Crosby water treatment plant also applies to North Pine).

Please call me on [redacted] should you require any further information.

Regards,
Daniel Spiller

From: Dan Spiller
Sent: Thursday, January 13, 2011 12:37 AM
To: [redacted] Bradley John';'[redacted]'; Barry Dennien; [redacted]
Cc: 'Best Debbie'; [redacted] SEQWGM Media
Subject: Record of teleconference 12 January 2011

Record of teleconference attached.

Please contact me should you require any further information.

Regards,
Daniel Spiller

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Litsupport Brisbane

From: Dan Spiller
Sent: Friday, 14 January 2011 12:41 AM
To: [redacted]; 'Peter Borrows'; [redacted]
Cc: Barry Dennien; 'Best Debbie'; 'Bradley John'
Subject: Proposed changes to emergency management roles

All,

The flood response is likely to require ongoing high level involvement by the Water Grid entities over at least a week.

Across all roles, I am anxious that we implement measures to manage staff exhaustion.

As part of this, Barry and I recommend changes to the lead emergency management roles. In particular, we propose that a schedule be implemented with two executives on schedule at all times. These executive would be responsible for:

- Government liaison and media spokesperson
- Emergency manager, as defined in the ERP.

We propose that the liaison and spokesperson role be rotated between Barry and myself and the emergency manager role rotated between Peter Mc and Keith. This rotation would enable Peter B to continue to focus on operational issues.

Below is a draft timetable for your review and comment. I have listed myself as the emergency manager tomorrow, but could transfer responsibility to [redacted] this morning, should he be available and willing (noting the late notice).

I seek your comments and advice about this approach.

I will also speak to key people tomorrow about options to reduce the number of meetings that are required and to focus those that remain.

Thank you for your ongoing support. Please speak to me if you have any queries or require any further information.

Regards,

Daniel Spiller

		Friday	Sat	Sun	Mon	Tues
Exec 1 (media/gov)	AM	Barry	Dan	Barry	Dan	Barry
	PM	Barry	Dan	Barry	Dan	Barry
Exec 2 (emergency)	AM	Dan	Keith	[redacted]	Keith	[redacted]
	PM	Dan	Keith		Keith	

Litsupport Brisbane

From: Peter Borrows [redacted]
Sent: Friday, 14 January 2011 5:30 AM
To: Dan Spiller
Cc: Barry Dennien; [redacted]
Jim Pruss; [redacted]; Peter Borrows
Subject: Re: Proposed changes to emergency management roles

Ok by me.

Peter

From: Dan Spiller [redacted]
To: [redacted] Peter Borrows;
Cc: Barry Dennien [redacted] 'Best Debbie' [redacted] 'Bradley John' [redacted]
Sent: Fri Jan 14 00:41:08 2011
Subject: Proposed changes to emergency management roles

All,

The flood response is likely to require ongoing high level involvement by the Water Grid entities over at least a week.

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Thank you for your ongoing support. Please speak to me if you have any queries or require any further information.

Regards,

Daniel Spiller

		Friday	Sat	Sun	Mon	Tues
Exec 1 (media/gov)	AM	Barry	Dan	Barry	Dan	Barry
	PM	Barry	Dan	Barry	Dan	Barry
Exec 2 (emergency)	AM	Dan	Keith	[redacted]	Keith	[redacted]
	PM	Dan	Keith		Keith	

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Litsupport Brisbane

From: Dan Spiller
Sent: Friday, 14 January 2011 6:07 AM
To: [redacted]
Subject: FW: Proposed changes to emergency management roles

From: Dan Spiller
Sent: Friday, January 14, 2011 12:41 AM
To: [redacted] 'Peter Borrows'; [redacted]
Cc: Barry Dennien; 'Best Debbie'; 'Bradley John'
Subject: Proposed changes to emergency management roles

All,

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Across all roles, I am anxious that we implement measures to manage staff exhaustion.

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We propose that the liaison and spokesperson role be rotated between Barry and myself and the emergency manager role rotated between [redacted] This rotation would enable Peter B to continue to focus on operational issues.

Below is a draft timetable for your review and comment. I have listed myself as the emergency manager tomorrow, but could transfer responsibility to Peter Mc this morning, should he be available and willing (noting the late notice).

I seek your comments and advice about this approach.

I will also speak to key people tomorrow about options to reduce the number of meetings that are required and to focus those that remain.

Thank you for your ongoing support. Please speak to me if you have any queries or require any further information.

Regards,

Daniel Spiller

		Friday	Sat	Sun	Mon	Tues
Exec 1	AM	Barry	Dan	Barry	Dan	Barry

(media/gov)	PM	Barry	Dan	Barry	Dan	Barry
Exec 2 (emergency)	AM	Dan	Keith	[redacted]	Keith	[redacted]
	PM	Dan	Keith		Keith	

Litsupport Brisbane

From: Dan Spiller
Sent: Friday, 14 January 2011 6:15 AM
To: [redacted]
Subject: Fwd: Proposed changes to emergency management roles

Begin forwarded message:

From: Dan Spiller [redacted]
Date: 14 January 2011 12:41:08 AM GMT+10:00
To: [redacted], 'Peter Borrows' [redacted]
Cc: Barry Dennien [redacted] 'Best Debbie' [redacted] 'Bradley John' [redacted]
Subject: Proposed changes to emergency management roles

All,

The flood response is likely to require ongoing high level involvement by the Water Grid entities over at least a week.

Across all roles, I am anxious that we implement measures to manage staff exhaustion.

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Thank you for your ongoing support. Please speak to me if you have any queries or require any further information.

Regards,

Daniel Spiller

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Exec 1 (media/gov)	AM	Barry	Dan	Barry	Dan	Barry
	PM	Barry	Dan	Barry	Dan	Barry
Exec 2 (emergency)	AM	Dan	Keith	[redacted]	Keith	[redacted]
	PM	Dan	Keith		Keith	

Litsupport Brisbane

From: [redacted]
Sent: Friday, 14 January 2011 6:18 AM
To: Dan Spiller
Subject: Fw: Proposed changes to emergency management roles

Ok with me see you about 0715 as discussed.

From: [redacted]
To: [redacted]
Sent: Fri Jan 14 06:16:18 2011
Subject: Re: Proposed changes to emergency management roles

Ok with me. I will be there about 0715 and we can discuss.

From: Peter Borrows [redacted]
To: [redacted]
Cc: [redacted] Jim Pruss [redacted]; Stan [redacted] Peter Borrows [redacted]
Sent: Fri Jan 14 05:30:25 2011
Subject: Re: Proposed changes to emergency management roles

Ok by me.

Peter

From: Dan Spiller [redacted]
To: [redacted] Peter Borrows; [redacted]
Cc: Barry Dennien [redacted]; 'Best Debbie' [redacted] 'Bradley John' [redacted]
Sent: Fri Jan 14 00:41:08 2011
Subject: Proposed changes to emergency management roles

All,

The flood response is likely to require ongoing high level involvement by the Water Grid entities over at least a week.

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Regards,

Daniel Spiller

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	PM	Barry	Dan	Barry	Dan	Barry
Exec 2 (emergency)	AM	Dan	Keith	[redacted]	Keith	[redacted]
	PM	Dan	Keith		Keith	

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Litsupport Brisbane

From: Dan Spiller
Sent: Friday, 14 January 2011 8:11 AM
To: Dan Spiller; [redacted] 'Peter Borrows'; [redacted]
Cc: Barry Dennien; 'Best Debbie'; 'Bradley John'
Subject: RE: Proposed changes to emergency management roles

All,

Thanks for agreement to the proposed changes.

[redacted] is dedicated to scenario and response planning today, in the event that additional treatment capacity does not become available.

Keith will shadow me today, as part of a handover.

I will send out an email to all entities advising of the change.

Regards,

Dan

From: Dan Spiller
Sent: Friday, January 14, 2011 12:41 AM
To: [redacted] 'Peter Borrows'; [redacted]
Cc: Barry Dennien; 'Best Debbie'; 'Bradley John'
Subject: Proposed changes to emergency management roles

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Across all roles, I am anxious that we implement measures to manage staff exhaustion.

As part of this, Barry and I recommend changes to the lead emergency management roles. In particular, we propose that a schedule be implemented with two executives on schedule at all times. These executive would be responsible for:

- Government liaison and media spokesperson
- Emergency manager, as defined in the ERP.

We propose that the liaison and spokesperson role be rotated between Barry and myself and the emergency manager role rotated between [redacted] and Keith. This rotation would enable Peter B to continue to focus on operational issues.

Below is a draft timetable for your review and comment. I have listed myself as the emergency manager tomorrow, but could transfer responsibility to [redacted] this morning, should he be available and willing (noting the late notice).

I seek your comments and advice about this approach.

I will also speak to key people tomorrow about options to reduce the number of meetings that are required and to focus those that remain.

Thank you for your ongoing support. Please speak to me if you have any queries or require any further information.

Regards,

Daniel Spiller

		Friday	Sat	Sun	Mon	Tues
Exec 1 (media/gov)	AM	Barry	Dan	Barry	Dan	Barry
	PM	Barry	Dan	Barry	Dan	Barry
Exec 2 (emergency)	AM	Dan	Keith	[redacted]	Keith	[redacted]
	PM	Dan	Keith		Keith	

Litsupport Brisbane

From: Best Debbie [redacted]
Sent: Friday, 14 January 2011 8:20 AM
To: Dan Spiller
Subject: RE: Proposed changes to emergency management roles

Don't forget [redacted] is there today. Were you able to get Julie for the 7.30 teleconference? How is the work with Richard and co going?
Debbie

From: Dan Spiller [redacted]
Sent: Friday, 14 January 2011 8:11 AM
To: [redacted]; 'Peter Borrows';
[redacted]
Cc: [redacted] Best Debbie; Bradley John
Subject: RE: Proposed changes to emergency management roles

All,

Thanks for agreement to the proposed changes.

[redacted] is dedicated to scenario and response planning today, in the event that additional treatment capacity does not become available.

Keith will shadow me today, as part of a handover.

I will send out an email to all entities advising of the change.

Regards,

Dan

From: Dan Spiller
Sent: Friday, January 14, 2011 12:41 AM
To: [redacted] 'Peter Borrows';[redacted]
Cc: Barry Dennien; 'Best Debbie'; 'Bradley John'
Subject: Proposed changes to emergency management roles

All,

The flood response is likely to require ongoing high level involvement by the Water Grid entities over at least a week.

Across all roles, I am anxious that we implement measures to manage staff exhaustion.

As part of this, Barry and I recommend changes to the lead emergency management roles. In particular, we propose that a schedule be implemented with two executives on schedule at all times. These executive would be responsible for:

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	PM	Barry	Dan	Barry	Dan	Barry
Exec 2 (emergency)	AM	Dan	Keith	[redacted]	Keith	[redacted]
	PM	Dan	Keith		Keith	

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+----------+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

Litsupport Brisbane

From: Barry Dennien
Sent: Friday, 14 January 2011 8:22 AM
To: Dan Spiller
Subject: Re: Proposed changes to emergency management roles

We need to chat about [redacted] she rang and wants to help

Do we need a support person

Regards
Barry Dennien

On 14/01/2011, at 8:11 AM, Dan Spiller [redacted] wrote:

> All,
>
> Thanks for agreement to the proposed changes.
>
> [redacted] is dedicated to scenario and response planning today, in the event that additional treatment capacity does not become available.
>
> Keith will shadow me today, as part of a handover.
>
> I will send out an email to all entities advising of the change.
>
> Regards,
>
> Dan

From: Dan Spiller
Sent: Friday, January 14, 2011 12:41 AM
To: [redacted] 'Peter Borrows'; [redacted]
Cc: Barry Dennien; 'Best Debbie'; 'Bradley John'
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All,

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Regards,

Daniel Spiller

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Exec 1 (media/gov)	AM	Barry	Dan	Barry	Dan	Barry
	PM	Barry	Dan	Barry	Dan	Barry
Exec 2 (emergency)	AM	Dan	Keith	[redacted]	Keith	[redacted]
	PM	Dan	Keith		Keith	

[redacted]

From: [redacted]
Sent: Friday, 14 January 2011 1:35 PM
To: [redacted]; Karen Waldman; [redacted] Dan Spiller; SEQWGM Media
Subject: Flood DM approach
Attachments: Restrictions powers.docx; Demand Management Options to meet flood impacts.docx

Categories: T9: Emergency

Hi all

Very first draft of Demand Management options which will try to finalise today. As I get personal email addresses for others I will send to them.

Cheers
[redacted]

Hi [redacted] final words, Karen.

--- Original Message ---
Date: 1/13/2011
From: [redacted]
Subject: FW: Wording of media release re use of water for clean up

[redacted]

Additional line about health and safety on Karen's advice. Please advise when you want it to go on the web site.

Thanks

-----Original Message-----
From: [redacted]
Sent: Thursday, 13 January 2011 2:13 PM
To: [redacted]
Subject: RE: Wording of media release re use of water for clean up

[redacted]

Further to our discussion, we can put a heading and text box on the QWC home
page, not able to do the rotating banner without a suitable graphic at this
stage (my web man is not a designer)

Suggested Words

Heading

No restrictions to clean up after floods

Copy

Residents and business owners affected by the floods are not subject to any
restrictions concerning the use of water necessary to assist them in their clean-up efforts.
Water can be used wherever there are health and safety concerns relating to
property damage or debris in and around homes and businesses.
Caution should be exercised to ensure that their premises and residents are
safe, and certified by a qualified tradesperson where necessary, before using water in any cleaning capacity.

ENDS

-----Original Message-----
From: [redacted]
Sent: Thursday, 13 January 2011 12:55 PM
To: [redacted]
Subject: RE: Wording of media release re use of water for clean up

[redacted]

Thanks for the advice [redacted]
I have spoken to the Minister who mentioned that an update to the permanent

water conservation measures fact sheet and web site to clearly state that water can be used for any flood clean-up purpose might be a good idea. Would that be possible?
I imagine it would just be a bold sentence in both cases.
Tim

[redacted]
Policy Advisor
Office of the Minister for Natural Resources, Mines and Energy and Minister
for Trade
[redacted]

-----Original Message-----
From: [redacted]
Sent: Thursday, 13 January 2011 10:54 AM
To: [redacted]
Cc:
Subject: Fwd: Wording of media release re use of water for clean up

Hi [redacted]

As reviewed by [redacted] our A/General Counsel, she has suggested change to first paragraph we did, second is OK, but recommended the safety message.

However as we discussed this needs to be really part of a whole of Government message with our Minister liaising with State disaster/recovery coordinator before any messages released.

Regards, Karen.

--- Original Message ---
Date: 1/13/2011
From: [redacted]
Subject: Wording of media release re use of water for clean up

Hi Karen [redacted]

I would suggest the first paragraph be replaced by the following wording:

Residents and business owners affected by the flooding are not subject to any restriction concerning use of water necessary to assist their clean up efforts.

This differs slighly from Karen's wording in that it makes it clear that it
is only relates to those "affected by the flooding" and it is only about water useage "necessary" for the clean up.

I would also suggest that an additonal message be included that people affected by the flooding should ensure that their premises and residences are safe before using any water in clean up efforts.

Kind regards

[redacted]

[redacted]
A/General Counsel
Queensland Water Commission
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Demand Management Options – Flood Recovery Period

Initial Communications

- Positive recovery message
- There are many ways to help
- The water quality in the reticulated system remains safe
- Community to appreciate that there is stress on and damage to the water supply system
- Difficult to safely access and treat water as sources are in high flow and contain sediment and debris
- To return system to 'normal' we may need to shut down some parts temporarily for safety reasons or to do repairs – listen and watch for advice/information.
- Work to minimise impacts and times
- If needed we will look at arrangements to roster or rotate use for residential and non-residential access
- Those affected by inundation will need to use water for cleaning and to make safe – also looking at ways to minimise any impacts on cost and high use triggers for those flooded
- We can all assist by taking care and using water wisely. This will be a great help in ensuring the system is back to normal as quickly as possible but more importantly that it is available for those who need to clean up their homes and businesses.
- Please – think twice and only use what you need. This is one way to assist those who need help.

Hard DM options

Residential

- Where possible use rainwater tanks – with showers they will recharge
- Use high pressure devices or efficient nozzles
- Move large concentrations of mud by shovel or broom before hosing
- If you are outside flood affected zones remember and apply Target 140 for the next week

Non Residential

- Try and smooth your demand and avoid placing peak loads on the system
- Focus on achieving WEMP targets
- Be prepared for supply being interrupted
- Liaise closely with your Retailer

General

- Emergency powers are most efficient way to implement restrictions (see attached)
- Perhaps implement staggered operating times
- Look at temporarily using S25 powers to over-ride PWCM provisions

Operational

- What are options for redirecting/moving water including using reservoirs and creating a T140 zone in surrounding areas until replenished
- SOP focus on water security and cost effective applied to optimising flood relief capacity

[redacted]

From: [redacted]
Sent: Friday, 14 January 2011 2:08 PM
To: [redacted] Karen Waldman; [redacted] Dan Spiller; SEQWGM Media
Subject: RE: Flood DM approach

Categories: T9: Emergency

OOPs wrong attachment on restriction powers - please ignore and delete.

I emphasize that this is a jotting for discussion starter and as I get comments I will send as proper draft document.

I'm working on getting email addresses as our server is down and I am not able to use work email facility.

Thanks

[redacted]

From: [redacted]

Subject: Flood DM approach
Date: Fri, 14 Jan 2011 14:35:07 +1100

Hi all

Very first draft of Demand Management options which will try to finalise today. As I get personal email addresses for others I will send to them.

Cheers

[redacted]

[redacted]

From: [redacted]
Sent: Tuesday, 18 January 2011 10:34 AM
To: seqwgm@id.ngcomms.net
Cc: Barry Dennien; Dan Spiller; Keith Davies
Subject: Emergency Mnaagement Team

Categories: T9: Emergency

After discussions with Barry Dennien relating to business traffic and status of the recovery phase for all entities, I advise that I am formally standing down from the Team and that ongoing management of the incident passes to [redacted] of WGM.

Peter

[redacted]
Chief Executive Officer

LinkWater

[redacted]

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[redacted]

From: Dan Spiller
Sent: Wednesday, 19 January 2011 10:24 AM
To: [redacted]
Cc: [redacted] Barry Dennien
Subject: RE: QWC in update loop - URGENT

Categories: T9: Emergency

[redacted]

I returned your call earlier.

There is limited change to update you on.

We have stood down our emergency team and are managing close out through our standard process. You will receive notifications as these are finalised.

Bulk water supply was restored to all towns several days ago. QUU restored reticulated supply within these towns the next day, with the exception of a small number of residences at Grantham that were restored the next day. Wai Tong is across the status, having assisted in the process.

QUU is focussing on sewerage separately, and have much greater issues in that area. We have no ongoing involvement.

There are a number of temporary solutions to water supply issues. We will consult were relevant as permanent solutions are developed. Lowood is the town that requires most consideration, as it is using a temporary pump that has needed to be relocated on several occasions.

Regards,
Dan

From: [redacted]
Sent: Wednesday, January 19, 2011 9:11 AM
To: Dan Spiller
Cc: [redacted] Barry Dennien
Subject: QWC in update loop - URGENT

Dan
Need to get into the update loop on the changing situation in SEQ especially the stand alone communities. Can we discuss options for myself and Rolf to be included in emails or update sessions?

[redacted]
A/General Manager
Regional Planning and Policy
[redacted]

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****

[redacted]

From: [redacted]
Sent: Wednesday, 19 January 2011 10:32 AM
To: Dan Spiller
Subject: RE: QWC in update loop - URGENT

Categories: T9: Emergency

Dan

Karen rang this morning for an update, I told her when we hot d

From: Dan Spiller
Sent: Wednesday, 19 January 2011 10:24 AM
To: [redacted]
Cc: [redacted] Barry Dennien
Subject: RE: QWC in update loop - URGENT

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A/General Manager

Regional Planning and Policy
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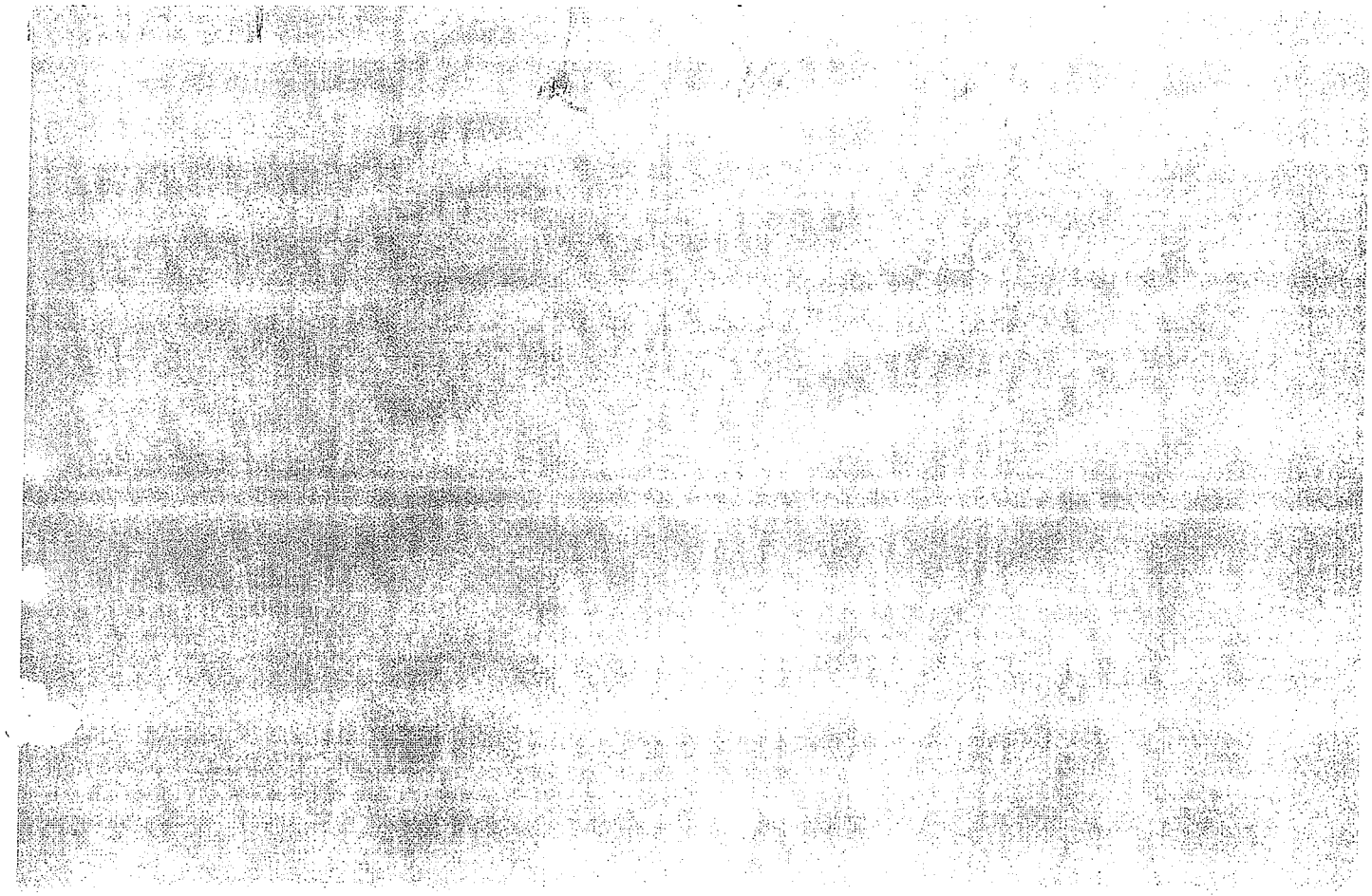

Emergency Response Plan version 2.1

Whole-of-Grid response



Activate Emergency Response Plan

To activate this Plan, in the event of an Alert or Level 3–5 incident, notify the SEQ Water Grid Manager Duty Manager

NOTIFY BY BOTH Phone: [redacted]
Email: e[redacted]

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Document control

Version control

Date	Author	Change and/or action	Version
10.08	[redacted]		1.0
09.09		Revision of structure and content	Draft
11.09		Interim copy prepared for release	Interim
03.10		Annual review	2.0
05.10		Exercise Matrix recommendations changes	2.0
07.10		SEQ Water Grid Communications Unit changes	2.0
11.10		Contact details updated in line with change to Attachment A	2.1

Please note: changes to Attachments A and D–N are not included in version control, but will include the date of issue (Refer to 'About this Plan – Amendment').

Approval

Date	Approval received from	Version
10.08	The Hon. Craig Wallace MP, Minister for Natural Resources and Water	1.0
12.09	The Hon. Stephen Robertson MP, Minister for Natural Resources, Mines and Energy and Minister for Trade	Interim
09.10	The Hon. Stephen Robertson MP, Minister for Natural Resources, Mines and Energy and Minister for Trade	2.0
11.10	Chief Executive Officer (contact detail changes only)	2.1

Distribution

Copies of the SEQ Water Grid Emergency Response Plan will be issued electronically by the SEQ Water Grid Manager. Grid Participants uncertain of the currency of their copy of the SEQ Water Grid Emergency Response Plan are to contact the SEQ Water Grid Manager in order to obtain a current version.

About this Plan

How to use this Plan

This SEQ Water Grid Emergency Response Plan is structured to provide all Grid Participants with clear, step-by-step guidance in responding to SEQ Water Grid emergencies.

It is the overarching whole-of-Grid Emergency Response Plan, under which each Grid Participant will have its own internal Emergency Response Plan for more specific detail on incident management and asset recovery.

About this Plan Policy	The first two tabbed sections include general information about the Plan and Emergency Response Policy.
Quick guide to emergency response	This is a one-page summary of the key steps in emergency response.
❶ Identify and assess incident severity ❷ Notify Establish command and control Manage the emergency Manage the recovery ❻ Improvement actions	These numbered and colour-coded tabs form a user manual, with step-by-step information on 'who-what-when' for each stage of emergency response.

Throughout this Plan there are some useful tools to help you:

	Snapshots	Located at the start of each section, these summarise the key steps at each stage of the emergency response process.
	Tool/resource boxes	These refer you to additional information or resources elsewhere in this Plan, or in another document.
	Action checklists	Located at the end of each section, these are an aid to ensure no actions are missed at each stage of the emergency response process.
Emergency response outline roadmap		Attachment B is a flowchart which illustrates the overall emergency response process.
	Emergency response action checklist	Attachment M brings together all the action checklists to form a handy worksheet which can be used to track progress during emergency responses.

Purpose

This document describes the SEQ Water Grid Emergency Response Plan (Emergency Response Plan). The purpose of this Emergency Response Plan is to coordinate an effective response across the SEQ Water Grid (Water Grid) in the event of an incident which meets the Water Grid's definition of 'emergency'.

Background

This Emergency Response Plan has been developed in accordance with section 4.24 of *The Market Rules SEQ Water Market* (Market Rules), which requires the SEQ Water Grid Manager (Water Grid Manager) to prepare and publish an Emergency Response Plan that specifies:

- incidents which must be reported to the Water Grid Manager
- response levels for the types of incidents reported to the Water Grid Manager
- escalation and notification paths for each response level
- reporting and monitoring requirements for each response level
- responsibilities for preparing and issuing public statements, if required, for each response level
- any changes to the process for issuing Grid Instructions following a reported incident
- the process for operating the Water Grid following a Water Supply Emergency Declaration
- the process for preparing, issuing and amending Emergency Operating Instructions following a Water Supply Emergency Declaration
- arrangements, where applicable, for providing the Water Grid Manager with access to Grid Service Provider operated control rooms, real-time information, equipment and personnel following a Water Supply Emergency Declaration
- any other matter the Water Grid Manager considers appropriate.

This Plan provides guidance to the following entities:

- SEQ Water Grid Manager
- Queensland Bulk Water Supply Authority, trading as Seqwater
- Queensland Manufactured Water Authority, trading as WaterSecure
- Queensland Bulk Water Transport Authority, trading as LinkWater
- Distribution Service Providers, including:
  - Queensland Urban Utilities
  - Allconnex Water
  - Unitywater
- Tarong Energy Corporation
- Tarong North Energy Corporation
- CS Energy
- Toowoomba Regional Council.

This Emergency Response Plan covers the Declared Water Services under the *Water Act 2000* and the wastewater treatment plants associated with critical purified recycled water schemes or within a drinking water catchment.

Objectives

The objectives of this Emergency Response Plan are to provide:

- guidance, where appropriate, for Grid Participants on rating incidents and their role in managing emergencies
- information to Grid Participants on notification, reporting and communication processes and protocols pertinent to the Water Grid Manager, other entities and relevant authorities
- processes to ensure timely, appropriate and accurate information is relayed to relevant stakeholders relative to the severity of an incident or emergency
- a mechanism to assist Grid Service Providers to comply with sections 4.26 and 4.28 of the Market Rules
- a mechanism to assist Distribution Service Providers to comply with sections 4.27 and 4.29 of the Market Rules
- links to the Queensland Disaster Management System and the incident management plans of other agencies.



Tool/resource

Refer to 'Attachment D: Grid Participant Emergency Response Plan approval requirements'.

Emergency Response Plan implementation and sustainability

This section applies to both this Emergency Response Plan, controlled by the Water Grid Manager, and the individual Grid Participant emergency response plans.

Regular testing and review

At least once each year all emergency response plans must be tested by:

- undertaking a review that enables a gap analysis between this Emergency Response Plan and Grid Participant emergency response plans
- participating in at least one exercise with the Water Grid Manager and/or Grid Participants, allowing incident classification assessment, notification procedures and communication protocols to be practiced
- ensuring members of the Emergency Coordination Teams and Grid Participant Incident Management Teams understand their roles and responsibilities
- ensuring the Emergency Coordination Teams and Grid Participant Incident Management Teams take part in any emergency management planning activities that are undertaken within the Water Grid
- circulating a receipted copy of the formally documented results from any audits or reviews to all Grid Participants.



Tool/resource

Refer to 'Policy – General roles and responsibilities' and ' Establish command and control' for descriptions of the incident management and emergency coordination functions.

Training

- All Grid Participants are to implement a schedule to train staff new to their organisations regarding their internal emergency response plans.
- All staff who have specific roles within Grid Participant Incident Management Teams are to regularly receive appropriate training and verification of understanding.
- The Water Grid Manager will provide advice on training in relation to this Emergency Response Plan, and will make its training materials available, to all Grid Participants for their further internal use.
- All training associated with emergency response plans is to be documented.

Internal understanding and document control

- All amendments to this Emergency Response Plan must be dated and recorded in the document control section.
- The Water Grid Manager takes no responsibility for the currency and accuracy of any uncontrolled copies of this Emergency Response Plan.
- Minutes from all meetings of the Emergency Coordination Teams and Incident Management Teams must be kept on record.



Tool/resource

'Document control' is the first section at the start of this Plan.

Amendment

Subject to the exceptions below, this Emergency Response Plan must only be amended through submission to the Minister in accordance with section 4.25 of the Market Rules.

The Water Grid Manager may amend and re-issue the following attachments to this Emergency Response Plan at any time:

- Attachment A: Emergency contact list
- Attachment D: Grid Participant Emergency Response Plan approval requirements
- Attachment E: *E. coli* alert escalation process
- Attachment F: Chlorine and monochloramine level exemptions
- Attachment G: Incident Notification Form
- Attachment H: Sample Situation Report (SITREP) template
- Attachment I: Informal Ministerial briefing template
- Attachment J: Incident Close-out Report
- Attachment K: Debriefing minutes template
- Attachment L: Post-emergency Report template
- Attachment M: Emergency response action checklist
- Attachment N: Emergency Management Team structure.

Acknowledgements

The following documents were used to assist in the preparation of this Emergency Response Plan:

- *The Australasian Inter-service Incident Management System* (third edition)
- Gold Coast Water Emergency Response Plan
- Ipswich Water Emergency Management Plan
- LinkWater Incident Management Plan
- *The Market Rules SEQ Water Market*
- Melbourne Water General Emergency Response Plan
- National Electricity Market Management Company Emergency Response Plan
- 'Queensland Health protocol for the management of major drinking water health-related incidents' (draft)
- *Queensland Infrastructure Protection and Resilience Framework*
- *Queensland Plan for the Protection of Critical Infrastructure from Terrorism*
- Seqwater Emergency procedure manual.

Definitions and terms

Command	The responsibility for directing personnel and resources of a participant in the performance of its role and tasks.
Control	The overall direction of response activities in an incident situation.
Coordination	The bringing together of elements to ensure effective response to emergencies.
Communications coordination	The emergency response function largely involving coordinating Water Grid internal and external communications.
Critical infrastructure	Infrastructure which, if destroyed, degraded or rendered unavailable for an extended period, will impact water supply to South East Queensland.
Emergency	A situation or occurrence that happens as a consequence of an incident and demands immediate action. For the purposes of this Plan, an 'emergency' is an incident that impacts on water quality, water supply reliability and/or public reassurance, and has an overall severity rating of Level 3, 4 or 5 under the severity classification approach outlined in this Plan.
Emergency management	The emergency response function largely involving strategic command and external communications.
Emergency Operating Instructions	Emergency Operating Instructions issued by the Water Grid Manager.
Emergency Response Plan	A plan prepared by the Water Grid Manager or by a Grid Participant in accordance with the Market Rules.
Grid Customer	A Grid Customer of the Water Grid Manager as defined in Schedule 4 of the *Water Act 2000*.
Grid Instructions	Instructions prepared by the Water Grid Manager and given to the Water Grid and Distribution Service Providers in accordance with the Market Rules.
Grid Participant	An entity that is referred to in section 2.3 of the Market Rules.
Grid Service Provider	Has the meaning given in Schedule 4 of the *Water Act 2000* and includes a Bulk Supplier, Manufactured Water Provider and Bulk Transporter.
Incident	Any occurrence within or caused by the Water Grid that has resulted in, or has the potential to result in adverse consequences to water supply, water quality, people, the environment, property, reputation or a combination of these and classified against a gradient from 1 to 5. Ongoing conditions that have the potential to result in adverse consequences and non-compliance with legal and regulatory requirements are also considered to be incidents.
Incident management	The emergency response function largely involving managing the physical incident on-site.
Interagency Operations Team	An expert reference panel assembled by the Water Grid Manager when required to provide technical, operational and risk assessment advice and recommendations on any aspect of managing a given emergency.
Market Rules	*The Market Rules SEQ Water Market*.
Public reassurance	Used in this Plan to refer to the confidence of the general public in the quality and security of the water supply, and in the ability of the Water Grid and Grid Participants to deliver their contracted services.

Risk	The chance of something happening that will have an impact on objectives. It is measured in terms of the consequences of an event and their likelihood. (ISO 31000:2009 'Risk management'.)
Technical coordination	The emergency response function largely involving coordinating whole-of-Grid operations and support. It will often involve the use of Grid Instructions and Emergency Operating Instructions.
Water Supply Emergency Declaration	A Water Supply Emergency Declaration made in accordance with section 25B of the *Water Act 2000.*

Policy

Definition of 'emergency' for this Plan

For the purposes of this Plan, an 'emergency' is an incident that impacts on water quality, water supply reliability and/or public reassurance, and has an overall severity rating of Level 3, 4 or 5 under the severity classification approach outlined in this Plan.

An emergency is usually called by the impacted Grid Participant on initial identification. However, the Water Grid Manager reserves an overriding right to call or escalate emergencies.

The following table clarifies the difference between an incident and an emergency for this Plan.

Table 1: Incident vs emergency

	Incident	Emergency
Definition	Any occurrence that has resulted in, or has the potential to result in adverse consequences to water supply, water quality, people, the environment, property, reputation or a combination of these	A situation or occurrence that happens as a consequence of an incident and demands immediate action
General nature	Physical event	Broader whole-of-Grid and public interface outcomes – may be physical and/or intangible
Location	Site-based	Not usually location-based
Management focus	Operational – physical rectification	Corporate/supporting services – e.g. coordinating whole-of-Grid assistance, stakeholder management, communications, etc.
Relevant severity levels	1, 2 ▩ Alert ▫ 3 ■ 4, 5	▫ 3 ■ 4, 5

This Plan is not concerned with the physical rectification of the incident (incident management), which is managed via the impacted Grid Participant's internal Emergency Response Plan, but with the broader whole-of-Grid and public interface outcomes of the emergency. While Alerts are not defined as an emergency, they do have the same notification requirements as Level 3, 4 and 5 incidents.

Level 1, 2 and Alert incidents, as smaller-scale events, do not typically have these broader impacts and therefore are not subject to this Emergency Response Plan. The exception to this is when an Emergency Management Team has been formed to respond to a Level 3, 4 or 5 emergency, then the Level 1, 2 or Alert incident must fall under the Emergency Response Plan. Level 3, 4 and 5 incidents, however, can be expected to have broader impacts and result in associated emergency situations; therefore their management is subject to this Emergency Response Plan.



Tool/resource

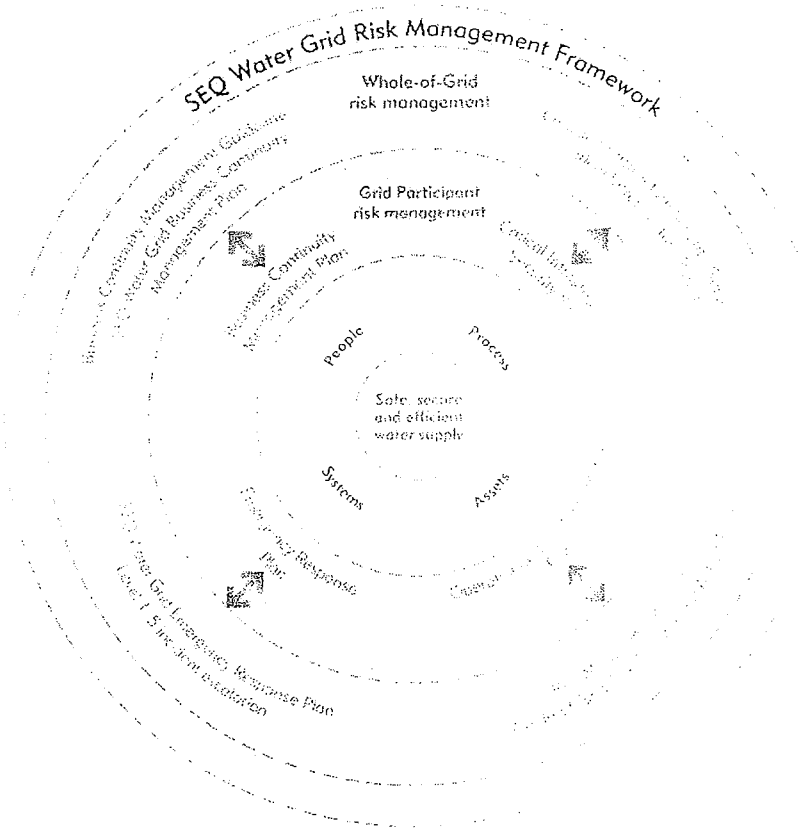
Refer to '❶ Identify and assess incident severity' for more detailed descriptions of incidents and severity ratings.

Link to SEQ Water Grid Risk Management Framework

The Emergency Response Plan provides a framework for managing whole-of-Grid emergencies and aligns with the SEQ Water Grid Risk Management Framework (Risk Management Framework).

The Risk Management Framework integrates the preventative, monitoring and contingent controls and ensures the Water Grid is best positioned to prevent, prepare, respond and recover from strategic and operational risks that threaten its ability to deliver a secure water supply for South East Queensland. Specifically, the Risk Management Framework integrates the management of risk, security, business continuity and emergency response.

Figure 1: SEQ Water Grid Risk Management Framework



Emergency Response Plan priorities

The priorities of this Emergency Response Plan are as follows:

1. maintaining the safety of employees and the public
2. protecting the quality of the water supply to Grid Customers
3. protecting the environment
4. protecting continuity of supply to Grid Customers
5. protecting landowner and community property
6. protecting Water Grid assets and infrastructure
7. maintaining the Water Grid's reputation.

Critical infrastructure

The Water Grid as a whole is deemed 'critical infrastructure' under the *Queensland Plan for the Protection of Critical Infrastructure from Terrorism*. This document is intended to be consistent with current Queensland Disaster Management System arrangements for such infrastructure.

General roles and responsibilities

Emergency response hierarchy

The Water Grid has a three-tiered response for managing incidents and emergencies (refer to Figure 2). Within each level of the structure, Grid Participants are responsible for managing the incident to a successful resolution, while informing the next level to assist in emergency response. Also included in Figure 2 is the Queensland Disaster Management System, which is activated, when required, to manage and coordinate support for disaster-stricken communities.

Figure 2: Water Grid emergency response hierarchy and the Queensland Disaster Management System

Emergency Manager (Water Grid Manager or other agency)	• Manage whole-of-Grid response to an emergency • Report whole-of-Grid strategies to governance and media points of contact • Liaise with Incident Manager and Emergency Coordinator • Manage recovery from emergencies
Emergency Coordination Teams (Water Grid Manager)	• Technical and communications coordination teams • Prepare and maintain whole-of-Grid Emergency Response Plan • Coordinate whole-of-Grid response to an emergency • Liaise with Incident Manager and Emergency Manager • Coordinate mutual assistance • Facilitate the business continuity and recovery process
Incident Manager (Grid Participant)	• Prepare and maintain Emergency Response Plan • Implement Plan in response to an incident • Manage incidents • Communicate Plan strategies to the Water Grid Manager and Grid Participants • Inform and liaise with the Water Grid Manager; notify relevant regulator • Manage recovery from incidents • Be prepared to support whole-of-Grid recovery
Federal Government	• Provide and coordinate physical assistance to the States on request during a major natural, technological or civil defence emergency when State resources are inappropriate, exhausted or unavailable • Emergency Management Australia is the agency responsible for planning and coordinating Federal emergency assistance
State Government (SDMG)	• Responsible for disaster mitigation and disaster planning and preparation at a State level and for coordinating whole-of-government response and recovery operations prior to, during and after a disaster impact
Disaster District (DDMG)	• Based on Police Districts, with the senior Police Officer in each district as the Disaster District Coordinator • Perform a middle management function within the Disaster Management System by providing coordinated State Government support when requested by local governments
Local Government (LDMG)	• Manage the response to a disaster at a local level • Develop and maintain local disaster management plans • Best placed to decide what resources are needed, when they are needed and how best to apply such resources, so as to minimise hardship and suffering

Emergency response functions

The four key functions involved in emergency response are as follows:

Table 2: Command and control function responsibilities

Function	Description	Responsible entity
Incident management	Managing the physical incident on-site	Impacted Grid Participant/s
Technical coordination	Coordinating whole-of-Grid operations and support	Water Grid Manager
Communications coordination	Coordinating Water Grid internal and external communications	Water Grid Manager
Emergency management	Strategic command and key stakeholder management	Normally the Water Grid Manager (In some circumstances this function may be assumed by another agency with relevant expertise or a strong interest in the incident)

Tool/resource

Refer to '. . Establish command and control' for more detail on key emergency response functions.

All Grid Participants

Under the Emergency Response Plan, all Grid Participants have the following general responsibilities:

- develop an Emergency Response Plan that is consistent with this Emergency Response Plan and the Market Rules
- manage the response to incidents and emergencies in accordance with this Plan and more detailed plans specific to each Grid Participant, including Business Continuity, Emergency Response, Risk Management, and other risk management mechanisms
- communicate the incident (as per agreed communications protocols) as appropriate to:
  - the relevant emergency authorities, where applicable
  - the Water Grid Manager
  - the relevant regulator
  - responsible Ministers, Mayors or Chief Executive Officers (CEOs), where applicable
  - other affected Grid Participants
- work cooperatively with the Water Grid Manager Emergency Coordination Teams and any appointed Emergency Manager
- utilise the Emergency Response IT Solution when implemented for all Emergency Response related activities.

Tool/resource

The emergency response outline roadmap at Attachment B illustrates Grid Participant responsibility for emergency

esponse processes at asset, Grid Participant and whole-of-rid levels.

Water Grid Manager

In the event of an incident, the Water Grid Manager is effectively a Grid Participant, albeit with a specific role.

The Water Grid Manager is *not* to:

- manage the on-site response to the incident itself (incident management).

The Water Grid Manager *is*, for a Level 3 incident and above, to:

- conduct emergency coordination for both the technical and communication streams
  - liaise with the Incident Management Team established by the impacted Grid Participant
  - undertake modelling for the Water Grid and issue new Grid Instructions, if required
  - provide mutual assistance as agreed between the Water Grid Manager and other Grid Participants
- conduct emergency management – unless another Emergency Manager is put in place
  - coordinate the combined Emergency Management Team
  - be the coordination point (conduit) for communications about the incident
  - facilitate debriefings of incidents at Level 3 or above as part of the recovery and close-out process

SEQ Water Grid Communications Unit

The SEQ Water Grid Communications Unit (Communications Unit) was established to act on behalf of the State-owned entities as a 'single' voice for communications of the Water Grid operational activities.

In the event of an emergency, the Communications Unit is responsible for managing all communications events relating to the emergency, including:

- arranging media interviews, press releases and responding to media enquiries
- briefing the Minister's office
- preparing and distributing (following Emergency Manager approval) situation reports (SITREPs)
- preparing and distributing Product Quality Notifications, Q&As and fact sheets as appropriate
- liaising with Communications Managers in the affected Grid Participants to ensure consistency of messaging.

The agreed communications protocols provide further detail on the procedures to be followed in an emergency.

Quick guide to emergency response

Step		Key tasks	Tools
1	**Identify and assess incident severity** Actions to determine initial incident level	Assess the incident	Table 3: Incident severity classification levels
			Office of the Water Supply Regulator water quality reporting guideline
2	**Notify** Actions to alert impacted Grid Participants and stakeholders	Notify Grid Participant emergency contact	Attachment A: Emergency contact list
		Notify the Office of the Water Supply Regulator, if required	Drinking water incident hotline – ☎ 1300 596 709
		Notify the Water Grid Manager Duty Manager of Alert and Level 3–5 incidents: • Alert/Level 3 – ☎ and email form – ✉ within 2 hours • Levels 4 and 5 – ☎ and email form – ✉within 1 hour	Water Grid Manager Duty Manager – ☎ (07) 3405 5201 Attachment G: Incident Notification Form
		Notify other key stakeholders as required	Attachment A: Emergency contact list
		Open Emergency Response Log/s	Emergency Response Log
	Establish command and control Actions to determine the Emergency Manager, and continuously assess risk level and command and control structure	Establish the Emergency Management Team	Table 7: Command and Control Framework
		Review initial risk assessment	Table 3: Incident severity classification levels
3 4 5	**Manage the emergency** Actions to eliminate the immediate risk to Water Grid operations	Grid Participant manages incident at asset/site level	Grid Participant internal Emergency Response Plan
		Coordinate the emergency at whole-of-Grid level	Grid Instructions and Emergency Operating Instructions
		Implement communication protocols	Water Grid communication protocols Attachment C: Communication workflow
	Manage the recovery Actions to return Water Grid operations to normal	Agree recovery objectives	Recovery consultation process
		Recover asset	Recovery checklist
		Implement close-out communications protocols	Water Grid communication protocols Attachment J: Incident Close-out Report
6	**Improvement actions** Actions to improve future Water Grid operations	Debrief following emergency close-out	Attachment K: Debriefing minutes template
		Draft Post-emergency Report	Attachment L: Post-emergency Report template
		Update Risk Registers	Risk Registers

An outline roadmap illustrating the emergency response process is provided at Attachment B.

1 Identify and assess incident severity

Snapshot: Identify and assess incident severity

Actions to determine the initial level of incident classification:

- **Assess its level of severity.**
- **Determine if the incident can be considered an emergency under this Emergency Response Plan.**

Refer to the emergency response outline roadmap provided at Attachment B.

Is it an emergency?

This Emergency Response Plan is primarily concerned with Alert and Levels 3, 4 and 5 incidents that impact on:

- water quality
- water supply reliability
- public reassurance.

An emergency is usually called by the impacted Grid Participant on initial identification. However, the Water Grid Manager reserves an overriding right to call, escalate or de-escalate emergencies.

What is its level of severity?

Table 3: Incident severity classification levels details the incident classifications and criteria that form the basis of this Emergency Response Plan for the Water Grid. In situations where an incident level is not clearly defined by Table 3, determination of the incident level is at the discretion of the Water Grid Manager.

While the 'public reassurance' criterion may not always seem an active concern at the outset, it is important to consider the likelihood of media attention and the risk of negative coverage.

Alert level

A classification level known as Alert is to be used for incidents or occurrences that may become more severe. An incident meets the Alert level criteria if:

- it is currently a Level 1 or 2 incident but has potential impacts that, if realised, would trigger a Level 3–5 emergency
- it has not yet occurred, but is considered highly likely to be imminent with a Level 3–5 severity level.

Examples would include a cyclone headed for the South East Queensland area or a positive first exceedence of the *Australian Drinking Water Guidelines (2004)* where a second test for confirmation has not yet been done.

Table 3: Incident severity classification levels

Level 1 – Insignificant

General principles	Incident criterion – direct impacts on water supply		Examples
• Little disruption to normal operations, low increase in normal operating costs • Local incident with impact limited to a single facility within one Grid Participant Overall system impact limited to temporary or no reduction in capacity • No effect on monthly Grid Instruction volumes • Minor or no impact on bulk Grid Customers • Minor short-term impact on a small number of retail Grid Customers • Managed by the resources of the affected Grid Participant without the need to notify other Grid Participants, Emergency Services or the Water Grid Manager • These incidents occur as part of normal operations and are managed by a site supervisor or relevant duty officer as part of their normal responsibilities	Water quality	• A critical control point alert exceeded but within critical limits • Insignificant impact, little disruption to normal operation	• Local water quality incident isolated to a zone; possibly caused by valve change
	Water asset failure	• Minor unplanned asset failure – no facility output affected	• Localised pump breakdown; minor burst in a suburban street within distribution
	Water quantity	• Limited or no impact on bulk Grid Customers • Minor short-term disruption to retail Grid Customers	• Early indications of blue-green algae – storage being monitored
	Security and natural disaster	• Localised natural disaster damage	• Minor storm damage to asset
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Employee minor injury sustained requiring first aid • Slight injury or health affects • Low risk of other injuries	• Slip or fall resulting in lacerations requiring first aid
	Environment	• Brief pollution event but no environmental impact. Insignificant risk of breaching environmental regulatory requirements	• Minor spike in discharge concentrations
	Public reassurance	• Lack of public interest (e.g. reporting, not front page) in suburban newspapers	• Single adverse local radio report • Call centre receives a number of complaints but limited to a small area, e.g. a street or two

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Level 2 – Minor

General principles	Incident criterion – direct impacts on water supply		Examples
• Minor or no impact on bulk Grid Customers • Minor short-term impact on a small number of retail Grid Customers • The incident has no effect on monthly Grid Instruction volumes • Can be handled within the scope of normal operating protocols between Grid Participants • Can be dealt with by the resources of the affected Grid Participants	Water quality	• Critical control point limits exceeded, even with corrections in place: – still within *Australian Drinking Water Guidelines (2004)* health values – minor impact for small population, some manageable operation disruption	• Turbidity increased to 1.2 NTU due to lime dosing but reduced to 0.8 at exit of clear water storage
	Water asset failure	• Unplanned asset failure and reductions to asset output, less than or equal to one day duration where: – supply is reduced, but not lost – supply can be sourced from elsewhere if necessary	• A mechanical failure occurs at a water treatment plant and the estimated time to repair the failure exceeds the current endurance of the clear water storage. Seqwater contacts the Distribution Service Provider who reduces the water demand from the water treatment plant to allow time for the rectification works
	Water quantity	• Single raw water supply source within the Water Grid is showing indications of failure	• Blue-green algae bloom or major turbidity event occurs whereby use of a single supply source needs to be reduced
	Security and natural disaster	• Localised natural disaster damage	• Storm causes minor interruptions due to loss of power supply
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Employee medical attention required – restricted work duties or limited lost work time. Public injury • Inherent risk for more injuries. Immediate action to be taken at Grid Participant level to ensure public safety	• Slip or fall resulting in broken limbs, lacerations requiring stitches or hospitalisation.
	Environment	• Minor transient environmental impact • Low risk of breaching environmental regulatory requirements • Grid Participant level corrective action	• A spike in discharge concentrations but unlikely to exceed 95 percentile licence limits
	Public reassurance	• Public questioning of Water Grid operations and decisions for local assets (e.g. local newspaper)	• Short-term adverse media at a local level • Call centre receives a number of complaints, but limited to one suburb

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General Principles	Incident Criteria	Examples
• Classification for incidents with a possible severity of 3–5 where the consequences have not yet occurred • A potential Level 3–5 incident is considered highly likely to be imminent • An incident has occurred with severity below Level 3, however, there is a possibility that further deterioration of the situation will breach a Level 3–5 threshold • An incident has occurred with severity below Level 3, however, the Grid Participant has notified the responsible Minister/s of media interest or other circumstances of interest, and therefore must also notify the Water Grid Manager • The Water Grid is on standby to manage a potential incident • Where possible, relevant Grid Participants/Water Grid Manager take action in advance to prepare for the incident eventuating • When the incident eventuates, reclassify its severity level in accordance with this Plan	Water quality	• *E. coli* has been detected, and an Alert is raised while a re-sample is carried out to confirm the contamination event (see 'Attachment E: *E. coli* Alert escalation process')
	Security and natural disaster	• Natural disaster, such as cyclone, flood, fire, etc., forecast or in progress and likely to cause an impact, though this has not yet happened • National counter-terrorism Alert level is raised one level
	Public reassurance	• Any incident or potential incident that has /could attract media interest, making negative coverage a possibility

F22

Level 3 – Moderate

General principles	Incident criterion – direct impacts on water supply		Examples
• Minor impact for a large population • Major impact for small population • Minor impact for retail Grid Customers • The Water Grid Manager may issue new Grid Instructions • Can be dealt with within operating protocols but not 'normal' protocols	Water quality	• *Australian Drinking Water Guidelines (2004)* health values confirmed as exceeded [1, 2] • Aesthetic impact for large population, but manageable through modification to operations	• Chlorine in a service reservoir is low and *E. coli* has been detected, re-sampled and confirmed • The reservoir is required to be dosed with chlorine and mixed with fresh water for dilution • A chronic health guideline value is exceeded, e.g. total trihalomethanes, with no associated public health risk
	Water asset failure	• Significant unplanned asset failure and reductions to asset output greater than one day duration, and may impact Grid Contract obligations being met • Any single supply source failure	• Unplanned halt to production by water treatment plant for longer than 24 hours, resulting in failure to meet Grid Contract obligations and interruption to customer supply to a small population for less than 8 hours
	Water quantity	• Single raw water supply source within the Water Grid is out of service whereby supply is affected by >20% of Grid Instruction volume	• Single raw water supply source taken offline due to blue-green algae or other event • The period to rectify the problem exceeds 12 hours or is likely to result in low levels in the local storage reservoirs
	Security and natural disaster	• Natural disaster or security event that would disrupt operations and/or service delivery	• Poison containers found at water storages • Large fire occurs in a major catchment area
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Single fatality involving an employee or a member of the public • Significant risk of further injuries • Immediate corrective action by Grid Participant	• A drowning occurs within the assets of a Grid Participant
	Environment	• Significant release of pollutants with mid-term recovery • High risk of environmental regulatory requirements breach with the potential to affect drinking water supply works • Notification of an incident to a regulator	• Exceedence of a concentration limit whereby the Queensland Manufactured Water Authority cannot access water from a sewage treatment plant • Exceedence of a discharge licence where discharge is likely to make its way to a drinking water source
	Public reassurance	• Public questioning of Water Grid operations and decisions for local assets (e.g. regional newspaper, regulator enquiry)	• Medium- term adverse media at a regional or State level, such as large increase in volume of adverse calls to call centre

[1] The Water Grid Manager to use *E. coli* Alert escalation process flowchart (Attachment E)

[2] LinkWater and Seqwater chlorine level exemptions apply (Attachment F)

Level 1 – Major General principles	Incident criterion – direct impacts on water supply		Examples
• Single or multiple regions affected. Multiple Grid Participants and the Water Grid Manager with State Government departments involved or on standby • Minister may issue a Water Supply Emergency Declaration • Moderate impact for a large population or major impact for a small population • Major impact for Grid Customers • The Water Grid Manager is likely to issue new Grid Instructions (depending on the type of incident) • The Water Grid Manager may need to access the Seqwater or LinkWater control (or incident) rooms to obtain real time data and information • Impacts on drinking water regarded as relatively short-term, but involving multiple Water Grid entities and government agencies	Water quality	• Major impact for small population, systems significantly compromised and operation ceased or abnormal • Significantly enhanced level of monitoring required	• *Cryptosporidium* event at a minor water treatment plant only supplying an isolated small town, which results in a Boil Water Notice being issued • There are repeated exceedences of a chronic health guideline value affecting a small population, e.g. total trihalomethanes, where Queensland Health or The Regulator determines there may be a risk to public health
	Water asset failure	• Major unplanned asset failure leading to service interruptions – days to weeks to rectify • Impacts on Grid Contract obligations or multiple Grid Customer disruptions	• Any water treatment plant that cannot produce water to serve the local community and the Water Grid cannot fully meet demand, resulting in interruption to customer supply for over 8 hours. Local area needs to go on restrictions, e.g. water treatment plant supplying isolated local government area
	Water quantity	• Drought trigger is reached within any Water Grid supply reserves	• Future drought declaration – restrictions implemented
	Security and natural disaster	• Localised natural disaster or security event	• Fire has destroyed a single water treatment plant • Credible threat to major infrastructure within the Water Grid received by a Grid Participant or the Government • Australian pandemic Alert phase 6a, 6b or 6c [3]
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Multiple fatalities	• Accident caused by water craft on recreational waters resulting in multiple fatalities
	Environment	• Significant long-term environmental effects with the potential to affect drinking water supply works • Significant risk of breaching environmental requirements long-term (weeks)	• Major release of water treatment plant sludge into a water course • Major sewage spill upstream of a water treatment plant
	Public reassurance	• Public confidence in Water Grid operations diminished and looking to validate information decisions (e.g. national TV news and/or regulator investigation)	• Adverse State-wide or national media attention • Call centre receives a number of complaints related to multiple suburbs or two or more retailers

[3] Depending on Water Grid impacts assessment

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Level 5 – Catastrophe			
General principles	**Incident criterion – direct impacts on water supply**		**Examples**
• Large-scale impact across South East Queensland, other utilities affected. Requires Government intervention at State and Federal levels to manage the incident • Minister is likely to issue a Water Supply Emergency Declaration • Major impact for large populations, complete failure of systems • An emergency incident or combination of incidents with the potential for large-scale short- and long-term impacts to human well-being and the environment including terrorism impacts or natural disasters	Water quality	• Major impact for large population, extreme volume of complaints • Complete failure of systems	• *Cryptosporidium* event at a major water treatment plant which results in a Boil Water Notice being issued for a region • There are repeated exceedences of a chronic health guideline value affecting a large population, e.g. total trihalomethanes, where Queensland Health or the Regulator determines that there may be a risk to public health or a public health risk is confirmed
	Water asset failure	• Extreme unplanned asset failure – weeks to months to rectify • Major rectification works to re-establish water supply	• Dam wall breach
	Water quantity	• Drought supply reserves are reaching the emergency volumes	• Extreme restrictions apply and emergency supply projects instigated
	Security and natural disaster	• Extreme natural disaster or security event	• Bomb blast impacts major asset • Flood, fire and cyclone impacts on multiple assets • Australian pandemic Alert phase 6a, 6b or 6c [4]
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Multiple fatalities • Extreme risk of further fatalities and injuries leading to a Declared State of Emergency	• Breach of dam wall causing flooding and multiple casualties
	Environment	• Catastrophic, long-term environmental impacts with the potential to affect drinking water supply works • Extreme risk of breaching environmental regulatory requirements. Immediate notification of relevant authorities	• Any incident causing the loss of a water source for more than one month, or the loss of an entire ecosystem
	Public reassurance	• Widespread concerns expressed by public and loss of trust in Water Grid operations (e.g. international TV news headlines and/or government investigation)	• Adverse national or international media attention • Call centre receives an extreme number of serious complaints related to multiple retailers

[4] Depending on Water Grid impacts assessment

F25



Tool/resource

- Refer to the Office of the Water Supply Regulator's 'Water quality and reporting guideline for a drinking water service', and 'Drinking water quality: incident reporting' form available at www.derm.qld.gov.au.
- For information on carrying out impact assessments, refer to the SEQ Water Grid Risk Management Plan.



Action checklist – have you...☑

- established that the incident can be classed as an emergency? ☐
- assessed the incident's initial severity classification level using the descriptions and examples in Table 3: Incident severity classification levels? ☐
- considered potential risks arising as the emergency situation progresses, staying on the side of caution? ☐

2 Notify

Snapshot: Notify

Actions to alert impacted Grid Participants and stakeholders:

- Site staff to follow Grid Participant internal Emergency Response Plan notification procedures.
- For Alert and Level 3, 4 and 5 incidents, Grid Participant nominated emergency contact to notify the Water Grid Manager Duty Manager.
- Notify the Office of the Water Supply Regulator, if required.
- Notify other key stakeholders, as required.
- Open Emergency Response Log/s.

Refer to the emergency response outline roadmap provided at Attachment B.

Notification responsibilities

The essential notification responsibilities upon detection of an incident are summarised in the following table.

Table 4: Notification responsibilities

Incident level	Grid Participant emergency contact		Water Grid Manager Duty Manager	
1 and 2	Yes	As per Grid Participant internal Emergency Response Plan and operating protocols	No	
Alert	Yes	As per Grid Participant internal Emergency Response Plan and operating protocols	Yes	☎ Within 2 hours of incident detection ✉ Email Incident Notification Form within 2 hours of incident detection
3	Yes	As per Grid Participant internal Emergency Response Plan and operating protocols	Yes	☎ Within 2 hours of incident detection ✉ Email Incident Notification Form within 2 hours of incident detection
4 and 5	Yes	As per Grid Participant internal Emergency Response Plan and operating protocols	Yes	☎ Within 1 hour of incident detection ✉ Email Incident Notification Form within 1 hour of incident detection

Grid Participant emergency contact

Each Grid Participant must identify a nominated single point of contact to provide formal notification of incidents and to liaise initially with the Water Grid Manager. The nominated person or position must be available for contact 24 hours a day.

Tool/resource

Refer to Attachment A: Emergency contact list.

Water Grid Manager Duty Manager

The impacted Grid Participant's nominated delegate must contact the Water Grid Manager Duty Manager:

- by phone
  - Alert and Level 3 – within 2 hours of the incident being identified
  - Levels 4 and 5 – within 1 hour of the incident being identified

and

- by emailing a completed Incident Notification Form
  - Alert and Level 3 – within 2 hours of the incident being identified
  - Levels 4 and 5 – within 1 hour of the incident being identified.



Activate Emergency Response Plan

To activate this Plan, in the event of an Alert or Level 3–5 incident, notify the Water Grid Manager Duty Manager

NOTIFY BY BOTH **Phone: 3405 5201**
Email: emergency@seqwgm.com.au



Tool/resource

Refer to Attachment G for a copy of the Incident Notification Form. This is also available as a separate Word file on request from emergency@seqwgm.com.au.

Office of the Water Supply Regulator

For Alert, Level 3, 4 and 5 water quality incidents requiring the Office of the Water Supply Regulator to be notified, a completed Drinking water quality: incident reporting form, Part A will be accepted by the Water Grid Manager instead of the Incident Notification Form. As this form contains much of the same information as the Incident Notification Form, if the incident only involves water quality, it is not necessary to send both forms. However, the copy of the Office of the Water Supply Regulator form sent to the Water Grid Manager should be accompanied by supplementary information advising on:

- incident rating
- media interest
- other additional relevant information.



Tool/resource

The Office of the Water Supply Regulator's Drinking water quality: incident reporting form, Part A is available at www.derm.qld.gov.au.

Notify other key stakeholders

During an incident, impacted Grid Participants may need to alert other internal stakeholders. The following table outlines some key stakeholders who may require notification depending on the classification of the incident. This table is for indicative purposes only. For more detail on stakeholder notification responsibilities, refer to '⚙ Manage the emergency – Communication'.

Grid Participants should confirm with the Water Grid Manager which stakeholders they have notified.

For any incident of any level where a State-owned Grid Participant is involved and requires notification to the Minister's office, the Communications Unit must be notified to facilitate this. The Informal Ministerial briefing template at Attachment I should be used.

Initial notification of incidents to the Minister's office will be made as soon as practicable.

Table 5: Key stakeholder notification

Incident level	Grid Participant responsible Minister/ CEO/Mayor/Board	Queensland Water Commission/Department of Environment and Resource Management	Other impacted Grid Participants	Office of the Water Supply Regulator	Queensland Health (major drinking water health-related incident)	Queensland Police Service	Department of Community Safety (Emergency Services)	Department of Employment, Economic Development and Innovation
1			●			As required	As required	As required
2			●					
Alert	●	●	●	●	●			
3	●	●	●	●	●			
4	●	●	●	●	●			
5	●	●	●	●	●			

Tool/resource

- Refer to Attachment A: Emergency contact list.
- Refer to 'Queensland Health protocol for the management of major drinking water health-related incidents'.
- Refer to Attachment I: Informal Ministerial briefing template.

Record keeping – Emergency Response Log

To keep a record of all relevant communications, meetings, events and actions, each party to the emergency response must keep a log from the time the incident is first identified or notified. By the end of the emergency response, all relevant logs must be consolidated by the Water Grid Manager/lead agency. Details captured must include:

- entry date and time
- type – e.g. phone call, email, meeting, event, action
- participants
- location
- description
- actions arising.



Tool/resource

A copy of the Water Grid Manager's Emergency Response Log template is available on request.



Action checklist – have you...☑

- notified the Grid Participant internal emergency contact? ☐
- phoned to notify the Water Grid Manager Duty Manager if it is an Alert or a Level 3, 4 or 5 emergency? ☐
- emailed the Water Grid Manager Duty Manager a completed Incident Notification Form (Attachment G)? ☐
- sent the Office of the Water Supply Regulator a completed Drinking water quality: incident reporting form, Part A, if applicable (copy to Water Grid Manager Duty Manager)? ☐
- notified the relevant key stakeholders? ☐
- opened an Emergency Response Log? ☐

Establish command and control

Snapshot: Establish command and control

Actions to determine the Emergency Manager, and continuously reassess risk level and command and control through more detailed risk assessment:

- Establish the Emergency Team.
- Review the initial risk assessment and the command and control structure continuously throughout steps and .

Refer to the emergency response outline roadmap provided at Attachment B.

Defining incident vs emergency

The division of command and control functions is to a great extent dependent on differentiating between the physical incident and the broader emergency situation.

Table 6: Incident vs emergency

	Incident	Emergency
Definition	Any occurrence that has resulted in, or has the potential to result in adverse consequences to water supply, water quality, people, the environment, property, reputation or a combination of these	A situation or occurrence that happens as a consequence of an incident and demands immediate action
General nature	Physical event	Broader whole-of-Grid and public interface outcomes – may be physical and/or intangible
Location	Site-based	Not usually location-based
Management focus	Operational – physical rectification	Corporate/supporting services – e.g. coordinating whole-of-Grid assistance, stakeholder management, communications, etc.
Relevant severity levels	1, 2 Alert 3 4, 5	3 4, 5

Level 1, 2 and Alert incidents, as smaller-scale events, do not typically have the broader impacts which result in an associated emergency situation, and therefore are not subject to this Emergency Response Plan. The exception to this rule is when there is already an emergency response for a higher level incident being managed as per the protocols contained in this Plan. This requires the Level 1, 2 or Alert incident to be managed as part of the higher emergency response.

Level Alert, 3, 4 and 5 incidents, however, can be expected to have broader impacts and result in associated emergency situations, and therefore their management is subject to this Emergency Response Plan. While Alerts are not defined as an emergency, they do have the same notification requirements as Level 3, 4 and 5 incidents.

Command and control functions

The four key functions for command and control of an emergency are as follows:

Table 7: Command and control function responsibilities

Function	Description	Key responsibilities
Incident management	Managing the physical incident on-site	Actions undertaken to manage the incident under Grid Participant's internal Emergency Response Plan, including both the operational response and the supporting staff functions, including legal, insurance, human resources, security, Grid Participant operability and liabilities etc.
Technical coordination	Coordinating whole-of-Grid operations and support	• Assist the Emergency Manager • Facilitate interagency liaison • Facilitate resource sharing and mutual assistance among Grid Participants from an operations perspective • Seek and share additional expert advice • Remodel the water security position • Issue Grid Instructions and Emergency Operating Instructions, as necessary • Facilitate close-out debrief • Prepare Technical Operations Strategy for Emergency Management Team approval
Communications coordination	Coordinating Water Grid internal and external communications	• Assist the Emergency Manager • Internal stakeholder management • Facilitate interagency liaison • Prepare all internal and external communications materials as required • Issue all internal communications • Facilitate resource sharing and mutual assistance among Grid Participants from a communications perspective • Seek and share additional expert advice • Prepare Communications Strategy for Emergency Management Team approval
Emergency management	Strategic command and key stakeholder management	• Strategically manage response to the emergency • Determine risk management strategy • Coordinate investigations • Single contact point (Emergency Manager) for the emergency unless this is delegated to other Emergency Response Team member/s • Key stakeholder management • Approve all external communications: • Briefings • Media releases • Public interface • Approve Technical Operations and Communications Strategies • Issue all external communications

> **Tool/resource**
>
> Refer to the emergency response outline roadmap at Attachment B.

Function ownership

Under normal circumstances, the Water Grid Manager will combine the emergency management function with the coordination functions. However, in some circumstances the emergency management function may be assumed by another agency with relevant expertise or a strong interest in the incident.

When an external agency takes the emergency management role, the Water Grid Manager will continue to act as the lead for the Water Grid, representing the Water Grid to the Emergency Manager.

Table 8: Emergency function ownership

Function	Owner	Circumstances
Incident management	Impacted Grid Participant/s	Always
Technical coordination	Water Grid Manager	Always
Communications coordination	Water Grid Manager	Always
Emergency management	Water Grid Manager	Most emergencies – 'default' Emergency Manager The Water Grid Manager will combine the emergency management and emergency coordination functions unless another agency with an overriding interest assumes the emergency management function
	Office of the Water Supply Regulator	May assume the emergency management function for emergencies involving water quality The Water Grid Manager will contact the Office of the Water Supply Regulator in the event of a relevant emergency to establish who will take the emergency management role
	Queensland Health	Will assume the emergency management function for major drinking water health-related emergencies, as the organisation best able to manage public health risk The Water Grid Manager will contact Queensland Health in the event of a health-related emergency to establish who will take the emergency management role
	Premier's Department	May assume the emergency management function for Level 4 and 5 emergencies that are particularly severe incidents or have attracted a particularly high level of public interest The Premier's Department will be briefed on the emergency via the Department of Environment and Resource Management, and will advise the Water Grid Manager if it decides to take the emergency management role

Function	Owner	Circumstances
	Emergency Services/ State Disaster Management Group	May assume the emergency management function for Level 4 and 5 emergencies that require a very large-scale response or which fall under the Queensland Disaster Management System (e.g. terrorism, natural disasters) The Water Grid Manager will contact Emergency Services/State Disaster Management Group in the event of a relevant emergency to establish who will take the emergency management role

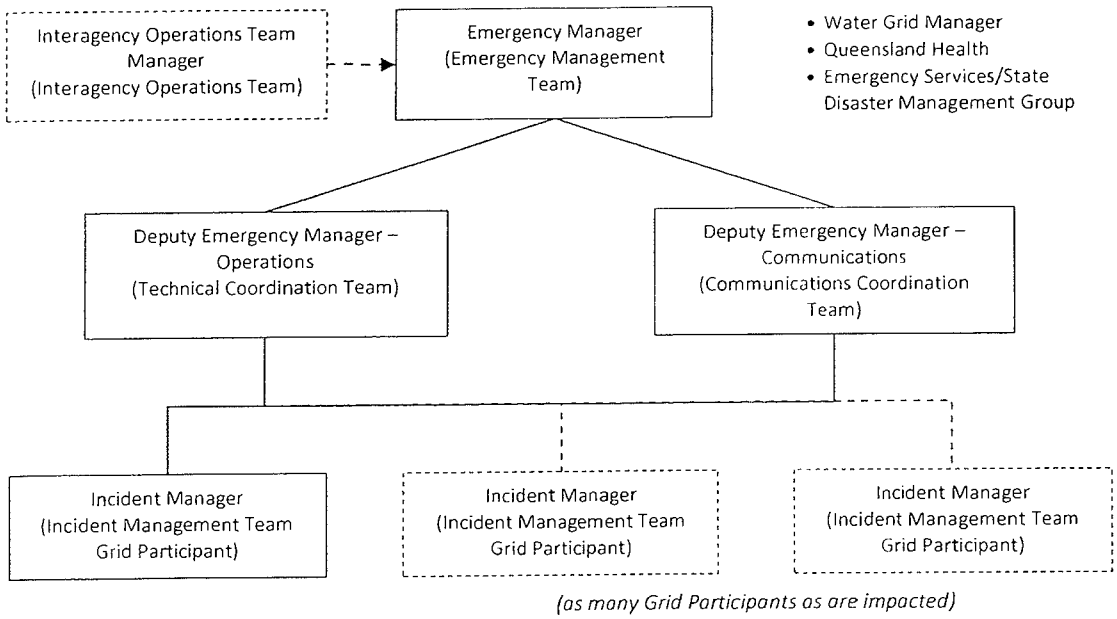
Tool/resource

- Refer to the Grid Participant's internal Emergency Response Plan and operating protocols.
- Refer to '⚙ Manage the emergency'.
- Refer to 'Queensland Health protocol for the management of major drinking water health-related incidents'.
- Refer to Attachment A: Emergency contact list.

Emergency Response Team structure

Based on the above functions and their 'owners', the Emergency Response Team structure will be as follows:

Figure 3: Emergency Response Team structure



For emergencies where the Water Grid Manager is the Emergency Manager, the Water Grid Manager will determine the composition of the Emergency Management Team. For uncomplicated Level 3 incidents, the Emergency Management Team may consist at the minimum of a designated Emergency Manager from within the Water Grid Manager, who may also be designated as the Emergency Coordination Teams.

Function teams membership

In general terms, the function teams shown above will be made up as follows:

Table 9: Function teams membership

Function	Agency	Team	Team leader	Team members
Incident management	Grid Participant	Incident Management Team	Incident Manager	• Grid Participant staff
Technical coordination	Water Grid Manager	Technical Coordination Team	Deputy Emergency Manager - Operations	• Water Grid Manager staff • Grid Participant staff
Communications coordination	Water Grid Manager	Communications Coordination Team	Deputy Emergency Manager - Communications	• Water Grid Manager staff • Grid Participant staff
Emergency management	Water Grid Manager	Emergency Management Team	Emergency Manager	• Water Grid Manager staff • Grid Participant executive staff • Communications staff
	Queensland Health	Emergency Management Team based on Major Water Incident Management Group	State Health Incident Coordinator (Chief Health Officer)	• Senior Health Officer Queensland Health • CEOs of Water Grid entities • Premier's Department • Ministerial staff • Communications staff • State regulators • Specialist advisors, as needed
	Emergency Services/ State Disaster Management Group	Emergency Management Team based on State Disaster Management Group	State Disaster Manager	

Incident Management Team

The structure and composition of the Incident Management Team will be in accordance with the impacted Grid Participant/s' internal Emergency Response Plan. It will largely rely upon internal staff resources.

Technical Coordination Team

The structure and composition of the Technical Coordination Team will be as directed by the Emergency Management Team Deputy Emergency Manager – Operations. It will rely upon staff resources from within the Water Grid Manager, but may also draw upon technical and operations staff of the impacted Grid Participants.

The function of the Technical Coordination Team is to coordinate and manage implementation within the Water Grid of actions required by the Emergency Management Team. For straightforward emergencies, the Technical Coordination Team and the Communications Coordination Team may be combined with the Emergency Management Team.

Communications Coordination Team

The structure and composition of the Communications Coordination Team will be as directed by the Emergency Management Team Deputy Emergency Manager – Communications. It will rely upon staff resources from within the Water Grid Manager, but may also draw upon communications and media staff of the impacted Grid Participants.

The function of the Communications Coordination Team is to coordinate and manage implementation within the Water Grid of actions required by the Emergency Management Team. These actions will focus on internal and external communications. For straightforward emergencies, the Technical Coordination Team and the Communications Coordination Team may be combined with the Emergency Management Team.

Emergency Management Team

The structure and composition of the Emergency Management Team will vary according to the emergency situation and the entity undertaking this function. As a guide, for incidents in which no external entities are involved, the Emergency Management Team is likely to consist of the Emergency Manager, an executive from each impacted Grid Participant and Water Grid Manager staff. All invitations will be made by the Emergency Manager, by phone or face-to-face. Email is not to be solely relied upon.

An indicative structure has been included in Attachment N for use as a default. Depending on the emergency situation, it may require some changes to effectively manage the response. The Emergency Manager will be the single point of contact for the emergency, unless this function is delegated to other team member/s.

Normally a staff member from the Water Grid Manager will be appointed as the Deputy Emergency Manager – Communications for the emergency response. A staff member from the Water Grid Manager will be appointed as the Deputy Emergency Manager – Operations as well. The appointment of these positions will be confirmed by the Emergency Management Team at its first meeting. For very straightforward emergencies, the Emergency Management Team may consist of a single manager from the Water Grid Manager.

For most emergencies, the Water Grid Manager will combine this function with its emergency coordination roles. The Emergency Management Team will therefore be the same as the Emergency Coordination Teams.

Where Queensland Health undertakes this function, the Emergency Management Team structure and composition will be in accordance with the 'Queensland Health protocol for the management of major drinking water health-related incidents'. The team will include senior representatives from the Water Grid.

Where the State Disaster Management Group undertakes this function, it will be in accordance with the *State Disaster Management Plan*.

The Emergency Management Team may draw upon the Interagency Operations Team for specialist advice, if required.

Interagency Operations Team

The Interagency Operations Team is an independent expert reference panel assembled by the Emergency Management Team to provide technical or specialist advice and recommendations on any aspect of managing a given emergency, for example, specialist chemicals advice. It will essentially contain skills that are not readily available from within the Water Grid. Its size and composition are not fixed, as these will be determined for each event in view of the technical knowledge or expertise required. The Emergency Manager will designate a Grid Participant or external agency staff member to be the manager of the Interagency Operations Team.

Table 10: Indicative Interagency Operations Team meeting requirements

Level	Frequency	Format
1, 2, Alert	Interagency Operations Team not required	
3	• If Emergency Management Team establishes Interagency Operations Team – at the start of the emergency response – thereafter, as required	• Teleconference
4 and 5	• Minimum once daily • Increase frequency, as required	• Daily in-person meeting at combined Emergency Response Team location/incident room • Additional meetings may be by teleconference or in person as appropriate

Location

Unless the Emergency Manager advises otherwise, the emergency response function teams will be located as follows:

Table 11: Normal emergency response function team locations

Function team	Location
Incident management	As directed by impacted Grid Participants
Technical coordination	As directed by the Deputy Emergency Manager – Operations. It will be an appropriate location to achieve efficient situational awareness
Communications coordination	Water Grid Manager's office • Level 15, 53 Albert Street, Brisbane
Emergency management	Water Grid Manager's incident room • Level 15, 53 Albert Street, Brisbane
Interagency Operations Team	As directed by the Emergency Manager

Continuous reassessment

Risk assessment needs to be a continuous process throughout the entire emergency response.

The initial incident severity classification may require adjustment as the incident and its wider impacts evolve and are better understood.

As the emergency is notified, and the Emergency Management Team and Emergency Coordination Teams are mobilised, each should reassess the risk classification in view of their different perspectives and expertise. For example, Queensland Health will be the lead agency for major drinking water health-related incidents, and will use health risk assessment tools to review the severity level classification.

Reassessment should also follow milestones in managing the emergency and recovery, or as often as deemed necessary, depending on the nature of the incident.



Tool/resource

- Refer to Table 3: Incident severity classification levels.
- Refer to 'Queensland Health protocol for the management of major drinking water health-related incidents'.

Escalation

The escalation of an incident through to Level 5 is based on a combination of factors including:

- the consequence of the incident to:
  - water quality
  - water assets
  - water quantity
  - security
  - public health
  - the environment
  - public confidence
- the ability of the deployed people and resources to manage the consequence.

The appropriate person within a Grid Participant, e.g. Grid Participant Duty Manager, has the authority to escalate an incident to a higher level and send appropriate notification to the Water Grid Manager corresponding to the escalation. The Water Grid Manager reserves an overriding right to escalate emergencies.

Prompts for the escalation to a higher level include:

- actual or potential impact on the Water Grid, its Grid Customers, community and environment is more widespread
- the available people and resources associated with the original incident severity level are inadequate to manage the incident
- more information is known about the incident, justifying a reclassification
- an upward trending pattern of the initial incident (i.e. a domino effect), which may result in the escalation of the incident
- emergency services are required to assist
- water quality issues require notification to the Queensland Water Commission, Department of Environment and Resource Management and/or Queensland Health
- potential for secondary issues to develop and be more damaging than the original incident
- widespread attention by the media, regulators, or Members of Parliament
- potential for major asset damage or loss.



Action checklist – have you...☑

- mobilised the Grid Participant's Incident Management Team as per its internal Emergency Response Plan? ☐
- mobilised the Technical and Communications Coordination Teams? ☐
- determined the 'Emergency Manager' and mobilised its emergency command structure? ☐
- activated the Emergency Management Team? ☐
- convened an Interagency Operations Team, if required?
- begun the process of continuous risk reassessment, drawing on specialised expertise as appropriate? ☐

Manage the emergency

Snapshot: Manage the emergency

Actions to eliminate the immediate risk to Water Grid operations:

- **Manage the incident at asset/site level.**
- **Coordinate the emergency at whole-of-Grid level.**
- **Implement communications protocols.**

Refer to the emergency response outline roadmap provided at Attachment B.

Incident management

Impacted Grid Participants are responsible for carrying out incident management in accordance with their internal emergency response plans and operating protocols.

Tool/resource

- See 'Command and control functions' for a description of the 'incident management' role.
- Refer to Grid Participants' internal emergency response plans and operating protocols.

Emergency coordination

The Water Grid Manager is responsible for establishing the Technical and Communications Coordination Teams. A range of coordination activities will be required to facilitate the total emergency response and to ensure whole-of-Grid operations maintain supply (as distinct from managing the incident at the entity or asset level).

These coordination activities include:

- liaison between Grid Participants and other interested agencies
- facilitating resource sharing among Grid Participants
- seeking and sharing additional expert advice
- assisting the Emergency Manager, when this function has been transferred to another agency (see 'Command and control – Function ownership')
- coordinating and preparing key communications (both internal and external)
- issuing Grid Instructions and Emergency Operating Instructions, as necessary.

For most emergencies, the Water Grid Manager will combine the emergency coordination and emergency management functions. However, when the emergency management function is transferred to another agency, its associated activities, including a range of communication activities, are transferred with it.

Liaison and resource sharing

The Water Grid Manager provides a single point of contact and clearing house for information across all interested parties in the emergency response. This simplifies liaison processes, prevents confusion and ensures information ends up where it is needed.

Typical examples of this liaison include:

- among Grid Participants
- with State agencies
- with Federal agencies (e.g. Department of the Environment, Water, Heritage and the Arts; National Water Commission)
- with Emergency Services (see Figure 2: Water Grid emergency response hierarchy and the Queensland Disaster Management System).

The Water Grid Manager also acts as a central point for sharing or coordinating a variety of resources, such as:

- sharing plans and tools among Grid Participants
- coordinating and providing mutual assistance
- solving short-term staff and equipment shortages for incident management by sourcing loans from other Grid Participants.

Major drinking water health-related emergencies

For major drinking water health-related emergencies, Queensland Health will take the Emergency Manager role. In this case, the Water Grid Manager's coordination function will involve supporting Queensland Health, including:

- providing senior representation on the Emergency Management Team
- providing or sourcing expertise for the Health Reference Panel, if necessary
- seconding staff to the Interagency Operations Team to act on the agreed strategy
- coordinating the environmental investigation with the relevant Grid Participants
- providing and coordinating logistics support, as required
- giving full, proactive cooperation in general.



Tool/resource

Refer to 'Queensland Health protocol for the management of major drinking water health-related incidents'.

Whole-of-Grid operations

Amendments to Grid Instructions

Under section 4.15 of the Market Rules, the Water Grid Manager can issue new Grid Instructions:

- when there is a change in circumstances such as distribution and storage capacity
- for any reason that the Water Grid Manager, at its discretion, considers appropriate.

During emergencies, the Water Grid Manager is to perform an assessment of the impact upon security of supply and ability to meet Grid Customer demand, and issue new Grid Instructions as necessary. To make this assessment Grid Participants may be required to make arrangements to provide the Water Grid Manager with access to timely, accurate and verified information.

Water Supply Emergency Declarations and Emergency Operating Instructions

A Water Supply Emergency can be declared by the Minister responsible for Chapter 2, Part 2, Division 2A of the *Water Act 2000* if the Minister is satisfied there is a water supply emergency or that one is developing. A water supply emergency is an event or situation where there is a demonstrably serious risk of not being able to meet part of the State's essential water supply needs. The following examples of some potential situations are included in the *Water Act 2000*:

- failure of a large part of water supply, treatment or distribution infrastructure
- extended severe drought conditions
- water storage used for essential water supply needs becoming unfit for use due to contamination.

An incident of such a magnitude to prompt the making of a Water Supply Emergency Declaration will likely be a Level 4 or 5 under this Emergency Response Plan.

When the Minister declares a Water Supply Emergency, the Water Grid Manager may issue Emergency Operating Instructions. Emergency Operating Instructions issued under this section are to be published in a manner determined by the Water Grid Manager and are to be issued to the Grid Participants they affect. The Water Grid Manager may provide a copy of the Emergency Operating Instructions to other Grid Participants and any other entity the Water Grid Manager considers appropriate.

The Water Grid Manager will determine the timeframe over which the Emergency Operating Instructions apply, which will be subject to the type of incident taking place.

The Water Grid Manager can amend Emergency Operating Instructions if it judges necessary. The frequency of these amendments will depend on the nature of the incident. For example, a major asset failure may necessitate frequent amendments to Emergency Operating Instructions, whereas a drought emergency would probably not require amendments to be made so frequently.



Tool/resource

Refer to the Market Rules, sections 4.15 and 4.23–4.24.

Communication

Overview

Effective communication plays a major part in successfully managing emergencies. All interested parties in the emergency response need to focus on providing and supporting communications which:

- are timely
- are up-to-date
- are accurate
- include a caution or indication of confidence based on the completeness of the information available
- assist the overall emergency management effort
- create a single voice, to avoid confusion and conflicting messages
- maintain public and stakeholder confidence
- do not adversely affect insurance cover, where possible.

Any information advised to the Emergency Management Team for use in briefing the Minister's office must be authorised by the Grid Participant's CEO.

The Emergency Management Team is responsible for managing most communication functions. The Emergency Management Team will use the Communications Coordination Team in supporting this role. Refer to ' Establish command and control' for an outline of the emergency management role. For a diagram of the emergency management communication process, refer to Attachment C: Communication workflow.

For incidents not deemed an emergency under this Plan, and where a State-owned Grid Participant is involved, all communication activities must be coordinated through the Communications Unit.



Tool/resource

- Refer to Attachment C: Communication workflow.
- For Level 1 and 2 incident communications, refer to the Communications Unit protocols.
- A Sample Situation Report (SITREP) template is provided at Attachment H. This is available as a separate Word file on request from emergency@seqwgm.com.au.
- Refer to Attachment I: Informal Ministerial briefing template.

'Internal' communication activities

Among members of the Water Grid and Government stakeholders.

Table 12: 'Internal' communication roles

Level	Communication	Incident Management Team (Impacted Grid Participant/s)	Communications Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other)[5]
1–2	Notification	Notify internal key stakeholders as required, e.g. CEO, Mayor, Board Notify other impacted Grid Participant/s	No involvement	No involvement
	Stakeholder briefings	Manage internal stakeholders at own discretion	No involvement	No involvement
	Liaison/support	Liaise with other impacted Grid Participant/s	No involvement	No involvement
Alert	Notification	Notify internal key stakeholders as required, e.g. CEO, Mayor, Board Notify other impacted Grid Participant/s. Notify Water Grid Manager Notify Office of the Water Supply Regulator, if required	Water Grid Manager Duty Manager to notify Minister's office (use Attachment I template)	Water Grid Manager Duty Manager to notify Minister's office (use Attachment I template)
	Stakeholder briefings	Manage internal stakeholders at own discretion	No involvement	No involvement
	Liaison/support	Liaise with other impacted Grid Participant/s	No involvement	No involvement

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Level	Communication	Incident Management Team (Impacted Grid Participant/s)	Communications Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other)[5]
3	Notification	Notify Water Grid Manager Notify Office of the Water Supply Regulator, if required Notify internal key stakeholders as required, e.g. CEO, Mayor, Board • Confirm with the Water Grid Manager which stakeholders have been notified	Notify other relevant stakeholders, as appropriate: • Water Grid Manager CEO • Responsible Minister/s office • Other Grid Participants • Water Grid Manager Board • Queensland Water Commission • Department of Environment and Resource Management • Queensland Health • Premier's Department • Emergency Services	
2	Stakeholder briefings	Proactively provide information to Emergency Manager/Emergency Coordinator to enable preparation of briefings Assist Emergency Manager Teams in preparation and approval of briefings. Forward approved briefings to internal stakeholders as required, e.g. Grid Participant senior management, CEO, Mayor, Board Do not issue briefings independent of Emergency Manager/Emergency Coordinator	Proactively provide information to Emergency Manager to enable preparation of briefings Assist Emergency Manager in preparation and approval of briefings Forward approved briefings to internal stakeholders, as required Do not issue briefings independent of Emergency Manager	Manage preparation and approval of briefings, as appropriate (including SITREPs) Issue briefings Respond to enquiries about briefings and other stakeholder enquiries Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of briefings, etc.
1	Liaison/support	Proactively provide information and support to the Emergency Management Teams Provide SITREPs to summarise available information, as requested by the Emergency Manager/Emergency Coordinator	Proactively provide information and support to the Emergency Manager Coordinate liaison and communications support across the emergency response teams	Manage preparation and approval of briefings, as appropriate (including SITREPs)

[5] See 'Command and control - Function ownership'

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'External' communication activities

Directed at the public and stakeholders outside Water Grid.

Table 13: 'External' communication roles

Level	Communication	Distribution Service Providers Incident Management Team (Impacted Grid Participant(s)) #	Communications Coordination Team (Water Grid Manager) #	Emergency Management Team (Water Grid Manager or other) #
1–2	Strategy and messaging	Formulate any appropriate communications strategy messaging at their discretion	Provide whole-of-Grid messaging, if required	No involvement
	Public face	Designate spokesperson	No involvement	No involvement
	Media management Public information and enquiries	Manage media at their own discretion Respond to media/public enquiries May only comment on the incident as it relates to their assets No comment to be made on whole-of-Grid issues	Manage comments on the Water Grid, if required	No involvement
Alert	Strategy and messaging	Formulate any appropriate communications strategy messaging at their discretion	Provide whole-of-Grid messaging, if required	No involvement
	Public face	Designate spokesperson	No involvement	No involvement
	Media management Public information and enquiries	Manage media at their own discretion Respond to media/public enquiries May only comment on the incident as it relates to their assets No comment to be made on whole-of-Grid issues	Manage comments on the Water Grid, if required	No involvement

All SEQ Water Grid communication activities for the State-owned entities are coordinated through the SEQ Water Grid Communications Unit, including Levels 1, 2 and Alert level incidents.

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Level	Communication	Distribution Service Providers Incident Management Team (Impacted Grid Participant(s)) #	Communications Coordination Team (Water Grid Manager) #	Emergency Management Team (Water Grid Manager or other) [6]
3, 4, 5	Strategy and messaging	Work with the Emergency Manager to develop the communications strategy for the emergency response, and key messages for inclusion across all communications	Work with the Emergency Manager to develop the communications strategy for the emergency response, and key messages for inclusion across all communications	Conduct risk assessment and incident verification Manage development of a communications strategy for the emergency response, and key messages for all communications Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of messaging, etc.
	Public face	Support spokesperson, as requested Do not present public face independent of Emergency Manager	Support spokesperson, as requested Do not present public face independent of Emergency Manager	Designate spokesperson
	Media management Public information Public enquiries	Assist Emergency Manager in preparation and approval of media releases and other public information Disseminate finalised and approved media releases, and other public information Forward media/public enquiries to Emergency Manager Do not issue releases or information independent of Emergency Manager	Assist Emergency Manager in preparation and approval of media releases and other public information Disseminate finalised and approved media releases, and other public information Forward media/public enquiries to Emergency Manager Do not issue releases or information independent of Emergency Manager	Manage preparation and approval of media releases and other public information, as appropriate Issue media releases (initial statement and further releases as appropriate) and other public information (Grid Participant websites, call centres, etc.) Respond to media/public enquiries Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of media statements, etc.

[6] See ' Command and control - Function ownership'

All SEQ Water Grid communication activities for the State-owned entities are coordinated through the SEQ Water Grid Communications Unit, including Levels 1, 2 and Alert level incidents.

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Action checklist – have you...☑

- verified the incident level? ☐
- continually reassessed risk, command and control, and interagency communications? ☐
- implemented incident management at the asset/site level as per the Grid Participant's internal Emergency Response Plan and operating protocols? ☐
- established effective liaison among all interested parties in the emergency response and with key stakeholders? ☐
- used the Water Grid Manager to coordinate additional resources from other Grid Participants? ☐
- for major health-related incidents, committed the necessary support to Queensland Health? ☐
- modelled the impacts on security of supply and issued new Grid Instructions, if required? ☐
- issued Emergency Operating Instructions, if required? ☐
- briefed relevant key stakeholders and established a schedule for ongoing updates? ☐
- issued an approved holding initial statement to the media? ☐
- developed a communication strategy and key messages for this incident? ☐
- established who will be the public face/ spokesperson for the response? ☐
- developed further media statements as appropriate? ☐
- developed and disseminated further public information releases, e.g. for publication via Grid Participant websites and call centres? ☐

Manage the recovery

Snapshot: Manage the recovery

Actions to return Water Grid operations to normal:

- **Agree recovery plan and objectives.**
- **Recover asset and restore full service/product delivery.**
- **Implement close-out communications protocols.**

Refer to the emergency response outline roadmap provided at Attachment B.

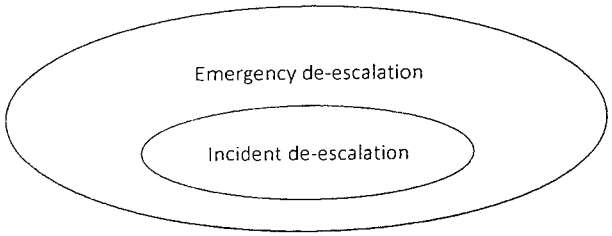
Context

Recovery begins immediately once an incident has been contained. The focus is on maintaining continuity of operations while restoring the Water Grid to normal status. The Water Grid Manager's 'strategic Water Grid management' function provides direction as to the approach to be applied.

De-escalation

There are two elements of de-escalation in the emergency response context:

Figure 4: De-escalation



As shown, incident de-escalation is a sub-set of emergency de-escalation.

Incident de-escalation relates to incident management, and the status of the physical event. The impacted Grid Participant is therefore responsible for incident de-escalation. Each Grid Participant is to have a procedure which details the process to close-out an incident once it has been rectified.

Emergency de-escalation takes into account a broader range of factors including emergency coordination and management, which may continue well after the incident that caused the emergency has be rectified. As such, it is possible that the emergency may stay ongoing after the Grid Participant has de-escalated their incident. As a result, only the Emergency Manager can de-escalate the Water Grid emergency.

Roles and responsibilities

Action	Incident Management Team (Grid Participant/s)	Technical Coordination Team (Water Grid Manager)	Communications Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other)[7]
Agree recovery plan and objectives	•	•	•	•
Recover asset	•			
Issue Grid Instructions, as necessary		•		
Implement close-out communications protocols			•	•
Close-out incident	•			
Complete Incident Close-out Report	•			
Close-out emergency				•

[7] See ' Command and control - Function ownership'

Incident Manager (Grid Participant/s)

Grid Participants are responsible for managing the recovery of their assets, services and/or products in accordance with the agreed recovery objectives and the Water Grid Manager's Grid Instructions. Grid Participants are also responsible for providing information and resources to the Emergency Management Team and Emergency Coordination Teams in order to assist the whole-of-Grid recovery effort.

Tool/resource

Refer to the Grid Participant's internal Emergency Response Plan and operating protocols for asset recovery processes.

Incident Close-out Report

For all Alerts, Level 3, 4 and 5 incidents, the impacted Grid Participant/s must complete the Incident Close-out Report provided at Attachment J, including the results of any investigation and rectification procedures performed, and copy to the Water Grid Manager (and Emergency Manager, if this is not the Water Grid Manager).

Tool/resource

A copy of the Incident Close-out Report is provided at Attachment J. This is also available as a separate Word file on request from emergency@seqwgm.com.au.

Office of the Water Supply Regulator

For all incidents that have required the Grid Participant to submit Part A of the form 'Drinking water quality: incident reporting' to the Office of the Water Supply Regulator, the Grid Participant should also submit Part B of the form on close-out in addition to the Water Grid Incident Close-out Report sent to the Water Grid Manager.



Tool/resource

Refer to the 'Drinking water quality: incident reporting' form available at www.derm.qld.gov.au.

Emergency Coordination Teams (Water Grid Manager)

The Emergency Coordination Teams assist the Emergency Management Team in coordinating the whole-of-Grid recovery process, based on recovery objectives and subsequent priority of work provided by the Emergency Management Team.

The Emergency Coordination Teams must work with Grid Participants to determine the most effective method of implementing the recovery objectives. The Water Grid Manager will then issue Grid Instructions to Grid Participants, if required, in accordance with the recovery priorities and at a frequency which assists the recovery.

Emergency Management Team (Water Grid Manager or other)

The Emergency Management Team is responsible for directing the whole-of-Grid recovery process. This is primarily achieved by outlining the recovery objectives and the subsequent priority of work.

This process may involve input and assistance from a number of other government departments and stakeholders such as:

- Grid Participants
- Queensland Treasury
- Department of Community Safety (Emergency Services)
- Department of Premier and Cabinet
- Department of Infrastructure and Planning
- Grid Customers
- Queensland Health
- Department of Employment, Economic Development and Innovation
- Queensland Water Commission
- Department of Environment and Resource Management.

Communications and media

The Emergency Management Team is responsible for managing recovery communications across the Grid Participants and to external stakeholders such as Grid Customers and relevant parts of government. The Emergency Management Team is also responsible for issuing a close-out statement/media release, if appropriate.



Tool/resource

Refer to 'Manage the emergency' for media release protocols.



Action checklist – have you...☑

- established the recovery objectives? ☐
- recovered the asset? ☐
- issued Grid Instructions, if required, to achieve whole-of-Grid recovery? ☐
- issued an approved close-out statement to the media, if appropriate? ☐
- completed an Incident Close-out Report and copied it to the Water Grid Manager (and other Emergency Manager) (Attachment J)? ☐
- Submitted Part B of the Office of the Water Supply Regulator form 'Drinking water quality: incident reporting'? ☐

6 Improvement actions

Snapshot: Improvement actions

Actions to improve future Water Grid operations:

- Debrief following incident close-out.
- Draft Post-emergency Report.
- Update Risk Registers.

Refer to the emergency response outline roadmap provided at Attachment B.

Debriefing

The Emergency Manager will decide if a formal debriefing process is to be carried out, based on the nature of the incident.

The following table outlines responsibilities for carrying out debriefings following incident close-out.

Table 14: Debriefing responsibilities

Level	Incident Manager (Impacted Grid Participant)	Emergency Manager (Water Grid Manager or other)[8]
1, 2 and Alert	Refer to Grid Participant's internal Emergency Response Plan	No involvement
3, 4 and 5	Carry out 'hot' debrief – informal debriefing which must occur as soon as practicable following the event to capture immediate learning's and details	Water Grid Manager to facilitate a 'cold' debrief including all entities involved in the emergency response in order to: • carry out a root cause analysis • capture and disseminate experiences and lessons learnt throughout the incident • enable process improvements and modifications

[8] See ' Command and control – Function ownership'

Debriefings must be fully documented, with copies of the minutes distributed to all entities involved. Attendees will need to bring copies of all documentation associated with the incident, such as notification forms, logs, SITREPs, briefings, media releases, correspondence, photographs, etc.

Tool/resource

- Refer to debriefing procedures in Grid Participant internal emergency response plans.
- A Debriefing minutes template is provided at Attachment K. This is also available as a separate Word file on request from emergency@seqwgm.com.au.

Post-emergency Report

The Post-emergency Report functions as a summary of information and feedback on an emergency and as a cover form for the file of associated documentation. It is a vehicle for information consolidation, analysis and formalised recommendations.

It should be completed by the Emergency Manager or Emergency Coordinator following a thorough debriefing process.

The Emergency Manager/Emergency Coordinator will distribute copies of the Post-emergency Report to all entities involved in the emergency response.



Tool/resource

Refer to the Post-emergency Report template provided at Attachment L.

Risk Register

Recommendations arising from the debriefing process and Post-emergency Report must be forwarded to Grid Participant Risk Managers for inclusion in the entities' Risk Registers, as appropriate.

The impacted Grid Participant/s are responsible for incorporating recommended actions addressing their own assets and systems. The Water Grid Manager is responsible for incorporating recommendations which address:

- whole-of-Grid systems and continuous improvement
- learning's from the experience that have value for all Grid Participants, and should be shared with others not involved in the incident.

Following risk assessment in accordance with the Grid Participants' internal risk management plans, recommendations and mitigations will flow through to update operational documentation such as:

- operational procedures
- training schedules
- water quality improvement plans
- asset improvement plans.



Tool/resource

- Refer to Grid Participant and Water Grid Manager Risk Registers and risk management plans.
- Refer to the Water Grid Manager's Workforce Capability Strategy.



Action checklist – have you...☑

- carried out a 'hot' debrief? ☐
- carried out a 'cold' debrief (Attachment K)? ☐
- completed a Post-emergency Report (Attachment L)? ☐
- forwarded recommendations for inclusion in Risk Registers? ☐

Attachment A: Emergency contact list

Grid Participants are to provide an update of their contact list to the Water Grid Manager as changes occur, and as a minimum, on the first working day in February, May, August and November, whether or not any changes have been made.

Grid Participant – first priority contacts

Entity	Contact person	Role	Contact details
SEQ Water Grid Manager	Duty Manager (24/7)	*(first point of contoct for incidents)*	[redacted]
LinkWater	Control Room (24/7)	*(first point of contoct for incidents)*	
WaterSecure	[redacted]	Senior Operations Manager *(first point of contoct for incidents)*	
Seqwater		Principal Coordinator, Incident and Emergency Management *(first point of contact for incidents)*	
Unitywater	Duty Shift Officer	Network Operations Control Room (South) - MBRC *(first point of contact for incidents)*	
Queensland Urban Utilities	Control Room Operator	East Operations Control Room Operates 24/7 *(first point of contact for incidents)*	
Allconnex Water	[redacted]	Acting Group Manager Policy & Systems *(first point of contact for incidents)*	

Grid Participant – additional contacts

Entity	Contact person	Role	Contact details
SEQ Water Grid Manager	Barry Dennien	Chief Executive Officer	[redacted]
	[redacted]	Director, Risk & Technology	
	Dan Spiller	Director, Operations	
	[redacted]	Risk & Emergency Manager	
		Risk Program Manager	
	Media Duty Manager		
LinkWater	Duty General Manager		
	[redacted]	General Manager Operational Services	
		Corporate Communications Manager	
	Call Centre		
WaterSecure	Keith Davies	CEO	
	Paul Rees	Manager Communications and External Relations	
	[redacted]	Operations Manager Purified Recycled Water	
		Operations Manager Desal	

Entity	Contact person	Role	Contact details
	Call Centre	Western Corridor Recycled Water	[redacted]
	Call Centre	Gold Coast Desalination Plant	
Seqwater	Jim Pruss	Executive General Manager Operations	
	[redacted]	Coastal Operations Manager	
		Central Operations Manager	
		Water Quality Product Manager	
	Incident Management Hotline		
Unitywater			
Southern Region (Moreton Bay Regional Council Area)	[redacted]	Principal Engineer Network Control	
	[redacted]	Senior Manager Network Operations	
		Executive Manager Operations South	
Northern Region (Sunshine Coast Regional Council Area)	Duty Shift Officer	Network Operations Control Room (North) *(secondary point of contact for incidents)*	
	[redacted]	Network Operations Manager	
		Manager Operations	

Entity	Contact person	Role	Contact details
	[redacted]	Executive Manager Operations North	[redacted]
Head Quarters	Call Centre	Customer Service Team	
	[redacted]	Manager Communications & Marketing	
		Business Resilience Coordinator	
		Manager Business Sustainability	
	[redacted]	CEO	
		CFO & Dep. CEO	
Queensland Urban Utilities			
Queensland Urban Utilities (QUU)	West Duty Officer	West Control Room *(secondary point of contact for incidents)*	
	Media Duty Manager	24/7 Communications and Media Duty Officer	
	Manager - Source Control & Product Quality	Water quality contact	
	Robin Lewis	COO	
	[redacted]	CEO	

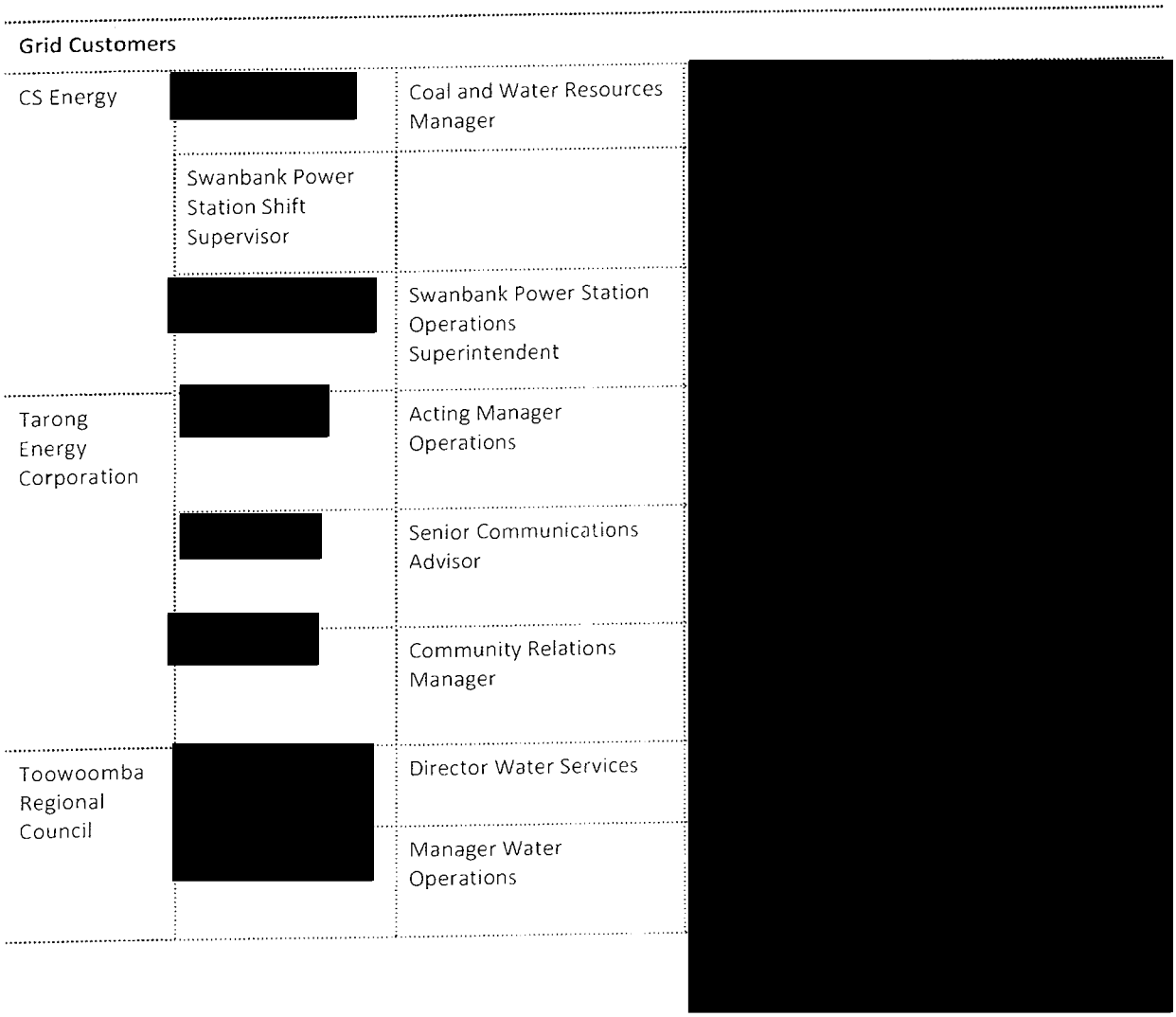
Entity	Contact person	Role	Contact details
			Email contact for East QUU incident Management room (when activated) [redacted] Email contact for West QUU incident Management room (when activated) [redacted] Email contact for West QUU Emergency Management room (when activated) [redacted] *THESE EMAILS ARE ONLY MONITORED WHEN AN INCIDENT OR EMERGENCY HAS BEEN DECLARED AND THE ROOM/S ACTIVATED*
Allconnex Water			
Gold Coast District	Duty Manager	On-call Incident Manager	[redacted]
	Duty Operator	24hr Call Centre *(secondary point of contact for incidents)*	
	[redacted]	District Manager	
Logan District	Duty Operator	24hr Call Centre	
	[redacted]	District Manager	
		Operations Manager	
Redland District	[redacted]	strict Manager	
	[redacted]	Manager Treatment Operations	
	[redacted]	Manager Reticulations Operations	
	[redacted]	Customer Relations Officer *(for communications/ media)*	

Other key stakeholder contacts

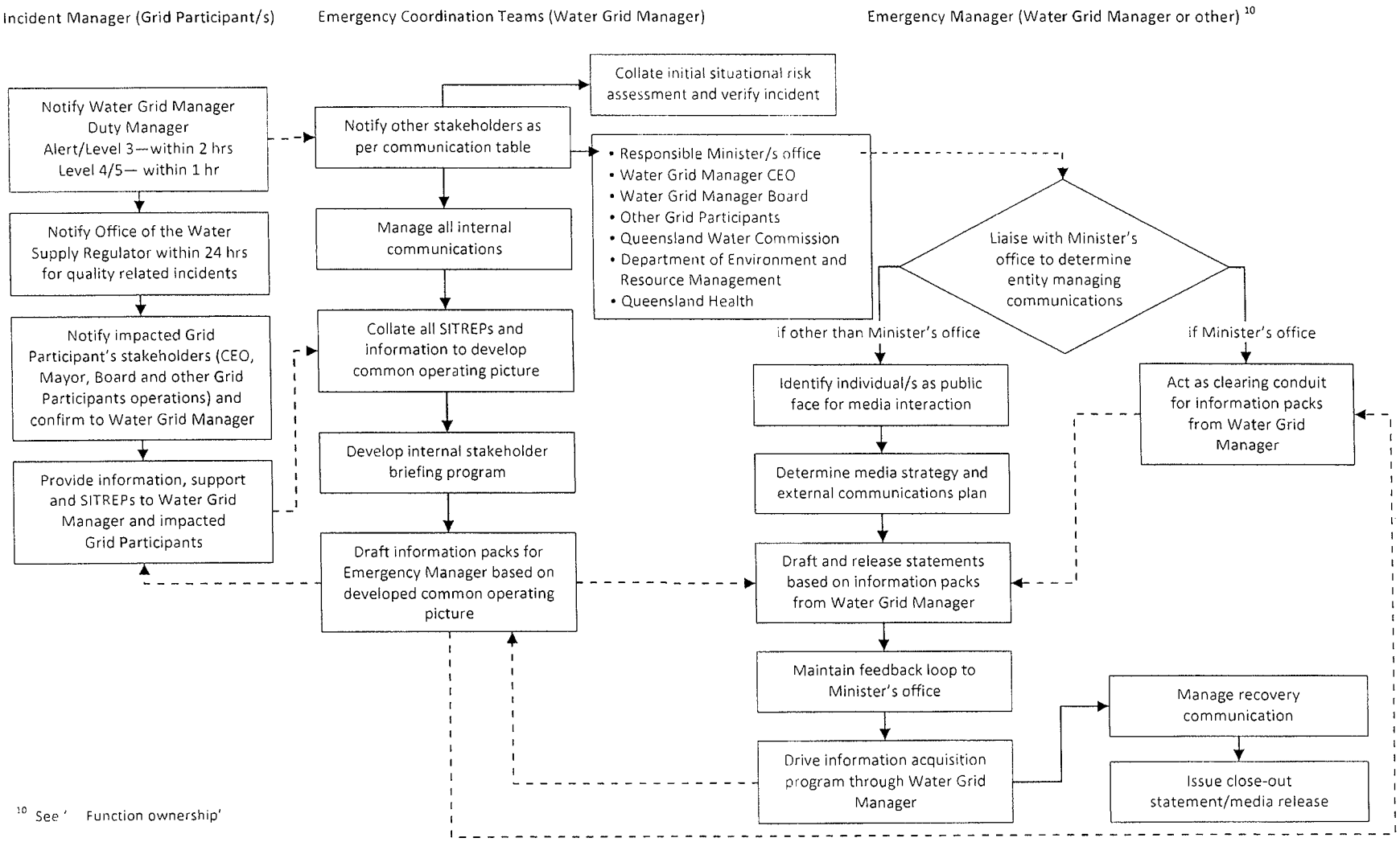
Entity	Contact person	Role	Contact details
Emergency Services			
Police, Ambulance, Fire – 000			
Emergency Management Queensland	State Disaster Coordination Centre	Watch Desk Officer	[redacted]
Queensland Fire and Rescue Service	Head Office		
	Media Liaison		
Chemical Hazards and Emergency Management (CHEM)			
Queensland Police Service	Head Office		
	Counter Terrorism Coordination Unit		
	Water Police		
	Media and Public Affairs Branch		
Queensland Government			
Ministers' offices			
Do not contact Ministers' offices directly other than that of the Minister for Natural Resources, Mines and Energy—who will contact the Premier and other Ministers as necessary.			
Minister for Natural Resources, Mines and Energy	[redacted]	Principal Advisor	[redacted]
	[redacted]	Advisor	
	[redacted]	Policy Advisor	

Entity	Contact person	Role	Contact details
Departments			
Department of Environment and Resource Management	Debbie Best	Office of the Deputy Director-General Water and Catchment Services	[redacted]
	[redacted]	General Manager, Urban Water	
		General Manager, Client Communications and Information	
	Drinking Water Incidents	Office of Water Supply Regulator	
	Recycled Water Incidents	Office of Water Supply Regulator	
	Peter Allen	Office of Water Supply Regulator Director, Dam Safety	
	EPA Hotline	Environmental Protection Agency *(for reporting wildlife emergencies and pollution incidents)*	
Queensland Water Commission	Karen Waldman	Executive Director	
Queensland Police Service Counter Terrorism Strategic Policy Branch	[redacted] (Stakeholder Engagement)		
Queensland Police Service Security Planning and Coordination	[redacted]	Principal Policy and Programs Officer	
Queensland Police Service Security Intelligence Branch			

Entity	Contact person	Role	Contact details
Treasury	[redacted]	Assistant Under Treasurer	[redacted]
		Treasury Advisor	
Queensland Health	[redacted]	Water Quality Unit Environmental Health Branch Health Protection Directorate	
	Water Quality Unit Emergency Contact		
	Forensic and Scientific Services	*(Analytical support, water-related health problems)*	
Department of Employment, Economic Development and Innovation	WHS Inspector and Workplace Accident Notification	Workplace Health and Safety	
Department of Transport and Main Roads	[redacted]	Transport Senior Advisor, Emergency Management	
		Main Roads Senior Advisor, Critical Incident Coordination	


Grid Customers
CS Energy
[redacted]
Coal and Water Resources Manager
Swanbank Power Station Shift Supervisor
[redacted]
Swanbank Power Station Operations Superintendent
Tarong Energy Corporation
[redacted]
Acting Manager Operations
[redacted]
Senior Communications Advisor
[redacted]
Community Relations Manager
Toowoomba Regional Council
[redacted]
Director Water Services
Manager Water Operations
[redacted]

Attachment C: Communication workflow



[10] See ' Function ownership'

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Attachment D: Grid Participant Emergency Response Plan approval requirements

These approval requirements will be used by the Water Grid Manager to ensure Grid Participants' internal Emergency Response Plans are consistent with and meet the objectives of the SEQ Water Grid Emergency Response Plan. When submitting plans for approval, Grid Participants are to include this table with a note giving the page/s of the plans on which each requirement is met.

Market Rules reference	Components	To be included in Grid Participant emergency response plans		Pg/s in Plan
		Recommendations (best practice)	Requirements (compulsory)	
4.30 (a) (i) [provide] 'comments regarding the extent (if any) to which the draft Grid Service Provider Emergency Response Plan or Distribution Service Provider Emergency Response Plan is inconsistent with, or does not reasonably meet the objectives of the SEQ Water Grid Emergency Response Plan'.	General	• To facilitate effective interaction during an emergency, Grid Participant emergency response plans should mirror the six-step process detailed in the SEQ Water Grid Emergency Response Plan.		
	Governance and policy		• A Testing and Review Plan aligned with that detailed on page 7 of the SEQ Water Grid Emergency Response Plan is to be included. • A Training Plan aligned with that detailed on page 8 of the SEQ Water Grid Emergency Response Plan is to be included. • The general responsibilities of Grid Participants detailed on page 14 of the SEQ Water Grid Emergency Response Plan are to be included.	
	❶ Identify and assess incident severity		• Table 3 (Incident severity classification levels) is to be reproduced verbatim. • The trigger levels contained within ❶ must be reproduced, with Grid Participant information for action on Level 1, 2 and Alert incidents included as appropriate.	

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Market Rules reference	Components	To be included in Grid Participant emergency response plans		Pg/s in Plan
		Recommendations (best practice)	Requirements (compulsory)	
	Notify		• Table 4 (Notification responsibilities) is to be reproduced with the Grid Participant emergency contacts substituted as appropriate. • Contact details for the Water Grid Manager Duty Manager and Media Duty Manager to be reproduced within the body of the Plan in the section on notifications as well as in the contacts list in the annexes to the Plan. • A key stakeholder notification table, similar to Table 5 (Key stakeholder notification) but specific to the Grid Participant is to be included. • The Plan is to specify that records are to be kept in accordance with the instruction on record keeping in .	
	Establish command and control		• Table 7 (Command and control function responsibilities) is to be reproduced with Grid Participant details inserted as appropriate. • Figure 3 (Emergency Response Team structure) is to be reproduced with Grid Participant details substituted as appropriate. • Table 9 (Function teams membership) is to be reproduced with Grid Participant details inserted as appropriate. • A description of the structure, role and management of the Incident Management Team, the Interagency Operations Team and the Emergency Management Team are to be included and aligned with the detail in . • Table 11 (Normal emergency response function team locations) is to be reproduced with Grid Participant details inserted as appropriate. • The Plan is to include the continuous reassessment process in . • The Plan is to include the escalation process in .	

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Market Rules reference	Components	To be included in Grid Participant emergency response plans		Pg/s in Plan
		Recommendations (best practice)	Requirements (compulsory)	
	Manage the emergency		• The Plan is to note that incident management is carried out by the Grid Participant. • The Plan is to note the emergency coordination functions carried out by the Water Grid Manager as detailed in . • Table 12 ('Internal' communication roles) is to be reproduced with Grid Participant details inserted as appropriate. • Table 13 ('External' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	
	Manage the recovery		• Incident de-escalation and emergency de-escalation are to be included in the Plan as detailed in . • The requirement for an Incident Close-out Report as detailed in is to be included in the Plan. • The role of the Emergency Management Team in managing the recovery as detailed in is to be included in the Plan.	
	Improvement actions		• Table 14 (Debriefing responsibilities) is to be reproduced with Grid Participant details inserted as appropriate. • Post-emergency Report and Risk Register actions as detailed in are to be included in the Plan.	
4.29 (d) [for Distribution Service Providers] 'in the case of Water Supply Works constituting Isolated Supply Schemes, contingencies for securing alternate water supply'.			• All isolated supply schemes are to be identified in an annex to the Plan, with a suitable contingency plan for the provision of an alternate water supply detailed for each.	

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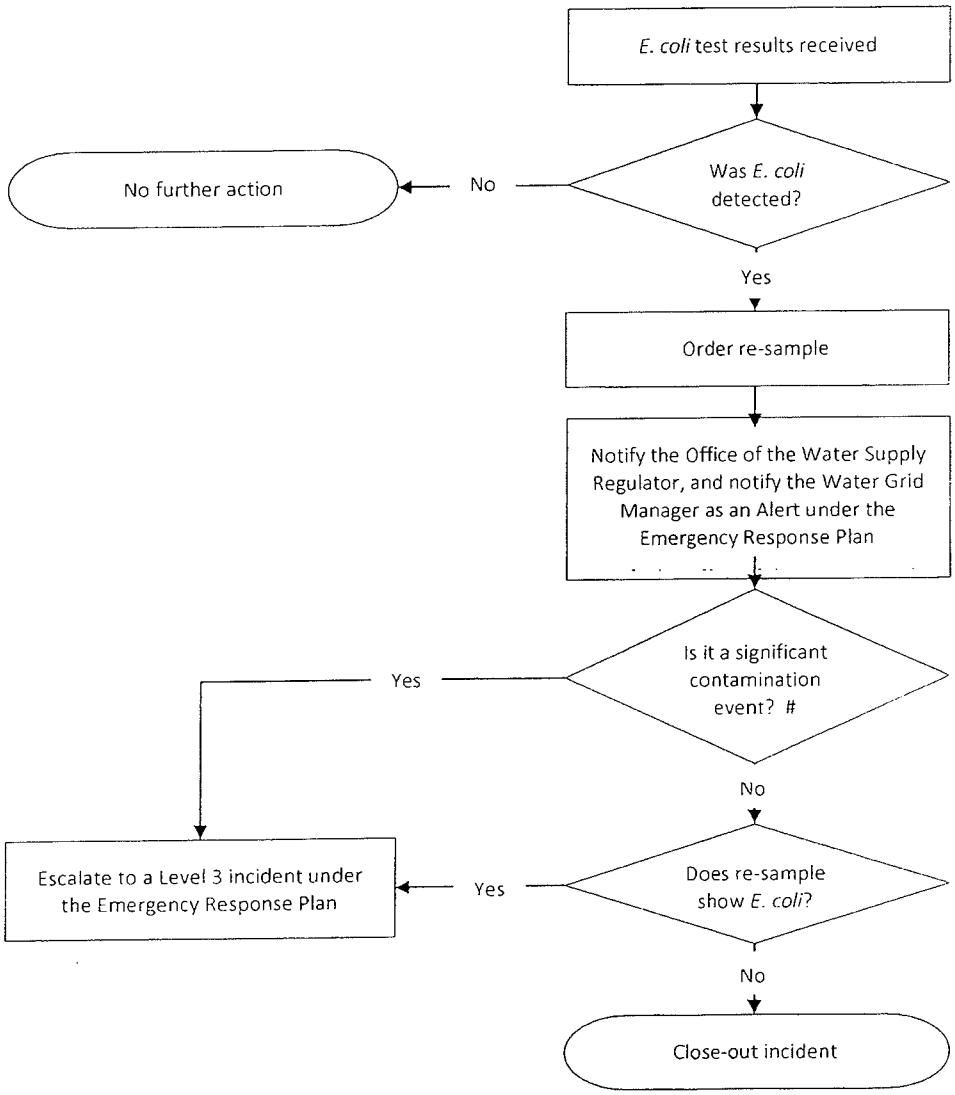
Attachment E: *E. coli* Alert escalation process



 # Is it a significant contamination event?

The Water Quality Managers of the reporting Grid Participant and the Water Grid Manager will discuss the initial sample results and determine whether they consider it to be a significant contamination event. The type of questions they will ask to assist this determination will be:

- number of *E. coli* detected
- historical frequency of detections at the sample point
- any other detections at surrounding sample points
- has the detection occurred at the same time as another event or incident (i.e. asset failure, major storm, disinfection problem)
- is there a known contamination source?

(Where the Water Quality Managers of the Grid Participant and the Water Grid Manager disagree on whether the incident is significant, the higher level will be adopted).

Attachment F:
Chlorine and monochloramine level exemptions

In accordance with the Office of the Water Supply Regulator advice, levels of chlorine and monochloramines that exceed *Australian Drinking Water Guidelines (2004)* health values are not reportable as incidents under this Plan, provided the following conditions are met:

- The exemption only applies to incident reporting for chlorine or monochloramine levels above the *Australian Drinking Water Guidelines (2004)* found in the water treatment or transmission system, where as an operational practice, dosing of chlorine or monochloramine levels higher than the *Australian Drinking Water Guidelines (2004)* health value is required to achieve adequate disinfection in the reticulation system.
- The exemption only applies when there is a monitoring point prior to the delivery of water to customers to demonstrate the disinfection values are within *Australian Drinking Water Guidelines (2004)* health value guidelines.
- Where water is supplied from a transmission system owned by one Drinking Water Service Provider to a reticulation system owned by another provider, the owner of the reticulation system must be aware of the practice.
- Drinking water service providers must continue to report on chlorine or monochloramine levels above the *Australian Drinking Water Guidelines (2004)* in a reticulation system.
- The Office of the Water Supply Regulator recommends that all providers who choose to dose chlorine or monochloramine at levels higher than the *Australian Drinking Water Guidelines (2004)* health values in order to achieve adequate disinfection in the reticulation system consider the risks of disinfection by-products being formed and include these in their regular monitoring program, if appropriate.

Tool/resource

Refer to the following correspondence:

- [redacted] (Office of the Water Supply Regulator) 16 June 2009, letter to Andrew Moir (LinkWater), 'Re: Incident reporting: monochloramine levels in transmission systems'.
- [redacted] LinkWater) 22 June 2009, letter to SEQ Water Grid Manager.
- Dennien, Barry (SEQ Water Grid Manager) 26 June 2009, letter to Michael Hortz (LinkWater).

Attachment G: Incident Notification Form

Incident Notification Form: standard format

To be completed and forwarded to the SEQ Water Grid Manager via email:

[redacted]

Incident number	2010-xxx	
Reporting organisation		
Date		
Time		
Location	Site	
	Address	
Reported by		

Nature of incident/emergency

Water quality	☐	Health and safety of employees or public	☐
Water asset failure	☐	Environment	☐
Water quantity	☐	Public reassurance	☐
Security or natural disaster	☐	Other *(please specify)*	

Details

(what happened, contributing factors, immediate actions taken)

Incident rating

☐ Level 1 (insignificant) ☐ Level 2 (minor) ☐ Alert

☐ Level 3 (moderate) ☐ Level 4 (major) ☐ Level 5 (catastrophe)

Actions recommended to be taken

Action	Assigned to	Completion date

Regulatory authorities notified

☐ Not applicable ☐ Yes – complete table

Time	Regulatory authority/name	Response

Other stakeholders notified

Time	Stakeholder	Response

Media interest

☐ No ☐ Yes – provide details

(provide details of media interest)

Comments

(any other relevant information)

Incident Notification Form: Blackberry-friendly format

To be completed and forwarded to the SEQ Water Grid Manager via email: emergency@seqwgm.com.au.

Incident no: 2010-xxx
>

Reporting organisation:
>

Date:
>

Time:
>

Location:
>

Address:
>

Reported by:
>

Nature of incident/emergency:
(delete unwanted responses)
Water quality
Water asset failure
Water quantity
Security or natural disaster
Health and safety (public or employees)
Environment
Public reassurance
Other (please specify)>

Details:
(what happened, contributing factors, immediate actions taken)
>

Incident rating:
(delete unwanted responses)
Level 1 (insignificant)
Level 2 (minor)
Alert
Level 3 (moderate)
Level 4 (major)
Level 5 (catastrophe)

Actions recommended to be taken:
(action, assigned to, completion date)
>

Regulatory authorities notified:
(delete unwanted responses)
Not applicable
Yes *(provide details of who was contacted and their response)*
>

Other stakeholders notified:
(delete unwanted responses)
Not applicable
Yes *(provide details of who was contacted and their response)*
>

Media interest:
(delete unwanted responses)
No
Yes (provide details) >

Comments:
(any other relevant information)>

Attachment H:
Sample Situation Report (SITREP) template

From		Date	
To		Time	

Incident name	
Incident number	
Incident level	
Notification date	
Impacted organisation/s	
Emergency contacts	

Summary and background of incident

(insert brief summary of incident details)

Incident Management Team

Name	Role

Status of asset/operations

(outline condition of asset and impact on Grid Participant's operations)

Actions to date

Timing	Action

Overall assessment

(summarise assessment of incident response and recovery actions)

Future actions

Timing	Action

Issue of SITREPs

Next SITREP due	Date		Time	
SITREP issue contact details	Name			
	Phone			
	Email			

Authorised by

(name of Grid Participant Incident Manager)

Attachment I: Informal Ministerial briefing template

This template is intended for use by the SEQ Water Grid Communications Unit to informally brief the responsible Ministers' offices directly on issues relating to incidents within the SEQ Water Grid on behalf of all State-owned Grid Participants.

Briefing to:
• Minister for Natural Resources, Mines and Energy
• Treasurer

Briefing from:
(organisation, title, name, contact details)
>

Date:
>

Subject:
>

Reason for briefing:
>

Incident timing:
>

Incident location:
>

Incident rating:
(delete unwanted responses)
Level 1 (insignificant)
Level 2 (minor)
Alert
Level 3 (moderate)
Level 4 (major)
Level 5 (catastrophe)

What we know:
>

What we don't know:
>

What we are doing:
>

What we need the Minister's office to do:
(e.g. approve, endorse, agree, note)
>

Key contact person:
(organisation, title, name, contact details)
>

Next briefing:
(timing, type of briefing)
>

Copy completed form to the responsible Minister's office and the SEQ Water Grid Manager Duty Manager.

Attachment J: Incident Close-out Report

Incident Close-out Report: standard format

To be completed and forwarded to the SEQ Water Grid Manager via email:

[redacted]

Incident number	2010-xxx
Reporting organisation	

Actions taken

Action	Completion date

Actions requiring follow-up

Action	Assigned to	Completion date

Verification and closure

1. I am satisfied the actions taken have been effective to reduce both the likelihood and severity of the issues recurring and to effect improvement, and that the incident can be closed-out.
2. All relevant parties have been advised of the corrective/preventative actions taken, or decisions made in relation to this incident.

Name		Title		Date	

System close-out

Name		Title		Date	

Incident Close-out Report: Blackberry-friendly format

To be completed and forwarded to the SEQ Water Grid Manager via email: [redacted]

Incident no: 2010-xxx
>

Reporting organisation:
>

Actions taken:
(action, completion date)
>

Actions requiring follow-up:
(action, assigned to, completion date)
>

Verification and closure:

1. I am satisfied the actions taken have been effective to reduce both the likelihood and severity of the issues recurring and to effect improvement, and that the incident can be closed-out.

2. All relevant parties have been advised of the corrective/preventative actions taken, or decisions made in relation to this incident.

Name:
>

Title:
>

Date:
>

System close-out:

Name:
>

Title:
>

Date:
>

Attachment K: Debriefing minutes template

Incident name	
Incident number	
Incident time period	
Debriefing date	
Debriefing start time	

Debriefing attendance

Present

Name	Organisation

Name	Organisation

Apologies

Name	Organisation

Name	Organisation

Facilitator/s

Name	Organisation

Debriefing introduction

Facilitator's remarks	*(insert facilitator's opening remarks, e.g. aims of debriefing, any particular focus of debriefing, context of emergency, etc.)*
Other remarks	

Emergency response structure

Notification and close-out

Incident level	Initial level		Date	
	Revised level		Date	
	Revised level		Date	
Notification date				
Notification time				
Close-out date				

Command and Control Framework

Role	Entity	Comments
Incident management	*(insert Grid Participant)*	
	(insert Grid Participant)	
Technical coordination	*(insert Grid Participant)*	
Communications coordination	*(insert Grid Participant)*	
Emergency management	*(insert agency – normally Water Grid Manager)*	

Impacted Grid Participants

Grid Participant	Nature of impact

Emergency timeline

Date	Entity	Action

Incident classification/consequences

Question/prompt	Responses
Describe the incident.	
What was the incident classification against the SEQ Water Grid Emergency Response Plan? What criteria were applied?	
What were the consequences of the incident?	
Who was impacted by the incident? How?	
Other comments.	

Incident details/notification and response

Question/prompt	Responses
When was the incident first noticed?	
Who first noticed the incident?	
Who alerted other people to the incident?	
Who did they first alert to the incident?	
How was the incident communicated: • internally • externally to stakeholders?	
How were communications initiated and maintained between affected entities?	
• How... • When... • Where... were the media involved?	
What were the communication protocols relevant to the incident?	
Who briefed the media?	
What organisations were involved?	
Who was in command at each impacted Grid Participant?	
Which organisation was the 'lead agency'?	
Which organisation managed the incident?	

Question/prompt	Responses
What were the SEQ Water Grid Emergency Response Plan procedures relevant to the incident?	
Were there any damages to: • people • property • asset • reputation?	
What actions were taken by the affected organisation/s?	
What were the production impacts of the incident?	
What... • materials • equipment • resources were used to respond to the incident?	
What was the cost of response to the event: • time • money?	
What were the impacts on: • customers • stakeholders?	
Which entities had which roles in recovery and restoration from the incident?	
Other comments.	

Analysis of emergency response/rectification

Question/prompt	Responses
What were the key responses that contributed to the successful management of the incident?	
What actions were required by the SEQ Water Grid Emergency Response Plan?	
What could be done differently next time if there was a similar incident?	
What could be done to prevent similar consequences in the future?	
What could be done to reduce the incidence of: • damage/loss of production • stakeholder/ customer confidence?	
Any other: • gaps • issues • key learning's • comments?	

Actions arising from debriefing

Action	Entity	Timeframe

Debriefing close

Facilitator's remarks	*(insert facilitator's closing remarks)*
Other remarks	
Reminders/notices/ further meetings	
Debriefing close time	

Attachment L: Post-emergency Report template

This Report functions as a summary of information, documentation and feedback on an emergency. It should be completed following a thorough debriefing process, and incorporate its results. The Post-emergency Report is a vehicle for information consolidation, analysis and formalised recommendations.

Notification and close-out

Incident number				
Incident name				
Incident level	Initial level		Date	
	Revised level		Date	
	Revised level		Date	
Incident location	Site			
	Address			
Notification date				
Notification time				
Notifying organisation				
Close-out date				
Close-out signed off by				

Description

Command and Control Framework

Role	Entity	Comments
Incident management	*(insert Grid Participant)*	
	(insert Grid Participant)	
Technical coordination	*(insert Grid Participant)*	
Communications coordination	*(insert Grid Participant)*	
Emergency management	*(insert agency – normally Water Grid Manager)*	

Refer also to Attachment 1: Emergency response team members.

Impacted Grid Participants

Grid Participant	Nature of impact

Key issues/risks

Water quality	☐	Health and safety of employees or public	☐
Water asset failure	☐	Environment	☐
Water quantity	☐	Public reassurance	☐
Security or natural disaster	☐	Other *(please specify)*	

Summary and background of incident

(insert brief summary of incident details)

Actions taken

Date	Action	Responsible entity/team member

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End status

(outline condition of asset and impacted Grid Participant/s' operations at incident close-out)

Communications

Strategic messages	*
	*
	*
Information sharing	*(outline information sharing actions)*
Stakeholder management	*(outline stakeholder management actions)*
External communications and media management	*(outline external communications and media management actions)*
Public spokesperson	
Other	*(outline)*

Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis of emergency response

Strengths	**Weaknesses**
•	•
•	•
•	•
•	•
•	•
Opportunities	**Threats**
•	•
•	•
•	•
•	•
•	•

Key findings

1.	
2.	
3.	
4.	
5.	

Recommendations

	Action	Entity	Timeframe
1.			
2.			
3.			
4.			
5.			



Tool/resource

Please refer to the SEQ Water Grid Emergency Response Plan for more information on emergency response processes and requirements.

Attachment 1: Emergency Response Team members

Entity	Name and title	Emergency response role

Attachment 2: Media coverage summary

Date	Time	Publication/station/program	Subject	Tone/assessment

Attachment 3: Incident documentation attached

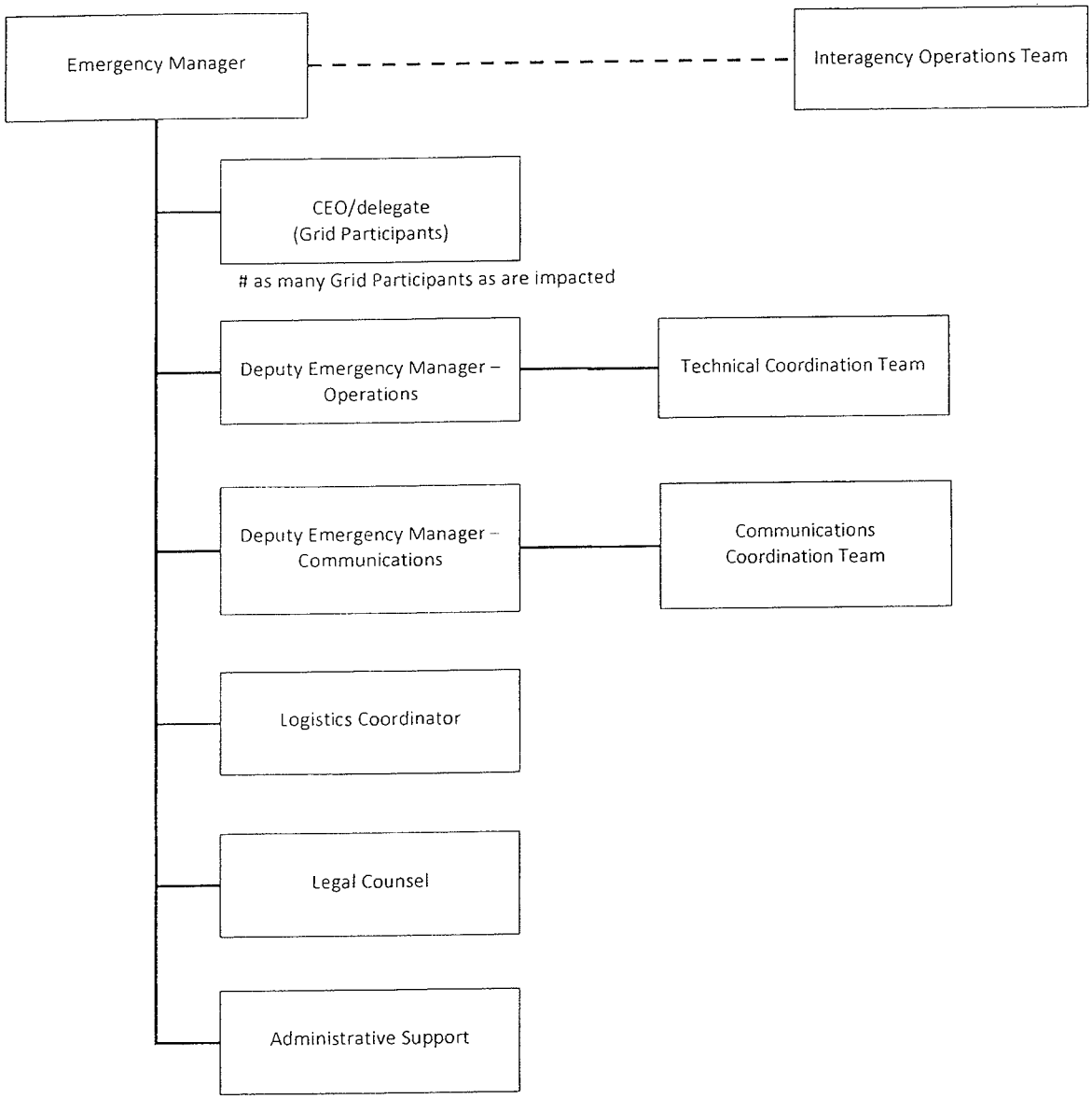
Originating entity	Title	Date	Author	Purpose/comments

Attachment M: Emergency response action checklist

Step		Have you...	☑
1	Identify and assess incident severity	• established that the incident can be classed as an emergency?	☐
		• assessed the incident's initial severity classification level using the descriptions and examples in Table 3: Incident severity classification levels of SEQ Water Grid Emergency Response Plan?	☐
		• considered potential risks arising as the emergency situation progresses?	☐
2	Notify	• notified the Grid Participant internal emergency contact?	☐
		• phoned to notify the Water Grid Manager Duty Manager if it is an Alert or Level 3, 4 or 5 emergency?	☐
		• emailed the Water Grid Manager Duty Manager a completed Incident Notification Form (Attachment G)?	☐
		• sent the Office of the Water Supply Regulator a completed Drinking water quality: incident reporting form, Part A, if applicable (copy to Water Grid Manager Duty Manager)?	☐
		• notified the relevant key stakeholders?	☐
		• opened an Emergency Response Log?	☐
	Establish command and control	• mobilised the Grid Participant's Incident Management Team as per its internal Emergency Response Plan?	☐
		• mobilised the Technical and Communications Coordination Teams and incident room?	☐
		• determined the 'lead agency' and mobilised its emergency command structure and Interagency Operations Team, if required?	☐
		• activated the SEQ Water Grid Emergency Response Plan?	☐
		• begun the process of continuous risk reassessment, drawing on specialised expertise as appropriate?	☐

Step	Have you...	☑
4 Manage the emergency	• verified the incident level?	☐
	• continually reassessed risk, command and control, and interagency communications?	☐
	• implemented incident management at the asset/site level as per the Grid Participant's internal Emergency Response Plan and operating protocols?	☐
	• established effective liaison among all interested parties in the emergency response and with key stakeholders?	☐
	• used the Water Grid Manager to coordinate additional resources from other Grid Participants?	☐
	• for major health-related incidents, committed support to the Queensland Health Emergency Coordination Team?	☐
	• modelled the impacts on security of supply and issued new Grid Instructions, if required?	☐
	• issued Emergency Operating Instructions, if required?	☐
	• briefed relevant key stakeholders and established a schedule for ongoing updates?	☐
	• issued an approved holding statement to the media?	☐
	• developed a communication strategy and key messages for this incident?	☐
	• established who will be the public face/spokesperson for the response?	☐
	• developed further media statement as appropriate?	☐
	• developed and disseminated public information releases, e.g. for publication via Grid Participant websites and call centres?	☐
Manage the recovery	• established the recovery objectives?	☐
	• recovered the asset?	☐
	• issued Grid Instructions, if required, to achieve whole-of-Grid recovery?	☐
	• issued an approved close-out statement to the media, if appropriate?	☐
	• completed an Incident Close-out Report and copied it to the Water Grid Manager (and other Emergency Manager)(Attachment J)?	☐
	• submitted Part B of the Office of the Water Supply Regulator form 'Drinking water quality: incident reporting'?	☐
6 Improvement actions	• carried out a 'hot' debrief?	☐
	• carried out a 'cold' debrief (Attachment K)?	☐
	• completed a Post-emergency Report (Attachment L)?	☐
	• forwarded recommendations for inclusion in Risk Registers?	☐

Attachment N: Emergency Management Team structure



 # Please note: this is an indicative structure. Depending on the emergency situation, it may require some changes to effectively manage the response.

FINAL

Exercise "MATRIX"

Debrief Report

March 2010

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- Early formation of an Emergency Coordination Team (ECT) at a location where each Participant's experts can view live system information, devise and agree a technical solution, and identify those strategic issues for consideration by the EMT. (The optimum location for the ECT was strongly advocated to be in one of the bulk Participant's control rooms rather than the Water Grid Manager's office)
- Provision of more practical guidelines for handling the overall information management and communications processes and roles, along with pre-prepared templates for such key documents as situation reports, key messages, media releases, Boil Water Notices, and Demand Management protocols
- Clarification or further education of Participants with regard to the escalation level definitions and reporting requirements, particularly when Participants assess matters differently

Even with such enhancements, however, response effectiveness is still likely to be constrained unless action is taken to augment resource levels and ensure adequate back-up in specialist technical areas such as hydraulic modelling, and in the EMT key support groups such as Communications.

In addition further practice needs to be undertaken to consolidate operating methods and address the interfaces between Grid Participants, particularly with regard to the provision of timely and accurate information and support in the dissemination of public and media information. Agreement of a coordinated overall exercise program is recommended.

In summary, this was a useful first test to the limits of the total Grid response, and demonstrated a high level of technical and operational preparedness and capability, but a limited capacity and ability to effectively communicate with Grid Participants, key stakeholders, and the public. A key cause of the communications issues regarding content and timeliness in addition to technology and resource constraints, was a lack of preparedness and pre-agreed contingency responses to known system failures.

(The full documentation from the event (logs, assessments, email records, and attendee lists) has been retained for reference by the Water Grid Manager)

Representatives from councils who did not directly take part in the exercise attended and observed at incident rooms relevant to their own new entities.

The exercise was a real-time multi-participant / multi-site event, involving live management (but not physical) response to a series of escalating incidents, including actual communication between participating parties and with other role-played entities. Key elements of the process included:

- Real time notification of the incidents to the affected parties, necessitating assessment of severity, communication with other potentially affected Participants, reporting, and escalation as appropriate, in line with the interim ERP
- Activation of the relevant emergency teams at the Participants' control rooms, including:
  - Affected asset owners and their incident teams
  - Grid EMT and Coordination group
  - Inter-agency operations team (if required by the EMT)
  - Representatives from other agencies / stakeholders (eg DERM, QH, EMQ)
- Operation of the teams to plan, document, and communicate response strategies and actions and recommend management action
- Live communications in person, or by phone, fax, or email between all participating parties and with role-played entities, and actual development of any key messages, briefing papers, and statements / releases
- (role-played) media involvement including TV / Radio News interviews

This debrief report details the outcomes of the exercise in terms of the effectiveness of the documented processes and procedures, and presents key findings and recommendations regarding the (interim) ERP and its deployment by the EMT and Grid Participants as a whole.

In addition some decisions were made based on hearsay or assumed information. All information received needs to be reviewed and verified by Participants prior to introducing it as "fact" for consideration, as this may significantly affect the strategy development.
It is recommended that the WGM EMT should be the "single source of truth", but in line with the findings below, attention will be required to information flow and management, before this can become fully effective.

It is worthwhile noting at this point that in all cases the bulk water suppliers had activated their incident management teams and were communicating frequently and openly between their control rooms. However, in the case of the nominated WGM Incident Managers (for the quality and quantity scenarios) and the Communications Coordinator were left by circumstance to work alone – i.e. the ECT in each case was one person. Neither of them had direct access to results, information or computer projections and neither of them had direct contact with control room officers.

In both the quality and quantity scenarios, this may require the WGM Incident Manager to leave the office for a more appropriate location in order to glean better information. In **Exercise MATRIX**, neither of them chose to do so, but given hot debriefing comments on the need for "one source of truth", this should become a real option.

Mobilisation and Start-up: log keeping (ERP Step 3)

On receipt of the information about incidents 1-3, the decision was made to mobilise the EMT, and the CEOs and Communications managers of Seqwater, LinkWater, and QUU / Brisbane City Council (as the group most likely to be impacted at that stage) together with Queensland Health were requested to convene at 11.00 am in the WGM office. Staff from the Minister's office and DERM attended as observers. Key team members arrived as instructed and the documented start-up process was then efficiently followed resulting in:

- A sound basic initial briefing about the incidents
- Confirmation of key position holders in the command structure
- Determination of initial actions required and ongoing working methods
- Commencement of basic incident logs

An initial strategy was devised and instructions were provided to the ECT and Communications group to commence investigations and preparation prior to the EMT reconvening at 13.30.

At this stage more information began to filter in, and it became apparent that Gold Coast would be impacted. The invitation to the reconvened EMT was not however clear, and depended on a general email rather than direct call to the CEO, resulting in the Distributor being unaware of the activation or invitation.

The ERP is clear on this process, but the guidelines may need expanding to reinforce contact procedures.

The Hot Debrief process highlighted this issue. In the case of Moreton Bay, any EMT attendee would take some 1.5 hours and in the case of Gold Coast 1 hour to physically reach the WGM office. Indeed even in the case of the LinkWater representative travelling from inner city Spring Hill, there were considerations for senior executives about the best use of time - returning to the office or staying at the WGM.

Consideration in these early stages should be given to using technology such as video conferencing to start the EMT and then review decisions and strategy and convening a personal meeting.

As a result there was no single point of comprehensive, up-to-date information which could be shared between all parties to provide overall situational awareness, and used as the definitive source for development of key messages, briefing of stakeholders, or validation of the most appropriate response. The general comment from Participant IMTs attempting to stay in touch with the coordinating body, was that communication was largely one-way, with few acknowledgements or responses.

Some of these issues could have been overcome not only by better preparedness and pre-agreed contingency responses to anticipated failures but also by verbal regular reviews with all participants (e.g. hourly conference calls or video conferencing). The main points, however, are that contingency planning on the run, lack of a clear strategy and resource allocation, and reliance on emails is certainly not the optimum approach.

With the added problems of under-resourcing in the Communications group, and inadequate log-keeping formats (although these improved significantly during the event) and technology, a situation of data overload but genuine information scarcity soon took over, resulting in some parts of the Grid either running blind or taking decisions into their own hands, with potentially damaging consequences.

In practice, the impact of this was mitigated by individual Participants communicating directly with known counterparts in other groups, effectively by-passing the EMT, but this runs the risk of missing potentially vital other inputs and producing a fragmented or inconsistent response.

Finally, once the preferred technical strategy was formulated and agreed at EMT level, communication of the decision was unclear, and some Distributors awaited the reissue of revised (emergency) Operating Instructions, although the ERP does not make clear whether such instructions would be issued.

External Communications

Management of this vital element of the process, including coordinated provision of information to key stakeholders (and particularly the Minister's office which could have played a vital role in the dissemination of public information) and the media, suffered from the same overload / under-resourcing issues as above.

The small Communications team certainly had all the right skills and experience, and recognised the need to:

- Regularly update incident information, and distil this into key messages
- Devise an appropriate communications strategy, including selection of appropriate mechanisms (media statements, call centres, web-sites etc)
- Draft and obtain approval of media statements and public notices
- Assist Participants in preparing scripts, FAQs, and fact sheets – including for Boil Water alerts
- Brief the EMT leader on the key messages and media stance, and assist him in personally briefing priority stakeholders

In practice, however, the team simply did not have the capacity to handle this load, resulting in lengthy delays and frustration, forcing some Distributors to take unilateral action to advise their customers and the general public.

With regard to the documentation, adequate procedures seemed to exist on several fronts but were not regularly checked or used as a guide to team operations.

- The Grid Participants' Incident Management Plans, according to all feedback, worked well
- The (interim) ERP was generally followed and should have proved reasonably effective if properly implemented, but:
  - Requires some fine tuning in line with the comments above re role clarity etc
  - Needs to be supplemented by the draft command structure and role checklists; a Communications Manual with pre-prepared and approved templates for SITREPS, media statements, facts sheets, public notices etc; and related guidelines for eg Boil Water notices, water quality emergency response coordination (as per the ADWQ guidelines, which we understand are currently being planned), and demand management protocols.

Additional general observations include:

- The shortage of space in the designated area, and need for adjacent break-out rooms
- Need for ready availability of improved reference information, including not only the ERP and related procedures or templates, but also system maps and diagrams
- Confirmation of access control arrangements, including out of business hours (this issue was well considered and planned but unable to be fully implemented on the day due to security staff shortage).

Response and Recovery (ERP Steps 4 and 5)

Perhaps not surprisingly given the composition of the EMT and relatively light representation of Distributors, the emphasis of the team's deliberations was largely on the technical response of the bulk water entities. While this was driven by the rightful aim to optimise security and safety of supply, it nonetheless resulted in limited consideration being given to end-customer needs or support to Distributors to ensure speedy, accurate, consistent messages.

While therefore an effective operational response strategy was devised in a timely manner, its implementation may not have been fully effective, resulting in negative perceptions by end users and the public.

Three specific response issues arose and require further consideration.

- Need for pre-agreed strategies, responses, trigger points and contingency/recovery actions for the major anticipated Grid-wide incidents

- With regard to water quality and the handling of contamination incidents, the protocols and respective Grid, Health, and Regulator responsibilities, as well as the contents and distribution mechanisms for Boil Water notices, seemed to be unclear to several parties, and simple, clear guidelines which can be readily implemented need to be agreed. This is in accordance with the ADWQ Guidelines.

- With regard to water quantity, the scenario raised the possibility that it might be necessary to reduce supply to one area in order to ensure supply to neighbouring areas, and thus better serve the greater good. While the technical solution obviated such need, the issue remains that it may be difficult to implement such solutions, especially given the limited statutory powers of the Water Grid Manager, and the specific responsibilities of the new distributor groups to their own stakeholders.

Incidents such as those depicted in the scenarios necessitate the mobilisation of Participants' Incident Management Teams. Assessment of the performance of these teams was not part of the exercise, but each Participant was confident in the performance of its own Incident Management Team, scoring themselves highly in each of the above elements, even though their effectiveness would have been aided by better information flow from the EMT

The facilitators feel that the participants' assessments were generally valid but that in the EMT:

- Scores for mobilisation, operation, and facilities were probably generous
- The fairly low 'response' score did not give full credit to the excellence of the operational strategy development.

The role-players reinforced these findings in terms of the strong technical interface, but very slow and insufficiently detailed information flows.

Media perceptions (role-played) focussed on the very slow release of information, and the probability of looking elsewhere plus providing negative coverage in the event of such 'information vacuum'. Similarly there was significant confusion and frustration at having to deal with a range of respondents, receiving inconsistent information, and being held up by the internal approval process. They did note however that when statements were issued and enquiries answered, these were professionally handled, as was the TV News interview, eventually, which filled many of the gaps with well crafted key messages and excellent delivery.

This perception was highlighted also by the key stakeholder, the Queensland Government, with the Minister's office rightly expressing frustration at the slowness and lack of detail in the information being provided.

- Conduct a separate briefing / debrief for senior management of each new Distributor group
- Design a regular exercise program, not only for repeat versions of this integrated exercise, but also shorter sessions addressing:
  - Specific response aspects such as information flow and communications
  - Smaller ranges of participants such as the Distributor interface with the EMT
- Develop case studies, possibly based on this exercise, to demonstrate an 'ideal response' to the major categories of potential Grid-wide incidents
- Consider the conduct of Grid awareness briefings for entities / staff unfamiliar with the operation of the Grid

4. Summary and Conclusion

The teams participated enthusiastically in the event, which seemed to meet the primary objectives of both providing practice and verifying whether the (interim) ERP was adequate and could be effectively deployed.

In order to enhance capabilities, it is worth reinforcing some of the critical success factors derived from previous major water emergencies elsewhere and explained at the briefing session, notably:

- Speedy notification and assessment
- Efficient start-up, with strong and leadership, command structure, and direction
- Clear working methods, including information sharing within the team(s) and use of logs
- Structured organisation of the communications function, and development / implementation of clear stakeholder management strategies
- Good knowledge of comprehensive procedures, protocols, and templates

This may be achieved through attention to the current procedures, phased installation of improved technology in the WGM control room, identification of additional resource requirements, and further training and practise.

With such attention, and the continued commitment of Grid Participant management to ensuring awareness and practise of the processes throughout the grid, Participants should be able to significantly enhance the capability to manage complex incidents.

MC2 would like to gratefully acknowledge the considerable assistance offered by each Participants' Key Liaison Officer and Technical Adviser, and the volunteer internal role-players.

M J Mitchelson / C J Tweedie
MC^2 Pacific Pty Ltd
March 2010

Attachments:
- cold debrief feedback and observations
- scenario description

- Within the EMT there was a lot of time spent on the physical boundaries of the events (the impact zone) rather than concentrating on the Grid as a whole
- Communication between ECT and EMT was not always perceived to be adequate with the result that the EMT was unclear of what decisions needed to be made
- In the event of multiple incidents, there may be a need to establish separate incident teams within the ECT to advise the EMT, but it was recognised that this may overcomplicate reporting, and runs the risk of draining key technical resources from Grid Participants and their IMTs
- Suggestion that in the case of multiple incidents, if there are combined Participant teams established, then one person should be made the EMT Liaison Officer
- WGM / EMT considering formalisation of the team structure and roles, including addition of a deputy EMT leader

Internal Communications

In this section, considerable discussion took place between Grid Participants and the expectations of the Minister's Office as Key Stakeholder as well as the individual IMTs, raising several needs:

- Formalised SITREPs and 'single point of truth' concept reinforced as vital
- Keep messages to Minister's office simple
- In meeting with the Minister's Office, there was an expectation that the WGM had access to a visual electronic system that would demonstrate the problem, get information and gauge the effects *(NB: Comment was made at this point that hydrologists need time to determine the downstream effects of events and identify affected communities, and hence can't necessarily provide immediate solutions or answers without the risk of error)*
- Logan Water (which was in and out of both the water quality and the water quantity events) did not receive any SITREPS or updates (i.e. unable to establish what information was being provided to all Participants, particularly in distribution)
- Need for a communications protocol to establish the timing and content of information flow to the Minister's Office, and identify potential assistance from the Premier or Minister in providing public information
- There will be a need to revisit internal communications as the Grid matures
- With regard to Qld Health, there was a comment that Participants wanted written confirmation of verbal instructions – and this may not always be possible within reasonable timeframes – but equally QH needed documented conformation of key data such as test results

External Communications

- EMT did not fully devise or direct an overall communications strategy
- Delay in delivering information to the community was indefensible
- Need to pre-prepare and approve holding statements for speedy release
- Consider use of Premier or Minister's voice to add gravitas to public messages
- Review the approvals process. (It took 6 hours between determining the need for a boil water warning and getting that message out to the community, which was unacceptable)
- Need for the Minister's office to identify "triggers" of when the Grid would be pre-empted in external communications by the Minister
- Media releases need to be shown to Participant IMTs – preferably before release

Implementation

- IT considered a key issue and need to assess the various options, timescales and cost-benefits to ensure a balanced solution
- Support for further detailed debrief and discussions re future operating methods, responsibilities, and needs, with new Distributor entities
- Re exercises – need for overall program accepted, but Participants should continue to also run own events, but with the addition of an escalation / EMT interface phase
- Look at exercising key areas (comms, operations etc) rather than the just the total process, so that subject matter experts are all in the same room
- Add role-specific training to the exercise schedule
- Concept of "ideal response" case-study as a training aid may have benefits
- Support from QH re more Grid familiarisation briefing

Next Steps

- Everyone is looking for improvement and keen to assist overall effort
- Minister's Office suggesting additional assessment and assistance from expert groups such as EMQ
- CEOs forum best placed to consider recommendations and prepare plan of action

Exercise Day 1

Early morning news reports tell of a major disruption to commuter traffic in northern Brisbane.

It appears there's a fault spectacular and disruptive water main geyser at Strathpine. (Technically, a Moreton Bay 600 main comes off a 1200mm LinkWater main leading to Aspley reservoir. Also in the vicinity is a Moreton Bay 225 main)

It appears the fault is at Kremzow Road, Brendale near its junction with Gympie Road. The location is within 100 metres of the Westfield shopping centre and right next to the Strathpine railway station. The gushing water has covered the road and railway crossing to a depth of up to 150 mm drenching both commuters and the overhead rail power line.

A crew from Moreton Bay City Council has been at the scene for an hour but the water is still gushing from the break. An automatic valve has refused to close, and the crew is struggling to find the fault and shut down the main.

Both train travellers and motor vehicle commuters call morning talkback radio shows voicing their disgust at what they perceive is the slow reaction time that water authorities are showing to shut down the main. Channel 9 is on the scene and the shock jock from radio station 4BC is trying to get the Moreton Bay Water CEO Barry Holcroft on the line to find out what's going on.

At just before 8 a.m., the Mount Crosby water treatment plant operator rings the Seqwater Central Operations Manager saying that the East Bank plant has stopped operating. He's checking it out.

30 minutes later the Operator rings Seqwater again: A lightning strike has damaged the common HV switching gear between the Energex substation and the plant. The plant's electrical engineer is checking it out, but as a precaution they agree to activate the West Bank WTP.
He re-advises the Duty Manager that Seqwater is modifying flocculators and one basin is offline. The West Bank plant is limited to 85 ML/d output

Half an hour later the Mt Crosby operator rings again. Things are serious. The electrical engineer reports the whole system is burnt out. The switching gear will need to be rebuilt. He's started to ring around prequalified contractors to check on their availability and the availability of spares and the timeframe for repairs.

At 0930 the Operator rings again: engineers from 2 contractors are on their way. Both say that crews can be on-site by late morning. Some parts will have to be trucked from Melbourne and won't get to site until early tomorrow. Early estimates are that rebuild will take 48 hours.

The Water Grid Manager looks to increase supply from North Pine, the desalination plant and the southern dams via the Southern Regional Pipeline to compensate, at least in part for the shortfall. He finds:

- The morning peak has occurred and there was a heavier than normal draw-down in Brisbane and Logan
- The Mount Crosby West Bank plant is limited to 85 ML/d
- The Southern Regional Water Pipeline is turned off due to a water quality problem
- Supply from the northern dams could be limited due to a 1200 mm water main problem at Strathpine, and
- Supply from Redland is limited by pipe capacity to approx 20ML/d

In short, with the best case available supply from the Grid will be a shortfall of at least 120 ML/day.

There's also an aesthetics question mark over supply from North Pine WTP.

Overnight

The decisions made by the Grid Manager's Emergency Management Team remained in place, but as a Situation Update, the Grid is informed:

Exercise Day 2

- Mount Crosby WTP East Bank is offline
- Mount Crosby West Bank is making water at the rate of 87 ML/d. Overnight the plant went offline for one four hour period but is back in operation.
- Seqwater has used the overnight period to build storage levels at Camerons Hill. The reservoirs are now at 5 metres.
- However, this build-up at Camerons Hill has been at the expense of the LinkWater and distributors. Reservoirs in the City are down to 25%
- The Southern Regional Pipeline went back online at 5 pm on Tuesday, March 2nd. However, overnight there was a problem at the Chambers Flat plant, causing the pipeline to shut down for two hours.
- The pipeline shut down again at 7.23 a.m. this morning because a dosing line blew. It is offline.
- At North Pine, overnight a PAC dosing line shut down and the MIB level rose to 50.
- A turbidity problem at Landers Shute will require an early decision on whether to increase the proportion of North Pine treated water into the NPI.
- In the Gold Coast the boil water alert issued late yesterday remains in place, with the results of an extensive sampling program expected today by Gold Coast Water, LinkWater and Seqwater.

The above situation leads to a rash of customer complaints to the Distributors. In the Gold Coast there is anxiety from customers about the boil water warning, which many of them only became aware of for the first time from the morning's newspaper

In the northern districts of Brisbane, customers have begun noticing the taste from the MIB-affected water. In the southern suburbs they are concerned – as are major customers – about the low water pressure which has reduced supply to a trickle

Further technical difficulties during the day restrict the ability to replenish reservoirs and both bulk water suppliers and Distributors can only watch as water levels drop to dangerously low levels

By late morning things start to improve. The intermittent supply along the SRWP becomes a dependable flow and late morning, the problems at West Bank are becoming resolved and the flow is raised to 125 ML/d

Just prior to the end of the exercise, East Bank is restored and a firm time established to come on line, enabling the EMT should turn its attention to an ordered restoration of supply, develop a recovery process and implement communications close-out protocols

ends

Trim Ref: D/2010/7274

17 November 2010

Mr Jim Pruss
Executive General Manager
Seqwater
PO Box 16146
City East QLD 4002

Dear Mr Pruss

Seqwater Incident and Emergency Response Plan Review

We received your Incident and Emergency Response Plan on 25 October 2010 for our review in accordance with Section 4.30 of *The Market Rules SEQ Water Market.*

Our review confirms that your Plan is consistent with the Water Grid Emergency Response Plan (ERP) and *The Market Rules SEQ Water Market.* As such, your plan is approved as per the enclosed comment sheet.

You will be aware that from 6 December 2010, OCA Incident Manager will be used for Alert and Level 3-5 emergency notification, management and closure. As part of this new process, we have had to update our Duty Emergency Manager contact details. The new phone number is [redacted] and email is [redacted] Please replace the old contact details with these new details in your Incident and Emergency Response Plan and any supporting plans, procedures, contact lists and emergency control room aids. The new contact arrangements are now active, however, the old contact arrangements will also be maintained up until Christmas to allow you time to communicate the change to all staff and contractors.

The development and operation of the Water Grid Emergency Response Plan is an ongoing activity that is successful because of your ongoing support and engagement. Your commitment to the process and your ongoing collaboration and cooperation in this matter is greatly appreciated.

ERP Comment Sheet

SEQ Water Grid manager

Grid Service Provider:	Seqwater		
GSP contact officer:	[redacted]	**Contact number:** **Email:**	[redacted]
TRIM numbers:	D/10/7273		
Date received:	25.10.10	**Date due to be received:**	25.10.10
Date by which SEQWGM comments to be received (20 bus days after receipt):	19.11.10	**SEQWGM Action Officer:**	[redacted]

Prepare response Comments for signature:

✓ CEO ❑ Director ❑ Officer: .....

❑ Copy to: .....

Workflow actions:

	Required by:	*Date completed:*	*Initial:*
❑ Draft response:	15.11.10		
❑ Quality Check:	16.11.10		
❑ Approval for issue:	17.11.10		
❑ Date issued:	18.11.10		

Comments: (Acceptable, Recommendation, Remedy Notice)

Market Rules 4.30 (a) (i)

Consistency with Water Grid Emergency Response Plan - Summary

The Seqwater Incident and Emergency Response Plan of October 2010 is **ACCEPTED.**

Attachments

1. Seqwater's Incident and Emergency Response Plan review outcomes

ERP Comment Sheet

Adapted from Water Grid Emergency Response Plan - Attachment [illegible]: Grid Participant Emergency Response Plan approval requirements

These approval requirements have been used by the Water Grid Manager to ensure Seqwater's Incident Management Plan is consistent with, and meets the objectives of the SEQ Water Grid Emergency Response Plan.

[illegible] Ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
4.30 (a) (i)	General	To facilitate effective interaction during an emergency, Grid Participant emergency response plans should mirror the six-step process detailed in the SEQ Water Grid Emergency Response Plan.	Recommended	5	25-59	ACCEPT	
	Governance and policy	A Testing and Review Plan aligned with that detailed on page 7 of the SEQ Water Grid Emergency Response Plan is to be included.	Required	17	57	ACCEPT	
		A Training Plan aligned with that detailed on page 8 of the SEQ Water Grid Emergency Response Plan is to be included.	Required	8	58	ACCEPT	
		The general responsibilities of Grid Participants detailed on page 14 of the SEQ Water Grid Emergency Response Plan are to be included.	Required	14	13	ACCEPT	

ERP Comment Sheet

SEQ Water Grid manager

Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
	❶ Identify and assess incident severity	Table 3 (Incident severity classification levels) is to be reproduced verbatim.	Required	19-24	25	ACCEPT	
		The trigger levels contained within ❶ must be reproduced, with Grid Participant information for action on Level 1, 2 and Alert incidents included as appropriate.	Required	18-24	25	ACCEPT	
	Notify	Table 4 (Notification responsibilities) is to be reproduced with the Grid Participant emergency contacts substituted as appropriate.	Required	26	33	ACCEPT	
		Contact details for the Water Grid Manager, Duty Manager and Media Duty Manager to be reproduced within the body of the Plan in the section on notifications as well as in the contacts list in the annexes to the Plan.	Required	56	32-33	ACCEPT	
		A key stakeholder notification table, similar to Table 5 (Key stakeholder notification) but specific to the Grid Participant is to be included	Required	28	36	ACCEPT	
		The Plan is to specify that records are to be kept in accordance with the instruction on record keeping in .	Required	29	31	ACCEPT	

ERP Comment Sheet

SEQ Water Grid manager

Market rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
	Establish command and control	Table 7 (Command and control function responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	Required	31	15-16	ACCEPT	
		Figure 3 (Emergency Response Team structure) is to be reproduced with Grid Participant details substituted as appropriate.	Required	33	37	ACCEPT	
		Table 9 (Function teams membership) is to be reproduced with Grid Participant details inserted as appropriate.	Required	34	18	ACCEPT	
		A description of the structure, role and management of the Incident Management Team, the Interagency Operations Team and the Emergency Management Team are to be included and aligned with the detail in .	Required	34-36	18	ACCEPT	
		Table 11 (Normal emergency response function team locations) is to be reproduced with Grid Participant details inserted as appropriate.	Required	36	20	ACCEPT	
		The Plan is to include the continuous reassessment process in .	Required	37	21	ACCEPT	

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ERP Comment Sheet

SEQ Water Grid manager

Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		The Plan is to include the escalation process in .	Required	37	45	ACCEPT	
	Manage the emergency	The Plan is to note that incident management is carried out by the Grid Participant.	Required	39	13	ACCEPT	
		The Plan is to note the emergency coordination functions carried out by the Water Grid Manager as detailed in .	Required	39	13	ACCEPT	
		Table 12 ('Internal' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	Required	43	48	ACCEPT	
		Table 13 ('External' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	Required	45	50	ACCEPT	
	Manage the recovery	Incident de-escalation and emergency de-escalation are to be included in the Plan as detailed in .	Required	48	52	ACCEPT	
		The requirement for an Incident Close-out Report as detailed in is to be included in the Plan.	Required	49	54	ACCEPT	

ERP Comment Sheet

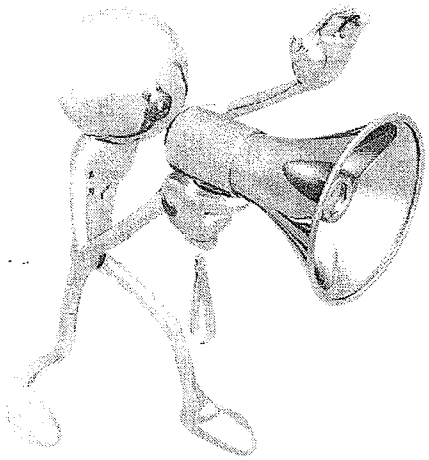
SEQ Water Grid manager

Ticket Ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		The role of the Emergency Management Team in managing the recovery as detailed in is to be included in the Plan.	Required	50	53	ACCEPT	
	Improvement actions	Table 14 (Debriefing responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	Required	52	55	ACCEPT	
		Post-emergency Report and Risk Register actions as detailed in are to be included in the Plan.	Required	53	56	ACCEPT	
4.29 (d)		All isolated supply schemes are to be identified in an annex to the Plan, with a suitable contingency plan for the provision of an alternate water supply detailed for each.	Required	-	N/A	N/A	

Incident & Emergency Response Plan



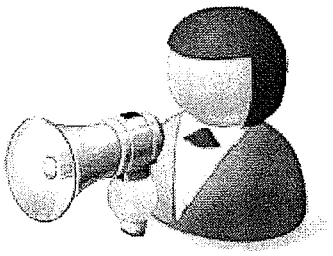
Initial Issue 10 July 2009
Version 5 25 October 2010



Is it a Risk?

If in doubt,

Sing Out



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Abbreviations, Definitions and Terms

AIIMS	Australian Inter-service Incident Management System (AIIMS)
Allconnex Water	Allconnex Water is the water and wastewater business for the Gold Coast, Logan and Redland districts.
Command	Is the responsibility for directing personnel and resources of a participant in the performance of its role and tasks.
Control	Is the overall direction of response activities in an incident situation.
Coordination	Is the bringing together of elements to ensure effective response to emergencies
Critical infrastructure	Infrastructure which, if destroyed, degraded or rendered unavailable for an extended period, will impact water supply to our customers.
DERM	Queensland Department of Environment and Resource Management
EGM	Seqwater Executive General Manager
Emergency	A situation or occurrence that happens as a consequence of an incident and demands immediate action. For the purposes of this Plan, an 'emergency' is an incident that impacts on water quality, water supply reliability and/or public reassurance, and has an overall severity rating of Level 3, 4 or 5 under the severity classification approach outlined in this Plan.
Emergency Management	The emergency response function largely involving strategic command and external communications.
Emergency Operating Instructions	Emergency Operating Instructions issued by the Water Grid Manager.
Emergency Response Plan (ERP)	A plan prepared by the Water Grid Manager or by a Grid Participant such as Seqwater in accordance with the Market Rules
Grid Customer	A Grid Customer of the Water Grid Manager as defined in Schedule 4 of the *Water Act 2000.*
Grid Instructions	Instructions given to Grid and Distribution Service Providers in accordance with the Market Rules.
Grid Manager	South East Queensland Water Grid Manager
Grid Participant	An entity that is referred to in section 2.3 of the Market Rules.
Grid Service Provider	Has the meaning given in Schedule 4 of the *Water Act 2000* and includes a Bulk Supplier, Bulk Transporter and Manufactured Water Provider
GSPERP	Grid Service Provider Emergency Response Plan (GSPERP)
HACCP	Hazard Analysis Critical Control Points
IERP	Incident and Emergency Response Plan

Incident	Any occurrence that has resulted in, or has the potential to result in (i.e., a near miss) adverse consequences to water supply, water quality, people, the environment, property, reputation or a combination of these and classified against a gradient from 1 to 5. Ongoing conditions that have the potential to result in adverse consequences and non-compliances with legal and regulatory requirements are also considered to be incidents.
Interagency Operations Team	An expert reference panel assembled by the Water Grid Manager when required to provide technical, operational and risk assessment advice and recommendations on any aspect of managing a given emergency.
LinkWater	The Queensland Bulk Water Transport Authority, trading as LinkWater
Market Rules	The Market Rules: SEQ Water Market.
OWSR	Office of the Water Supply Regulator The *Water Supply (Safety and Reliability) Act 2008* includes new provisions regulating drinking water quality to protect public health. Drinking water quality management plans must be approved by the Office of the Water Supply Regulator and will be subject to ongoing reviews and regular audits
QWC	Queensland Water Commission
Public Health	A department of Queensland Health responsible for Population health services of the Division target the entire population (or sub-populations), rather than providing personalised treatment and care services for individuals and small groups.
Queensland Urban Utilities	Queensland Urban Utilities delivers water and wastewater services to customers in Brisbane, Ipswich, Lockyer Valley Scenic Rim and Somerset.
Risk	The chance of something happening that will have an impact on objectives. It is measured in terms of the consequences of an event and their likelihood. (AS/NZS 31000:2009 'Risk management')
SEQ	South East Queensland
Unity Water	Unity Water provides water supply and sewerage services to Moreton Bay and Sunshine Coast residential and business customers.
WaterSecure	WaterSecure is the Queensland Government authority responsible for producing sources of water for South East Queensland through the Gold Coast Desalination Plant and Western Corridor Recycled Water Scheme.
Water Supply Emergency Declaration	A Water Supply Emergency Declaration made in accordance with section 25B of the Water Act 2000.
WGM	South East Queensland Water Grid Manager

Document Control

Revision

Version Number	Date	Author	Revision Description / Remarks
1	10/07/2009	P.Rawlings	Amendments made resulting from Grid Manager remedy notices and recommendations
2	31/07/2009	P.Rawlings	Amendment made resulting from review of IERP and the inclusion of the Alert phase
3	17/12/2009	P. Rawlings	Amended to align with the requirements of the Grid ERP
4	12/04/2010	T. Carter	Amended checklists now in Q-Pulse as forms.
5	25/10/2010	D. Roberts	Alignment with Grid ERP Version 2.0

Document Approval

Version Number	Date	Remarks	Signature of CEO	Approved Date
5	25/10/2010	Submission for approval	_____	25 / 10 /2010

Related Documents

Seqwater's Incident and Emergency Response Plan, described throughout the document as the IERP, was written to be consistent with version 2.0 of the SEQ Water Grid Emergency Response Plan signed by the Hon. Stephen Robertson, Minister for Natural Resources, Mines and Energy and Minister for Trade on 24/9/2010. The SEQ Water Grid Emergency Response Plan will be referred to throughout this IERP as the Grid ERP.

Amendments and Approvals

Seqwater's IERP is a controlled document and is retained in and maintained via the corporate document management system currently using Q-Pulse as the repository for documents. In accordance with the SEQ Water Market Rules this plan shall be reviewed annually. All amendments arising from the annual review shall be communciated to relevant staff across the organisation.

The Principal Coordinator Incident and Emergency Management is responsible for the review and update of this IERP. No amendment to this plan shall be undertaken by anyone without the approval of that position.

The Chief Executive Officer is responsible for approval of this document.

Distribution of the plan

The controlled copy of this plan is maintained by the Principal Coordinator, Incident and Emergency Management and retained within the corporate management system Q-Pulse. Any hard copies that are distributed will be uncontrolled when printed.

Copies of the Grid ERP have been issued electronically by the Grid Manager and the currency of stored documents can be verified from the Grid Manager or the following website: http://www.qwc.qld.gov.au/

Acknowledgements

This plan has been developed and formulated with the help and input from a number of individuals across Seqwater. The Executive Leadership Team specifically acknowledges those individuals who have contributed to the development, formulation, review and improvement of the plan. In addition, the plan has also been formulated by reviewing and including relevant material from other organisations' emergency and incident management documentation. Those organisations include:

Organisation	Document / Reference
SEQ Water Grid Manager	SEQ Water Grid ERP
Queensland Urban Utilities	Emergency Management Plan
Melbourne Water	General Emergency Management System
Sydney Water	Emergency Response Plan
Sydney Water	Incident Controllers Guide
Gold Coast City Council (Gold Coast Water)	Emergency Response Plan
Emergency Management Australia	Undertake Emergency Planning Module PUA EMR 010 A

SEQ Water Entities Emergency Framework

Industry Structure

A South East Queensland Water Market (the **SEQ Water Market**) has been established under which various entities supply and transport water to three distribution entities that are responsible for supplying water to customers in South East Queensland.

The Queensland Water Commission (QWC) is the Rules Administrator for the SEQ Water Market Rules. The Market Rules are one of a suite of instruments designed to regulate various aspects of the Market. The South East Queensland Water (Restructuring) Act 2007 (the Restructuring Act) established various new water entities, which participate in the SEQ Water Market. The State owned entities are:

- Queensland Bulk Water Supply Authority (Seqwater)
- Queensland Manufactured Water Authority (WaterSecure)
- Queensland Bulk Water Transport Authority (LinkWater)
- South East Queensland Water Grid Manager (Grid Manager)

The Local Government owned Distribution Retail entities are:

- Allconnex Water
- Queensland Urban Utilities
- Unity Water

Statutory Obligations

The Market Rules (SEQ Water Market) require each entity to prepare an ERP that is consistent with the Grid ERP developed and administered by the Grid Manager. Although these obligations are limited to the development of an ERP, the inextricable link between incidents and emergencies are well documented in this plan and its formal title reflects this broader scope.

The preparation and implementation of this IERP for Seqwater's operations will assist in ensuring that the Grid ERP priorities are met, which includes:

1. Water Quality
2. Water Supply Reliability
3. Public Reassurance

Incident or Emergency

It is important to note that the Grid ERP is designed to deal with those occurrences which affect more than one Grid Participant or those with potential to become whole-of-grid emergencies.

The aim is to ensure that affected entities are made aware of the implications to them and that the response is managed in a coordinated water industry approach. Seqwater's IERP details the management processes which we follow to manage, respond to, and recover from, incidents and emergencies within our own organisation as well as linking with other Grid Participants as required.

Both the Grid ERP and Seqwater IERP classify incidents in emergencies in an escalating scale from 1 to 5 with an alert level between level 2 and level 3. Incidents classified as Level 1 or 2 are smaller events that typically do not have, or are not likely to have, serious consequences, or widespread or cross-grid impacts. These incidents can be effectively managed within the capabilities of Seqwater and therefore do not need to be reported to the Grid Manager.

The Grid ERP is structured so that Alerts and level 3 incidents, or those that may cause more widespread concern, are afforded the same procedural requirements as the emergency level 4 and 5 incidents which will have broader impacts. As an incident classified in Level, 3, 4, or 5 may result in major emergency or even catastrophic situations, the management is governed by provisions in the Grid ERP.

For clarity, the roles and responsibilities of the "Emergency Manager" is a function of the Grid Manager, whilst the roles and responsibilities of the "Incident Manager" is a function of Seqwater regardless of the incident level.

In the circumstance of an incident, Seqwater is required to respond as the Incident Manager by dealing with the technical aspects of its business, liaising with other Grid Participants at an operational level and if required notify the Grid Manager. Should the occurrence be classified as a level 3 or greater it is likely to have an impact on other Grid Participants, the Grid Manager will therefore coordinate the response with each entity managing their own component of the incident.

Objectives and Key Concepts

Objectives- Incident & Emergency Response Plan

The aim of this IERP is to

- Build on existing Seqwater incident response processes to allow a collective and uniform approach to emergency response
- Fulfil Seqwater's obligation under the Market Rules to prepare an ERP for its water supply works
- Ensure alignment between the Seqwater process and the requirements of the Grid Manager to ensure that there is the greatest possible consistency between both processes
- Ensure Seqwater has the capability and processes to effectively respond to incidents and emergencies
- Provide a high level of confidence to our customers and stakeholders
- Be an active participant in the SE Queensland Water Grid by interacting with Grid Participants
- To clearly detail the processes that Seqwater will engage in order to effectively respond to and manage events that have the potential for adverse impacts upon the following key business areas:

- Customer & Stakeholders
- Water Quality (Public Safety)
- The Environment
- Our Reputation
- Governance (decision making)
- Our People (OH&S)
- Water Supply (Production Targets)
- Our Assets
- Security (Physical and Natural Events)

Key Concepts -Incident and Emergency Management

The key concepts that underpin Seqwater's Incident and Emergency Management arrangements are:

- Safety (Staff & Community)
- Immediate and effective response
- Effective communications with Seqwater's Executive Leadership Team and key stakeholders
- Consider the full context and business environment
- Delivery of speedy and honest information to the Grid Manager and to affected Grid Participants
- Maintain business continuity
- Learn and Improve organisational capacity

All Seqwater personnel are to ensure that the following priorities are focused upon when responding to incidents:

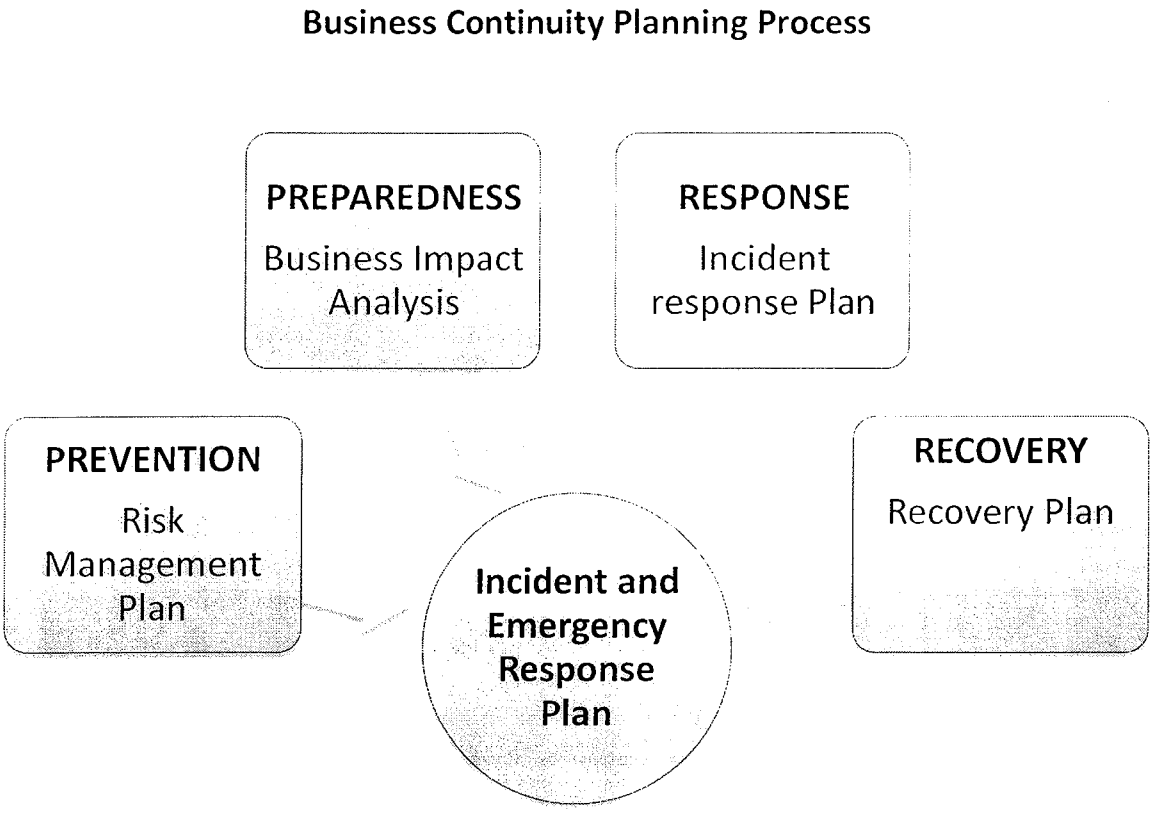
- Protection of people
- Protection of the environment
- Customer & stakeholders needs and expectations
- Maintenance of suitable water quality and supply.
- Reduction of trauma
- Protection of assets
- Our reputation

Scope and Related Plans

Linkages to Business Continuity Framework

Apart from a Statutory responsibility under the Market Rules to develop an IERP, Seqwater is also required to undertake business continuity planning (BCP) to ensure the entity can function during crises caused from a range of adverse circumstances. Our processes need to ensure the risks of these events are assessed and process are established, trained and implemented, and we establish a culture of learning and review. Part of this BCP processes is the development of an IERP to ensure our 'response' is functional and effective in the context of the incident. The diagram below demonstrates the link between BCP and IERP.

Figure 1 Business Continuity Planning Process



Prevention.

Seqwater actively promotes business activities to prevent or minimise the effects of incidents and emergencies. These include compliance with relevant legislation, development and implementation, assessment of risk management strategies and processes, ongoing staff training and assessment activities associated with risk management, HACCP, Emergency Action Plans and Emergency Preparedness and Response procedures.

Preparedness.

Seqwater actively promotes on an ongoing basis, the development and implementation of emergency plans and processes that detail the measures to be deployed. Seqwater also liaises with other Water Grid entities, emergency services and the community to ensure awareness of potential risks and emergency preparedness are known and what measures are in place to effectively respond to them. In addition, Emergency Action Plans and site-specific Emergency, Preparedness, and Response procedures detail steps to be taken to respond to a number of emergency scenarios. Seqwater also schedules and undertakes scenario-based exercises to ensure there is a high level of understanding by those within the organisation who may be called upon to respond. Seqwater will ensure that there are adequate internal resources to effectively deal with incidents and emergencies as they arise.

Response.

Seqwater's IERP initiates an occurrence-driven response with the first internal-to-Seqwater requirement being a declaration of an Incident. Immediately following the declaration a range of related support elements will be activated and put in place together with any necessary communication measures. These measures may include consultations, warnings, and emergency instructions to the response team and other identified stakeholders. Seqwater will ensure that there are adequate resources allocated to incident and emergencies as they are declared to ensure impacts are minimised.

Recovery.

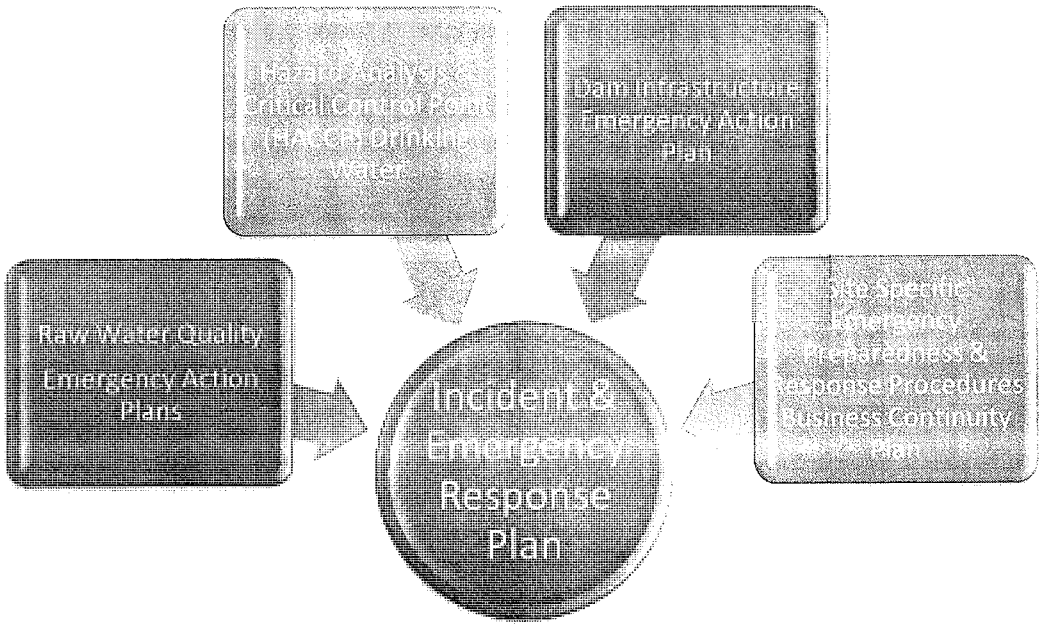
The 'recovery' element focuses on the eventual resumption of normal operations and an investigation into what occurred to contribute to continuous improvement. It is important to note that the emergency and recovery phases are not mutually exclusive and that a degree of overlap between emergency and recovery procedures are, at times, inevitable.

All Hazards Approach

This IERP has been designed to include an "All Hazards Approach" and underpins a number of other implemented measures such as Dam Emergency Action Plans developed to assist in the management of incidents and emergencies. Other related plans are listed in Attachment A.

1. The Figure below details the array of emergency plans and Hazard Analysis and Critical Control Points (HACCP) measures currently in place.

Figure 2



SEQ Water Grid Emergency Response Plan - Documents and Procedures

This document is consistent with and meets the objectives of the Grid ERP. As a means to ensure consistency and a measure of compliance, a detailed summary of content that is specified by the Grid ERP to be part of the Seqwater IERP has been provided in attachment I.

The Grid ERP has been developed to manage incidents and emergencies in six steps. These steps are outlined below.

1. Identify and assess incident severity
2. Notify
3. Establish command and control
4. Manage the emergency
5. Manage the recovery
6. Improvement actions

Each of these sections details step by step information on the "Who", "What" and When" for each stage of the emergency response and a checklist of actions under each of these steps is provided in attachment B.

Seqwater has aligned the phases of its IERP with the Grid ERP's six steps as described above. These phases have been adopted to ensure incidents, whether operational or otherwise are effectively responded to and appropriately reviewed.

Seqwater's responsibilities under the Grid ERP

Under the Grid ERP, Seqwater has the following general responsibilities:

- Development of an ERP that is consistent with the Grid ERP and the market rules
- Management of incidents and emergencies in accordance with the Grid ERP and Seqwater's IERP and other emergency arrangements in place
- Appropriate communication of incidents, including
  - the relevant emergency authorities, where applicable
  - the Grid Manager
  - the relevant regulators
  - responsible Ministers or Chief Executive Officers (if applicable)
  - other affected Grid Participants
- Work cooperatively with the Grid Manager's Emergency Coordination Team and any appointed Emergency Manager
- Utilise the Emergency Response IT Solution when implemented for all Emergency Response related activities.

Grid Manager's Role

The Grid Manager at an incident 'Alert' level or above shall:

- conduct emergency coordination
  - liaise with the Incident Management Team established by Seqwater or another grid participant
  - undertake modelling for the Water Grid and issue new Grid Instructions, if required
  - provide mutual assistance as agreed between the Grid Manager and other Grid Participants such as Seqwater
- conduct emergency management—unless another Emergency Manager is put in place
  - coordinate the combined Emergency Management Team
  - be the coordination point (conduit) for communications about the incident
  - facilitate debriefings of incidents at level 3 or above as part of the recovery and close-out process.

The Water Grid Manager's role is not to manage the on-site response to the incident itself (incident management); this is the role of Seqwater.

Key Aspects of the Grid ERP

Seqwater's 6 steps to incident and emergency management are articulated in the next chapter, however key to understanding the linkages between the Grid ERP and Seqwater's IERP is the following discussion around incidents and emergencies and emergency management including coordination, command and control and the responsibilities for teams formed during an emergency.

Incident Levels and Definitions

The Grid ERP has adopted five levels of severity together with an Alert level between levels 2 and 3. These levels range from local impacts on a single facility and the incident managed using standard operating procedures and communication protocols (Level 1), to those where state or federal government intervention would be expected (Level 5). Definitions and general principles relating to these levels are detailed in Table 8.

An incident identified as Levels 1 and 2, or Alert (internal to Seqwater) are smaller-scale events that do not typically have the broader impacts on other Grid Participants. Therefore are not subject to the Grid ERP. The exception to this rule is when there is already an emergency response for a higher level incident being managed as per the protocols contained in Grid ERP. This requires the Level 1, 2 or Alert incidents to be managed as part of the higher emergency response.

An Alert that escalates, or has the potential to escalate, can be expected to have broader impacts and may result in associated emergency situations, and therefore their management is subject to the Grid ERP. Whilst Alerts to the Grid Manager are not defined as an emergency, they do have the same notification requirements as Level 3, 4 and 5 incidents. Further discussion on Alerts adopted by Seqwater and those issued to the Grid Manager are provided on page 22.

Incidents which are classified as level 3 or greater fall under the command and control of the Grid Manager.

The following table succinctly demonstrates the distinction between incidents and emergencies.

Table 1: Incident vs emergency

	Incident	Emergency
Definition	Any occurrence that has resulted in, or has the potential to result in adverse consequences to water supply, water quality, people, the environment, property, reputation or a combination of these	A situation or occurrence that happens as a consequence of an incident and demands immediate action
General nature	Physical event	Broader whole-of-Grid and public interface outcomes – may be physical and/or intangible
Location	Site-based	Not usually location-based
Management focus	Operational – physical rectification	Corporate/supporting services – e.g. coordinating whole-of-Grid assistance, stakeholder management, communications, etc.
Relevant severity levels	1, 2 ■ Alert ■ 3 ■ 4, 5	■ 3 ■ 4, 5

Under the Grid ERP, Seqwater is clearly responsible for carrying out incident management in accordance with our IERPs and Operating Protocols.

The following text outlines the change in command and control structures under the Grid ERP.

Emergency coordination

The co-ordination of Level 3 and above will generally be undertaken by the Emergency Manager who employs a range of coordination activities to facilitate the total emergency response and to ensure whole-of-Grid operations to maintain supply. This role is distinct from managing the incident at the entity or asset level.

These coordination activities include:

- liaison between Grid Participants and other interested agencies
- facilitating resource sharing among Grid Participants
- seeking and sharing additional expert advice
- assisting the Emergency Manager, when this function has been transferred to another agency (i.e. Qld Health)
- coordinating and preparing key communications (both internal and external)
- issuing Grid Instructions and Emergency Operating Instructions, as necessary.

The Grid Manager is responsible for establishing the Technical and Communications Coordination Teams as soon as incidents are declared at level 3 or greater however much of the technical information will come from the grid entities.

Table 2 below, highlights the key responsibilities of each of the 4 key functions for Command and Control of an Emergency.

Table 2: Command and control function responsibilities

Function	Description	Key responsibilities
Incident management	Managing the physical incident on-site	• Actions undertaken to manage the incident under Seqwater's IERP, including both the operational response and the supporting staff functions, including legal, insurance, human resources, security, Grid Participant operability and liabilities etc.

Function	Description	Key responsibilities
Technical coordination	Coordinating whole-of-Grid operations and support	• Assist the Emergency Manager • Facilitate interagency liaison • Facilitate resource sharing and mutual assistance among Grid Participants from an operations perspective • Seek and share additional expert advice • Remodel the water security position • Issue Grid Instructions and Emergency Operating Instructions, as necessary • Facilitate close-out debrief • Prepare Technical Operations Strategy for Emergency Management Team approval
Communications coordination	Coordinating Water Grid internal and external communications	• Assist the Emergency Manager • Internal stakeholder management • Facilitate interagency liaison • Prepare all internal and external communications materials as required • Issue all internal communications • Facilitate resource sharing and mutual assistance among Grid Participants from a communications perspective • Seek and share additional expert advice • Prepare Communications Strategy for Emergency Management Team approval
Emergency management	Strategic command and key stakeholder management	• Strategically manage response to the emergency • Determine risk management strategy • Coordinate investigations • Single contact point (Emergency Manager) for the emergency unless this is delegated to other Emergency Response Team member/s • Key stakeholder management • Approve all external communications: • Briefings • Media releases • Public interface • Approve Technical Operations and Communications Strategies • Issue all external communications

Command and Control Function Ownership

Under many foreseeable circumstances, the Grid Manager will undertake the emergency management function. However, in some circumstances emergency management may be assumed by another agency

with statutory responsibility (e.g. Queensland Health). In this case, the Grid Manager's task is to coordinate the SEQ water industry response – including technical advice and communications.

When an external agency such as Queensland Health takes the emergency management role, the Grid Manager will continue to act as the lead representative for the Water Grid. Seqwater via its incident management arrangements shall ensure close liaison with the Grid Manager and provide any required support and information.

Table 3 below details the circumstances in which each entity may take ownership of the Incident Management, Emergency Management and Emergency Coordination functions.

Table3: Team membership by function

Function	Owner	Circumstances
Incident management	Seqwater	Always.
Emergency coordination	Grid Manager	Always.
Emergency management	Grid Manager	Most emergencies—'default' Emergency Manager. The Grid Manager will combine the emergency management and emergency coordination functions unless another agency with an overriding interest assumes the emergency management function.
	Office of the Water Supply Regulator	May assume the emergency management function for emergencies involving water quality. The Grid Manager will contact the Office of the Water Supply Regulator in the event of a relevant emergency to establish who will take the emergency management role.
	Queensland Health	Will assume the emergency management function for major drinking water health-related emergencies, as the organisation best able to manage public health risk. The Grid Manager will contact Queensland Health in the event of a relevant emergency to establish who will take the emergency management role.
	Premier's Department	May assume the emergency management function for level 4 and 5 emergencies that are particularly severe incidents or have attracted a particularly high level of public interest. The Premier's Department will be briefed on the emergency via the Department of Environment and Resource Management, and will advise the Grid Manager if it decides to take the emergency management role.
	Emergency Services/ State Disaster Management Group	May assume the emergency management function for level 4 and 5 emergencies that require a very large-scale response or which fall under the Queensland Disaster Management System (e.g. terrorism, natural disasters). The Grid Manager will contact Emergency Services in the event of a relevant emergency to establish who will take the emergency management role.

As the Emergency Manager, the Grid Manager will determine the composition of the Emergency Management Team. For level 3 incidents, the Emergency Management Team will consist, as a minimum, a designated Emergency Manager from within the Grid Manager's team.

Functional team membership

In general terms, the functional teams will be made up as follows:

Table 4: Function teams membership

Function	Agency	Team	Team leader	Team members
Incident management	Seqwater	Incident Management Team	Incident Manager	• As appointed
Technical coordination	Grid Manager	Technical Coordination Team	Deputy Emergency Manager - Operations	• Grid Manager staff • Seqwater and other Grid Participant's staff
Communications coordination	Grid Manager	Communications Coordination Team	Deputy Emergency Manager - Communications	• Grid Manager staff • Seqwater and other Grid Participant's staff
Emergency management	Grid Manager	Emergency Management Team	Emergency Manager	• Grid Manager staff staff • Seqwater and other Grid Participant's executive staff • Communications staff
	Queensland Health	Emergency Management Team based on Major Water Incident Management Group	State Health Incident Coordinator (Chief Health Officer)	• Senior Health Officer Queensland Health • CEOs of Water Grid entities • Premier's Department
	Emergency Services/ State Disaster Management Group	Emergency Management Team based on State Disaster Management Group	State Disaster Manager	• Ministerial staff • Communications staff • State regulators • Specialist advisors, as needed

Incident Management Team

The structure and composition of Seqwater's Incident Management Team will be in accordance with this IERP and will largely rely upon internal staff resources. Teams will be established as needed.

Emergency Management Team

The structure and composition of the Emergency Management Team will vary according to the emergency situation and the entity undertaking this function. For very straightforward emergencies, the Emergency Management Team may consist of a single manager from within the Grid Manager's staff. In other cases the Emergency Management Team may consist of the Emergency Manager, a nominee from each impacted Grid Participant and the Grid Manager's staff. All decisions on the EMT composition will be made by the Emergency Manager

Before accepting any employee secondment from Seqwater to the Grid Manager's Emergency Management Team, Seqwater Executive Leadership Team must ensure that people with sufficient knowledge and authority remain to undertake management and control of the incident at the local level.

An indicative structure has been included in Attachment C for use as a default. Depending on the emergency situation, it may require some changes to effectively manage the response. The Seqwater nominee on the Emergency Management Team will be the single Seqwater point of contact during the emergency.

The Emergency Management Team will appoint a staff member from the Grid Manager as the Deputy Emergency Manager – Communications and another staff member from the Grid Manager as the Deputy Emergency Manager – Operations.

The appointment of these positions will be confirmed by the Emergency Management Team at its first meeting.

Where Queensland Health undertakes this function, the Emergency Management Team structure and composition will be in accordance with the 'Queensland Health protocol for the management of major drinking water health-related incidents'. The team will include senior representatives from the Water Grid.

Where the State Disaster Management Group undertakes this function, it will be in accordance with the *State Disaster Management Plan*.

Technical Coordination Team

The structure and composition of EMT's Technical Coordination Team will be as directed by the Emergency Management Team Deputy Emergency Manager – Operations. It will rely upon staff resources from within the Grid Manager, however may also draw upon technical and operations staff of the impacted Grid Participants.

The function of the Technical Coordination Team is to coordinate and manage implementation within the water grid actions required by the Emergency Management Team.

Communications Coordination Team

The structure and composition of the Communications Coordination Team will be as directed by the Emergency Management Team Deputy Emergency Manager – Communications. It will also draw upon communications and media staff of the impacted Grid Participants.

The function of the Communications Coordination Team is to coordinate and manage internal and external communications – including information to the Minister and media relations.

Interagency Operations Team

The Emergency Management Team may also establish an Interagency Operations Team for additional specialist advice, if required.

The Interagency Operations Team is an independent expert reference panel assembled to provide technical or specialist advice and recommendations on any aspect of managing a given emergency, for example, specialist chemicals advice. It will essentially contain skills that are not readily available from within the Water Grid.

Its size and composition will be determined for each event. The Emergency Manager will designate a Grid Participant or external agency staff member to be the manager of the Interagency Operations Team.

Table 5: Indicative Interagency Operations Team meeting requirements

Level	Frequency	Format
1, 2, Alert	Interagency Operations Team not required	
3	• If Emergency Management Team establishes Interagency Operations Team – at the start of the emergency response – thereafter, as required	• Teleconference
4 and 5	• Minimum once daily • Increase frequency, as required	• Daily in-person meeting at combined Emergency Response Team location/incident room • Additional meetings may be by teleconference or in person as appropriate

Location

Unless the Emergency Manager advises otherwise, the emergency response functional teams will be located as follows:

Table 6: Normal emergency response functional team locations

Function team	Location
Incident management	As defined by the Seqwater Incident Manager with the following options: Primary Incident Room – 240 Margaret Street Brisbane Secondary Incident Room – North Pine WTP cnr Byrnes and Protheroe Road Joyner
Technical coordination	As directed by the Deputy Emergency Manager – Operations. It will be an appropriate location to achieve efficient situational awareness
Communications coordination	Grid Manager's office, Level 15, 53 Albert Street, Brisbane
Emergency management	Grid Manager's incident room, Level 15, 53 Albert Street, Brisbane
Interagency Operations Team	As directed by the Emergency Manager

Liaison and resource sharing

The Grid Manager provides a single point of contact and clearing house for information across all interested parties in the emergency response. This simplifies liaison processes, prevents confusion and ensures information ends up where it is needed.

Typical examples of this liaison undertaken by the Grid Manager include:

- among Grid Participants (e.g. Seqwater, LinkWater and Distribution Entities)
- with State agencies (e.g. Queensland Health)
- with Federal agencies (e.g. Department of the Environment, Water, Heritage and the Arts; National Water Commission)
- with Emergency Services.

The Grid Manager also acts as a central point for sharing or coordinating a variety of resources, such as:

- sharing plans and tools among Grid Participants (e.g. Seqwater, LinkWater and Distribution Entities)
- coordinating and providing mutual assistance
- solving short-term staff and equipment shortages for incident management by sourcing loans from other Grid Participants.

For the purpose of communication and sharing information between Grid Participants, the Grid Manager has introduced special software known as "OCA Incident Manager". The role of the Principal Incident and Emergency Management Coordinator will be to assist the Incident Manager and all team members to manage the grid wide information and communications through this process.

Amendments to Grid Instructions

Under section 4.15 of the Market Rules, the Grid Manager can issue new Grid Instructions:

- when there is a change in circumstances, such as distribution and storage capacity
- for any reason that the Grid Manager, at its discretion, considers appropriate.

During emergencies, the Grid Manager is to assess the impact upon security of supply and ability to meet Grid Customer demand, and issue new Grid Instructions as necessary. Seqwater may be required to provide the Grid Manager with access to timely, accurate and verified information.

Continuous reassessment

Risk assessment needs to be a continuous process throughout the entire emergency response.

The initial incident severity classification may require adjustment as the incident and its wider impacts evolve and are better understood. As the emergency continues, the Emergency Management Team should reassess the risk classification in view of its changing perspectives and impact.

Reassessment should also follow milestones in managing the emergency and recovery, or as often as deemed necessary, depending on the nature of the incident.

Seqwater Incident and Emergency Response Plan

1 Identify and Assess Incident

Overview

This section focuses on the need to identify and assess the initial incident level and to ensure appropriate records are maintained.

An integral part of incident management is the identification of potential incidents before they eventuate and adversely impact upon our business. For that reason an "Alert" process has been developed and forms part of the Seqwater internal incident management processes. The Grid Manager has also emphasised the value of alert as a means to prepare for or to mitigate potential incidents and users of this document need to be aware of the Alert phases used by both organisations.

The two types of Alert levels are:

- Alerts adopted by Seqwater in order to prepare for, or to mitigate potential incidents and
- Alerts issued to the Grid Manager which are enacted when:
    - The incident is currently Level 1 or 2 but has potential impacts that if escalated would trigger a level 3 -5 emergency
    - The event has not yet occurred, however is considered likely to be imminent with a level 3-5 severity.

Details of the "Alert" process are given below followed by the more recognised incident levels.

Incident Alerts

The **Incident Alert** has been developed to mitigate incidents or potential incidents that may have adverse impacts upon a number of key business areas. Internally, this alert phase is designed to offer managers and supervisors a "heads up" to potential consequences or occurrences.

However, if the risk identified has the potential to impact upon other Water Grid participants, it is necessary to engage the Grid Manager to develop and implement any required mitigation measures and contingencies.

The intent of declaring Incident Alerts is to ensure that any perceived problems are addressed and any risks associated are mitigated.

Reporting an incident

Information about an incident may be received via a number of avenues, these include, however are not limited to the following:

1. Report from a member of the public or the media
2. A report by a Seqwater Staff Member
3. A remote alarm
4. Calls to the 1800Seqwater after hours line

5. Report or advice from a Water Grid participant (Grid Manager, LinkWater)

Once the information has been received it is to be assessed against the incident severity table, and the incident level assigned according to the criteria detailed in Table 8.

All Seqwater staff are to report what they see as potential risks or actual incidents to their immediate supervisor.

In the event that their immediate supervisor cannot be contacted they are to report it to their coordinator/manager or the Principal Coordinator, Incident and Emergency Management on 0400 302 796.

For after hours alerts or incidents where a supervisor or manager cannot be contacted the Seqwater Incident Management hotline is to be called and the issue reported. The Incident Management hotline number is 1800Seqwater (1800 737 928 37).

Authority to Declare an Incident or Alert

Employees described in the following table have the authority to declare an alert or incident at any of the 5 defined incident levels.

Table7: Persons Authorised to Declare an Incident or Alert

Authority to Declare an Incident or Incident Alert		
CEO	**Executive**	**Management**
Chief Executive Officer	Executive GM-Water Delivery	Manager Dam Operations
	Executive GM- Business Services	Manager Water Quality
	Executive GM-Asset Delivery	Manager WTP Operations North
	Executive GM-OD	Manager Group Support And Catchment Services
		Manager Infrastructure Maintenance
		Manager WTP Operations North
		Manager Strategic Relations And Communications
Authority to Declare an Incident or Incident Alert		
Other Employees		
OHS Coordinator	Principal Risk Adviser	Principal Coordinator Incident And Emergency Management

The IERP framework has a specific function and authorised officers should not use the process for tracking of actions or projects nor should it be used to raise issues as an alternate process to existing governance arrangements.

Identify and Assess

The following actions are to be implemented by a Seqwater staff member witnessing an incident. These actions relate mainly with incidents at an operational level, however they are to be used as a guide for all incidents irrespective of location or group within Seqwater.

First Person Aware

- Undertake an initial assessment of the incident if deemed safe to do so.
- Ensure the safety of all staff, contractors, visitors and the community (refer to safety checklist available on Q-Pulse).
- Promptly advise supervisor / coordinator or manager of the incident details and provide any necessary information, including any initial incident response details. For after hours incident call 1800Seqwater (1800 7379 2837) and advise the call centre operator of details. The Principal Coordinator, Incident and Emergency Management can also be contacted on [redacted] for all incidents and alerts.
- Take command of the site if no supervisor / coordinator is present.
- If in an operational area respond immediately to secure the site and make safe.
- Provide a verbal report and handover to the Incident Manager or operational response team upon arrival to the site.
- Other actions that may be required include:
  a. Direct all media issues to the Strategic Relations and Communications Team
  b. Direct all enquiries received from regulators or Grid Manager to the Incident Manager
  b. Continue to act in command of the incident site until relieved or directed otherwise by the Incident Manager or operational response team
  c. Determine from the operational response team if you are required to stay to assist in the ongoing management of the incident

The above process is shown diagrammatically in attachment D.

Determining Incident levels

The following tables detail the incident classifications and criteria that form the basis of this Emergency Response Plan.

In situations where an incident level is not clearly defined by Table 8, determination of the incident level is at the discretion of the Manager, Operations. The Grid Manager retains the overriding right to determine incident levels.

While the 'public reassurance' criterion may not always seem an active concern at the outset, it is important to consider the likelihood of media attention and the risk of negative coverage when considering incident levels.

Table 8: Incident severity classification levels

Level 1 – Insignificant

General principles	Incident criterion – direct impacts on water supply		Examples
• Little disruption to normal operations, low increase in normal operating costs • Local incident with impact limited to a single facility within one Grid Participant Overall system impact limited to temporary or no reduction in capacity • No effect on monthly Grid Instruction volumes • Minor or no impact on bulk Grid Customers • Minor short-term impact on a small number of retail Grid Customers • Managed by the resources of the affected Grid Participant without the need to notify other Grid Participants, Emergency Services or the Grid Manager • These incidents occur as part of normal operations and are managed by a site supervisor or relevant duty officer as part of their normal responsibilities	Water quality	• A critical control point alert exceeded but within critical limits • Insignificant impact, little disruption to normal operation	• Local water quality incident isolated to a zone; possibly caused by valve change
	Water asset failure	• Minor unplanned asset failure – no facility output affected	• Localised pump breakdown; minor burst in a suburban street within distribution
	Water quantity	• Limited or no impact on bulk Grid Customers • Minor short-term disruption to retail Grid Customers	• Early indications of blue-green algae – storage being monitored
	Security and natural disaster	• Localised natural disaster damage	• Minor storm damage to asset
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Employee minor injury sustained requiring first aid • Slight injury or health affects • Low risk of other injuries	• Slip or fall resulting in lacerations requiring first aid
	Environment	• Brief pollution event but no environmental impact. Insignificant risk of breaching environmental regulatory requirements	• Minor spike in discharge concentrations
	Public reassurance	• Lack of public interest (e.g. reporting, not front page) in suburban newspapers	• Single adverse local radio report • Call centre receives a number of complaints but limited to a small area, e.g. a street or two

Level 2 – Minor

General principles	Incident criterion – direct impacts on water supply		Examples
• Minor or no impact on bulk Grid Customers • Minor short-term impact on a small number of retail Grid Customers • The incident has no effect on monthly Grid Instruction volumes • Can be handled within the scope of normal operating protocols between Grid Participants • Can be dealt with by the resources of the affected Grid Participants	Water quality	• Critical control point limits exceeded, even with corrections in place: – still within *Australian Drinking Water Guidelines (2004)* health values – minor impact for small population, some manageable operation disruption	• Turbidity increased to 1.2 NTU due to lime dosing but reduced to 0.8 at exit of clear water storage
	Water asset failure	• Unplanned asset failure and reductions to asset output, less than or equal to one day duration where: – supply is reduced, but not lost – supply can be sourced from elsewhere if necessary	• A mechanical failure occurs at a water treatment plant and the estimated time to repair the failure exceeds the current endurance of the clear water storage. Seqwater contacts the Distribution Service Provider who reduces the water demand from the water treatment plant to allow time for the rectification works
	Water quantity	• Single raw water supply source within the Water Grid is showing indications of failure	• Blue-green algae bloom or major turbidity event occurs whereby use of a single supply source needs to be reduced
	Security and natural disaster	• Localised natural disaster damage	• Storm causes minor interruptions due to loss of power supply
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Employee medical attention required – restricted work duties or limited lost work time. Public injury • Inherent risk for more injuries. Immediate action to be taken at Grid Participant level to ensure public safety	• Slip or fall resulting in broken limbs, lacerations requiring stitches or hospitalisation.
	Environment	• Minor transient environmental impact • Low risk of breaching environmental regulatory requirements • Grid Participant level corrective action	• A spike in discharge concentrations but unlikely to exceed 95 percentile licence limits
	Public reassurance	• Public questioning of Water Grid operations and decisions for local assets (e.g. local newspaper)	• Short-term adverse media at a local level • Call centre receives a number of complaints, but limited to one suburb

Principles	Incident criterion	Examples
• Classification for incidents with a possible severity of 3–5 where the consequences have not yet occurred • A potential Level 3–5 incident is considered highly likely to be imminent • An incident has occurred with severity below Level 3, however, there is a possibility that further deterioration of the situation will breach a Level 3–5 threshold • An incident has occurred with severity below Level 3, however, the Grid Participant has notified the responsible Minister/s of media interest or other circumstances of interest, and therefore must also notify the Water Grid Manager • The Water Grid is on standby to manage a potential incident • Where possible, relevant Grid Participants/Water Grid Manager take action in advance to prepare for the incident eventuating • When the incident eventuates, reclassify its severity level in accordance with this Plan	Water quality	• *E. coli* has been detected, and an Alert is raised while a re-sample is carried out to confirm the contamination event (see 'Attachment E: *E. coli* Alert escalation process')
	Security and natural disaster	• Natural disaster, such as cyclone, flood, fire, etc., forecast or in progress and likely to cause an impact, though this has not yet happened • National counter-terrorism Alert level is raised one level
	Public reassurance	• Any incident or potential incident that has /could attract media interest, making negative coverage a possibility

Level 3 – Moderate

General principles	Incident criterion – direct impacts on water supply		Examples
• Minor impact for a large population • Major impact for small population • Minor impact for retail Grid Customers • The Water Grid Manager may issue new Grid Instructions • Can be dealt with within operating protocols but not 'normal' protocols	Water quality	• *Australian Drinking Water Guidelines (2004)* health values confirmed as exceeded [1, 2] • Aesthetic impact for large population, but manageable through modification to operations	• Chlorine in a service reservoir is low and *E. coli* has been detected, re-sampled and confirmed • The reservoir is required to be dosed with chlorine and mixed with fresh water for dilution • A chronic health guideline value is exceeded, e.g. total trihalomethanes, with no associated public health risk
	Water asset failure	• Significant unplanned asset failure and reductions to asset output greater than one day duration, and may impact Grid Contract obligations being met • Any single supply source failure	• Unplanned halt to production by water treatment plant for longer than 24 hours, resulting in failure to meet Grid Contract obligations and interruption to customer supply to a small population for less than 8 hours
	Water quantity	• Single raw water supply source within the Water Grid is out of service whereby supply is affected by >20% of Grid Instruction volume	• Single raw water supply source taken offline due to blue-green algae or other event • The period to rectify the problem exceeds 12 hours or is likely to result in low levels in the local storage reservoirs
	Security and natural disaster	• Natural disaster or security event that would disrupt operations and/or service delivery	• Poison containers found at water storages • Large fire occurs in a major catchment area
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Single fatality involving an employee or a member of the public • Significant risk of further injuries • Immediate corrective action by Grid Participant	• A drowning occurs within the assets of a Grid Participant
	Environment	• Significant release of pollutants with mid-term recovery • High risk of environmental regulatory requirements breach with the potential to affect drinking water supply works • Notification of an incident to a regulator	• Exceedence of a concentration limit whereby the Queensland Manufactured Water Authority cannot access water from a sewage treatment plant • Exceedence of a discharge licence where discharge is likely to make its way to a drinking water source
	Public reassurance	• Public questioning of Water Grid operations and decisions for local assets (e.g. regional newspaper, regulator enquiry)	• Medium- term adverse media at a regional or State level, such as large increase in volume of adverse calls to call centre

Seqwater chlorine level exemptions apply (Attachment E)

Level 3 – Major			
Principles	**Incident criterion – direct impacts on water supply**		**Examples**
• Single or multiple regions affected. Multiple Grid Participants and the Water Grid Manager with State Government departments involved or on standby • Minister may issue a Water Supply Emergency Declaration • Moderate impact for a large population or major impact for a small population • Major impact for Grid Customers • The Water Grid Manager is likely to issue new Grid Instructions (depending on the type of incident) • The Water Grid Manager may need to access the Seqwater or LinkWater control (or incident) rooms to obtain real time data and information • Impacts on drinking water regarded as relatively short-term, but involving multiple Water Grid entities and government agencies	Water quality	• Major impact for small population, systems significantly compromised and operation ceased or abnormal • Significantly enhanced level of monitoring required	• *Cryptosporidium* event at a minor water treatment plant only supplying an isolated small town, which results in a Boil Water Notice being issued • There are repeated exceedences of a chronic health guideline value affecting a small population, e.g. total trihalomethanes, where Queensland Health or The Regulator determines there may be a risk to public health
	Water asset failure	• Major unplanned asset failure leading to service interruptions – days to weeks to rectify • Impacts on Grid Contract obligations or multiple Grid Customer disruptions	• Any water treatment plant that cannot produce water to serve the local community and the Water Grid cannot fully meet demand, resulting in interruption to customer supply for over 8 hours. Local area needs to go on restrictions, e.g. water treatment plant supplying isolated local government area
	Water quantity	• Drought trigger is reached within any Water Grid supply reserves	• Future drought declaration – restrictions implemented
	Security and natural disaster	• Localised natural disaster or security event	• Fire has destroyed a single water treatment plant • Credible threat to major infrastructure within the Water Grid received by a Grid Participant or the Government • Australian pandemic Alert phase 6a, 6b or 6c [3]
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Multiple fatalities	• Accident caused by water craft on recreational waters resulting in multiple fatalities
	Environment	• Significant long-term environmental effects with the potential to affect drinking water supply works • Significant risk of breaching environmental requirements long-term (weeks)	• Major release of water treatment plant sludge into a water course • Major sewage spill upstream of a water treatment plant
	Public reassurance	• Public confidence in Water Grid operations diminished and looking to validate information decisions (e.g. national TV news and/or regulator investigation)	• Adverse State-wide or national media attention • Call centre receives a number of complaints related to multiple suburbs or two or more retailers

[3] Depending on Water Grid impacts assessment

5 – Catastrophic			
General principles	**Incident criterion – direct impacts on water supply**		**Examples**
• Large-scale impact across South East Queensland, other utilities affected. Requires Government intervention at State and Federal levels to manage the incident • Minister is likely to issue a Water Supply Emergency Declaration • Major impact for large populations, complete failure of systems • An emergency incident or combination of incidents with the potential for large-scale short- and long-term impacts to human well-being and the environment including terrorism impacts or natural disasters	Water quality	• Major impact for large population, extreme volume of complaints • Complete failure of systems	• *Cryptosporidium* event at a major water treatment plant which results in a Boil Water Notice being issued for a region • There are repeated exceedences of a chronic health guideline value affecting a large population, e.g. total trihalomethanes, where Queensland Health or the Regulator determines that there may be a risk to public health or a public health risk is confirmed
	Water asset failure	• Extreme unplanned asset failure – weeks to months to rectify • Major rectification works to re-establish water supply	• Dam wall breach
	Water quantity	• Drought supply reserves are reaching the emergency volumes	• Extreme restrictions apply and emergency supply projects instigated
	Security and natural disaster	• Extreme natural disaster or security event	• Bomb blast impacts major asset • Flood, fire and cyclone impacts on multiple assets • Australian pandemic Alert phase 6a, 6b or 6c [4]
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Multiple fatalities • Extreme risk of further fatalities and injuries leading to a Declared State of Emergency	• Breach of dam wall causing flooding and multiple casualties
	Environment	• Catastrophic, long-term environmental impacts with the potential to affect drinking water supply works • Extreme risk of breaching environmental regulatory requirements. Immediate notification of relevant authorities	• Any incident causing the loss of a water source for more than one month, or the loss of an entire ecosystem
	Public reassurance	• Widespread concerns expressed by public and loss of trust in Water Grid operations (e.g. international TV news headlines and/or government investigation)	• Adverse national or international media attention • Call centre receives an extreme number of serious complaints related to multiple retailers

Information Management

The Principal Coordinator, Incident and Emergency Management shall ensure an Incident Folder is created when an incident or incident alert has been declared. The folder will be identified in the form of yyyymmdd (date the incident commenced) followed by the incident name. The incident folder shall be located in a directory accessible by all staff. All related incident information is to be retained within the folder whilst the incident is open. Upon incident closure the information from the folder is to be transferred to Q-Pulse under the INIR number allocated when the incident was recorded. Detailed instructions for the establishment of an incident folder are detailed on procedure **PRO-00860** "Administration of Incident & Emergency Response Information". This procedure is located within Q-Pulse.

Record keeping is key to successful incident and emergency management. For that reason the following instructions are to be adopted in all Alert and incident processes:

Immediately the incident is identified or notified, Seqwater must keep a incident record log of all relevant communications, meetings, events and actions arising from the emergency. Details captured must include:

- Entry date and time
- Type – Phone call, email, meeting
- Participants
- Location
- Description
- Actions arising

All information is to be stored in the Incident Folder Located in G:/Projects/Incidents

2 Notifications

Internal Notifications

Upon the declaration of an incident within Seqwater, a communiqué via email and/or SMS shall be distributed to the members of the incident management email group comprising of the CEO, level 2 and 3 reports and other key staff across the organisation.

Upon receipt of this information members are to undertake the following if the incident impacts upon their areas of responsibilities:

- Assess the details contained within the declaration;
- Seek clarity on any details contained within the incident declaration email with the nominated Incident Manager (if required);
- Nominate staff within their areas of responsibility to form part of the Incident Management Team (if required);
- Distribute details of the incident to members of their team (if required).

Seqwater shall communicate all incidents in an open and honest manner to ensure transparency against all decisions made and associated actions taken. There shall be instances when an incident occurs and the communications of such needs to be limited initially to identified stakeholders. This is to ensure the Executive Management Team, the Strategic Relations and Communications Team and the Incident Management Team have developed appropriate communication statements and strategies, assessed legal and regulatory implications and other required action plans before being communicated to a wider audience.

External Notifications

It is paramount that Seqwater coordinate and controls communications with its external stakeholders and the media. Therefore, all communications with regulators and statutory reporting requirements are to be coordinated where ever possible via the Incident Manager and the Strategic Relations and Communications Team. In addition all media queries are to be directed to the Strategic Relations and Communications Team for an appropriate response.

Seqwater must notify the Grid Manager of incidents declared and classified as level 3, 4 or 5 and also Alerts that have the potential to be declared as level 3, 4 or 5. **The Incident Manager shall be responsible for communicating the incident information to the Grid Manager**. The protocol for communicating incidents to the Grid Manager is in the first instance by telephone then via the intranet incident communication tool; "OCA Incident Manager" and is limited to authorised members of the incident management team.

Timeframes for notification of incidents vary from 1 to 2 hours upon declaration of the incident and these are detailed in the table below. Level 3, 4 & 5 incidents are to be communicated to the Grid Manager upon declaration by both telephone [redacted] and email notifications@seqwgm.com.au. Form **REF-00008** must be completed and attached to the email. Completed forms are to be scanned and retained within the incident folder.

Contact details for the WGM **Media Manager** are: Tel: [redacted] Email: media@seqwgm.com.au

In addition to notification timeframes to the Grid Manager, the following table also details other key regulatory bodies that must be informed of incidents and emergencies. Further details are provided in the next sub-section however in summary they are:

Table9: Notification responsibilities

Incident level	Seqwater emergency contact		Water Grid Manager Duty Manager	
Alert, levels 1 and 2	Yes	Duty Manager [redacted] Incident Coordinator [redacted] 1800SEQWATER	No	
Alert	Yes	Duty Manager [redacted] Incident Coordinator [redacted] 1800SEQWATER	Yes	☎ Within 2 hours of incident detection ✉ Email Incident Notification Form within 2 hours of incident detection
3	Yes	Duty Manager [redacted] Incident Coordinator [redacted] 1800SEQWATER	Yes	☎ Within 2 hours of incident detection ✉ Email Incident Notification Form within 2 hours of incident detection
4 and 5	Yes	Duty Manager [redacted] Incident Coordinator [redacted] 1800SEQWATER	Yes	☎ Within 1 hour of incident detection ✉ Email Incident Notification Form within 1 hour of incident detection

Incident type	Seqwater emergency contact		Office of the Water Supply Regulator	
Breach of Water Quality Parameter	Yes	Duty Manager [redacted] Incident Coordinator 0400 302 796 1800SEQWATER	Yes	☎ Notification within 3 hours of detection ✉ Email Incident Notification Form Part A within 24 hours of incident detection
Incident type	**Seqwater emergency contact**		**Dam Safety Regulator**	
Dam Emergency	Yes	Duty Manager [redacted] Incident Coordinator 0400 302 796 1800SEQWATER	Yes	☎ Notification, including details of incident and the time the Emergency Action Plan was engaged within 48 hours of incident detection ✉ Within 30 days prepare an Emergency Event Report
Dam Incidents and Failures	Yes	Duty Manager [redacted] Incident Coordinator 0400 302 796 1800SEQWATER	Yes	✉ Report in writing all incidents and failures within 7 days of incident detection ✉ Report in writing any remedial actions within 30 days of incident detection

Incident type	Seqwater emergency contact	Department of Employment and Industrial Relations
WH&S Reportable Incident	Yes Duty Manager 07 3035 5760 Incident Coordinator 0400 302 796 1800SEQWATER	Yes ☎ Incident Notification Form within 24 hours of incident detection ✉ Email Incident Notification Form within 1 hour of incident detection

Notify Office of the Water Supply Regulator of serious breach of water quality parameters

Seqwater, under section 270 of the Water Supply (Safety and Reliability) Act 2008 has a statutory obligation to notify the Office of the Water Supply Regulator (Department of Environment and Resources Management) of breaches to water quality parameters. Notification of the incidents is to be provided via the OWSR incident hotline 1300 596 709 and notification form – Part A within 3 hours of being aware of the event. Incident Notification Form Part A can be located in Q-Pulse as **FRM-00139**. The incident notification form is to be completed by the Water Quality Product Team. Completed forms are to be scanned and retained within the incident folder. A detailed procedure **PRO-00707** is also included within Q-Pulse and should be referred to when a breach is identified.

Notify Dam Safety Regulator of Incidents and Failures

For dams having a population at risk in the event of a failure (Seqwater has 25 such dams), dam safety conditions are issued under section 356 of the Water Supply (Safety and Reliability) Act 2008. The general standard clauses within these conditions relating to incident and failure notifications to the Dam Safety Regulator are as follows:

Condition DS 13 - Emergency Action Plans and Event Reports

- The dam owner must prepare and maintain an Emergency Action Plan in accordance with the requirements of the *Queensland Dam Safety Management Guidelines – February 2002.*
- In the event of an emergency, the dam owner must notify the Chief Executive, Department of Natural Resources and Mines within forty-eight (48) hours. The notification shall include a brief description of the event and the time of activation of the Emergency Action Plan.
- Within thirty (30) days of the event the dam owner must prepare an Emergency Event Report and provide a copy of the report to the Chief Executive, Department of Natural Resources and Mines.

Condition DS 2 - Incidents and Failures

- In addition to the requirements detailed within the Emergency Action Plan, the dam owner must report in writing all incidents and failures (as defined in the *Queensland Dam Safety Management Guidelines – February 2002*) to the Chief Executive, Department of Natural Resources Mines and Water, within seven (7) days of becoming aware of the incident or failure.
- The dam owner must advise the Chief Executive, Department of Natural Resources Mines and Water of any proposed remedial actions in writing within thirty (30) days of the incident or failure.

Notify Department of Employment & I.R. of serious safety breaches

Seqwater is obligated under the *Workplace Health and Safety Regulation 2008* to notify the Department of Employment and Industrial Relations, Workplace Health and Safety Queensland of certain occurrences at Seqwater workplaces. These occurrences include:

- serious bodily injury; or
- work caused illness; or
- dangerous event.

If the workplace incident causes the death of a person, Seqwater must notify Workplace Health and Safety Queensland.

Under the *Electrical Safety Regulation 2002,* Seqwater must notify the Electrical Safety Office or Workplace Health and Safety Queensland of the following incident or event:

- a serious electrical incident; or
- dangerous electrical event.

An Incident Notification form (form3) must be lodged within 24 hours of a reportable incident occurring. Immediate notification by phone or fax is required if the incident involves a death. Notification of incidents must be coordinated through the OH&S Manager.

Department of Environment and Resource Management

Seqwater communicates with the Queensland environmental regulator (Department of Environment and Natural Resources - DERM) on matters relating to the ongoing management of environmental matters. Seqwater has an obligation to contact DERM when there are issues or incidents where compliance may not be achieved.

Specifically:

- Seqwater has an obligation to contact the administering authority (DERM) under section 320(EP Act 1994) after becoming aware of serious or material harm or potential harm, as a result of any of our activities.
- Seqwater is obliged to conform with all approval conditions where applicable as required in Part 2A, section 435 (EP Act 1994).
- Seqwater shall follow its general environmental duty as in Part 1 (section 319 of the EP Act 1994) in instances were approval conditions do not apply.

The process where Seqwater is required to contact DERM in regard to an environmental incident is documented in Seqwater Work Instruction PRO-00766: WTPs – Discharges from Water Treatment Plants. This addresses initial notification through to the preparation and submission of an incident investigation.

Seqwater also notifies DERM in the case of an emergency under of the ROP process. An Emergency report is required when Seqwater cannot comply with a rule in a ROP i.e. unable to supply water, due to an emergency incident.

This notification is issued in the form of an email which includes details of the emergency incident, the non compliance and responses or actions carried out. Emails are issued to [redacted] and WMSReportingSubmissions@derm.qld.gov.au

Communication with Stakeholders during an Incident

As incidents are declared there is a requirement to communicate information pertaining to the incident to identified stakeholders. Once the incident has been declared and an incident level applied, the following table can be applied to identify stakeholders. It is mindful to note that the table below is for ***indicative purposes only***. The Incident Manager and the Principal Coordinator, Incident and Emergency Management

shall assess communication requirements as incidents are declared in close consultation with the Strategic Relations and Communications Team.

The Incident Manager should confirm with the Grid Manager which stakeholders they have notified.

Table 10 – Stakeholder Identification Table

Incident Level	Seqwater Incident Management Group	Grid Manager	Other impacted Grid Participants	QWC / DERM / Office of the Water Supply Regulator/ Dam Safety Regulator	Queensland Health (major drinking water health- related incident)	Queensland Police Service	Department of Community Safety (Emergency Services)	Department of Employment, Economic Development and Innovation
Internal Alert	●		●			As Required	As Required	As Required
Level 1	●		●					
Level 2	●		●					
External Alert	●	●	●	●				
Level 3	●	●	●	●	●			
Level 4	●	●	●	●	●			
Level 5	●	●	●	●	●			

For Levels 3, 4 &5 incidents, Seqwater communicates with the Grid Manager via the Incident Management Software, however an alternate single point of contact in every case will be the Incident Manager or if nominated by the Incident Manager a representative from the Strategic Relations and Communications Team. The nominated person must be available for contact 24 hours a day. The nominated person is to keep the Grid Manager informed of how the Incident is being managed together with emerging risks that may have an adverse impact upon other Grid Participants. Level 3, 4 & 5 incidents are to be communicated to the Grid Manager upon declaration by both telephone 0429 068 886 and email to [redacted] [redacted] Form **REF-00008** must be completed and attached to the email.

Establish communications with identified Water Grid Participants

For all Level 3 incidents and above contact at operational level should be established with impacted or potentially affected Water Grid participants.

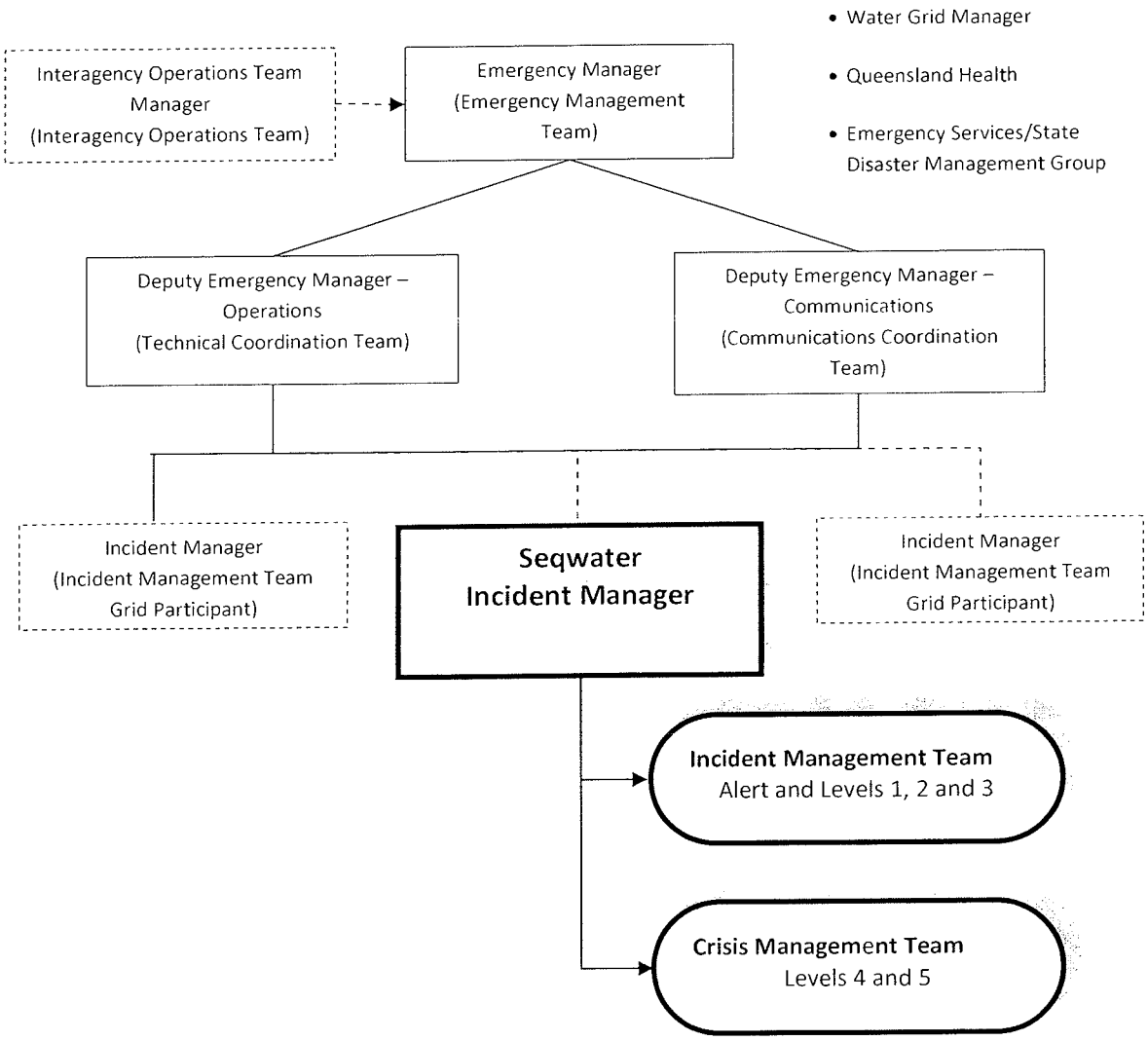
3 Establish Command and Control

The division of Command and Control functions between Seqwater and the Grid Manager is a correlation between Emergency Management and Incident Management.

Team Structures (Incident & Emergency Response)

The integration of incident and emergency management team structures with SEQ Water Grid Manager and Seqwater are respectively as follows:

Figure 3: Emergency Response Team structure



Seqwater's Incident and Emergency Response structure is a flexible team-based approach that parallels the normal management regime. The team based structure is detailed in the diagram labelled figure 4.

Seqwater Incident Structure – Alerts, Levels 1, 2 and 3

Upon declaration of an alert or level 1, 2 or 3 incident, the Incident Manager will form an Incident Management Team and also manage the operational response to the alert or incident.

The Incident Management Team and the Operational Response Team can be the one group and in most instances will be the same. There will be instances where this is not possible due to the location of the event. The Operational Response Team will have clear reporting and communication lines to members of the Incident Management Team and the Incident Manager.

The Incident Manager and the Incident Management Team will call upon the support of different specialists across Seqwater as and when required. The Incident Manager must also keep his direct line executive manager up to date on events relating to the management of the incident and escalate issues that cannot be resolved for their action.

Incident Managers will be assigned the necessary support by the Executive Leadership Team to enable the efficient and effective resolution of an incident or emergency.

Confirm Key Incident Management Team appointments with Managers or EGM's

The Incident Management Team must be set up and functioning within a short timeframe in order to direct response and recovery actions. Therefore upon declaration of an incident it is important to quickly identify the Incident Manager and key Incident Management Team members, irrespective of the structure utilised for the management of the incident. In most instances the CEO, relevant EGM or Manager shall notify the Principal Coordinator, Incident and Emergency Management of the Incident Manager.

The Incident Manager shall nominate Incident Team Members and shall confirm their appointment with the relevant EGM or Manager. Confirmation of appointments are required to ensure the identified person can be released to assist with the incident and their current workload priorities can be re-assigned to other staff or put on hold until the Incident is resolved. If in the event the nominated staff member cannot be released to participate as an Incident Team Member the relevant EGM or Manager is to nominate another person within their area of responsibility.

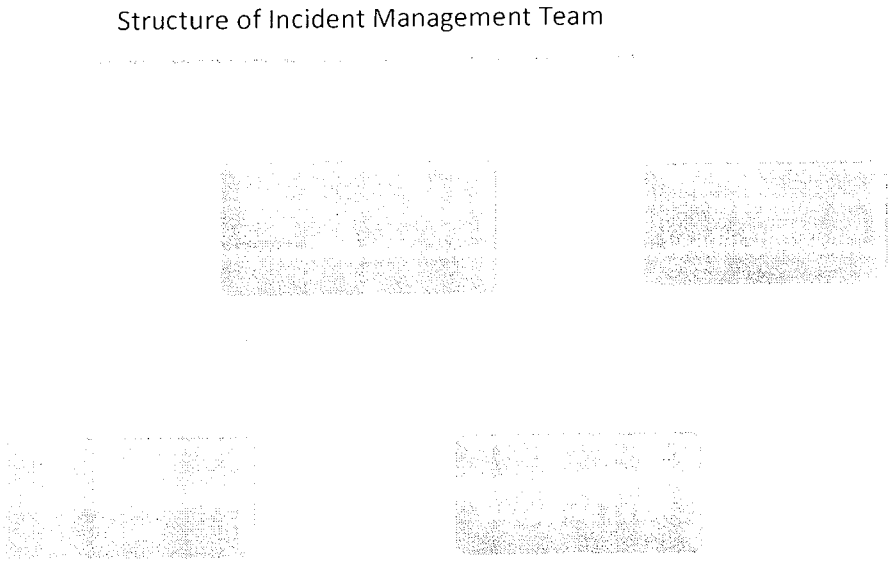
Notify those people identified to form the Incident Management Team

Upon confirmation of the Incident Management Team appointment, the Incident Manager is to advise the nominated team member of such together with what their responsibilities will entail and a status report on response activities. In addition, notify the Incident Management Team of the initial team meeting time and meeting objectives.

Assemble Incident Management Team and required support elements

As soon as an initial assessment of the incident has been made, Incident Management Team members shall meet to establish what support element will be required to effectively respond and recover from the incident. A current situation report is to be provided by the Operational Team Leader (at the site) or Incident Manager and an assessment of what other technical or functional support is required. Upon identification of required support, the personnel and other resources are to be despatched to the incident site. For any support that is outside the Incident Manager's normal control, a request is to be made to the relevant EGM or Manager who is to arrange the necessary resources and support requested by the Incident Manager.

Figure 4 – Incident Management Team - Structure



Incident Management Structure

Routine declared incidents (level 1 and 2) and internal incident alerts will in the majority of instances be managed at a Manager / Coordinator and operational / functional team level and will not require the full activation of this plan and all its associated requirements.

The management of alerts, incidents and emergencies within Seqwater will be undertaken in a structured manner. The management structure will vary depending upon the nature of the incident, its severity and implications for the company. For alerts and level 1, 2 and 3 incidents a team based approach will be utilised to manage and respond to alerts and incidents as they occur. Levels 4 and 5 incidents will be managed through an executive management crisis team.

In managing incidents declared as a WGM alert or level 3, 4 or 5 Seqwater shall also consider the requirements of the command and control function of the Grid ERP and where required and if requested provide the necessary resources to support this function.

The Support Group

Seqwater will provide functional and operational support via the Incident Management Team to the Operational Response Team. Requests for support may come in the form of:

- General management support
- Internal and external communication
- Information technology & communication
- Finance
- Scientific analysis
- Media management
- Human resources
- Legal
- Water quality advice
- Dam safety

Other support may be sourced from outside the organisation as required.

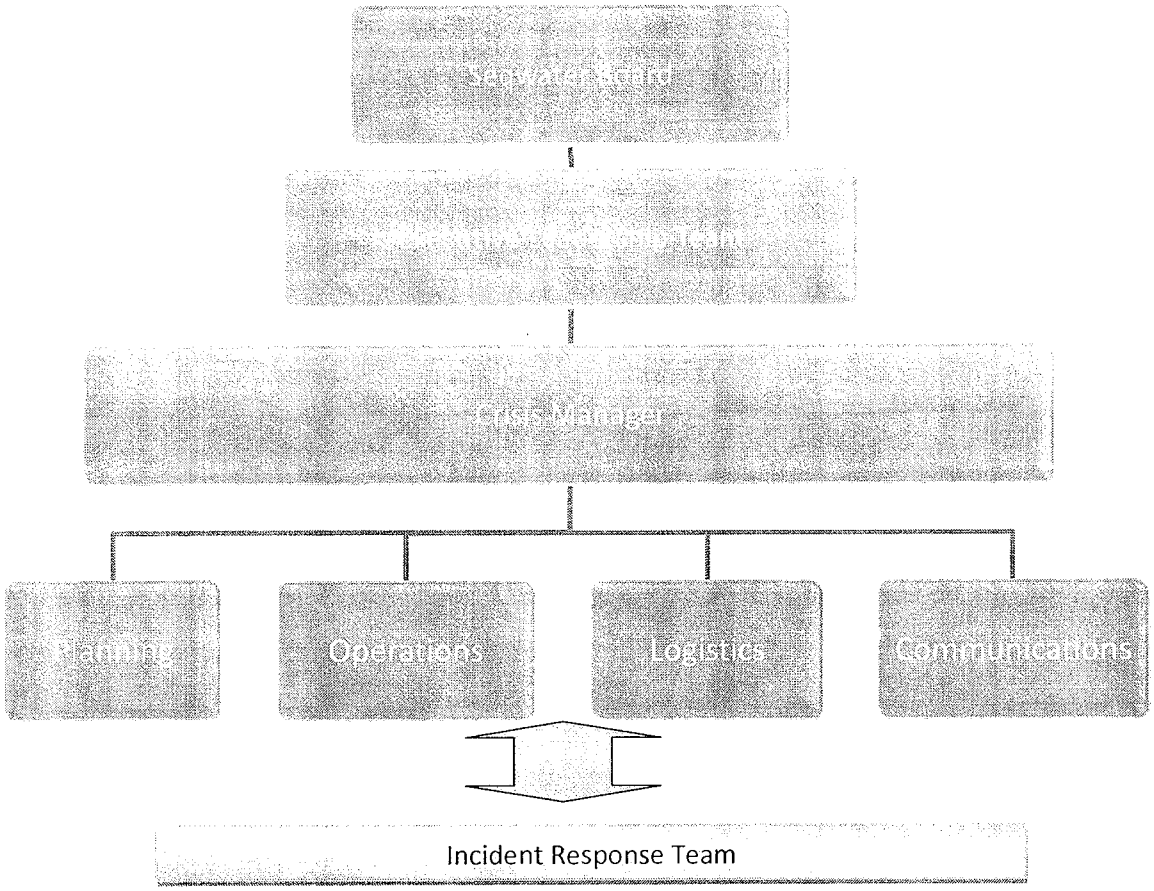
Checklists for Incident and Support Staff

Checklists have been designed to assist key incident team members and support staff to meet their responsibilities in relation to an incident or an Incident Alert under both the Team Based and AIIMS structure. These checklists are provided as a ready reckoner/memory aide for various roles that maybe required when responding to a specific alert or incident situation. The Crisis Management Team (as shown below) will determine which roles are required as part of the incident and the checklists can be referred to in order to provide guidance.

Seqwater Incident Structure – Level 4 and 5

For the management of level 4 and 5 incidents Seqwater has adopted a structure of clear delegation to ensure that all management and information functions, including incident control, operations, planning and logistics, are adequately performed. The structure also provides for the command and coordination of multi-agency incidents which would be expected for level 4 and 5 incidents.

Figure 5: Crisis Management Team



Crisis Management Team

An Executive General Manager shall in most instances be appointed as the Incident Manager when the crisis is declared.

In the event that a level 4 or 5 incident is declared and the AIIMS structure is put into place there will also be a requirement for Seqwater to provide support to the Incident Manager and the incident management and response team.

Incident Management Roles under Crisis Management Team

As detailed previously, the structure detailed above shall be put in place for level 4 & 5 incidents and emergencies. The primary Incident Management Team roles are:

Role	Scope of Function
Incident Manager	• Responsibility for the management of all activities undertaken to control the incident; • Determination of which incident management roles are required depending on the size and nature of the incident • Management of the interface with organisations and people working outside the incident management structure • Management of the interface with organisations, communities and people affected by or likely to be affected by, the incident; and • Responsibility for having a health and safety focus throughout management of the incident
Communications	The scope of the communications function is almost exclusively involved with the control and flow of information internally and externally to Seqwater. It provides support for control of the incident through: • Consultation with the Public Affairs Manager and the Incident Manager to provide relevant media advice, strategy support and assistance to the Incident Management Team and Site Team as required • Coordinate the management of the internal / external communications • Coordinate the flow of information between the Incident Team and, Executive Leadership Team and all external stakeholder (inter-government interface) • Liaison with the Grid Manager and other regulators in terms of operational response and planned action
Planning	The scope of the planning function is almost exclusively involved with information management. It provides support for control of the incident through: • Collection, evaluation and dissemination of information on the current and forecast situation • Preparation and dissemination of the plans and strategies that are to be used in controlling the incident • Collection and maintenance of information about the resources that are allocated to the incident; and • Provision of management support services

Role	Scope of Function
Operations	The scope of the operations function includes: • Management of all activities that are undertaken directly to resolve the incident; and • Management of all resources (people and equipment) assigned to the Operations Section. An Operations Officer may be appointed by the Incident Manager when an incident reaches such proportions that the Incident Manager is unable individually to fulfil the operations function and still effectively carry out other responsibilities. The Operations Officer is delegated responsibility by the Incident Manager to implement strategies to resolve the incident. The Operations Officer is responsible to the Incident Manager.
Logistics	The scope of the logistics function includes support for control of the incident through the obtaining and maintaining of: • Human and physical resources; • Facilities; • Services; and • Materials. For some incidents the Incident Manager may deliver the logistics function. However, if considered necessary by the Incident Manager , a Logistics Officer may be appointed and be delegated to: • Take responsibility for managing those resources allocated to the Logistics Section; and • Manage those activities necessary to provide logistical support during the incident. • The Logistics Officer is responsible to the Incident Manager.

4 Manage the Emergency

The Incident Manager shall manage the overall incident at both a strategic and operational level. Operational tasks shall be delegated to the operational response team via the Incident Manager or members of the Incident Management Team.

In managing all aspects of the incident, support shall be provided by the Executive Leadership Team. The EGM or Manager, in close consultation with their teams, shall source and allocate the necessary resources, functional and specialist support that is requested by the Incident Manager in order to manage the incident at both an operational and strategic level.

An incident will often have secondary or unintentional consequences that can be as damaging as the incident itself. It is important that the Incident Manager and **all** Incident Team Members manage any consequences that arise both real and perceived. Mitigation measures for any identified consequences should be developed and implemented as part of managing the incident. Pro-active management can pre-empt secondary consequences, or if they do occur, can ensure they are managed effectively.

Management of Incident

Incidents may range in impact severity but each is managed in a similar manner, with the principle being support to all levels of Seqwater that are involved in either the response or recovery phase.
When an incident is declared, the following actions are undertaken by the relevant Manager or appointed Incident Manager, as required (**Note**: some may already have been implemented under an *Alert* phase if it has been escalated to an incident):

- Declare the incident and apply an incident level
- Establish internal communications with relevant Seqwater groups
- Open communications channels to key stakeholders
- Confirm key Incident Management Team appointments with Managers or Executive General Managers
- Notify relevant people that they have been identified to form part of the Incident Management Team.
- Assemble core team and identify required support elements
- Manage operational aspects of the incident together with incident consequences
- In consultation with the Corporate Stakeholder Relations Team manage the external aspects and stakeholders
- Implement recovery and restoration actions
- Terminate the Incident and move to post incident phase

The intent on declaring an incident is to manage the incident safely and to minimise the negative impacts on Seqwater in terms of:

1 Our Water Quality (Public Health)
2 Our People
3 Our Customers & Stakeholders
4 The Environment
5 Governance (Decision Making)
6 Our Water Quantity & Continuity of Supply
7 Our Assets
8 Our Reputation
9 Security (Physical and Natural Events)

Incidents can occur at any time and the severity and impacts shall vary. It is therefore important that they are managed and responded to in an appropriate manner. An incident classified as a level 1 will not have the same response measures as a level 4 as the impacts of the incident and associated risks would be significantly lower. It is still important that the same process will be applied to the incident, irrespective of incident level applied.

Effective internal and external communication of incidents is vital. We have obligations under both the Seqwater Market rules and regulatory requirements to communicate to other Grid Participants , the Grid Manager (level 3, 4,& 5) and the Department of Environment and Resource Management of incidents. It is important to ensure regulatory / legislative reporting timeframes are strictly complied with.

Major drinking water health-related emergencies

For major drinking water health-related emergencies, Queensland Health will take the Emergency Manager role. In this case, the Grid Manager will become the Emergency Coordinator and support Queensland Health on behalf of the water industry, including:

- providing senior representation on the Emergency Management Team
- providing or sourcing expertise for the Health Reference Panel, if necessary
- seconding staff to the Interagency Operations Team to act on the agreed strategy
- coordinating the Environmental Investigation with the relevant Grid Participants
- coordinating and reporting scientific investigations
- providing and coordinating logistics support as required
- giving full, proactive cooperation in general.

Water Supply Emergency Declarations and Emergency Operating Instructions

A Water Supply Emergency can be declared by the responsible Minister. A water supply emergency is an event or situation where there is a demonstrably serious risk to being unable to meet part of the state's essential water supply needs. The following are examples of some potential situations included in the *Water Act 2000*:

- failure of a large part of water supply, treatment or distribution infrastructure
- extended severe drought conditions
- water storage used for essential water supply needs becoming unfit for use due to contamination.

An incident of such a magnitude to prompt the making of a Water Supply Emergency Declaration will likely be a level 4 or 5 under this Emergency response plan.

When a Water Supply Emergency has been declared , the Grid Manager may issue Emergency Operating Instructions.

Manage external aspects and stakeholders

The Grid Manager in close consultation with Seqwater's Incident Management Team and Strategic Relations and Communications Team is responsible for ensuring the proper management of external aspects and stakeholders. These may include media and public information, other Grid Participants and state and federal government agencies.

Incident & Emergency Response Plan Scalability

It is important to note that this Incident & Emergency Response Plan is scalable and is dependent upon the actual incident being managed effectively.

The CEO and Executive General Managers are advised of all incidents and incident alerts as they are declared and provide input and advice as and when required. If the impact severity of an incident alert or a declared incident escalates to a level 4 and the Manager or Coordinator is required to attend to more operational aspects of the Incident, the management of the incident is to be passed to a Executive General Manager. An Executive General Manager shall manage all incidents declared as a level 4 or 5.

Escalation

The escalation of an incident through to Level 5 is based on a combination of factors including:

- the consequence of the incident to:
  - water quality
  - water assets
  - water quantity
  - security
  - public health
  - the environment
  - public confidence
- the ability of the deployed people and resources to manage the consequence.

The Incident Manager within Seqwater has the authority to escalate an incident to a higher level and send appropriate notification to the Grid Manager corresponding to the escalation. The Grid Manager reserves an overriding right to escalate emergencies.

Prompts for the escalation to a higher level include:

- actual or potential impact on the Water Grid, its Grid Customers, community and environment is more widespread
- the available people and resources associated with the original incident severity level are inadequate to manage the incident
- more information is known about the incident, justifying a reclassification
- an upward trending pattern of the initial incident (i.e. a domino effect), which may result in the escalation of the incident
- emergency services are required to assist
- water quality issues require notification to the Queensland Water Commission, Department of Environment and Resource Management and/or Queensland Health
- potential for secondary issues to develop and be more damaging than the original incident
- widespread attention by the media, regulators, or Members of Parliament
- potential for major asset damage or loss.

Incident Management Room

Seqwater has established two fully resourced incident management rooms These rooms are located at 240 Margaret Street, Brisbane, which is the primary location, and the conference room at North Pine Water Treatment Plant (secondary location), located at the corner of Byrnes and Protheroe Road, Joyner.

The Incident Manager decides whether to activate an Incident Management Room. Staff who have prior room bookings will be advised to relocate.

On Call Arrangements

Seqwater maintains an after-hours on-call roster for a number of positions as well as the control room at Mt Crosby being staffed 24 hours a day. The on-call positions ensure Seqwater can adequately respond to and support after-hours incidents and other required business needs.

The On-Call roster is retained within Q-Pulse and maintained by the Principal Coordinator, Incident and Emergency Management. An email is generated on a weekly basis to the staff members who are rostered on-call for the following 7 days. This email is also sent to the ITC Team who arranges for the diversion of generic landline numbers to the rostered on-call person's mobile phone.

1. Duty Manager
2. WTP Supervisor Coordinator
3. Dam Supervisor Coordinator
4. Executive General Manager
5. Water Quality Product



In the case of incident situations occurring after hours, the rostered Duty Manager will assume the role of interim Incident Manager. This Incident Manager role may be transferred to another Seqwater staff member as the incident continues into normal operation and business hours.

The WTP Coordinator/Supervisor, the Dam Supervisor/Coordinator or the Water Quality Product Team Member shall inform the rostered on-call Duty Manager should an incident occur after hours.
Major incidents and critical issues shall be elevated to the rostered on-call Executive General Manager as and when required. To support these on call arrangements, a list of other key Seqwater employees are provided as Attachment F.

Incident Costs

All costs associated with responding to a major incident are to be captured as part of the incident management process. These costs will include labour, materials and services that are associated with the incident and post incident activities. Upon declaration of the incident, the Incident Manager is to contact the Finance Team and request an allocation of a work order number for the incident. The work order number is to be communicated to all incident team members with a request to record all associated costs, including labour against the work order number. Upon incident closure the Incident Manager is to contact the Finance Team and request the work order to be closed.

Communication

Effective communication plays a major part in successfully managing emergencies. All interested parties in the emergency response need to focus on providing and supporting communications which:

- are timely
- are up to date

- are accurate
- include a caution or indication of confidence based on the completeness of the information available
- assist the overall emergency management effort
- create a single voice, to avoid confusion and conflicting messages
- maintain public and stakeholder confidence
- where possible, do not adversely affect insurance cover.

Any information advised to the Grid Emergency Management Team from Seqwater for use in briefing the Minister's Office must be authorised by the Seqwater CEO. Ultimately the Grid Manager is responsible for Ministerial Communications.

The Grid Emergency Management Team is responsible for managing all communications functions. Refer to 'Establish Command and Control' of this plan, for an outline of the emergency management role.

For an incident of any level where a state-owned Grid Participant briefs the Minister's office, the Informal Ministerial briefing template (Q-Pulse Ref-00021) should be used. This should be undertaken in consultation with the Grid Manager who would also receive a copy of the briefing note.

Seqwater acknowledges that the Grid Manager is in charge of communications through the Communications Coordination Team.

Table 11 and 12 below identifies the communication roles between Seqwater teams and those of the Grid Manager.

Among members of the Water Grid and Government stakeholders.

Table 11: 'Internal' communication roles

Level	Communication	Incident Management Team Seqwater	Communications Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other)
1–2	Notification	Notify internal key stakeholders as required, e.g. CEO, Board Notify other impacted Grid Participant/s	No involvement	No involvement
	Stakeholder briefings	Manage internal stakeholders	No involvement	No involvement
	Liaison/support	Liaise with other impacted Grid Participant/s	No involvement	No involvement
Alert	Notification	Notify internal key stakeholders as required, e.g. CEO, Board Notify other impacted Grid Participant/s. Notify Water Grid Manager Notify Office of the Water Supply Regulator, and other regulatory bodies if required	Water Grid Manager Duty Manager to notify Minister's office	Water Grid Manager Duty Manager to notify Minister's office
	Stakeholder briefings	Manage internal stakeholders	No involvement	No involvement
	Liaison/support	Liaise with other impacted Grid Participant/s	No involvement	No involvement

Level	Communication	Incident Management Team Seqwater	Communications Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other)
3–5	Notification	Notify Water Grid Manager Notify Office of the Water Supply Regulator, if required Notify internal key stakeholders as required, e.g. CEO, Board Confirm with the Water Grid Manager which stakeholders have been notified	Notify other relevant stakeholders, as appropriate: • Water Grid Manager CEO • Responsible Minister/s office • Other Grid Participants • Water Grid Manager Board • Queensland Water Commission • Department of Environment and Resource Management • Queensland Health • Premier's Department • Emergency Services	
	Stakeholder briefings	Proactively provide information to Emergency Manager/Emergency Coordinator to enable preparation of briefings Assist Emergency Manager Teams in preparation and approval of briefings. Forward approved briefings to internal stakeholders as required, e.g. Grid Participant senior management, CEO, Board Do not issue briefings independent of Emergency Manager/Emergency Coordinator	Proactively provide information to Emergency Manager to enable preparation of briefings Assist Emergency Manager in preparation and approval of briefings Forward approved briefings to internal stakeholders, as required Do not issue briefings independent of Emergency Manager	Manage preparation and approval of briefings, as appropriate (including SITREPs) Issue briefings Respond to enquiries about briefings and other stakeholder enquiries Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of briefings, etc.
	Liaison/support	Proactively provide information and support to the Emergency Management Teams Provide SITREPs to summarise available information, as requested by the Emergency Manager/Emergency Coordinator	Proactively provide information and support to the Emergency Manager Coordinate liaison and communications support across the emergency response teams	Manage preparation and approval of briefings, as appropriate (including SITREPs)

External communication activities

Directed at the public and stakeholders outside Water Grid.

Table 12: 'External' communication roles

Level	Communication	Incident Management Team Seqwater	Communications Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other)
1–2	Strategy and messaging	Formulate any appropriate communications strategy messaging	Provide whole-of-Grid messaging, if required	No involvement
	Public face	Designate spokesperson	No involvement	No involvement
	Media management Public information and enquiries	Manage media at own discretion Respond to media/public enquiries May only comment on the incident as it relates to Seqwater assets No comment to be made on whole-of-Grid issues	Manage comments on the Water Grid, if required	No involvement
Alert	Strategy and messaging	Formulate any appropriate communications strategy messaging at own discretion	Provide whole-of-Grid messaging, if required	No involvement
	Public face	Designate spokesperson	No involvement	No involvement
	Media management Public information and enquiries	Manage media at own discretion Respond to media/public enquiries May only comment on the incident as it relates to Seqwater assets No comment to be made on whole-of-Grid issues	Manage comments on the Water Grid, if required	No involvement

All SEQ Water Grid communication activities for the State-owned entities are coordinated through the SEQ Water Grid Communications Unit, including Levels 1, 2 and Alert level incidents.

Level	Communication	Incident Management Team Seqwater	Communications Coordination Team (Water Grid Manager) #	Emergency Management Team (Water Grid Manager or other) [4]
3–5	Strategy and messaging	Work with the Emergency Manager to develop the communications strategy for the emergency response, and key messages for inclusion across all communications	Work with the Emergency Manager to develop the communications strategy for the emergency response, and key messages for inclusion across all communications	Conduct risk assessment and incident verification Manage development of a communications strategy for the emergency response, and key messages for all communications Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of messaging, etc.
	Public face	Support spokesperson, as requested Do not present public face independent of Emergency Manager	Support spokesperson, as requested Do not present public face independent of Emergency Manager	Designate spokesperson
	Media management Public information Public enquiries	Assist Emergency Manager in preparation and approval of media releases and other public information Disseminate finalised and approved media releases, and other public information Forward media/public enquiries to Emergency Manager Do not issue releases or information independent of Emergency Manager	Assist Emergency Manager in preparation and approval of media releases and other public information Disseminate finalised and approved media releases, and other public information Forward media/public enquiries to Emergency Manager Do not issue releases or information independent of Emergency Manager	Manage preparation and approval of media releases and other public information, as appropriate Issue media releases (initial statement and further releases as appropriate) and other public information (Grid Participant websites, call centres, etc.) Respond to media/public enquiries Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of media statements, etc.

All SEQ Water Grid communication activities for the State-owned entities are coordinated through the SEQ Water Grid Communications Unit, including Levels 1, 2 and Alert level incidents.

5 Manage the Recovery

Upon the incident being brought under control or at least stabilised, the Incident Manager is to establish and implement a recovery and restoration plan.

The plan is to be developed in close consultation with all members of the Incident Management Team. All proposed actions are to be documented within the incident team meeting minutes and clearly define who is responsible for the action and in what timeframe the action is to be completed by. The CEO and Executive Management Team are to be provided with updates on the progress of recovery and restoration actions agreed to.

Manage Recovery

Recovery begins immediately once an incident has been contained. The focus is on maintaining continuity of operations whilst restoring the Water Grid to normal status and or supply to isolated systems. The Grid Manager's strategic Water Grid management function provides direction as to the approach to be applied.

Seqwater's Incident Manager

The Seqwater Incident Manager is responsible for managing the recovery of our assets or re-establishing systems and processes to their usual functionality in accordance with the Emergency Manager's agreed recovery objectives. The Seqwater Incident Manager is also responsible, in consultation with the CEO, for providing information and resources to the Emergency Management Team and Emergency Coordination Team in order to assist a Grid recovery effort.

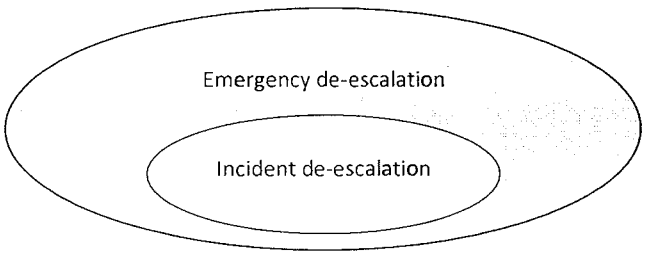
Incident Close-out Report

For all Alerts, Level 3, 4 and 5 incidents, the impacted Grid Participant/s must complete the Incident Close-out Report provided at Attachment G, including the results of any investigation and rectification procedures performed, and copy to the Grid Manager (and Emergency Manager, if this is not the Grid Manager).

De-escalation

There are two elements of de-escalation in the emergency response context:

Figure 6: De-escalation



As shown, incident de-escalation is a sub-set of emergency de-escalation.

Incident de-escalation relates to incident management, and the status of the physical event. Seqwater is therefore responsible for incident de-escalation.

Emergency de-escalation takes into account a broader range of factors including emergency coordination and management, which may continue well after the incident that caused the emergency has be rectified. As such, it is possible that the emergency may stay ongoing after Seqwater has de-escalated its incident. Only the Emergency Manager can de-escalate the Water Grid emergency.

Roles and responsibilities

Table 13: Roles and Responsibilities

Action	Seqwater Incident Management Team	Technical Coordination Team (Water Grid Manager)	Communications Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other)[7]
Agree recovery plan and objectives	•	•	•	•
Recover asset	•			
Issue Grid Instructions, as necessary		•		
Implement close-out communications protocols			•	•
Close-out incident	•			
Complete Incident Close-out Report	•			
Close-out emergency				•

Emergency Coordination Team (Grid Manager)

The Emergency Coordination Team assists the Emergency Management Team in coordinating the Grid response process, based on recovery objectives and subsequent priority of work provided by the Emergency Management Team.

The Emergency Coordination Team must work with affected Grid Participants to determine the most effective method of implementing the recovery objectives. The Grid Manager will then issue Grid Instructions to Grid Participants, if required, in accordance with the recovery priorities and at a frequency which assists the recovery.

Emergency Management Team (Grid Manager or other)

The Emergency Management Team is responsible for directing the whole-of-Grid recovery process. This is primarily achieved by outlining the recovery objectives and the subsequent priority of work.

This process may involve input and assistance from a number of other government departments and stakeholders such as:

- Queensland Treasury
- Department of Community Safety (Emergency Services)
- Queensland Health
- Department of Employment, Economic Development and Innovation

- Department of Premier and Cabinet
- Department of Infrastructure and Planning
- Grid Customers
- Queensland Water Commission
- Department of Environment and Resource Management

Communication and Media

The Emergency Management Team is responsible for managing recovery of communications across the Grid Participants and to external stakeholders and relevant parts of the Government. The Emergency Management Team is also responsible for issuing a close out statement/media release, if appropriate. The Emergency Management Team achieves this through the Communications Coordination Team.

Close out report

Once the incident is brought under control, priority should be given to recovering lost functionality and to restoring normal services. The Incident Manager will terminate the incident and undertake a post incident debrief. The post incident review process is detailed within this plan. Complete form **REF-00009** of the Water Grid Incident Notification Form and forward to the Grid Manager via the Principal Coordinator, Incident and Emergency Management.

6 Improvement Actions

The intent of the Post-Incident Review phase is to ensure lessons from an event are documented and actions that will prevent a recurrence or improve the response and recovery for similar events are completed. The review shall also assess the effectiveness of any incident or emergency related plans.

A post incident review will be initiated by the Incident Manager or either the Executive General Manager or Manager of the area the incident has impacted.

Action required for a Post incident review

Upon the identification of the need to undertake a post incident review the following actions are to be undertaken, as required.

1. Conduct formal **or** informal debrief of key participants and stakeholders
2. Collate incident documents
3. Develop final reports
4. Raise all identified actions and recommendations within Q-Pulse and allocate identified action officer

Emergency Manager Debriefing

The Emergency Manager will decide if a formal debriefing process is to be carried out, based on the nature of the incident. The following table outlines responsibilities for carrying out debriefings following incident close-out.

Table 14: Debriefing responsibilities

Level	Seqwater Incident Manager	Emergency Manager (Water Grid Manager or other) [8]
1, 2 and Alert	Seqwater's Emergency Response Plan	No involvement
3, 4 and 5	Carry out 'hot' debrief – informal debriefing which must occur as soon as practicable following the event to capture immediate learning's and details	Water Grid Manager to facilitate a 'cold' debrief including all entities involved in the emergency response in order to: • carry out a root cause analysis • capture and disseminate experiences and lessons learnt throughout the incident • enable process improvements and modifications

Conduct debrief with key participants and stakeholders

Arrange for a gathering of key participants and identified stakeholder (including those external to Seqwater) to discuss the incident and management of such. An incident debrief gathering will ensure each participant provides their input and perceptions of what occurred and what led up to the incident, the actions taken and suggestions for the improved management of incidents. Debriefs should be formally conducted and the minutes recorded on **FRM-00138**. The meeting minutes are to include all actions, a responsible officer for the agreed action together with an expected close out date.

For levels 3, 4 & 5 Incidents a "hot debrief" is to be undertaken at the completion of the incident response to ensure we capture any immediate learnings and improvements.

Participate in Levels 3, 4 & 5 Incident Debriefs facilitated by the Grid Manager

Grid Manager shall facilitate a 'cold' debriefing including all entities involved in the emergency response in order to:

- carry out a root cause analysis
- capture and disseminate experiences and lessons learnt throughout the incident
- enable process improvements and modifications

Debriefings will be fully documented, with copies of the minutes distributed to all entities involved. In the event that Seqwater is involved in the Grid Manager debrief, Seqwater will be required to bring copies of all documentation associated with the incident, such as notification forms, logs, SITREPs, briefings, media releases, correspondence, photographs etc. This information should be available within the incident file.

Collate incident documents

All documents that relate to each incident, the response and the recovery should be collated and filed together for future reference. Hard copy of all incident information is to be collated by the Incident Manager and forwarded to the Principal Coordinator, Incident and Emergency Management. Electronic copies of all incident documents are to be retained within Q-Pulse against the INIR number. Once the incident is finalised the Principal Coordinator, Incident and Emergency Management is responsible for ensuring the *Incident Folder* is transferred to the finalised incident folder on the g:\Projects\incidents

WGM Post-emergency Report

The Post-emergency Report functions as a summary of information and feedback on an emergency and as a cover form for the file of associated documentation. It is a vehicle for information consolidation, analysis and formalised recommendations.

It should be completed by the Emergency Manager or Emergency Coordinator following a thorough debriefing process.

The Emergency Manager/Emergency Coordinator will distribute copies of the Post-emergency Report to all entities involved in the emergency response.

Risk Register

Recommendations arising from the debriefing process and Post-emergency Report must be forwarded to Seqwater's Risk Manager for inclusion in the entity's Risk Registers, as appropriate.

Seqwater is responsible for incorporating recommended actions addressing its own assets and systems. The Grid Manager is responsible for incorporating recommendations which address:

- whole-of-Grid systems and continuous improvement
- learnings from the experience that have value for all Grid Participants, and should be shared with others not involved in the incident.

Following risk assessment in accordance with Seqwater's management procedures, recommendations and mitigations will flow through to update operational documentation such as:

- operational procedures
- training schedules
- water quality improvement plans
- asset improvement plans.

Develop the final post incident report

A final report should cover the incident from the time of first person aware until the incident is terminated. It is a key document for recommendations and actions arising from the event. The post incident report is to be documented on form **FRM-00004** for levels 3,4 & 5 Incidents and **FRM-00007** for level 1 and 2 incidents. Details of the post incident report are also to be included on the SEQ Water Grid Incident Notification Form **REF-00008** and forwarded to the Grid Manager via the Principal Coordinator, Incident and Emergency Management.

For all reported water quality incidents where the regulator has been provided with a completed **Part A** of the Drinking Water Quality Incident Reporting Form, **Part B** of this form is also to be completed by the Water Quality Product Team and forwarded to the Department of Environment and Resource Management . The completed Part B form is to be scanned and retained within the incident folder.

Raise all identified actions and recommendations within Q-Pulse

To ensure all agreed actions resulting from the post incident review are captured, they are to be recorded within Q-Pulse and action officers assigned. The utilisation of Q-Pulse ensures that all measures arising from an incident will be actioned even though the incident has been closed.

All actions assigned within Q-Pulse have completion dates set and emails are sent to the assigned action officer at periodic intervals if the action has not been completed. The Q-Pulse system also escalates outstanding actions to the action officer's immediate supervisor for review and to ensure follow up.

Regular testing and review

At least once each year this Incident and Emergency Management Plan will be tested by the following key undertakings:

Table 15: Undertakings to Test Incident and Emergency Response Plan

Activities	Planned program
Undertake a review that enables a gap analysis between the Grid ERP and Seqwater's IERP	Seqwater's IERP rewritten in September 2010 to align with Grid ERP
Participating in at least one exercise with the Grid Manager and/or Grid Participants, allowing incident classification assessment, notification procedures and communication protocols to be practiced	Grid Wide exercise completed March 2010 Further Grid Wide exercises scheduled March 2011
Ensuring members of the Emergency Coordination Teams and Seqwater's Incident Management Teams understand their roles and responsibilities	Annual Training for key employees as listed in Table 17

Ensuring the Emergency Coordination Teams and Seqwater's Incident Management Teams take part in any emergency management planning activities that are undertaken within the Water Grid	Scheduled for March 2011

Employee training

In addition to the Grid emergency exercise testing, key components of Seqwater's employee training program include regular arrangements to test the IERP using simulations and desktop exercises so that relevant personnel have an opportunity to practise communication and decision making under simulated incident situations. In general all employees will have awareness of the IERP, accordingly the current training program includes:

Table 16: Employee training program

Activities	Planned program
All new employees will be briefed as an integral part of their induction training on the content and operation of the Incident and Emergency Management Plan.	New Employee induction training completed monthly
Employees who are likely to have specific roles within Seqwater's Incident Management Teams will receive annual training covering theory and practical application of the IERP.	Employee training plan includes annual training sessions and testing of their understanding of Seqwater's IERP
Key employees will participate in the Grid Manager's training in relation to the Grid ERP. Key employees will participate in the Grid Manager's training in relation to the Grid Manager's Emergency Communication tool "OCA Incident Manager".	Scheduled for March 2011 Scheduled for October 2010
All training records are to be kept and retained as part of a training register.	Records held in training register

Broad Principles of employee training plan

- Training will be provided for three specific groups of employees relating to their likely exposure to Incident Management.
    - Group 1 - New employees. Training will be provided as part of the employee induction program and cover awareness, use and general operation of the IERP.
    - Group 2 – Non Operational Employees. Include employees who are unlikely to be involved in incidents however will be provided with a generic overview of content and processes with little or no test of understanding at completion of the training program
    - Group 3 – Operational Employees. Including mostly operational and field staff who are most likely to be involved in an incident. A detailed presentation and thorough testing of their understanding of Seqwater's IERP will be undertaken.

- Testing processes will include written tests of an individual's understanding of the IERP. Practical testing will be undertaken so that all employees are included in a practical exercise at least annually

- Training plans have previously been developed although they will be re-evaluated as part of each year's annual review of this document.

Training Program

Table 17: Training Program

Training Type	Scheduled dates
Induction Training	*Held the first week of every month*
Employee Training Session 1 (Operational Employees)	*November 2010*
Employee Training Session 2 (Operational Employees)	*November 2010*
Major Internal Exercise testing and debrief	*December 2010*
Audit of regional WTP and Dam sites	*February 2011*
IERP Minor exercise test – Lake McDonald	*March 2011*
Assumed Major WGM exercise test	*March 2011*
Employee Training Session 2 (Non Operational Employees)	*June 2011*
IERP Minor exercise test – Mt Crosby	*June 2011*
IERP Minor exercise Test – Landers Shute	*September 2011*
IERP Minor exercise test – Molendinar	*December 2011*

Audit

Audits will be an integral part of the training plan to ensure employees are adopting the appropriate documentation and handbooks and that necessary material are easily accessible for practicable incident response. Field audits will be undertaken at least annually.

Checklists

Checklists are available on Q-Pulse and have been designed to assist key personnel and support personnel meet their responsibilities in relation to an incident or an incident alert.

It is important to note that it would be most unlikely that all of the checklists detailed in this plan would need to be used or referred to when personnel are involved in minor type incidents and incident alerts. These checklists are provided as a ready reckoner / memory aide for various roles that maybe required to respond to a specific alert or incident situation. The designated Incident Manager will determine which roles are required as part of the incident and these checklists can be referred to in order to provide guidance.

Safety - Initial Safety Checklist – FRM-00185

Key Personnel

First Person Aware – FRM-00186

Operations Coordinator / Site Supervisor – FRM-00187

Incident Manager – FRM-00188

Initial Incident Situation Report – FRM-00189

Functional Support Staff

Chief Executive Officer – FRM-00190

Executive General Manager - FRM-00192

Principal Coordinator, Incident and Emergency Management – FRM-00193

Public Affairs and Media Manager – FRM-00194

Communications Officer – FRM-00195

Planning Officer – FRM-00196

Operations Officer – FRM-00197

Logistics Officer – FRM-00198

Attachment A: Related Plans

Emergency Response Document List

Emergency Action Plans for Water Quality

- Somerset,
- Wivenhoe,
- North Pine,
- Mid Brisbane,
- North Stradbroke Island (draft); and
- Generic.

Dam (Infrastructure) Emergency Action Plans

- Atkinson Dam Emergency Action Plan;
- Baroon Pocket Dam Emergency Action Plan
- Bill Gunn Dam Emergency Action Plan;
- Borumba Dam Emergency Action Plan;
- Bromelton Emergency Action Plan;
- Cedar Pocket Emergency Action Plan;
- Clarendon Dam Emergency Action Plan;
- Cooloolabin Emergency Action Plan;
- Enoggera Emergency Action Plan;
- Ewen Maddock Emergency Action Plan;
- Gold Creek Emergency Action Plan;
- Hinze Dam Emergency Action Plan
- Lake MacDonald Emergency Action Plan;
- Lake Manchester Emergency Action Plan;
- Leslie Harrison Emergency Action Plan;
- Little Nerang Emergency Action Plan;
- Maroon Dam Emergency Action Plan;
- Moogerah Dam Emergency Action Plan;
- North Pine Dam Emergency Action Plan;
- Poona Dam Emergency Action Plan;
- Sideling Creek Dam Emergency Action Plan;
- Somerset Dam Emergency Action Plan;
- Wappa Dam Emergency Action Plan;
- Wivenhoe Dam Emergency Action Plan; and
- draft Nindoowinbah Dam Emergency Action Plan.

Existing HACCP Plans

- Mt Crosby East Bank WTP HACCP Plan;
- Mt Crosby West Bank WTP HACCP Plan;
- North Pine WTP HACCP Plan;
- Molendinar WTP HACCP Plan;
- Mudgeeraba WTP HACCP Plan;
- Hinze Dam PP WTP HACCP Plan;
- Forest Lake WTP HACCP Plan;
- Algester WTP HACCP Plan;
- Chandler WTP HACCP Plan;
- Runcorn WTP HACCP Plan; and

- Sunnybank WTP HACCP Plan.

Interim HACCP Plans

- Caboolture WTP HACCP Plan;
- Landers Shute WTP HACCP Plan;
- Image Flat WTP HACCP Plan;
- Lake MacDonald (Noosa) WTP-HACCP Plan;
- Woodford WTP HACCP Plan;
- South Maclean WTP HACCP Plan;
- Capalaba WTP HACCP Plan;
- North Stradbroke Bores WTP HACCP Plan;
- North Stradbroke Herring WTP HACCP Plan;
- Enogerra WTP HACCP Plan;
- Petrie WTP HACCP Plan;
- Esk WTP HACCP Plan; and
- Lowood WTP HACCP Plan.

Miscellaneous Documentation

Incident Management Handbook Responsibility LEG-00053

Corporate – Drinking Water Quality – Incident Reporting to OWSR – PRO-00707

Corporate – ERP On-Call Arrangements – REG-00001

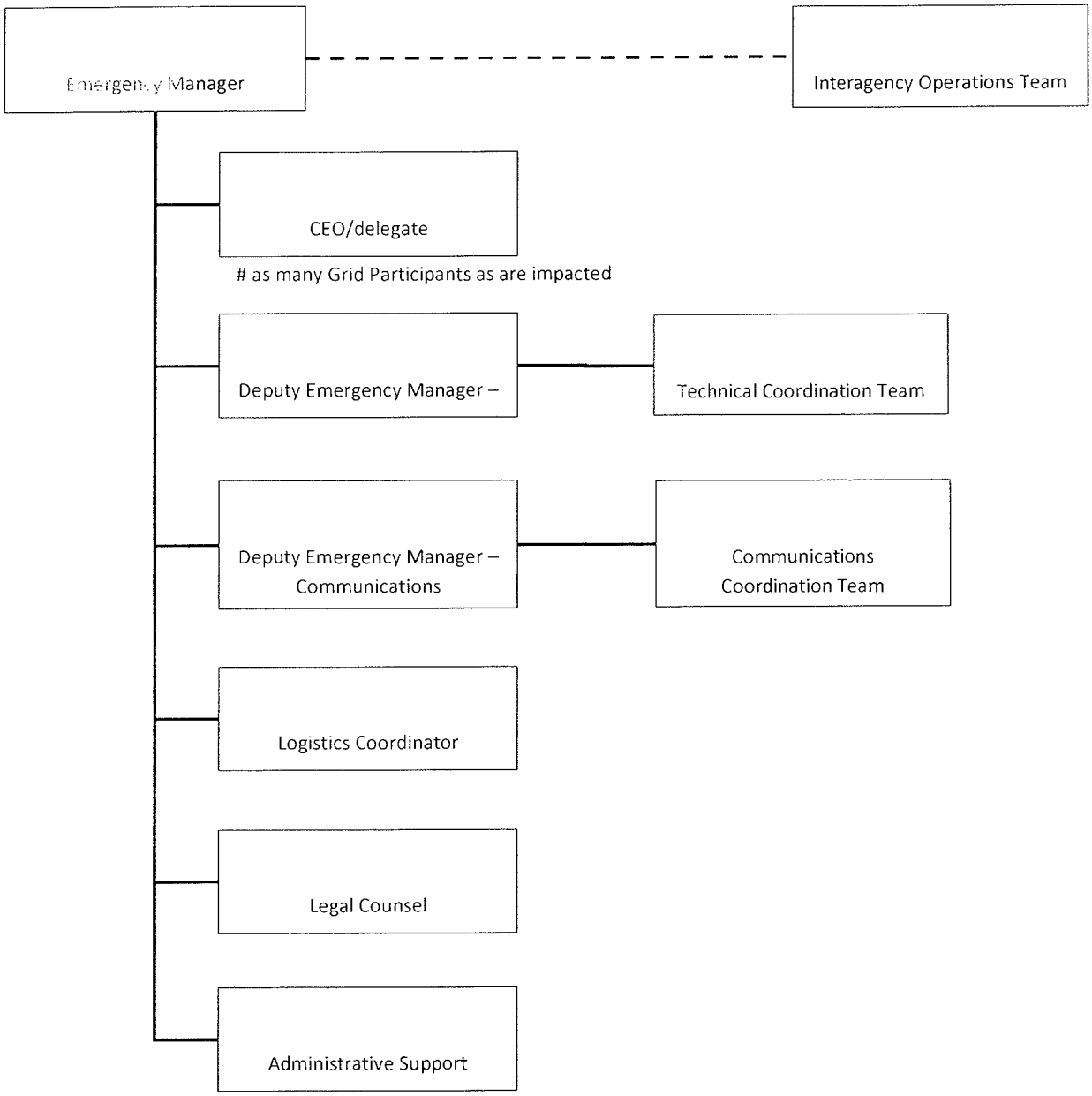
Attachment B: SEQ Water Grid Emergency Response Action Checklist

Step		Have you...	☑
1	Identify and assess	• Established that the incident can be classed as an emergency?	☐
		• Assessed the incident's initial severity classification level using the descriptions and examples as detailed in section 18 this plan.	☐
		• Considered potential risks arising as the emergency situation progresses?	☐
2	Notify	• Notified the Grid Participant internal emergency contact?	☐
		• Phoned to notify the Water Grid Manager Duty Manager if it is a level Alert, 3, 4 or 5 emergency?	☐
		• Emailed the Water Grid Manager Duty Manager a completed Incident notification form (REF-00008)?	☐
		• Sent the Office of the Water Supply Regulator a completed Drinking water quality: incident reporting form, Part A, if applicable (copy to Water Grid Manager Duty Manager)?	☐
		• Notified the relevant key stakeholders?	☐
		• Opened an Incident log?	☐
3	Establish command and control	• Mobilised an Incident Management Team?	☐
		• In consultation with the Grid Manager, mobilised the Water Grid Manager's Emergency Coordination Team and incident room?	☐
		• In consultation with the Grid Manager, determined the 'lead agency' and mobilised its emergency command structure and Interagency Operations Team (Queensland Health or Emergency Services)?	☐
		• Activated the SEQWGERP?	☐
		• Begin the process of continuous risk reassessment, drawing on specialised expertise as appropriate?	☐
4	Manage the emergency	• Verified the incident level?	☐
		• Continually reassessed risk, command and control, and interagency communications?	☐
		• Implemented incident response arrangement at the asset/site level?	☐
		• Established effective liaison among all interested parties in the emergency response, and with key stakeholders?	☐
		• Used the Water Grid Manager to coordinate additional resources from other Grid Participants?	☐
		• For major health-related incidents, committed support to the Queensland Health Emergency Coordination Team?	☐
		• Briefed relevant key stakeholders and established a schedule for ongoing updates?	☐
		• Issued an approved holding statement to the media?	☐
		• Developed a communication strategy and key messages for this incident?	☐
		• Established who will be the public face/spokesperson for the response?	☐
		• Developed further media statements as appropriate?	☐
		• Developed and disseminated public information releases, e.g. for publication via Grid Participant websites and call centres?	☐
5	Manage the recovery	• Established the recovery objectives?	☐
		• Recovered the asset?	☐
		• Issued an approved close-out statement to the media, if appropriate?	☐
		• Completed an Incident close-out report and copied it to the Water Grid Manager?	☐

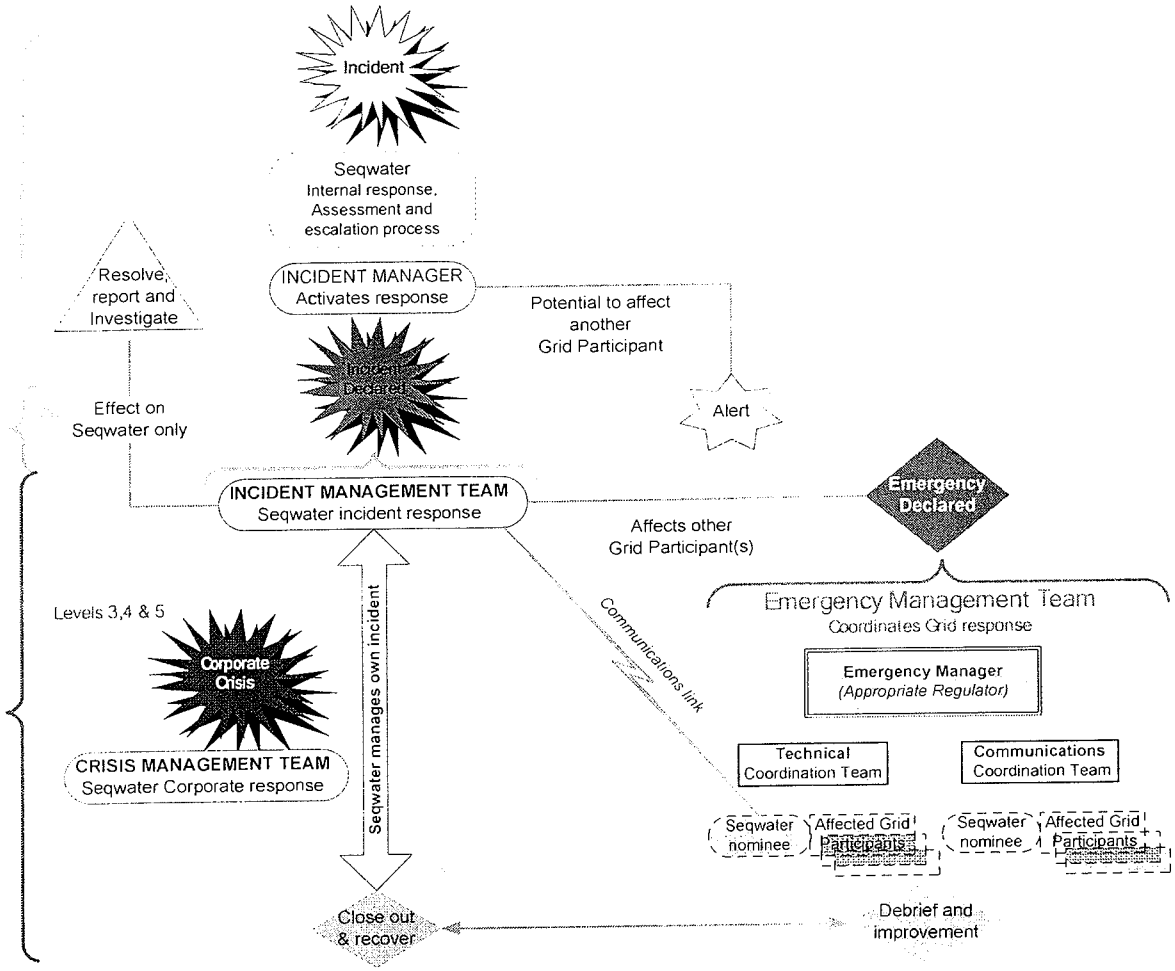
Step	Have you...	☑
	• Submitted Part B of the Office of the Water Supply Regulator form 'Drinking water quality: incident reporting'?	☐
6 Improvement actions	• Carried out a 'hot' debrief?	☐
	• Carried out a 'cold' debrief (REF-00006)	☐
	• Completed a Post-emergency report? (REF-00020)	☐
	• Forwarded recommendations for inclusion in risk registers?	☐

Attachment C: Emergency Management Team structure

indicative structure. Depending on the emergency situation



Attachment D: Incident Response Process



Attachment E: Chlorine and monochloramine level exemptions

In accordance with the Office of the Water Supply Regulator advice, levels of chlorine and monochloramines that exceed *Australian Drinking Water Guidelines (2004)* health values are not reportable as incidents under this Plan, provided the following conditions are met:

- The exemption only applies to incident reporting for chlorine or monochloramine levels above the *Australian Drinking Water Guidelines (2004)* found in the water treatment or transmission system, where as an operational practice, dosing of chlorine or monochloramine levels higher than the *Australian Drinking Water Guidelines (2004)* health value is required to achieve adequate disinfection in the reticulation system.
- The exemption only applies when there is a monitoring point prior to the delivery of water to customers to demonstrate the disinfection values are within *Australian Drinking Water Guidelines (2004)* health value guidelines.
- Where water is supplied from a transmission system owned by one Drinking Water Service Provider to a reticulation system owned by another provider, the owner of the reticulation system must be aware of the practice.
- Drinking water service providers must continue to report on chlorine or monochloramine levels above the *Australian Drinking Water Guidelines (2004)* in a reticulation system.
- The Office of the Water Supply Regulator recommends that all providers who choose to dose chlorine or monochloramine at levels higher than the *Australian Drinking Water Guidelines (2004)* health values in order to achieve adequate disinfection in the reticulation system consider the risks of disinfection by-products being formed and include these in their regular monitoring program, if appropriate.

Refer to the following correspondence:

- [redacted] (Office of the Water Supply Regulator) 16 June 2009, letter to Andrew Moir (LinkWater), 'Re: Incident reporting: monochloramine levels in transmission systems'.
- [redacted] LinkWater) 22 June 2009, letter to SEQ Water Grid Manager.
- Dennien, Barry (SEQ Water Grid Manager) 26 June 2009, letter to Michael Hortz (LinkWater).

Attachment F: SEQ Key Internal Contacts

POSITION	CONTACT	WORK HOURS	MOBILE
Duty Manager	[redacted]		
WTP Supervisor Coordinator			
Dam Supervisor			
Executive General Manager			
Water Quality Product			
Chief Executive Officer	Peter Borrows	[redacted]	
Executive General Manager - Asset Delivery	[redacted]		
Executive General Manager – Business Services			
Executive General Manager – Water Deliver	Jim Pruss		
Executive General Manager – Organisational Development	[redacted]		
Principal Strategic Asset Maintenance Engineer			
Central Operations Manager			
Central Process Engineer			
Central Technical Officer			
Civil Engineer			
Coastal Operations Manager			
Corporate & Stakeholder Manager			
Dam Operations Manager	Rob Drury		
Principal Scientist	[redacted]		
Manager Group Support and Catchment Services			
Manager Integrated Asset Planning			
OHS Manager - Safety			
Manager Infrastructure Maintenance			
Operations Coordinator			
Operations Coordinator			
Operations Coordinator			
Operations Coordinator			
Operations Coordinator	[redacted]		
Operations Coordinator			
Operations Coordinator			
Operations Supervisor			
Principal Control Systems Engineer			
Principal Coordinator, Incident and Emergency Management			
Principal Risk Advisor			
Manager Business Capability			
Service Delivery Coordinator			
District Coordinator			
Manager Strategic Maintenance			
Operations Coordinator			
Water Quality & Process Specialist Central			
Water Quality Product Manager			

Attachment G: Incident Close-out Report

Incident Close-out Report: standard format

To be completed and forwarded to the SEQ Water Grid Manager via email: notifications@seqwgm.com.au.

Incident number	2010-xxx
Reporting organisation	

Actions taken

Action	Completion date

Actions requiring follow-up

Action	Assigned to	Completion date

Verification and closure

1. I am satisfied the actions taken have been effective to reduce both the likelihood and severity of the issues recurring and to effect improvement, and that the incident can be closed-out.
2. All relevant parties have been advised of the corrective/preventative actions taken, or decisions made in relation to this incident.

Name		**Title**		**Date**	

System close-out

Name		**Title**		**Date**	

Attachment H: Emergency External Contact List –

Entity	Contact person	Role	Contact details
SEQ Water Grid Manager	Barry Dennien	Chief Executive Officer	[redacted]
	[redacted]	Director, Risk & Technology	
	Dan Spiller	Director, Operations	
	[redacted]	Risk Program Manager	
		Risk and Emergency Manager	
	Media Duty Manager		
	Duty Manager		
LinkWater	Duty General Manager		
	[redacted]	General Manager Operational Services	
		Corporate Communications Manager	
	Call Centre		
WaterSecure	Keith Davies	CEO	

Entity	Contact person	Role	Contact details
	Paul Rees	Manager Communications and External Relations	[redacted]
	[redacted]	Operations Manager Purified Recycled Water	
		Operations Manager Desal	
	Call Centre	Western Corridor Recycled Water	
	Call Centre	Gold Coast Desalination Plant	
Unity Water			
Southern Region (Moreton Bay Regional Council Area)	[redacted]	Principal Engineer Network Control	
		Senior Manager Network Operations	
		Executive Manager Operations South	
Northern Region (Sunshine Coast Regional Council Area)	Duty Shift Officer	Network Operations Control Room (North) *(secondary point of contact for incidents)*	
	[redacted]	Network Operations Manager	
		Manager Operations	

Entity	Contact person	Role	Contact details
	[redacted]	Executive Manager Operations North	[redacted]
Head Quarters	Call Centre	Customer Service Team	[redacted]
	[redacted]	Manager Communications & Marketing	[redacted]
	[redacted]	Coordinator Business Resilience	[redacted]
	[redacted]	Manager Business Sustainability	[redacted]
	[redacted]	CEO	[redacted]
	[redacted]	CFO & Dep. CEO	[redacted]
Queensland Urban Utilities			[redacted]
Queensland Urban Utilities (QUU)	West Duty Officer	West Control Room *(secondary point of contact for incidents)*	[redacted]
	Media Duty Manager	24/7 Communications and Media Duty Officer	[redacted]
	Manager - Source Control & Product Quality	Water quality contact	[redacted]
	Robin Lewis	COO	[redacted]

Entity	Contact person	Role	Contact details
	[redacted]	CEO	[redacted]

Email contact for East QUU incident Management room (when activated)

quusde-incidentroom@urbanutilities.com.au

Email contact for West QUU incident Management room (when activated)

quu.west.imt@urbanutilities.com.au

Email contact for West QUU Emergency Management room (when activated)

QUU.EMT@urbanutilities.com.au

THESE EMAILS ARE ONLY MONITORED WHEN AN INCIDENT OR EMERGENCY HAS BEEN DECLARED AND THE ROOM/S ACTIVATED

Allconnex Water

Gold Coast District	Duty Manager	On-call Incident Manager	[redacted]
	Duty Operator	24hr Call Centre *(secondary point of contact for incidents)*	
	[redacted]	District Manager	
Logan District	Duty Operator	24hr Call Centre	
	[redacted]	District Manager	
		Operations Manager	
Redland District		District Manager	

Entity	Contact person	Role	Contact details
	[redacted]	Manager Treatment Operations	[redacted]
		Manager Reticulations Operations	
		Customer Relations Officer *(for communications/ media)*	

Other key stakeholder contacts

Entity	Contact person	Role	Contact details
Emergency Services			
Police, Ambulance, Fire – 000			
Emergency Management Queensland	State Disaster Coordination Centre	Watch Desk Officer	[redacted]
Queensland Fire and Rescue Service	Head Office		
	Media Liaison		
Chemical Hazards and Emergency Management (CHEM)			
Queensland Police Service	Head Office		
	Counter Terrorism Coordination Unit		
	Water Police		
	Media and Public Affairs Branch		
Queensland Government			
Ministers' offices			
Do not contact Ministers' offices directly other than that of the Minister for Natural Resources, Mines and Energy—who will contact the Premier and other Ministers as necessary.			
Minister for Natural Resources, Mines and Energy	[redacted]	Principal Advisor	[redacted]
	[redacted]	Media Advisor	
	[redacted]	Policy Advisor	

Entity	Contact person	Role	Contact details
Departments			[redacted]
Department of Environment and Resource Management	Debbie Best	Office of the Deputy Director-General Water and Catchment Services	
	[redacted]	General Manager, Urban Water	
		General Manager, Client Communications and Information	
	Drinking Water Incidents	Office of Water Supply Regulator	
	Recycled Water Incidents	Office of Water Supply Regulator	
	Peter Allen	Office of Water Supply Regulator Director, Dam Safety	
	EPA Hotline	Environmental Protection Agency *(for reporting wildlife emergencies and pollution incidents)*	
Queensland Water Commission	Karen Waldman	Executive Director	
Queensland Police Service Counter Terrorism Strategic Policy Branch	Peter Hallinan (Stakeholder Engagement)		
Queensland Police Service Security Planning and Coordination	[redacted]	Principal Policy and Programs Officer	

Entity	Contact person	Role	Contact details
Queensland Police Service Security Intelligence Branch			[redacted]
Treasury	[redacted]	Assistant Under Treasurer	
		Treasury Advisor	
Queensland Health	[redacted]	Water Quality Unit Environmental Health Branch Health Protection Directorate	
	Water Quality Unit Emergency Contact		
	Forensic and Scientific Services	*(Analytical support, water-related health problems)*	
Department of Employment, Economic Development and Innovation	WHS Inspector and Workplace Accident Notification	Workplace Health and Safety	
Department of Transport and Main Roads	[redacted]	Transport Senior Advisor, Emergency Management	
	[redacted]	Main Roads Senior Advisor, Critical Incident Coordination	

Grid Customers

CS Energy	[redacted]	Coal and Water Resources Manager
	Swanbank Power Station Shift Supervisor	
	[redacted]	Swanbank Power Station Operations Superintendent
Tarong Energy Corporation	[redacted]	Acting Manager Operations
	[redacted]	Senior Communications Advisor
	[redacted]	Community Relations Manager
Toowoomba Regional Council	Kevin Flanagan	Director Water Services
	Alan Kleinschmidt	Manager Water Operations

[redacted]

Attachment I: Grid Participant Emergency Response Plan approval requirements

These approval requirements will be used by the Water Grid Manager to ensure Grid Participants' internal Emergency Response Plans are consistent with and meet the objectives of the SEQWGERP. When submitting plans for approval, Grid Participants are to include this table with a note giving the page/s of the plans on which each requirement is met.

Grid Rules reference	Components	To be included in Grid Participant emergency response plans		Page in Plan
		Recommendations (best practice)	Requirements (compulsory)	
4.30 (a) (i) [provide] 'comments regarding the extent (if any) to which the draft Grid Service Provider Emergency Response Plan or Distribution Service Provider Emergency Response Plan is inconsistent with, or does not reasonably meet the objectives of the SEQWGERP'.	General	• To facilitate effective interaction during an emergency, Grid Participant emergency response plans should mirror the six-step process detailed in the SEQWGERP.		22-59
	Governance and policy		• A Testing and Review Plan aligned with that detailed on page 7 of the SEQWGERP is to be included. • A Training Plan aligned with that detailed on page 8 of the SEQWGERP is to be included. • The general responsibilities of Grid Participants detailed on page 14 of the SEQWGERP are to be included.	57 58 13
	❶ Identify and assess incident severity		• Table 3 (Incident severity classification levels) is to be reproduced verbatim. • The trigger levels contained within ❶ must be reproduced, with Grid Participant information for action on Level 1, 2 and Alert incidents included as appropriate.	25 25

Rules reference	Components	To be included in Grid Participant emergency response plans		Pg/s in Plan
		Recommendations (best practice)	Requirements (compulsory)	
	Notify		• Table 4 (Notification responsibilities) is to be reproduced with the Grid Participant emergency contacts substituted as appropriate.	33
			• Contact details for the Water Grid Manager Duty Manager and Media Duty Manager to be reproduced within the body of the Plan in the section on notifications as well as in the contacts list in the annexes to the Plan.	32/33 Anex. H
			• A key stakeholder notification table, similar to Table 5 (Key stakeholder notification) but specific to the Grid Participant is to be included.	36
			• The Plan is to specify that records are to be kept in accordance with the instruction on record keeping in .	31
	Establish command and control		• Table 7 (Command and control function responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	15/16
			• Figure 3 (Emergency Response Team structure) is to be reproduced with Grid Participant details substituted as appropriate.	37
			• Table 9 (Function teams membership) is to be reproduced with Grid Participant details inserted as appropriate.	18
			• A description of the structure, role and management of the Incident Management Team, the Interagency Operations Team and the Emergency Management Team are to be included and aligned with the detail in .	18
			• Table 11 (Normal emergency response function team locations) is to be reproduced with Grid Participant details inserted as appropriate.	20
			• The Plan is to include the continuous reassessment process in .	21
			• The Plan is to include the escalation process in .	45

Rules reference	Components	To be included in Grid Participant emergency response plans		Page Plan
		Recommendations (best practice)	Requirements (compulsory)	
	Manage the emergency		• The Plan is to note that incident management is carried out by the Grid Participant.	13
			• The Plan is to note the emergency coordination functions carried out by the Water Grid Manager as detailed in .	13
			• Table 12 ('Internal' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	48
			• Table 13 ('External' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	50
	Manage the recovery		• Incident de-escalation and emergency de-escalation are to be included in the Plan as detailed in .	52
			• The requirement for an Incident Close-out Report as detailed in is to be included in the Plan.	54
			• The role of the Emergency Management Team in managing the recovery as detailed in is to be included in the Plan.	53
	Improvement actions		• Table 14 (Debriefing responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	55
			• Post-emergency Report and Risk Register actions as detailed in are to be included in the Plan.	56
4 29 (d) [for Distribution Service Providers] 'in the case of Water Supply Works constituting isolated Supply Schemes, contingencies for securing alternate water supply'.			• All isolated supply schemes are to be identified in an annex to the Plan, with a suitable contingency plan for the provision of an alternate water supply detailed for each.	Not applicable

Trim Ref: D/2010/7278

17 November 2010

Mr Noel Faulkner
Chief Executive Officer
Queensland Urban Utilities
GPO Box 2765
Brisbane City East Qld 4002

[redacted]

Queensland Urban Utilities Emergency Response Plan Review

We received your Emergency Response Plan on 25 October 2010 for our review in accordance with Section 4.30 of *The Market Rules SEQ Water Market*.

Our review confirms that your Emergency Response Plan is broadly consistent with the Water Grid Emergency Response Plan and *The Market Rules SEQ Water Market*. As such, your plan is approved. In accordance with Section 4.30 (b) of *The Market Rules SEQ Water Market*, we have also provided comment by way of recommendations (see enclosed comment sheet). These recommendations should be included in Queensland Urban Utilities Emergency Response Plan as part of the normal review cycle (or sooner if desired).

You will be aware that from 6 December 2010, *OCA Incident Manager* will be used for Alert and Level 3-5 emergency notification, management and closure. As part of this new process, we have had to update our Duty Emergency Manager contact details. The new phone number is [redacted] and email is [redacted] Please replace the old contact details with these new details in your Incident Management Plan and any supporting plans, procedures, contact lists and emergency control room aids. The new contact arrangements are now active, however the old contact arrangements will also be maintained up until Christmas to allow you time to communicate the change to all staff and contractors.

The development and operation of the Water Grid Emergency Response Plan is an ongoing activity that is successful because of your ongoing support and engagement. Your commitment to the process and your ongoing collaboration and cooperation in this matter is greatly appreciated.

If you have any further enquiries please contact [redacted], Risk and Emergency Manager, on telephone [redacted]

Yours sincerely

Barry Dennien
Chief Executive Officer

Enclosed: ERP Comment Sheet

ERP Comment Sheet

SEQ Water Grid manager

Distribution Service Provider:	Queensland Urban Utilities		
DSP contact officer:	[redacted]	Contact number: Email:	[redacted]
TRIM numbers:	D/10/7277		
Date received:	25.10.10	Date due to be received:	25.10.10
Date by which SEQWGM comments to be received (20 bus days after receipt):	19.11.10	SEQWGM Action Officer:	[redacted]

Prepare response Comments for signature:

✓ CEO ❑ Director ❑ Officer: .....

❑ Copy to: .....

Workflow actions:

		Required by:	*Date completed:*	*Initial:*
❑	Draft response:	15.11.10		
❑	Quality Check:	16.11.10		
❑	Approval for issue:	17.11.10		
❑	Date issued:	18.11.10		

Comments: (Acceptable, Recommendation, Remedy Notice)

Market Rules 4.30 (a) (i)

Consistency with Water Grid Emergency Response Plan - Summary

The Queensland Urban Utilities Emergency Response Plan of October 2010 is **ACCEPTED** subject to recommendations being acknowledged for consideration during the next review cycle (or earlier if desired). Recommendations are made where there is general alignment with the Water Grid Emergency Response Plan but there is further opportunity for improvement to ensure seamless interoperability.

Recommendations are made against three areas as detailed at **attachment 1**. No Remedy Notice is issued against the Queensland Urban Utilities Emergency Response Plan.

Attachments

1. Queensland Urban Utilities Emergency Response Plan review outcomes

ERP Comment Sheet

Adapted from Water Grid Emergency Response Plan - Attachment D: Grid Participant Emergency Response Plan approval requirements

These approval requirements have been used by the Water Grid Manager to ensure Queensland Urban Utilities Emergency Response Plan is consistent with, and meets the objectives of the SEQ Water Grid Emergency Response Plan.

Participant ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
4.30 (a) (i)	General	To facilitate effective interaction during an emergency, Grid Participant emergency response plans should mirror the six-step process detailed in the SEQ Water Grid Emergency Response Plan.	Recommended	5	-	ACCEPT	
	Governance and policy	A Testing and Review Plan aligned with that detailed on page 7 of the SEQ Water Grid Emergency Response Plan is to be included.	Required	17	2	ACCEPT	
		A Training Plan aligned with that detailed on page 8 of the SEQ Water Grid Emergency Response Plan is to be included.	Required	8	2	ACCEPT	
		The general responsibilities of Grid Participants detailed on page 14 of the SEQ Water Grid Emergency Response Plan are to be included.	Required	14	8	RECOMMEND	The plan reflects the intent of these responsibilities. It is recommended that consideration be given to listing the responsibilities as part of the normal plan review cycle.

ERP Comment Sheet

SEQ Water Grid manager

Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
	❶ Identify and assess incident severity	Table 3 (Incident severity classification levels) is to be reproduced verbatim.	Required	19-24	13-20	ACCEPT	
		The trigger levels contained within ❶ must be reproduced, with Grid Participant information for action on Level 1, 2 and Alert incidents included as appropriate.	Required	18-24	13-20	ACCEPT	
	Notify	Table 4 (Notification responsibilities) is to be reproduced with the Grid Participant emergency contacts substituted as appropriate.	Required	26	24	ACCEPT	
		Contact details for the Water Grid Manager, Duty Manager and Media Duty Manager to be reproduced within the body of the Plan in the section on notifications as well as in the contacts list in the annexes to the Plan.	Required	56	24, 69-70	ACCEPT	
		A key stakeholder notification table, similar to Table 5 (Key stakeholder notification) but specific to the Grid Participant is to be included	Required	28	24	ACCEPT	
		The Plan is to specify that records are to be kept in accordance with the instruction on record keeping in ⊘.	Required	29	65-66	ACCEPT	

ERP Comment Sheet

SEQ Water Grid manager

[illegible] Ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
	Establish command and control	Table 7 (Command and control function responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	Required	31	29- 34	ACCEPT	
		Figure 3 (Emergency Response Team structure) is to be reproduced with Grid Participant details substituted as appropriate.	Required	33	33	ACCEPT	
		Table 9 (Function teams membership) is to be reproduced with Grid Participant details inserted as appropriate.	Required	34	35	ACCEPT	
		A description of the structure, role and management of the Incident Management Team, the Interagency Operations Team and the Emergency Management Team are to be included and aligned with the detail in [illegible].	Required	34-36	32-35	ACCEPT	
		Table 11 (Normal emergency response function team locations) is to be reproduced with Grid Participant details inserted as appropriate.	Required	36	35-36	ACCEPT	The requirement has been met. It is also very useful that QUU has listed contingency locations.
		The Plan is to include the continuous reassessment process in [illegible].	Required	37	51	ACCEPT	

ERP Comment Sheet

SEQ Water Grid manager

Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		The Plan is to include the escalation process in .	Required	37	26	RECOMMEND	Note that the SEQ Water Grid Manager reserves an overriding right to escalate emergencies.
	Manage the emergency	The Plan is to note that incident management is carried out by the Grid Participant.	Required	39	50	ACCEPT	
		The Plan is to note the emergency coordination functions carried out by the Water Grid Manager as detailed in .	Required	39	50	ACCEPT	
		Table 12 ('Internal' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	Required	43	57-59	ACCEPT	
		Table 13 ('External' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	Required	45	59-61	ACCEPT	
	Manage the recovery	Incident de-escalation and emergency de-escalation are to be included in the Plan as detailed in .	Required	48	62	ACCEPT	
		The requirement for an Incident Close-out Report as detailed in is to be included in the Plan.	Required	49	63	ACCEPT	

ERP Comment Sheet

SEQ Water Grid manager

Number ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		The role of the Emergency Management Team in managing the recovery as detailed in is to be included in the Plan.	Required	50	63	ACCEPT	
	Improvement actions	Table 14 (Debriefing responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	Required	52	65	ACCEPT	
		Post-emergency Report and Risk Register actions as detailed in are to be included in the Plan.	Required	53	65	RECOMMEND	Align text with table 21 (QUU) by including Hot debriefing of Alerts in the text at 8.5.2. Also include Alerts in Chart 2.
4.29 (d)		All isolated supply schemes are to be identified in an annex to the Plan, with a suitable contingency plan for the provision of an alternate water supply detailed for each.	Required	-	84	ACCEPT	



QUEENSLAND URBAN UTILITIES

EMERGENCY RESPONSE PLAN

VERSION 2

OCTOBER 2010

F204

Version Control:

Version number	Details	Date
Interim	QUU (Brisbane) Interim ERP developed in line with SEQWGM ERP and The Market Rules - SEQ Water Market	November 2009
Version 1	Updated to reflect changes to South East Queensland Water Grid Manager (SEQWGM) Interim ERP	March 2010
Version 2	Amended to include QUU "whole of business" Emergency Management Framework and alignment to WGM ERP (Version 2.0) as published Sept 2010	October 2010

Review and Approval - Internal and External

Following the annual approval of the SEQWGM ERP by the Minister, QUU's ERP is to be reviewed through a gap analysis, to ensure alignment with SEQWGM ERP requirements and approved internally.

This ERP is then submitted to the SEQWGM for their approval.

Date	Approval	Version
Nov 2009	QUU Executive Manager – Robin Lewis	Interim
Mar 2010	QUU Executive Manager – Robin Lewis	Version 1
Oct 2010	QUU Chief Executive Officer – Noel Faulkner	Version 2

Testing and Exercising Plan

The QUU Emergency Response Plan (ERP) is reviewed six monthly and tested by exercising annually. This plan is exercised through a dedicated whole-of-grid exercise annually and take part in any emergency management planning activities with the SEQWGM.

Date	Exercise / Test	Outcomes
26/11/2009	Exercise "Slipstream" – Internal Exercise for the QUU Emergency Management Team	Action plan outlining improvements to QUU Emergency Management Framework
3/3/2010	Exercise "Matrix" – SEQWGM "Whole of Grid" Emergency exercise	Action plan outlining several improvements for the SEQWGM and QUU internal processes

Training Plan

Along with the Exercise and Testing program, annual refresher training is also provided to all relevant QUU staff with key managerial and incident management responsibilities as outlined in this plan. All new staff are trained within their relevant role before commencing as a member of the QUU Emergency Response structure including competency assessment, with all training coordinated through the QUU Business Resilience Group.

Refer to Section 5.1 for further details on QUU Emergency Management Training Plan

Refer to **Appendix A** for a glossary of definitions and terms used within this Emergency Response Plan.

Distribution List for Review and Comment

	Position	Name
1	Chief Executive Officer	[redacted]
2	Chief Operating Officer	Robin Lewis
3	General Manager Corporate Services	[redacted]
4	General Manager Workforce Capability	
5	Chief Information and Technology Officer	
6	Chief Financial Officer	[redacted]
7	Executive Director Retail Operations	
8	Manager Planning	Paul Belz
9	Manager Maintenance & Renewal Planning	[redacted]
10	General Manager Major Projects & Commercial Services	
11	Manager Source Control	
12	General Manager Service Delivery East	
13	General Manager Service Delivery West	
14	General Manager Marketing & Communication	
15	Business Resilience Team Leader	

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1 INTRODUCTION

Queensland Urban Utilities (QUU) spans the areas of five local government council regions, e.g. Brisbane, (Eastern Service Area), Ipswich, Scenic Rim, Lockyer and Somerset (Western Service Area) and provides the following services to customers

- potable drinking water,
- sewerage transportation and treatment
- recycled water

QUU is also responsible for the planning and management of potable water distribution, recycled water and water reclamation infrastructure across this geographical area.

This Emergency Response Plan (ERP) outlines the following practices and procedures to effectively manage any incident, which impacts our customers, operations, viability and/or the public image of QUU.

This plan is to be used by QUU management and staff with Emergency Management responsibilities. It provides guidance on actions, accountabilities, roles and responsibilities during an Incident or Emergency.

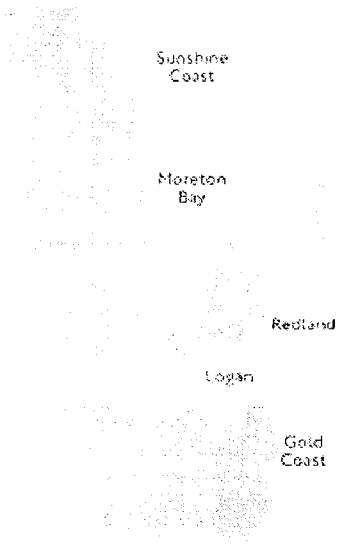


Figure: 1 QUU Council Regions

This plan provides a structured approach to the response phase of the QUU Business Resilience Framework, which consists of the following elements, and indicated in Figure 2 below.

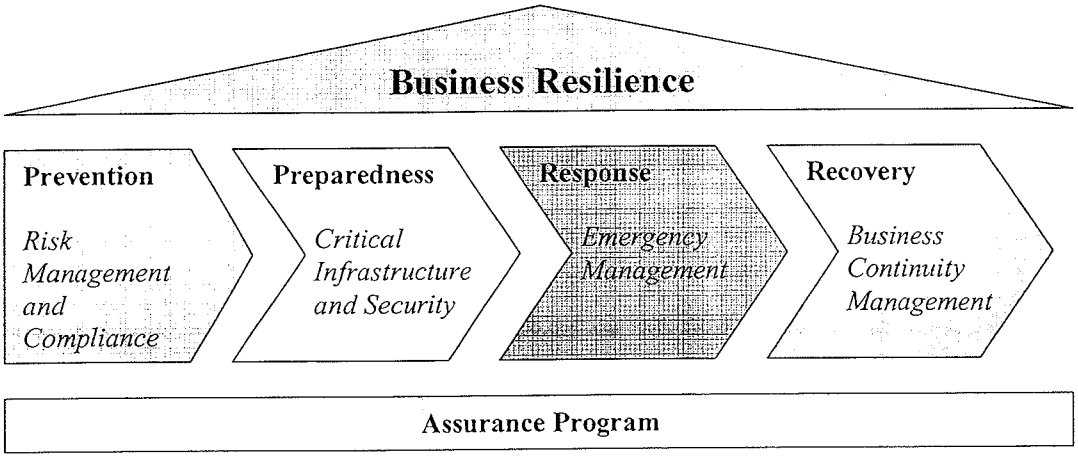
Prevention – Risk Management & Compliance

Preporedness – Security & Critical Infrastructure Protection

Response – Emergency Management

Recovery – Business Continuity Management

Figure: 2 Business Resilience Framework



1.1 Governance and Assurance

The Market Rules SEQ Market Rules Section 4.27 requires that all Distribution Service Providers (includes QUU) provide an ERP that is consistent with the Water Grid Manager's ERP.

Section 4.37 requires that each Grid Participant complies with the Water Grid Risk Management Plan.

The Water Grid Risk (Resilience) Management Plan outlines the framework detailing the set elements of resilience including:

- Strategic and Operational risk management
- Security and Critical Infrastructure Protection
- Emergency Management
- Business Continuity Management

QUU meet these requirements through the QUU Business Resilience Framework which provides a common framework and set of management programs that aligns with the SEQWGM Risk (Resilience) Management Plan and will enable and promote the resilience of QUU as a business.

This ERP has been developed to meet the specifications in Section 4.29 of the Market Rules (including subsection "d") contingencies for securing alternate water supplies for Isolated Supply Schemes (see Appendix H).

This document represents QUU's commitment to its customers, stakeholders and the community to respond to incidents and emergencies promptly and efficiently, by providing an integrated plan that supports an all hazards approach to managing incidents and emergencies.

1.2 Response Objectives and Key Processes

This ERP is the key management plan that enables the major elements of the Emergency Management process to be integrated. In assessing, responding and managing an emergency the key prioritised objectives are:

- Maintaining the safety of employees and the public
- Protecting the quality of the water supply to customers
- Protecting landowner and community property
- Protecting the environment.
- Protecting the continuity of sewage services to customers
- Protecting continuity of other services supplied to customers
- Protecting assets and infrastructure
- Maintaining reputation

1.2.1 Key Steps

To assist in the implementation of this plan and manage the response phase of an emergency, this ERP details the key steps and their relevant structures and processes to work through when managing a potential emergency, including:

- Assessing incident severity
- Notification, escalation, activation and communication
- Structures and systems to be used to respond to, and recover from incidents
- Command and control
- Emergency response processes and procedures
- Key roles and responsibilities
- Communication expectations
- Managing a recovery
- Continuous improvement

1.2.2 Supporting Resources

In addition to this ERP a series of supporting resources have also been developed as part of managing the emergency response:

People – Trained and competent in Emergency Management role specific responsibilities

Policies and procedures - which include:

- Operational contingency plans
- Site based emergency procedures
- Business continuity plans (under development for Western Service Area)
- System management – Includes procedures, processes, tools, templates and systems to respond, manage, debriefing, reviewing events, and continuous improvements to assist in the management of emergencies

1.3 External Context / Related Plans

This ERP has been developed in consultation with a series of internal and external plans and requirements including those of the SEQWGM. This consultation assists in building the capability that will enable QUU to operate independently and/or in cooperation with Local Councils, State Authorities and the SEQWGM to minimise the impact of emergencies.

To assist in the development of this plan and the QUU Resilience Framework, this ERP is overarched by links with or supports a series of plans and guidelines as listed below:

External:

- Australian Government Critical Infrastructure Resilience Strategy
- Queensland State Disaster Management Plan
- SEQ Water Grid Emergency Response Plan

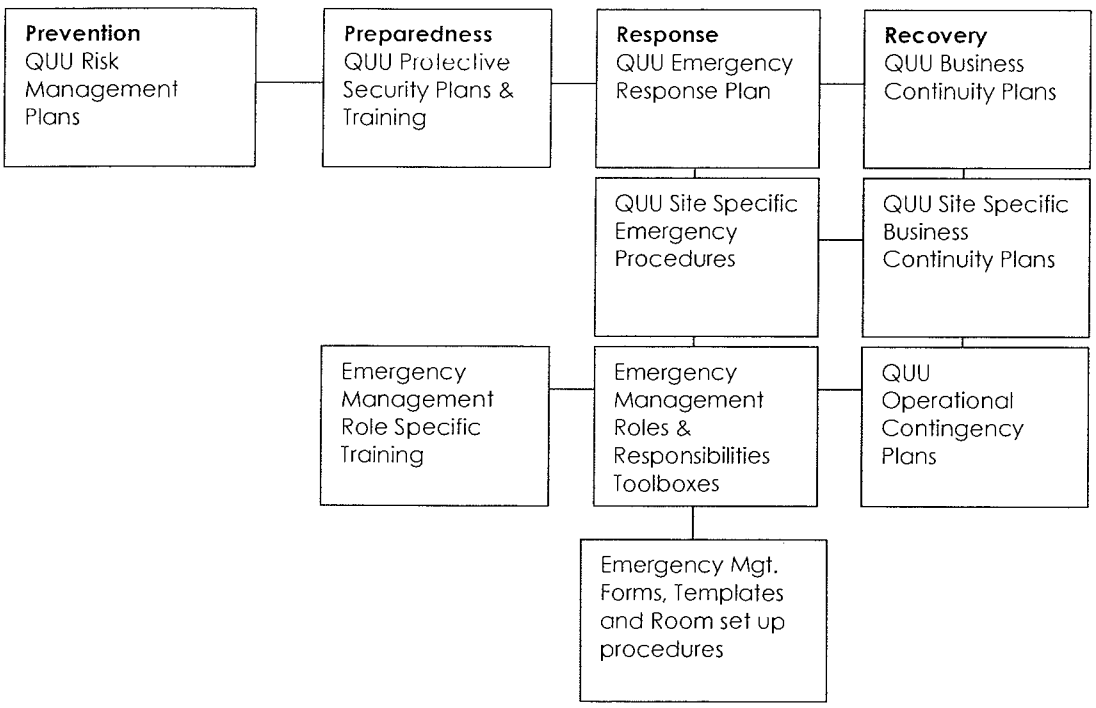
Internal:

- QUU BCP – Sewage Transportation and Treatment (Eastern Service Area) (Doc Id: CER4)
- QUU BCP – Loss of Supply or Transportation of Potable Water (Doc Id: CER3)
- QUU Influenza Pandemic Contingency Plan. (Doc Id: 005705)
- QUU BCP - Loss of Facility – (Doc Id 00573) currently under review
- QUU Flood Response Plan – (Doc Id CER11) currently under review
- QUU Site specific Emergency Procedures and Business Continuity Plans

Current QUU BCPs are Eastern Service Area focussed with Western Service Area in progress.

Chart 1 summarises the internal related documents and their relationships in the implementation of this ERP.

Chart 1 – Summary of QUU ERP related documents



Note: Printed copies of this document are uncontrolled and should be verified for currency against the published electronic copy.

2 IDENTIFYING AND ASSESSING INCIDENT SEVERITY

2.1 Defining an Incident / Emergency

When defining the severity of an incident, all impacts of the incident need to be assessed against the incident severity classification levels detailed in the Incident Classifications and Criteria that form the basis of this ERP.

The purpose of assessing an incident is to establish the appropriate response to:

- Firstly restore the incident to business as usual condition and
- Secondly to manage any consequences resulting from the incident.

The reason for escalating an Incident to an Emergency status is:

- That this incident requires some major offsite communication and coordination activities
- Has consequences that extend beyond the incident (Water Grid)
- Impacts service delivery objectives and or a larger amount of customers

Table 1 details the definition of and Incident and Emergency

Table 1: Incident vs emergency

	Incident	Emergency
Definition	Any occurrence that has resulted in, or has the potential to result in adverse consequences to QUU service provision including water supply, water quality, sewerage transportation and treatment, and additional impacts on community / public reassurance, the environment, property, reputation or a combination of these.	A situation or occurrence that may happen as a consequence of an Incident, that includes secondary issues beyond the operational response Impacts on the reliability or perception of water quality, water supply, sewage transport and treatment, public reassurance, or business capability and requires a severity rating of level 3, 4 or 5
General nature	Physical event	Requires significant offsite coordination, has a broader whole of Business, Water Grid or Public impacts and may be physical and/or intangible.
Location	Site-based	Not usually location-based
Management focus	Operational – physical rectification	Corporate/supporting services – e.g. coordinating whole-of-Grid assistance, stakeholder management, communications, etc.
Relevant severity levels	1, 2 ■ Alert ▽ 3 ■ 4, 5	▽ 3 ■ 4, 5

2.2 Incident Management under the SEQWGM ERP

Under the SEQWGM ERP, Incident Management is defined as the management of the event at the Grid Participant Level. QUU has the sole responsibility in managing the response and recovery of assets, services and products within our area of control.

2.3 Incident Levels

The Emergency Management Structure of QUU is based on a five level escalation process plus an alert level for potable water incidents, as outlined in Table 1.

These levels align with the five Incident Levels as defined within the SEQWGM Emergency Response Plan.

Table 2 - Incident Severity Classification Levels - Definitions

Level	Definition
Level 1 (Insignificant)	• This is an incident that is managed by the site resources without any additional assistance. There is minimal or no adverse publicity, injury, environmental impacts or involvement of the Emergency Services beyond routine response and there is only minimal customer impact. This level of incident does not need to be formally declared as it is managed as part of normal operational protocols.
Level 2 (Minor)	• This is an incident which involves the potential for adverse publicity, may have environmental impacts, result in significant loss of water quality and/or supply, and/or sewage transportation / treatment, and may have minor business continuity or Information technology impacts and customer impacts. This incident will require off site coordination and external resourcing over and above that normally found at site.
Alert Level for potable water to the SEQWGM	• It is currently a level 1 or 2 incident but has potential impacts that if realised, would trigger a level 3-5 emergency. • It has not yet occurred but is considered highly likely to be imminent with a level 3-5 severity level.
Level 3 (Moderate)	• This is an emergency which requires in addition to the site response, substantial off site coordination and major levels of external resourcing and support to prevent and/or minimise injury, damage or loss. It has the potential to create secondary issues more damaging than the actual incident.
Level 4 (Major)	• This is an emergency, which has escalated to the extent that the impacts of the incident are beyond a single regions / department and may involve the whole of the QUU.
Level 5 (Catastrophic)	• This is an emergency which has escalated to the extent that the impacts are felt across South East Queensland with other utilities and agencies potentially being affected.

2.4 Incident Classification

The following tables provide definitions and examples for Incident Severity Classification across the five levels plus the alert phase.

Table 3 - Incident Severity Classification Levels

Level 1 - Insignificant	
This is an incident, which is managed by site resources without any additional assistance as a part of normal activities, and does not need to be formally declared There is no adverse publicity, injury, environmental impacts, or involvement of the Emergency Services beyond routine response and there is only minimal customer impact.	
General principles	
• Limited disruption to normal operations, unplanned maintenance or response occur as part of normal operations and are managed by a site supervisor or relevant duty officer as part of their normal responsibilities • Local incident with impact limited to a single site/facility within QUU. • Overall system impact limited to temporary or no reduction in capacity • Minor short-term impact on a small number of customers • Managed by the resources of QUU without the need to notify other Grid Participants, Emergency Services or the SEQWGM	
Incident criterion -	**direct impacts on water supply, sewage transportation & treatment, recycled water, physical assets and supplies and or examples**
Water quality	• A critical control point alert exceeded but within critical limits • ADWG aesthetic based limit exceeded – no additional complaints.
Water supply	• Minor unplanned asset failure - Minor pump station interruption • no facility output affected - Localised pump breakdown or a minor burst in a suburban street
Sewage	• Limited or no impact on QUU • Minor short-term disruption to customers • Minor sewage pipe burst / overflow
Security and natural disaster	• Localised natural disaster damage or Minor storm damage to asset
Business system processes	• IT systems, building access etc, Minor Information Technology (IT) interruption outage less than a day • Loss of access to building, supplies, contractors less than a day
Incident criterion - ancillary impacts on water supply, sewage transportation and treatment, and recycled water	
Health and safety of employees or public	• Employee minor injury sustained requiring first aid. Slight injury or health effects, Low risk of other injuries • Slip or fall resulting in lacerations requiring first aid or medical treatment of First Aid
Environment	• Brief pollution but no environmental impact. Insignificant risk of breaching environmental regulatory requirements • Transient environmental nuisance such as intermittent odour form a Water Reclamation Plant
Public reassurance	• Potential for Media or Public interest to be assessed by relevant staff • Potential negative impact on business reputation • Call centre receives a number of complaints but limited to a small area, e.g. a street or two

Table 3 - Incident Severity Classification Levels continued

Level 2 - Minor	
This is an incident, which is managed by the site resources however additional assistance may be required. There may be some short term adverse publicity at a local level may involve injuries to staff and may have a minor impact to customers. Managed by the Incident Management Team	
General principles	
• Moderate disruption to normal operations, unplanned maintenance or response • Overall system impact cause reduction in operating capacity • Requires offsite coordination with the activation of the QUU Incident Management Team • Requires external resourcing over and above that normally found at site	
Incident criterion	**- direct impacts on water supply, sewage transportation & treatment, recycled water, physical assets and supplies - examples**
Water quality	• Australian Drinking Water Guidelines (ADWG) health based limit exceeded in one supply zone. • ADWG aesthetic based limit exceeded – more than 15 related complaints received in a day.
Water supply	• A mechanical failure occurs at a water treatment / reclamation plant supplying patable water / recycled water requiring downtime and/or reduction in demand to repair asset • Water supply is reduced, but not lost, and supply able to be sourced from elsewhere if necessary reduced • Single water supply source / storage facility within QUU is showing indications of failure • Blue-green algae bloom ar major turbidity event occurs whereby use of a single supply source needs to be reduced
Sewage	• A mechanical failure occurs at a sewage treatment plant requiring reduced treatment capacity
Security and natural disaster	• Localised natural disaster damage, Storm causes minor interruptions due to loss of power supply • Security event impacting on QUU infrastructure, Bomb Threat against asset. -
Business system processes	• Interruption to Business as usual with some delays - Loss of power or building access
Incident criterion -	**ancillary impacts on water supply, sewage transportation and treatment, and recycled water - examples**
Health and safety of employees or public	• Employee medical attention required—restricted work duties or limited lost work time. Public injury Slip or fall resulting in broken limbs, lacerations requiring stitches or hospitalisation and Lost Time Injury less that 2 weeks • Inherent risk for more injuries. Immediate action to be taken by QUU to ensure public safety
Environment	• Low risk of breaching environmental regulatory requirements • Release of contaminants that generates a public complaint or has an obvious environmental harm such as a fish kill
Public reassurance	• Potential for Media or Public interest • Potential negative impact on business reputation • Increased risk of media interest and impact to business reputation • Increased calls to the Contact centre across a number of suburbs

Table 3 - Incident Severity Classification Levels continued

Alert level	
Potable Water events (As required by the SEQWGM & OWSR) Water Reclamation events (required by legislation and supplied to Department of Environment & Resource Management) DERM This is an incident which is managed by internal resources, but has potential impacts or is considered highly likely to escalate to a higher level and is required to be reported to the relevant statutory body	
General principles	
• Classification for incidents with a possible severity of 3–5 where the consequences have not yet occurred • Reportable incident to Regulators • A potential level 3–5 incident is considered highly likely to be imminent • An incident has occurred with severity below level 3, however, there is a possibility that further deterioration of the situation will breach a level 3–5 threshold • An incident has occurred with severity below level 3, however, QUU has notified the relevant stakeholders of media interest or other circumstances of interest • When the incident eventuates, reclassify its severity level in accordance with this plan	
Incident criterion	**direct impacts on water supply, recycled water, physical assets and supplies**
Water quality	• E. coli has been detected,
Security and natural disaster	• Natural disaster, such as cyclone, flood, fire, etc., in progress and likely to cause an impact, though this has not yet happened • Credible threat against QUU asset / Water Grid • National counter-terrorism alert level is raised one level
Public reassurance	• A level 1–2 incident has attracted media interest, making potential negative coverage a possibility.
Water Reclamation supply & Recycled Water	• Exceed licence levels (e.g., nitrogen or phosphorous)
Environment	• Major sewage spill upstream of a water treatment plant

Table 3 - Incident Severity Classification Levels continued

Level 3 - Moderate	
Emergency Status: Requires in addition to the site response, substantial off site coordination and major levels of external resourcing and support to prevent and/or minimise injury, damage or loss. It has the potential to create secondary issues more damaging than the actual incident. Managed by the Emergency Management Team	
General principles	
• Minor impact for a large number of customers • Major impact for small number of customers • Requires substantial offsite coordination and external resourcing • Potential to create secondary issues outside of the incident • The SEQWGM may issue new Grid Instructions • Incident requires notification to the SEQWGM and affected participants	
Incident criterion -	**direct impacts on water supply, sewage transportation & treatment, recycled water, physical assets and supplies**
Water quality	• Australian Drinking Water Guidelines (2004) health values confirmed as exceeded [1, 2] • E. Coli has been detected, re-sampled and confirmed. • ADWG aesthetic based limit exceeded – more than 100 related complaints received in a day. • ADWG health based limit exceeded in more than 1 supply zone for the same parameter. Regulator notified.
Water supply	• Significant unplanned asset failure and reductions to asset output / greater than one day duration, Unplanned halt to production by water treatment plant for longer than 24 hours, resulting in failure to meet Grid Contract obligations and interruption to customer supply to a small population for less than 8 hours • May impact contract obligations or standards being met -Unplanned halt to recycled water production by water reclamation plant for longer than 24 hours and sourcing potable water as alternative supply • Any single supply source failure • Single raw water supply source within the Water Grid is out of service whereby supply is affected by >20% of Grid Instruction volume • Single raw water supply source taken offline due to blue-green algae or other event • The period to rectify the problem exceeds 12 hours or is likely to result in low levels in the local storage reservoirs
Sewage	• Any single sewage transportation / treatment asset Interruption to sewerage system affecting for less than 8 hours
Security and natural disaster	• Natural disaster or security event that would disrupt operations and/or service delivery • Large fire occurs in a major catchment area • Direct security threat against SEQ geographical location • Localised disaster impacting on QUU infrastructure • Poison containers found at water storages
Business system processes	• Interruption to Business as usual with restoration unknown and/or prediction is longer than two days • Loss of power - local inability to operate computers more than two days • Loss of access to building or computer networks for more than two days
[1] **The Water Grid Manager to use E. coli Alert escalation process flowchart (Attachment E)** [2] **LinkWater and Seqwater chlorine level exemptions apply (Attachment F)**	

Note: Printed copies of this document are uncontrolled and should be verified for currency against the published electronic copy.

Level 3 - Moderate	
Emergency Status: Requires in addition to the site response, substantial off site coordination and major levels of external resourcing and support to prevent and/or minimise injury, damage or loss. It has the potential to create secondary issues more damaging than the actual incident. Managed by the Emergency Management Team	
Incident criterion -	**ancillary impacts on water supply, sewage transportation & treatment, recycled water, physical assets and supplies**
Health and safety of employees or public	• Single fatality involving an employee or a member of the public • Extensive injury that results in a Lost Time Injury greater than 2 weeks • Significant risk of further injuries • Immediate corrective action by QUU • A drowning occurs within the assets of QUU
Environment	• Exceedance of a concentration limit whereby the Queensland Manufactured Water Authority cannot access water from a sewage treatment plant • Exceedance of a discharge licence where discharge is likely to make its way to a drinking water source • Major sewage spill upstream of a water treatment plant • Public report multiple illness due to water contamination or exposure to raw sewage
Public reassurance	• Public questioning of Water Grid and or QUU operations and decisions for local assets (e.g. regional newspaper, regulator enquiry) • Medium term adverse media at a regional or state level • Large increase of adverse calls to call centre

Table 3 - Incident Severity Classification Levels continued

Level 4 - Major	
Emergency Status: This is an emergency, which has escalated to the extent that the impacts of the incident are beyond a single region / department and may involve the whole of the QUU. This incident has the potential to create significant secondary issues that requires significant off site coordination and external resourcing. Managed by the Emergency Management Team	
General principles	
• Single or multiple regions affected. Multiple Grid Participants and the Water Grid Manager with State Government departments involved or on standby • Moderate to major impact for a large number of customers • Impacts on drinking water / sewage transportation and treatment regarded as relatively short-term, but involving multiple Water Grid entities (including QUU) and government agencies • Impacts across single or multiple regions within QUU • SEQWGM and State departments involved or on standby • State Minister may issue a Water Supply Emergency Declaration • The SEQWGM issues new Grid Instructions (depending on the type of incident) • Interruption to Business as usual is significant	
Incident criterion - direct impacts on water supply, sewage transportation & treatment, recycled water, physical assets and supplies	
Water quality	• Major impact for small population, systems significantly compromised and operation ceased or abnormal • Suspected public health risk caused by excessive chemical contamination. • Suspected outbreak of a water borne disease. • There are repeated exceedences of a chronic health guideline value affecting a small population, e.g. total trihalomethanes, where Queensland Health or The Regulator determines there may be a risk to public health
Water supply	• Interruption to customer supply for over 8 hours results in inability to fully meet demand, resulting in local area restrictions • Significant burst water main fails to supply CBD or Medical facility • Unplanned halt to recycled water production by water reclamation plant for weeks or months and sourcing potable water as alternative for customers • Impacts on Grid Contract obligations or multiple customer disruptions • Future drought declaration—restrictions implemented • Drought trigger is reached within Water Grid supply reserves
Sewage	• Untreated sewerage released to environment at a dry weather event • Interruption to sewage transportation / treatment asset/function affecting large population for a week
Security and natural disaster	• Localised natural disaster or security event • Fire has destroyed a single water or waste-water treatment facility • Credible threat to major infrastructure within QUU received by a Grid Participant or the Government • Wide spread natural disaster affecting multiple Grid Participants • Australian pandemic alert phase 6a, 6b or 6c[3]
Business system processes	• Interruption to Business as usual with expected restoration unknown and potential to last longer than a week • Loss of power - local inability to operate computers more than a week • Loss of access to building or computer network for more than a week
[3] **Depending on Water Grid impacts assessment**	

Level 4 - Major	
Emergency Status: This is an emergency, which has escalated to the extent that the impacts of the incident are beyond a single region / department and may involve the whole of the QUU. This incident has the potential to create significant secondary issues that requires significant off site coordination and external resourcing. Managed by the Emergency Management Team	
Incident criterion – ancillary impacts on water supply, sewage transportation & treatment, recycled water, physical assets and supplies	
Health and safety of employees or public	• Multiple fatalities • Accident caused by water craft on recreational waters resulting in multiple fatalities
Environment	• Significant long-term environmental effects with the potential to affect drinking water supply works • Significant risk of breaching environmental requirements long-term (weeks)
Public reassurance	• Public confidence in Water Grid and or QUU operations diminished and looking to validate information decisions (e.g. national TV news and/or regulator investigation) • Adverse state-wide or national media attention • Call centre receives a number of complaints related to multiple suburbs

Table 3 - Incident Severity Classification Levels continued

Level 5 - Catastrophe	
Emergency Status: this is an emergency which has escalated to the extent that the impacts are felt across South East Queensland with other utilities and agencies potentially also affected Managed by the Emergency Management Team and in conjunction with other agencies	
General principles	
• Major impact for large populations, complete failure of systems • Large-scale impact across South East Queensland, other utilities affected. Requires government intervention at state and federal levels to manage the incident • Minister is likely to issue a Water Supply Emergency Declaration • An emergency incident or combination of incidents with the potential for large-scale short-term and long-term impacts to human well-being and the environment including terrorism impacts or natural disasters	
Incident criterion - direct impacts on water supply, sewage transportation & treatment, recycled water, physical assets and supplies	
Water quality	• Confirmed public health risk caused by excessive chemical contamination. • Confirmed outbreak of a water borne disease (e.g. Giardia) that has been confirmed by Queensland Health to be water supply related.
Water supply	• Extreme unplanned asset failure—weeks to months to rectify - Dam wall breach, Water Reclamation Plant closure • Major rectification works to re-establish water supply or water reclamation services or sewage transportation and treatment • Drought supply reserves are reaching the emergency volumes • Extreme restrictions apply and emergency supply projects instigated
Sewage	• Major Plant shutdown or supply line e.g. Luggage point, Eagle Farm pump station
Business system processes	• Interruption to Business as usual with restoration unknown and resolution solution longer than a month • Loss of access to building or computer network for more than a month
Security and natural disaster	• Extreme natural disaster or security event Flood, fire and cyclone impacts on multiple assets • Bomb blast impacts major asset • Australian pandemic alert phase 6a, 6b or 6c[3]
Incident criterion - ancillary impacts on water supply, sewage transportation and treatment, and recycled water	
Health and safety of staff or public	• Multiple fatalities and or Extreme risk of further fatalities and injuries leading to a Declared State of Emergency • Breach of dam wall causing flooding and multiple casualties
Environment	• Catastrophic, long-term environmental impacts with the potential to affect drinking water supply works • Extreme risk of breaching environmental regulatory requirements. Immediate notification of relevant authorities • Any incident causing the loss of a water source for more than one month, or the loss of an entire ecosystem
Public reassurance	• Widespread concerns expressed by public and loss of trust in QUU / Water Grid or Waste Water services (e.g. international TV news headlines and/or government investigation) • Adverse national or international media attention or Call centre receives an extreme number of serious complaints

[3] Depending on Water Grid impacts assessment

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3 Notification, Activation, and Escalation

The following chart (Chart 2 – see over) sets out how any incident occurring within QUU is managed or escalated to a higher level of management. It is particularly important as it indicates how internal notifications are to be communicated, how incidents are escalated to emergencies and how appropriate teams are activated.

The process employs the essential concepts of notification, activation and escalation:

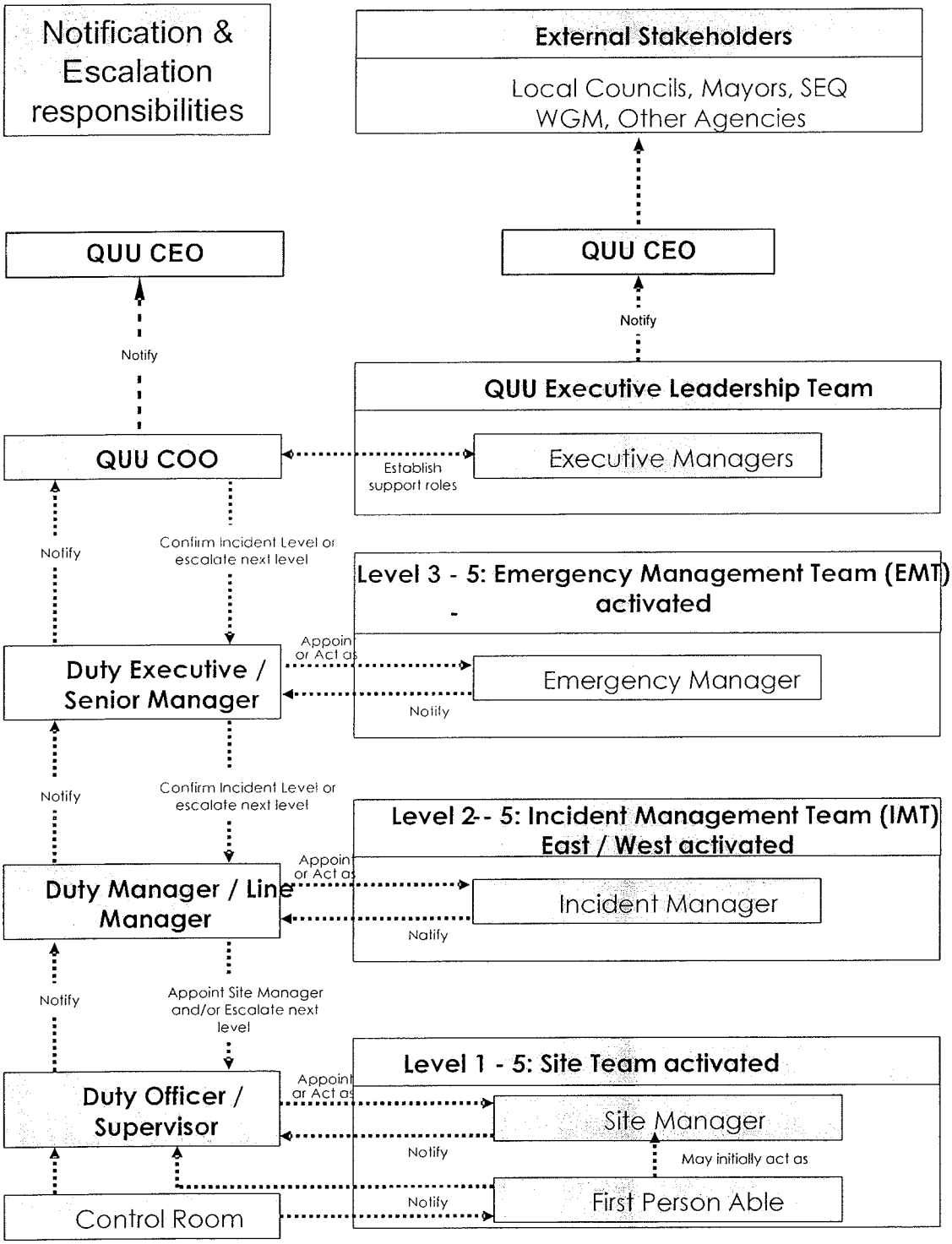
- **Notification** implies informing the next senior level that an event has occurred and is currently being managed
- **Activation** is the mobilisation of the appropriate team(s) to effectively manage QUU's response to the incident or emergency; and
- **Escalation** engages the next level of management to ensure the correct level of response is determined and activated.

An important aspect of the QUU Emergency Management process is that an incident is managed at the lowest level practical, but still has the capacity to escalate the response as required.

This Framework outlines roles and responsibilities that enable the proper checks and balances for notification, activation and escalation to occur.

Chart 2 sets out the notification, activation, and escalation process through the life cycle of an incident

Chart 2 – QUU Incident Notification, Activation and Escalation Process



3.1 Notifications

3.1.1 Internal Notification

Business Hours (BH)

For internal inbound notifications for QUU, the first point of call is to the relevant Control Room at either Eastern or Western Service Areas.

A First person able (QUU Staff) or the Customer Contact Centre will notify the Control room of an incident in progress. The Control Room will notify the relevant Team Leader / Manager to investigate the potential incident.

After Hours (AH)

For internal inbound notifications for QUU after hours, the first point of call is to the relevant Control Room at either Eastern or Western Service Areas.

Control Room East operates 24/7 and the control operator will ensure the incident is escalated to the appropriate officer.

Control Room West operates on a virtual 24/7 where the phone will be answered by an officer rostered to take all calls, and they will escalate the incident to the appropriate officer.

3.1.2 External Notifications

Business Hours

For inbound notifications to QUU, the first point of call is to the relevant Control Room at either Eastern or Western Service Areas. The control Room is to notify the relevant Team Leader / Manager to investigate the potential incident.

For outbound notifications, normal business rules apply for notification to external agencies by QUU nominated officers / Team Leaders / Manager.

- Water quality issues - Product Quality Officers
- Sewerage overflows - Principle Environmental Officer
- SEQWGM Water events – Service Delivery Leader

After Hours

For inbound notifications to QUU after hours the following applies:

Eastern Service Area - The call is made to the Control Room and they will notify the relevant Duty Officer to investigate the potential incident as discussed above.

Western Service Area - Utilises the QUU (BCC) Customer Call Centre who receive calls from the public directly and they then allocate a Duty Officer to respond to the specific incident.

For outbound notifications, the relevant QUU Duty Manager must ensure notifications take place as outlined in Table 3 (see over). The table outlines an indicative range of key stakeholders for QUU who may need to be notified dependent on the incident type/ level.

3.1.3 Alert Level for Potable Water Events (As required by the SEQWGM)

In regard to Potable Water, if the assessment results in a Level 1 or 2 incident, an alert level assessment should occur to determine if the event has the potential to escalate to a Level 3 (or above) incident. If "Yes", then an alert level is then notified to approved stakeholders – (see assessment for Alert Level in Table 1).

Table 4: Notification Matrix – Examples of Key Stakeholders

Incident Level	1 & 2	Alert	3	4 and 5	Responsibility	Contact Details
QUU Notification to SEQ SEQWGM	No (exception- level 3 is declared)	Phone and Email Within **2 hours** of incident detection	Phone and Email Within **2 hours** of incident detection	Phone and Email Within **1 hour** of incident detection	QUU Duty Manager via Media Duty Manager	Contact –SEQWGM Duty Manager [redacted] SEQWGM Media Duty [redacted]
QUU Notification to the Office of the Water Supply Regulator	Any level and/or actual / suspected contamination - Within 2 hours of incident detection by phone and notification form by email				Product Quality Group BH & Duty Manager AH	[redacted]
QUU - CEO		✓	✓	✓	Duty Executive or COO	Refer to Contact list and / QUU Emergency Roster
QUU - Board				✓	Duty Executive or COO	
QWC / Department of Environment & Resource Management for Water Quality		✓	✓	✓	Product Quality Group BH& Duty Manager AH	[redacted]
Queensland Health (major drinking water health related incident)		✓	✓	✓		Water Quality Emergency [redacted]
Other Grid Participants	✓	✓	✓	✓	Manager/Team Leader BH Duty Manager AH	Refer to Contact list (Appendix B)
Department of Employment, Economic Development an Innovation	As required				Manager/Team Leader BH Duty Mgr. AH	WH&S Qld [redacted]
QFRS	As required				Manager/Team Leader BH Duty Mgr AH	[redacted]
QPS	Asset Security issue – As required				BRG /Duty Mgr	

3.2 Activation

3.2.1 Business Hours (BH)

Activation of an incident response is through the relevant Control Room (East or West) or an employee reporting an incident.

An assessment of the incident is made and verified by a Service Delivery Team Leader and a response is activated.

The Service Delivery Team Leader will utilise the current staff on duty or consult the After Hours duty roster for available staff to assist the onsite response, and then inform the current Service Delivery Leader of the status and progress

The General Manager, Service Delivery East or West will authorise all response resources required

3.2.2 After Hours (AH)

The Control Room will dispatch a Duty Officer to investigate the reported incident.

The Duty Officer will investigate, assess and allocate resources to respond to the incident and then report the status to the Duty Manager if an escalation is required.

The Duty Manoger shall if the incident requires escalating to a level 2, authorise the:

- Activation of an Incident Management Team
- Relevant staff to be contacted to attend the site response and/or Incident Management Team to participate in resolving the incident.
- Duty Executive to be notified of the escalation and incident status

The Duty Executive shall if the incident requires escalating to a level 3 authorise the:

- Activation of an Emergency Management Team
- External communications protocols
- Notification the Chief Operating Officer of the incident status as required

An "Emergency Contact List" for organisations and or personnel that may be required to be contacted in an emergency is provided in "Appendix B".

3.3 Escalation

The following tables outline the process of how an incident is assessed, notified and escalated as required by staff and management during business and after hour's response.

3.3.1 Business Hours

Table 5: Escalation and Notification Process for Business Hours

Level	Escalation Responsibility	Assessment & Notification Responsibility	Escalation Procedure
1	First Person Able	Control Room	Dispatches Team Leader to assess incident
		Service Delivery Team Leader	Confers with Service Delivery Leader
2	Service Delivery Leader		Escalates to a level 2, and activates Incident Team and informs General Manager of Service Delivery East or West of activation
		Incident Manager and Team	Monitors response level and reports to General Manager Service Delivery East or West
Alert	Service Delivery Leader Incident Manager	Service Delivery Leader Incident Manager	Authorises a notification alert to the Water Grid Manager within two hours
3	General Manager, Service Delivery East or West		Escalates to a level 3 and activates Emergency Manager and or team to assist emergency response
		Emergency Manager	Monitors response level and reports to COO
4	Chief Operating Officer		Escalates to a level 4 after conferring with Duty Executive or Emergency Manager and SEQWGM to escalate
5	SEQWGM or Lead Agent		SEQ SEQWGM or Lead Agent to escalate and advise

3.3.2 After Hours

Table 6: Escalation and Notification process for After Hours

Level	Escalation Responsibility	Assessment & Notification Responsibility	Escalation Procedure
1	Customer Call Centre or First Person Able	Control Room	Dispatches Duty Officer to assess incident
		Duty Officer/Site Manager	Confers with Duty Manager to assist assessment of response level
2	Duty Manager		Confers with Duty Officer or Control Room escalates to level 2, activates Incident Team and informs Duty Executive of activation
		Incident Manager	Confers with Duty Manager to assist assessment of response level
Alert	Duty Manager Incident Manager	Duty Manager Incident Manager	Authorises a notification alert to the Water Grid Manager within two hours
3	Duty Executive		Confers with Duty Manager or Incident Manager escalates to level 3 activates Emergency Teom and informs Chief Operating Officer
		Emergency Manager	Confers with Duty Executive and/or Chief Operating Officer to assist assessment of response level
4	Chief Operating Officer		Confers with Duty Executive or Emergency Manager and SEQWGM to escalate
5	SEQWGM or Lead Agent		SEQ SEQWGM or Lead Agent to escalate and advise

4 COMMAND AND CONTROL

4.1 Context

The QUU Incident / Emergency Management Team structures are designed to establish the appropriate level of command and control through the notification and escalation process.

All QUU teams and staff have specific responsibilities and tasks to respond to, and support each other, as required by the level of incident.

4.2 Incident / Emergency Management Structure

QUU's Incident / Emergency Management structure enables QUU to respond to all of the five levels of incidents across the business - 24 hours a day, 7 days a week.

The structure consists of three different teams to respond, depending on the level of escalation (Refer Chart 2). These teams are:

- Site Management Team/s
- Incident Management Team/s (IMT)
- Emergency Management Team (EMT)

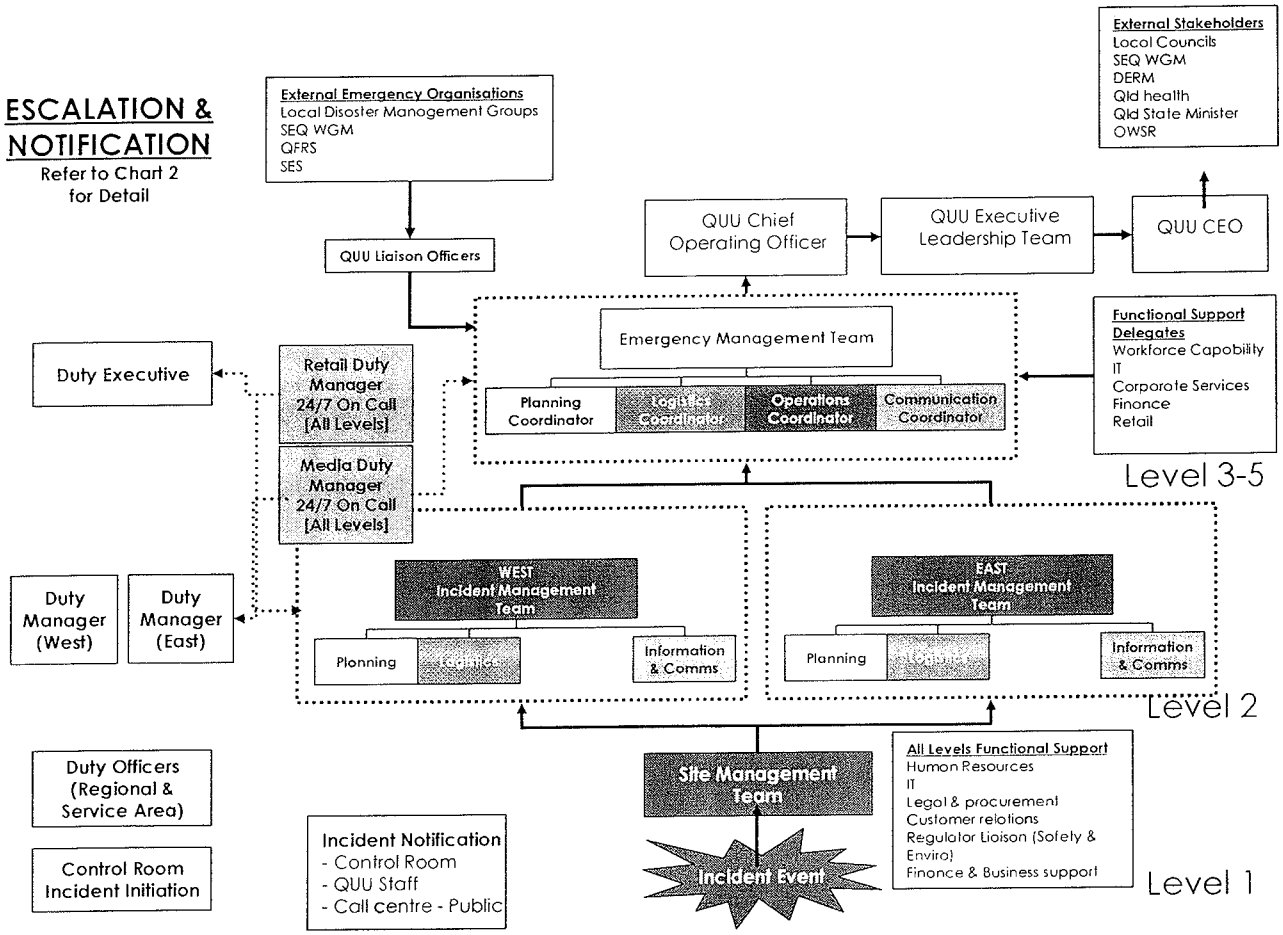
All teams have rostered and trained staff members to fulfil the support roles and are rotated on a weekly basis.

Once an incident has been assessed, it must be classified as a Level 1-2 incident. It is the Duty Manager's responsibility to confirm the declaration of the level 2 or above, and engage the necessary team (i.e. Site, and Incident) and stakeholders. If the assessment of level is above a level 2 incident the Duty Manager will confer with the Duty Executive to determine the escalation of the incident.

Chart 3 defines the overarching QUU Incident / Emergency Management structure including Notification, Activation and Escalation roles and responsibilities

Chart 3: QUU Incident / Emergency Management Structure

QUU INCIDENT / EMERGENCY MANAGEMENT STRUCTURE



4.3 Incident / Emergency Management Team Functions

This section details the functions and responsibilities of the Site, Incident and Emergency Management Teams within the QUU Emergency Management Structure

4.3.1 Site Management Team (Levels 1-5)

This team provides the first response at the incident site and controls all elements of the onsite response. This team is managed by the relevant Duty Officer (AH) or the appointed Site Manager once established.

Site Management Teams will report through the Site Manager to the relevant Duty Manager or Incident Management Team (IMT) once established and will continue to liaise through the IMT if an incident escalates to a Level 3 or above emergency. See Key Roles and Responsibilities, Table 7

Table 7: Site Management Team – Key Roles and Responsibilities

Team	Roles and Responsibility	
Site Management Team	This team operates initially at al **Level 1** incident and provides the first response at the incident site. This is the team formed for the response effort when the incident has occurred, or it is evident that it is about to occur.	
	Assembly	Site based team. The team remains on site and deals with the incident in accordance with this plan or on site processes and procedures. The team is assembled on first report of an incident occurring or where there is a likelihood of an incident occurring.
	Organisation	Lead by the Site Manager who directs the technical response crews as required and may request functional support where required e.g. resources such as Communication Officer to assist large scale complex responses
	Team Management	Duty Officer – Initial responder to the incident Site Manager – Duty Officer or Team leader (appointed as per the Duty Roster)
	Tasks	The Site Management Team's tasks are to respond and rectify the incident under the Site Manager Control, maintaining safety of site, staff and public

4.3.2 Incident Management Teams (Levels 2-5)

This team provides tactical assistance to the Site Management Team with additional resourcing (staff and materials), and planning assistance to facilitate a timely response.

QUU has two rostered Incident Management Teams, covering geographical areas designated as East and West. See Section, 1 Figure 1

Each team will have an appointed Incident Manager who will be a technical expert either on the subject or locality of the incident, assigned by the Duty Manager accordingly. The Incident Manager will be supported by an additional three roles including:

- Planning Officer
- Logistics Officer
- Information and Communication Officer

These roles will be filled by relevant QUU staff that carry out similar types of work in their usual business hours role and again will be localised regionally, to either an East or West IMT. The Incident teams through the Incident Manager will report either to the Duty Executive (AH) or the relevant Operations Manager (BH). See Key Roles and Responsibilities in Table 8

Table 8: Incident Management Team – Key Roles and Responsibilities

Team	Roles and Responsibility	
Incident Management Team (IMT)	This team provides support at **Level 2** events, where off site coordination is required. Primary duty is to support the incident response by providing offsite management that includes: resources, plant, safety, forword planning, communications and logistics.	
	Assembly	This team is assembled on escalation of an incident to a Level 2 incident. The team will operate from either of two IMT locations (see section 4.7)
	Organisation	The team is lead by the Incident Manager and includes the Planning Officer, Logistics Officer and Information and Communications Officer.
	Team Management	• Incident Manager (as appointed by Duty Manager) – Manages the incident room. • Planning Officer – Evaluation of response, plan future impacts, act as technical liaison. • Logistics Officer – Manages logistics functions including personnel management and document management. • Information & Communications Officer – Implement, monitor communications, provide administrative support.
	Tasks	The team supports the Incident Manager with a tactical management response to assist a Level 2 and above incident, and support the site team with external resourcing and offsite coordination.

4.3.3 Emergency Management Team (Levels 3-5)

This team is formed for a Level 3 -5 incident, where corporate and strategic issues require an executive management direction. The Emergency Management Team (EMT) will convene at the designated location (Refer Section 4.7) and manage the strategic response to all emergencies escalated to a Level 3 or above. The team will be activated by the Duty Executive who will either appoint or become the Emergency Manager who will then manage the Emergency Management Team.

The Emergency Manager reports directly to the Chief Operations Officer (COO) and the QUU Executive Leadership Team. The Emergency Manager will appoint a Deputy Emergency Manager (if required) and staff to four other roles within the EMT who are relevant to the specific Emergency.

These roles include:

- Operations Coordinator
- Planning Coordinator
- Communications Coordinator
- Logistics Coordinator

The coordinators will each need to assess the potential impacts from the emergency and then assign staff to their team/s from within the business. The number of staff in each coordination cell will depend on the emergency (refer to Chart 3: QUU Incident/Emergency Team Structure). Incident Management Teams report directly to the Operations Coordinator.

Table 9: Emergency Management Team – Key Roles and Responsibilities

Team	Roles and Responsibility	
Emergency Management Team (EMT)	This team is formed at a **Level 3** or above incident, where corporate and strategic issues require senior management. Manages the broader issues including coordinating communication strategies for the business to all stakeholders. May also convene for an external event that involves other Grid Participants	
	Assembly	This team is assembled on escalation of an incident from a Level 2 incident to a Level 3 incident. The team operates from the designated EMT location/s (section 4.7).
	Organisation	This team is led by the Emergency Manager and includes the Planning Coordinator, Logistics Coordinator, Operations Coordinator and Communications Coordinator. Functional support may be drawn from QUU resources as required.
	Team Management	Emergency Manager – Leader with authority to make decisions to implement strategies to resolve emergencies at this level. • Planning Coordinator – short medium and long term plans • Logistics Coordinator – room admin, procurement, staff etc. • Operations Coordinator – strategic support for onsite response • Communications Coordinator - media, report, sitreps etc.
	Tasks	The team supports the Emergency Manager with broader business and strategic response assistance for a Level 3 or above emergency situation. The EMT reports to the QUU Chief Operating Officer.

4.4 Role of Queensland Urban Utilities Board, CEO and ELT in Emergencies

4.4.1 QUU Board

The Board will be briefed by the Chief Executive Officer (CEO) on significant events and provide comment to ELT for consideration, for developing strategies and an appropriate response.

4.4.2 QUU Chief Executive Officer

The CEO has final decision on all actions and communications related to the emergency, that have an external and whole of business focus. The CEO or delegate will represent QUU on the SEQWGM Emergency Management Team, once established, and manage QUU's inputs and interests in this team. The CEO will liaise with the Chief Operating Officer (COO) on the current response, the development of additional strategies with the Executive Leadership Team (ELT) to support the response and is responsible for informing other major stakeholders including the QUU Board.

4.4.3 QUU Executive Leadership Team

The role of the ELT in QUU's Emergency Management Structure is that of an advisory group. ELT will convene if required to support the emergency response as a high level strategic group to identify strategies for large scale or long term events. These strategies may not form part of the overall response, but maybe required to ensure strategies for long term goals, direction and protection of business interests are developed and implemented.

The CEO in consultation with the COO would discuss the activation of the ELT in this capacity. The COO or Emergency Manager would brief the ELT on the currents status of the emergency.

4.5 QUU External Agency Liaison

Depending on the nature of the incident (e.g., water, sewage etc), QUU may need to establish relationships with external agencies also involved in the emergency management response. These may consist of both water industry specific, state agencies and local disaster management groups including:

- SEQ SEQWGM
- Emergency Management QLD / Local Councils
- QLD Police and QLD Fire and Rescue Services / Rural Fire Brigade

QUU Liaison Officers would be appointed by the COO/Duty Executive/Emergency Manager based on the specifics of the emergency, and would report directly back to the Emergency Manager or COO and be involved in the post event debrief.

4.6 Water Grid Emergency Management by the SEQWGM

In Level 3 and above emergencies related to Water Supply, the SEQWGM is responsible for a range of coordination activities to facilitate the total emergency response and to ensure whole-of-Grid operations maintain supply (as distinct from managing the incident at the entity or asset level) for incidents/emergencies.

4.6.1 Emergency Management Team (SEQWGM)

For water related emergencies where the SEQWGM assumes the role of Emergency Manager, the SEQWGM will determine the composition of the Emergency Management Team. The SEQWGM may request through the QUU CEO's office, a senior manager from QUU to assist the emergency at their office. The CEO at their discretion will decide who will represent QUU in this forum.

4.6.2 Technical Coordination Team (SEQWGM)

The structure and composition of the Technical Coordination Team will be as directed by the SEQWGM Emergency Management Team Deputy Emergency Manager – Operations. It will rely upon staff resources from within the Water Grid Manager, but may also draw upon technical and operations staff of the impacted Grid Participants like QUU.

4.6.3 Communications Coordination Team (SEQWGM)

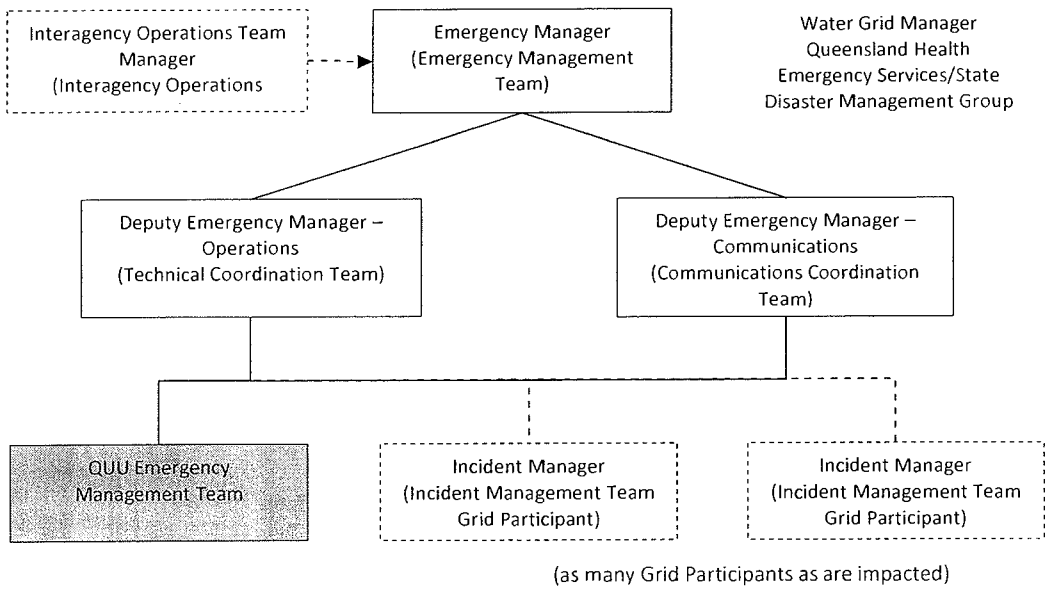
The structure and composition of the Communications Coordination Team will be as directed by the SEQWGM Emergency Management Team Deputy Emergency Manager – Communications. It will rely upon staff resources from within the Water Grid Manager, but may also draw on communications / media staff of the impacted Grid Participants (eg QUU).

4.6.4 Interagency Operation Team (SEQWGM)

In respect to water related incidents where SEQWGM has a coordinating role, an Interagency Operation Team may be established with subject matter experts sourced from Grid Participants (e.g., QUU). This team is to provide the SEQWGM Emergency Manager with independent expert advice and recommendations on any aspect of managing an emergency as detailed in Fig 3.

For further detail on SEQWGM Emergency Management Teams and structure, please refer to SEQWGM Emergency Response Plan Section 3 (Doc ID: CER5.DOC)

Figure 3: SEQWGM's Emergency Response Team Structure



4.6.5 SEQ Water Grid Function Ownership and Teams membership

Table 10 depicts how QUU interacts with all the agencies and their emergency teams of the SEQWGM when a level 3-5 emergency has been declared.

Table 10: Emergency Function Ownership

Function	Owner	Circumstances
Incident management	Queensland Urban Utilities	Always
Technical coordination	Water Grid Manager	Always
Communications coordination	Water Grid Manager	Always
Emergency management	Water Grid Manager	Most emergencies – 'default' Emergency Manager The Water Grid Manager will combine the emergency management and emergency coordination functions unless another agency with an overriding interest assumes the emergency management function
	Office of the Water Supply Regulator	May assume the emergency management function for emergencies involving water quality
		The Water Grid Manager will contact the Office of the Water Supply Regulator in the event of a relevant emergency to establish who will take the emergency management role
	Queensland Health	Will assume the emergency management function for major drinking water health-related emergencies, as the organisation best able to manage public health risk
		The Water Grid Manager will contact Queensland Health in the event of a health-related emergency to establish who will take the emergency management role
	Premier's Department	May assume the emergency management function for Level 4 and 5 emergencies that are particularly severe incidents or have attracted a particularly high level of public interest
		The Premier's Department will be briefed on the emergency via the Department of Environment and Resource Management, and will advise the Water Grid Manager if it decides to take the emergency management role
	Emergency Services/ State Disaster Management Group	May assume the emergency management function for Level 4 and 5 emergencies that require a very large-scale response or which fall under the Queensland Disaster Management System (e.g. terrorism, natural disasters)
		The Water Grid Manager will contact Emergency Services/State Disaster Management Group in the event of a relevant emergency to establish who will take the emergency management role

Table 11: Function Teams Membership

Function	Agency	Team	Team leader	Team members
Incident management	Queensland Urban Utilities	Emergency Management Team	Emergency Manager	QUU staff
Technical coordination	Water Grid Manager	Technical Coordination Team	Deputy Emergency Manager - Operations	SEQWGM staff QUU staff
Communications coordination	Water Grid Manager	Communications Coordination Team	Deputy Emergency Manager - Communications	SEQWGM staff QUU staff
Emergency management	Water Grid Manager	Emergency Management Team	Emergency Manager	SEQWGM staff QUU Executive Staff Communications staff
	Queensland Health	Emergency Management Team based on Major Water Incident Management Group	State Health Incident Coordinator (Chief Health Officer)	Senior Health Officer Queensland Health CEO's of Water Grid entities Premier's Department Ministerial staff Communications staff State regulators Specialist advisors, as needed
	Emergency Services/ State Disaster Management Group	Emergency Management Team based on State Disaster Management Group	State Disaster Manager	

4.7 Locations

QUU has several geographical locations detailed in Table 12 for Incident Management (IMT) and Emergency Management Teams (EMT) to assemble and manage incidents.

Table 12: Locations for QUU IMT / EMT Teams

Function team	Primary Location	Contingency Location
IMT - East	Incident Management Room, at Cullen Avenue depot, Eagle Farm.	If Cullen Avenue Incident Room is inaccessible, then the QUU- IMT East would relocate to: Roma St West Tower level 8 board room or Bunya St Eagle Farm training room,
IMT - West	Incident Management Room at Bell St Ipswich - Ground Floor	If Bell St Ipswich incident room is inaccessible, then the QUU-IMT West would relocate to: Cullen Ave incident room or Roma St West Tower level 8 board room
EMT	Roma St West Tower level 8 board room	Bunya St Eagle Farm training room,

Table 13 shows the locations of the SEQWGM Emergency Management Teams (EMT) to assemble and manage incidents across the Grid.

Table 13: SEQWGM Emergency Management Team Locations

Function team	Location
Incident Management	See Table 12 for QUU locations
Technical Coordination	As directed by the Deputy Emergency Manager – Operations. It will be an appropriate location to achieve efficient situational awareness
Communications Coordination	Water Grid Manager's office Level 15, 53 Albert Street, Brisbane
Emergency Management	Water Grid Manager's incident room Level 15, 53 Albert Street, Brisbane
Interagency Operations Team	As directed by the Emergency Manager

5 INCIDENT, EMERGENCY MANAGEMENT ROLES & RESPONSIBILITIES

To ensure staff are well equipped and trained to respond to Incidents and Emergencies, QUU have developed dedicated roles and responsibilities across all Emergency Management functions and teams. To enable the response and management of incidents both within and after normal business hours, QUU have established an after hours roster of available staff trained in Incident and Emergency roles.

5.1 Training Plan

All QUU staff with an Emergency Management role and responsibilities are trained through dedicated role specific training upon appointment to their role, and receive annual training including:

- Role specific refresher
- Desktop and scenario exercising
- Training on significant changes to ERP and related documents
- Training on significant changes to Emergency Management process and systems
- Relevant training around relationships with external agencies including the SEQWGM
- Competency based assessments

All training and assessments are recorded with the QUU Training Records Management System and training packages are posted on the QUU Intranet site.

5.2 Availability of Personnel

Personnel identified as having roles in emergency response are detailed in section 5.3.

Table 14 details how staffing of these roles is determined through:

- The Duty Roster (a 6 month list of staff and their rostered weeks on call for duty)
- "After Hours Work Monitoring System" (AHWMS) (an electronic system for allocating response staff and monitoring their working hours

Table 14: Development of Personnel Availability

Tool	Functionality
The Duty Roster	• Managed by Water, and Water reclamation Operations Manager and Control Room Staff - East • Provides a record of the planned duty roster and is forecast 6 months ahead • Published on the Emergency Management page on our "Infonet" • Is accessible via the After Hours Work Monitoring System • Distributed to all emergency management team members and staff, a week in advance of their on call rostered duty • Each Duty shift commences 1600 each Thursday and finishes at 1600 the following Thursday. The Duty personnel are contactable 24 hours a day on shift • Swapped rosters are allowable for 'week periods' only. This is organised and agreed between team members and then confirmed by Control Room staff.
The After Hours Work Monitoring System (AHWMS)	• Provides a record of the actual duty roster for the period of a week • All staff listed on the AHWMS are current and must respond to an incident when they are listed as 'on call' • It is the responsibility of staff to ensure that where they have 'swapped' that this is reflected in the AHWMS, by contacting control room staff. • Is available to all staff listed on the emergency management team. • The East & West Control Room is responsible for maintaining contact details contained within the AHWMS. • It is the responsibility of individuals to ensure their contact details are accurate and current and ensure any changes are updated by Control Room staff. • A regular audit of the After Work Management System to refresh the contact details of available staff is required

5.3 Roles and Responsibilities

The following role categories outline the functions and responsibilities of all dedicated emergency management roles for QUU.

5.3.1 Duty Roles

Table 15 details the Duty roles that have been established to support incidents that occur outside of normal business hours, and are the initial point of contact for incident response staff.

These roles are filled by subject matter experts and they support prudent decision making at the outset of an incident, they also determine the appropriate level of response, establishment of incident and emergency management teams when required, and ascertain customer impacts and communication responsibilities.

Table 15: Summary of Duty Roles

ROLE	CONTROL ROOM OPERATOR / FIRST PERSON ABLE
Function:	Relates to the first person that provides the initial notification of an incident. Could be onsite staff, members of the public etc. and QUU is notified through either the call centre or an operational alarm alerted to one of the QUU control rooms.
Staff level:	All staff and external notification sources
ROLE	**DUTY OFFICER / SITE MANAGER**
Function:	Provide initial response assessment advice as a 24/7 contact for QUU's Duty Manager or Incident Management Team. Respond to the notification of a possible incident through requests from control rooms and call centres, site alarms and onsite staff. There will either be a regional or a service specific Duty Officer appointed across regions of QUU for both the Eastern and Western Service Delivery areas.
Staff level:	Team Leader - service area specific or regional
Initial actions:	• Assess incident and safety requirements for staff and the public • Assess initial incident response and allocate resources to respond • Act as Site Manager • Support the site crew with resources and establish initial communications with stakeholders • Escalate response as needed to Control Room or Duty Manager • To continually assess for emerging issues resources: people, equipment, safety, public and customer impacts.
Ongoing actions:	• Continue as Site Manager until one is appointed • Maintain communications and inform Duty or Incident Manager of the incident progress • Identify any potential customer impacts
Stand down actions:	• Assist with debriefings and investigations • Complete personal log and records to Incident Manager

Table 15: Summary of Duty Roles continued

ROLE	DUTY MANAGER
Function:	Provide 24/7 contact for management support and direction to QUU Duty Officers for escalation and notification of incidents Assist in the assessment of the incident and the resources required, ensuring the incident has been rated at the correct level and that the appropriate management team is in place Authority to appoint the Incident Management Team for Level 2 and above incidents and responsible for ensuring timely notification to the SEQWGM occurs when required
Staff level:	QUU senior management staff with overarching business knowledge
Initial actions:	• To appoint Incident Management Team if required • Ensure notification of all stakeholders as required • To continually assess incident for emerging issues and requirements: people, equipment, safety, public impacts etc • Notify Duty Executive when required (Alert, and level 3 and above)
Ongoing actions:	• Assume the role of Incident Manager until one is appointed • Manage the assessment of any further incidents
Stand down actions:	• Brief the Incident Manager at handover • Ensure all records up to this point are compiled and recorded
ROLE	**DUTY EXECUTIVE**
Function:	Provide 24/7 contact for strategic management support and direction to QUU Duty Managers and has the authority to escalate to a Level 3 when required Responsible for the establishment of the QUU Emergency Management Team when required Assume the role of or appoint an Emergency Manager from the Operations Management Team or their delegates The Emergency Management Team provides strategic direction and planning to assist the Incident Management Team with the operational response
Staff level:	QUU Operations Management Team (excluding the COO)
Initial actions:	• To provide strategic support to the incident • To commit resources, and senior management skills to the incident • To declare escalation of an incident (Level 3 to 5) • To appoint the Emergency Management Team if required • To authorise communication protocols to all stakeholders and participants
Ongoing actions:	• Continually assess customer impacts, public safety, escalation triggers, until the Emergency Management Team is established
Stand down actions:	• Brief the Emergency Manager at handover • Ensure all records up to this point are compiled and recorded • Initiate debriefs with all parties internal and external • Ensure investigations after the incident has been resolved where applicable • Make recommendations where applicable to improve QUU response initiatives

Table 15: Summary of Duty Roles continued

ROLE	MEDIA DUTY OFFICER
Function:	Provide skilled media management assistance and advice as a 24/7 contact for QUU management and Incident Management Team/s. Act as or assist the Communications Coordinator of the Emergency Management Team for Level 3-5 incidents with all media and external communications issues. Enable proactive management and early response for all media related inquiries and communications for QUU.
Staff level:	Marketing and Communications Group - expert media staff
Initial actions:	• Determine the communication needs and requirements of the incident • Action specific requests by senior managers • Identify stakeholder requirements for current and future • Establish communication lines for internal staff, external customers and stakeholders
Ongoing actions:	• Monitor incoming media requests • Prepare media messaging • Support the business with any communication issues
Stand down actions:	• Close off all communication lines • Deliver final briefings to all parties • Compile all relevant communication records • Participate in hot and or cold debriefs
ROLE	**RETAIL DUTY MANAGER**
Function:	Provide skilled customer management advice and assistance as a 24/7 contact for QUU's Duty Manager, Media Duty Officer, Duty Executive and Incident Management and Emergency Management Teams when activated. This role will enable proactive management of all customer communications and associated issues and impacts for QUU after hours.
Staff level:	QUU Retail Management Team members
Initial actions:	• Identify all critical customer segments, interested parties or other stakeholder groups that may be impacted by the incident • Establish additional resource and information requirements needed to manage customer impacts • Develop strategies to manage customer impacts and provide advice to Duty Manager as required
Ongoing actions:	• Review and approve customer communication tools and details • Monitor Contact Centre reports. Liaise with Contact Centre Team Leader and provide feedback to QUU on customer impacts
Stand down actions:	• Ensure all pertinent activities are recorded, updated and relayed to the appropriate officer for record keeping • Compile all relevant customer interactions for input to the customer database • Participate in hot and or cold debriefs

5.4 Incident Management Team (IMT) Roles

The Incident Management Team (IMT) primary duty is to support the incident response by providing offsite management that includes: resourcing, forward and contingency planning, communications and provision of information, and operational / technical management of the incident.

Under the QUU Emergency Management Framework, each Service Delivery Area (East & West) will have an incident management team room with the Incident Management Team managing incidents in their geographical areas.

Table 16: Summary of IMT Roles

ROLE	INCIDENT MANAGER
Function:	Provide skilled operational management as a 24/7 contact and support for operational field response teams and to appoint an Incident Management Team when required Liaise with the Duty Executive / Operations Managers and the Emergency Management Team when activated. This role will be appointed dependant on the incident type and or location.
Staff level:	Service Delivery Leaders specific to technical or local expertise
Initial actions:	• Assume operational tactical control of Incident • Confirm incident response level and appoint or confirm site manager • Commit all resources required to manage the incident • Establish and assess appropriate communications protocols
Ongoing actions:	• To continually assess incident for emerging issues and requirements: people, equipment, safety, public impacts etc. • Prepare and issue sitreps and briefings • Establish forward planning and estimates for costs, time, resources, impacts etc. • Monitor response and resource requirements for the onsite response
Stand down actions:	• Formulate and action a stand down plan with the Site Manager • Coordinate a hot debrief and a cold debrief within 7 days • Prepare a final report including appropriate follow up actions, including corrective, preventative and insurance requirements. • Ensure all records are obtained and recorded by the Logistic Officers • Ensure appropriate recognition and remuneration of all personnel

Table 16: Summary of IMT Roles continued

ROLE	PLANNING OFFICER
Function:	Responsible for the collection & analysis of information, predication of incident behaviour, contingency planning and consequence assessment of incident tasks
Staff level:	Staff with planning background or expertise within the operational, asset management or project areas or subject matter.
Initial actions:	• Assess the situation for current response and ascertain best practice options • Provide advice on technical aspects of response • Record all assumptions and information that led to decision making
Ongoing actions:	• To continually assess incident for emerging issues and requirements: people, equipment, safety, public impacts etc • Determine alternative options and corrective strategies
Stand down actions:	• Ensure all communication and personal records are collected for room log • Participate in debriefs where required
ROLE	**LOGISTICS OFFICER**
Function:	Provide logistical assessment and administrative resource to source and manage operational resources specific to the incident and proposed planning (e.g., finance, legal, human resources, occupational health & safety, rosters, accommodation, and telecommunications etc.). Assist the Incident Manager with incident room resources, rostering, and organising functional support.
Staff level:	Staff with operational, planning or project management background
Initial actions:	• Activate and prepare the incident room • Procure personnel, plant and other resources as requested by the Incident Manager
Ongoing actions:	• Ascertain the progress of procurements and personnel movements to the Incident Manager and Planning Officer • Record all costs incurred by the incident • Ascertain staffing levels and changeover of shifts when required • Determine alternative supply solutions and strategies • Monitor the effectiveness of implemented strategies
Stand down actions:	• Ensure all communication and personal records are collected for room log • Participate in debriefs where required

Table 16: Summary of IMT Roles continued

ROLE	INFORMATION AND COMMUNICATIONS OFFICER
Function:	Provides communications function for the incident team through the establishment of communications lines, preparation of Situation reports, information gathering and assistance with message dissemination. Provide all relevant information to the Media Duty Officer to assist with media management and external communications.
Staff level:	Staff with administration (senior) or communications background
Initial actions:	• Initiate room log of events and communications • Establish communication protocols with all parties • Liaise with Media Duty Manager for external communications
Ongoing actions:	• Monitor effectiveness of communications and take appropriate action to remedy any shortfalls • Prepare and issue authorised sitreps • Compile requested information packages • Provide information on incident to Media Duty Officer as requested • Maintain and update room log
Stand down actions:	• Provide details on the effectiveness of communication during the event • Ensure all communication and personal records are collected for room log • Participate in debriefs where required

5.5 Emergency Management Team (EMT) Roles

Manage Level 3-5 Emergencies from a whole of business perspective and assist the Incident Management Team/s by managing the broader strategic issues and communication strategies for the business to all stakeholders as summarised in Table 17.

Table 17: Summary of EMT Roles

ROLE	EMERGENCY MANAGER
Function:	Provides skilled strategic management at an executive level to QUU's Emergency Management Team. The authority to appoint the relevant staff into the coordinators roles as appropriate for the emergency Lead the team with a direct report to the COO who in turn will keep the Executive Leadership Team and CEO informed. Responsible for development of response strategies and tasking them to the relevant coordinator/s
Staff level:	QUU Operations Management Team or delegate (excluding the COO)
Initial actions:	• Confirm incident status • Activate appropriate team members and convene initial briefing sessions • Develop strategies and assign responsibilities with the EMT roles • Establish communication protocols, channels and requirements • Ensure the provision of timely information to relevant stakeholders • Ascertain specialist support requirements and engage • Ascertain Liaison Officer requirement and deploy if required • Inform Duty Executive/ Senior Management of status and initial plans
Ongoing actions:	• Identify any potential associated issues that are caused by the incident • Monitor effectiveness of incident response and stakeholder expectations • Approve and ensure the delivery of appropriate sitreps to appropriate stakeholders • Monitor current strategies and their effectiveness • Monitor reputational issues for the business • Monitor communication lines and strategies to ensure relevant stakeholders are informed • Hold regular briefings with EMT coordinators on status of the event
Stand down actions:	• Develop and implement stand down actions • Ensure all stakeholders are informed of the incident closure • Ensure all communication and personnel records are collected and stored with the Logistics Coordinator

Table 17: Summary of EMT Roles continued

ROLE	DEPUTY EMERGENCY MANAGER
Function:	The Emergency Manager may appoint a relevant Deputy Emergency Manager to the role as a back up for large scale emergencies and to assist with the development of response strategies, only as required.
Staff level:	QUU Operations Management Team or delegate (excluding the COO)
Initial and ongoing actions	• Assist the Emergency Manager with strategy development and management of the team and response as required • Assume the role of Emergency Manager when the Emergency Manager is otherwise engaged and cannot manage the team

ROLE	OPERATIONS COORDINATOR
Function:	Manages and supports the Incident Management Team/s with their response The primary conduit for Incident Managers and Teams providing operational information and strategy implementation. Works with the Planning Coordinator to develop strategies and contingency plans relevant to the response. This role is appointed by the Emergency Manager and is dependant on the locality of the emergency.
Staff level:	Eastern or Western Service Area Manager or relevant delegate
Initial actions:	• Assess the current response in consultation with the Incident Manager • Ascertain the wider support and response activities required to manage the incident • Develop action plan and contingencies in coordination with the Planning Coordinator
Ongoing actions:	• Continually reassess the current response for appropriate support and management • Authorise additional resources and plant to manage incident response and normal activities • Assist the Planning Coordinator to develop operational strategies • Provide advice on operational capabilities to maintain normal business activities • Provide advice for alternative proposals on operational capabilities
Stand down actions:	• Develop stand down actions with the Emergency Manager and Planning Coordinator • Ensure all communication and personnel records are collected and stored with the Logistics Coordinator

Table 17: Summary of EMT Roles continued

ROLE	PLANNING COORDINATOR
Function:	Responsible for collection & analysis of information, prediction of incident potential behaviour, assessment of options and critical trigger points, and the development of strategic and or contingency plans to support the emergency response. Access technical subject matter expertise from within the business as applicable to the type of emergency, to form a planning team which may include the Planning Officer from the Incident Management Team. The Planning Coordinator will be appointed by the Emergency Manager dependant on the nature of the emergency.
Staff level:	QUU Operations Management Team or delegate (excluding the COO). Usually the Planning Service Area Manager or delegate. Other senior staff dependant on the event
Initial actions:	• Establish current response situation and requirements • Ascertain any wider and potential issues that might arise if the incident continues • Develop strategic planning timeline for strategy implementation • Develop critical timing for the response should the initial option fail • Develop contingency planning for alternate strategies or access current Business Continuity Plans
Ongoing actions:	• Ascertain alternative solutions to current response • Ensure future planning ahead of the operation response • Determine when Business Continuity Plans should be implemented
Stand down actions:	• Develop stand down actions with the Emergency Manager and Operations coordinator • Ensure all communication and personnel records are collected and stored

Table 17: Summary of EMT Roles continued

ROLE	COMMUNICATIONS COORDINATOR
Function:	Responsible for the management of all internal and external communications for level 3-5 emergencies, including media inquiries. Access skilled staff from within the Marketing and Communication Group, which will also include the Media Duty Officer. Liaise with the Incident Management team/s to gather all relevant information and assist in the preparation of all internal and external communication for approval by the Emergency Manager.
Staff level:	Manager Marketing and Communications or relevant delegate
Initial actions:	• Assess current media requirements and establish sufficient resources to manage workload with the Communications Team • Identify all critical recipients, interested parties or groups as required and timely notification to the relevant stakeholders as required • Establish and maintain robust lines of communications with any external Media Relations Teams, and when appropriate QUU's Shareholding Councils, the South East Queensland Water Grid Emergency Manager and the QUU and Brisbane City Council Customer Contact Centres • Develop strategic communication plans in consultation with the Emergency Manager • Determine need and timing for an initial media interview and / or conference to be attended by QUU spokesperson
Ongoing actions:	• Monitor incoming media requests • Support the business and relevant staff with all communications issues • Coordinate the management and approval of internal and external communications activities through the Executive Managers or the Emergency Manager of the EMT • Manage media and stakeholder briefings for all issues in consultation with the QUU Executive Managers • Provide support to the QUU Incident Management Team as required and work with the Information Officer to obtain all relevant information about the incident • Prepare media releases and/or briefings for approval by QUU Executive Manager/s or the Emergency Manager • Ensure all pertinent communication activities are recorded and kept up-to-date • Regular review status of communication strategy to ensure effectiveness
Stand down actions:	• Ensure all communications lines are closed off at the end of the incident and all final briefings have been delivered • Ensure all communication logs are recorded, collated and provided for archiving • Participate in any management review, investigation or debriefing required on completion of the Incident

Table 17: Summary of EMT Roles continued

ROLE	LOGISTICS COORDINATOR
Function:	Provide logistical assessment and manage required resources specific to the emergency and proposed planning, in consultation with the Planning Coordinator. Assist the Emergency Manager with incident room resources, rostering, and organising functional support and collect all documentation from EMT Provide and manage a Log Keeper for the room
Staff level:	QUU Operations Management Team or delegate (excluding the COO). Usually the Major Projects and Commercial Services Manager or delegate.
Initial actions:	• Activate and prepare the EMT Room • Procure personnel, and other resource requirements as requested by the Emergency Manager • Procure and establish the Log Keeper role for the room
Ongoing actions:	• Ascertain the progress of procurements and personnel movements to the Emergency Manager and Planning Coordinator • Record all resources procured and associated costs for the emergency response • Ascertain staffing levels and changeover of shifts when required • Assist the Planning and Operations Coordinators to resource all strategies • Monitor the effectiveness of implemented strategies
Stand down actions:	• Ensure all communication and personal records are collected for room log • Coordinate all media and communication records for filing in the incident file and forward to BRG • Participate in all debriefings
ROLE	**FUNCTIONAL SUPPORT DELEGATE**
Function:	Whilst the Emergency Management Team will primarily be staffed by Operational Management Team (OMT) members, the QUU Executive Leadership Team will need to ensure that functional support from disciplines within their Divisions are be accessible to the Emergency Management Team 24/7. The Executive Managers may need to nominate a representative from within their Division that will manage the relevant functional support as required. Should an emergency that is discipline specific (e.g. strike action) occur then the relevant executive leadership delegate will coordinate the planning team. E.g. General strike of operation staff – Workforce Planning or if IT functionality is compromised then they would become a functional support to the Team
Staff level:	QUU Executive Leadership Team or delegate (excluding the CEO and COO).
Initial actions:	• Ascertain level of participation and support requirements
Ongoing actions:	• Monitor progress and support priorities
Stand down actions:	• Log all personal decisions etc and provide to Logistics Officer. • Participate in any debrief requests

Table 17: Summary of EMT Roles continued

ROLE	QUU LIAISON OFFICER
Function:	Provide a direct conduit between QUU and external emergency/disaster management group/s that are responding to an event that may have direct or indirect impacts on QUU and its customers. Assist the external agency group by providing a QUU perspective with specialist knowledge and or the ability to obtain it in a timely fashion. Act as an advocate and assess impacts for Queensland Urban Utilities that are under consideration by the host organisation. Possess the ability to raise issues, concerns and complete requests when required.
Staff level:	QUU Operations Management Team or Duty Manager roster (dependant on the forum) and BRG members.
Initial actions:	• Establish communication with host organisation and details of incident • Communicate with QUU Management of activation
Ongoing actions:	• Monitor situation and provide a QUU perspective of incident • Maintain communication with QUU management
Stand down actions:	• Advise Host Organisation of stand down • Advise QUU Management of stand down • Collate all logs and information – provide logs to QUU Logistics Officer to archive and a copy to host organisation if required • Participate in a debrief when required

6 MANAGING THE INCIDENT/ EMERGENCY

Queensland Urban Utilities is solely responsible for managing an incident that is within our operation of control. Assistance is available from other Grid Participants or the Grid Manager when additional resources are required. QUU to assess, respond and manage the Incident / Emergency as detailed.

6.1 Response

Following the initial impact assessment, the following issues should be considered and re-evaluated by the relevant responding teams and managers, when responding to an incident:

- Safety - public and staff members
- Environment - the ongoing impacts and reporting requirements
- Customer Impacts – number, major users, length of disruption, media interest
- Technical expertise – Historical and specific knowledge of incident
- Resourcing – staff and materials within QUU and outsourcing

Appendix C provides a checklist for assessing and incident/emergency response.

6.2 Continuous reassessment of the response

Risk assessment needs to be a continuous process throughout the entire emergency response. The initial incident severity classification may require adjustment as the incident and its wider impacts evolve and are better understood. Reassessment should also follow milestones in managing the Incident / Emergency and recovery, or as often as deemed necessary, depending on the nature of the event.

6.3 Facilities

QUU have a series of dedicated rooms for both the Incident Management and Emergency Management Teams, located at various QUU sites. Refer to Table 12 – Location of QUU IMT and EMT teams.

Back up rooms have also been selected and setup with minimum requirements to operate if the primary incident rooms are inaccessible for any reason. These facilities are regularly reviewed and tested for adequacy.

6.4 Resources

Along with dedicated facilities, equipment and resources have been allocated to the designated incident rooms designed to provide the relevant teams and staff access to all the relevant requirements for managing an event. Dedicated computers with all the relevant programs and applications have been established for each role member as applicable.

Role specific folders for each role in both the IMT and EMT detail the relevant specific role requirements and accountabilities, along with procedures and documents that may assist staff in fulfilling their role within the team.

Copies of all relevant business continuity and contingency plans, asset data, maps, forms, templates and other supporting documentation, are held within the resource kits of all rooms.

These resources should be replenished after each event and any additional resources identified in the Debrief process to be instated into the room/s.

6.5 Establishment of functionality

6.5.1 Room setup

Most QUU IMT and/or EMT rooms do not have a dedicated emergency function and therefore will require reconfiguration from their meeting room setting. A number of establishment actions will be required to be taken as soon as the relevant teams have arrived and gained access to the rooms.

These actions include:

- Location and installation of required furniture and equipment, including whiteboards, flipcharts, etc and set up room as appropriate (refer to room floor plans)
- Location, installation and testing of phones and faxes
- Location, connection and testing of laptops, including access to LAN (passwords), email, and printers
- Establishment of access to all required reference documents and information mediums, including audio / visual equipment
- Allocation of dedicated work spaces for each role within the team

The Logistics Coordinator/ Officer are responsible for room setup and ensuring all team members have all their required resources. Once the room has been established, the following additional functionality issues need to be completed:

- Ensuring phone numbers of key contacts are known and displayed
- Establishment of an information flow process for internal and external information including approvals by the relevant manager/s
- Establishment of a running log for the room, personal logs for each staff member and additional role specific logs as required (e.g. Communications or Operations)
- Distribution of documentation, plans and stationery to members of the IMT / EMT teams

6.5.2 Team Functionality and Strategies

Once the room functionality is established, Incident or Emergency Mangers and teams should be assessing and reassessing their response strategies and functionality of their teams, managing the response.

Initial management strategies should include:

- Establish the scope of the response and possible rectification strategies
- Establish communications with teams and stakeholders
- Establish reporting protocols including initial sitrep and communications out and define frequency for ongoing communications, and publish to stakeholders
- Ascertain the probable estimated time of recovery to assist in the development of contingency planning
- Develop status report for QUU Executive Management and other stakeholders

Ongoing management strategies should include:

- Continually assess incident for emerging issues and requirements
- Monitor and review response, planning and resource requirements
- Manage ongoing communications and briefings of stakeholders
- Review and update contingency plans as required

Stand down strategies should include:

- Finalise communications and briefings of all stakeholders internal & external
- Finalise closing sitrep and publish
- Prepare information and plan for debrief meeting

6.5.3 Information Displays

To assist in the effective management of any incident / emergency, the management of information within the IMT / EMT room is vital. The following information displays on whiteboards / projections screens within the room as listed in Table 18, will assist in setting up and managing information.

Table 18: Information Displays

Display	Use
INCIDENT MANAGEMENT TEAMS	
Situation / room log (Master Incident log)	A centralised situation board that outlines the facts of the incident as they are known to the IMT and provide a centralised running log for the duration of the incident The board is maintained by one person, usually the Information and Communications Officer, and is used as the central source of information for response initiatives, planning and information statements by any member of the IMT.
Stakeholder contacts board	A board with all direct stakeholders and other team member contacts involved with the incident response
Strategies / planning board	This board is managed by the Incident Manager and Planning Officer to assist in then development and documentation of operational strategies and action planning. If possible, the overall response objective/s should be identified and displayed on one board to focus the team's actions accordingly.
EMERGENCY MANAGEMENT TEAMS	
Master emergency log (Situation /room log)	A centralised situation board / screen that outlines the facts of the emergency as they are known to the EMT and provide a centralised running log for the duration of the emergency. The board is maintained by the Log Keeper or another staff member appointed by the Logistics Coordinator, and is used as the central source of information for response initiatives, planning and information statements by any member of the EMT. The Log Keeper will monitor both the operational and communications Log for inclusion of items into the Master Room Log.

Table 18: Information Displays continued

Display	Use
Objectives board	This display will outline the objectives, strategies to achieve and which group within the EMT is responsible for their action. The objectives must be strategic in nature to be relevant to the EMT and will be supported by actions or strategies. This is populated and managed by the Emergency Manager and Deputy Emergency Manager and is utilised to set clear direction and accountabilities for the EMT's response. The Emergency Manager will track the status of these strategies through regular Coordinator meetings throughout the emergency. When determining strategies the following issues need to be considered: • Staff and customer information / impacts • Determination of asset damage / affected • Current damage estimates • Injury status • Current and forecast situation with total system impact • Identification of key stakeholders • Identification of alternative strategies
Operational log	This board is utilised to track the operational issues, decisions and actions of the Operations Coordinator/ Team within the EMT. The Operations Coordinator is the direct conduit for all operational information coming from the Incident Management Team or other source (e.g. Site Manager). The display of this information assists all members of the EMT to have situational awareness of the operational response.
Communications log	This board should be utilised to track and display all communications in and out of the EMT room and is managed by the Communications Coordinator / Team. The board provides situational awareness around all communication issues for the emergency.
Strategic action planning board	This display could be a single or multiple boards depending on the nature of the event and is maintained by the Planning Coordinator / Team. It outlines the key initiatives, strategies or actions that are being undertaken in response to the objective/s. It should also list the forward planned actions and contingencies over nominated time intervals (e.g. next 6 hours, next 24 hours etc). Planning team to work closely with operations when developing forward planning and logistics for resource sourcing and allocation, to support action plans.
Stakeholder contacts / key messages board	A board with all direct stakeholders and other team member contacts involved with the emergency response, including the responsible staff member within each EMT role for that shift. This board is to display the key messages that the EMT is making to the various stakeholders. Messages should be separated by stakeholders such as : • Staff • Customers • Regulators etc • Media / Public • Ministers and senior government officials • Also display any messages released by other parties such as Police. • This board is also the place to display the most recent approved Sitreps and Media Briefings once they are approved.

6.5.4 Personal Logs

Each person involved in Incident/Emergency Management (onsite or offsite) is required to maintain a personal log and submit to the Incident Manager at regular intervals or the end of their shift. A QUU Incident / Emergency Log Sheet (Doc Id: FOR209) is available for use by staff as a personal log sheet.

Personal logs are to include information pertaining to:

- Shift start and finish times including breaks
- Information received and transmitted
- Decisions made
- Timing of implementation of response activities

6.6 Management of the Emergency with SEQWGM

For all water related events at Level 3-5, the Water Grid Manager is responsible for establishing the Technical and Communications Coordination Teams. A range of coordination activities will be required to facilitate the total emergency response and to ensure whole-of-Grid operations maintain supply (as distinct from managing the incident at the QUU or asset level).

6.6.1 Emergency Management Team (SEQWGM)

The structure and composition of the SEQWGM Emergency Management Team will vary according to the emergency situation and the entity undertaking this function. As a guide, for incidents in which no external entities are involved, the SEQWGM Emergency Management Team is likely to consist of the Emergency Manager, an executive from each impacted Grid Participant and Water Grid Manager staff. The function of the team is to manage a Whole of Grid emergency through dedicated technical and communications teams and with the consultations of all impacted Grid Participants.

6.6.2 Technical Coordination Team (SEQWGM)

The function of the Technical Coordination Team is to coordinate and manage implementation within the Water Grid of actions required by the Emergency Management Team. For straightforward emergencies, the Technical Coordination Team and the Communications Coordination Team may be combined with the Emergency Management Team.

6.6.3 Communications Coordination Team (SEQWGM)

The function of the Communications Coordination Team is to coordinate and manage implementation within the Water Grid of actions required by the Emergency Management Team. These actions will focus on internal and external communications. For straight forward emergencies, the Technical Coordination Team and the Communications Coordination Team may be combined with the Emergency Management Team.

6.6.4 Amendments to Grid Instructions and Operating Protocols

Under Section 4.15 of the Market Rules, the SEQWGM may issue new Grid Instructions:

- When there is a change in circumstances such as distribution and storage capacity
- For any reason that the Water Grid Manager, at its discretion, considers appropriate

During emergencies, the Water Grid Manager is to perform an assessment of the impact upon security of supply and ability to meet grid customer demand, and issue new grid instructions as necessary. To make this assessment Grid Participants may be required to make arrangements to provide the Water Grid Manager with access to timely, accurate and verified information.

7 INTERNAL AND EXTERNAL COMMUNICATON

7.1 General Guidelines

One of the most important aspects of effective Emergency Management is communication with a wide range of internal and external parties. The timing, content, and style of such communication will have a major impact on the perception of how QUU has responded to an incident, and therefore needs to be closely coordinated and managed. QUU needs to maintain the focus on providing and supporting communications which:

- Are timely, up to date and accurate
- Include a caution or indication of confidence based on the completeness of the information available
- Assist the overall emergency management effort and develop appropriate key messages
- Keep senior managers and executives briefed on developments and impacts before they are known externally
- Create a single voice, to avoid confusion and conflicting messages
- Maintain staff, public and stakeholder confidence
- Do not adversely affect insurance cover through admission of liability, where possible.

7.2 QUU Communications Protocols in an Incident / Emergency

7.2.1 Internal

Responsibility for notifying all relevant internal stakeholders rests with the most senior manager engaged in the emergency response (e.g. Duty Manager or Executive, Incident or Emergency Manager) or their delegate. They may notify directly or appoint someone to carry out internal communication. Once established, the IMT's / EMT's communication staff will establish clear internal lines of communication to assist in the management of the event. Further details of communications activities are detailed in Table 19 and 20 and in the QUU Crisis Communication Plan.

7.2.2 External

External emergency communication is developed and managed through the QUU Marketing and Communications Team (business hours), or Media Duty Officer (afterhours). A wide variety of external parties, media and stakeholders may need to be notified of an incident which could have a significant adverse impact on the operations of QUU and other stakeholders. Initial and ongoing communications will be maintained through the protocols established in the QUU Crisis Communications Plan. The Marketing and Communication Team will assist all levels of response with external communication preparation and dissemination.

Responsibility for authorising notifications to all relevant external stakeholders rests with the most senior manager engaged in the emergency response (e.g. Duty Manager, Incident Manager, Duty Executive, or Emergency Manager) or their delegate. A Stakeholder Consideration Checklist is attached at Appendix E for relevant managers to review and consider when managing an Incident or Emergency. This checklist should not be treated as exhaustive and a further detailed Stakeholder Matrix is located in the QUU Crisis Communications Plan.

When managing communication for SEQ Water Grid Emergencies, any information advised to the SEQ WGM Emergency Management Team for use in briefing the Minister's office must be authorised by the QUU CEO or their delegate.

7.3 Communication Activities with SEQWGM

The tables following outline the relationship between QUU and the SEQ Water Grid Manager for managing communications and the levels at which QUU must support and channel all communications related to the emergency, through the SEQWGM.

7.3.1 Internal Communication Activities

Internal communication responsibilities for QUU with the SEQWGM and other government stakeholders.

Table 19: 'SEQWGM Internal' Communication Activities

Level	Communication	Queensland Urban Utilities	SEQWGM Communications Coordination Team	SEQWGM Emergency Management Team
1–2	Notification	Notify I key stakeholders as required, e.g. CEO, Board Notify other impacted Grid Participant/s	No involvement	No involvement
	Stakeholder briefings	Manage internal stakeholders at own discretion	No involvement	No involvement
	Liaison/support	Liaise with other impacted Grid Participant/s	No involvement	No involvement
Alert	Notification	Notify key stakeholders as required, e.g. CEO, Board, Mayors Notify other impacted Grid Participant/s. Notify Water Grid Manager Notify Office of the Water Supply Regulator, if required	Water Grid Manager Duty Manager to notify Minister's office (use Attachment I template)	Water Grid Manager Duty Manager to notify Minister's office (use Attachment I template)
	Stakeholder briefings	Manage internal stakeholders at own discretion	No involvement	No involvement
	Liaison/support	Liaise with other impacted Grid Participant/s	No involvement	No involvement

Table 7.2: 'SEQWGM Internal' Communication Activities continued

Level	Communication	Queensland Urban Utilities	SEQWGM Communications Coordination Team	SEQWGM Emergency Management Team
3-5	Notification	Notify Water Grid Manager Notify Office of the Water Supply Regulator, if required Notify key stakeholders as required, e.g. CEO, Board, Mayors • Confirm with the Water Grid Manager which stakeholders have been notified	Notify other relevant stakeholders, as appropriate: • Water Grid Manager CEO • Responsible Minister/s office • Other Grid Participants • Water Grid Manager Board • Queensland Water Commission • Department of Environment and Resource Management • Queensland Health • Premier's Department • Emergency Services	
3-5	Stakeholder briefings	Proactively provide information to Water Grid Emergency Manager/Emergency Coordinator to enable preparation of briefings Assist Emergency Manager Teams in preparation and approval of briefings. Forward approved briefings to internal stakeholders as required, e.g. Senior Management, CEO, Board, Mayors Do not issue briefings independent of Water Grid Emergency Manager/Emergency Coordinator	Proactively provide information to Emergency Manager to enable preparation of briefings Assist Emergency Manager in preparation and approval of briefings Forward approved briefings to internal stakeholders, as required Do not issue briefings independent of Emergency Manager	Manage preparation and approval of briefings, as appropriate (including Sitreps) Issue briefings Respond to enquiries about briefings and other stakeholder enquiries Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of briefings, etc.

Table 19: 'SEQWGM Internal' Communication Activities continued

Level	Communication	Queensland Urban Utilities	SEQWGM Communications Coordination Team	SEQWGM Emergency Management Team
	Liaison/support	Proactively provide information and support to the Water Grid Emergency Management Teams Provide Sitreps to summarise available information, as requested by the Water Grid Emergency Manager/Emergency Coordinator	Proactively provide information and support to the Emergency Manager Coordinate liaison and communications support across the emergency response teams	Manage preparation and approval of briefings, as appropriate (including Sitreps)

7.3.2 External Communication Activities

External communication responsibilities for each severity level for the public and stakeholders outside the SEQ Water Grid.

Table 20: 'SEQWGM External' Communication Activities

Level	Communication	Queensland Urban Utilities	SEQWGM Communications Coordination Team	SEQWGM Emergency Management Team
1–2	Strategy and messaging	Formulate any appropriate communications strategy messaging at their discretion	Provide whole-of-Grid messaging, if required	No involvement
	Public face	Designate spokesperson	No involvement	No involvement
	Media management Public information and enquiries	Manage media at their QUU discretion Respond to media/public enquiries Manage external stakeholders and communications portals eg call centre Only comment on the incident as it relates to QUU assets No comment to be made on whole-of-Grid issues	Manage comments on the Water Grid, if required	No involvement

'SEQWGM External' Communication Activities continued

Level	Communication	Queensland Urban Utilities	SEQWGM Communications Coordination Team	SEQWGM Emergency Management Team
Alert	Strategy and messaging	Formulate any appropriate communications strategy messaging at QUU discretion	Provide Whole-of-Grid messaging, if required	No involvement
	Public face	Designate spokesperson	No involvement	No involvement
	Media management Public information and enquiries	Manage media at QUU's discretion Respond to media/public enquiries Manage external stakeholders and communications portals eg call centre Only comment on the incident as it relates to QUU assets No comment to be made on whole-of-Grid issues	Manage comments on the Water Grid, if required	No involvement
3-5	Strategy and messaging	Work with the Emergency Manager to develop the communications strategy for the emergency response, and key messages for inclusion across all communications	Work with the Emergency Manager to develop the communications strategy for the emergency response, and key messages for inclusion across all communications	Conduct risk assessment and incident verification Manage development of a communications strategy for the emergency response, and key messages for all communications Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of messaging, etc.
	Public face	Support spokesperson, as requested Do not present public face independent of Water Grid Emergency Manager	Support spokesperson, as requested Do not present public face independent of Emergency Manager	Designate spokesperson

Table 20: 'SEQWGM External' Communication Activities continued

Level	Communication	Queensland Urban Utilities	SEQWGM Communications Coordination Team	SEQWGM Emergency Management Team
3 - 5	Media management Public information Public enquiries	Assist Water Grid Emergency Manager in preparation and approval of media releases and other public information Disseminate finalised and approved media releases, and other public information Forward media/public enquiries to Water Grid Emergency Manager Do not issue releases or information independent of Water Grid Emergency Manager	Assist Emergency Manager in preparation and approval of media releases and other public information Disseminate finalised and approved media releases, and other public information Forward media/public enquiries to Emergency Manager Do not issue releases or information independent of Emergency Manager	Manage preparation and approval of media releases and other public information, as appropriate Issue media releases (initial statement and further releases as appropriate) and other public information (Grid Participant websites, call centres, etc.) Respond to media/public enquiries Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of media statements.

7.3.3 Communication / Notification Forms

During an Incident, the use of the QUU Incident Management Team Situation Report (SITREP) Doc Id 004815 will be used for all communication briefs for the Incident Management Team and Emergency Management Team SITREP Report Doc Id: For57 for the Emergency Management Team throughout the duration of the event.

Other forms that may be required could include, but is not limited to:

- Appendix D – incident Notification Form, when reporting to the SEQWGM
- EP005 Reporting Environmental Incidents and Complaints "Part A" & "Part B" WH&S - Report of Workplace Incident And Investigation Form (QUU Doc Id. CER75)
- DERM Drinking Water Quality: Incident Reporting Form (DERM Link) or http://www.derm.qld.gov.au/water/regulation/pdfs/dw_incident_form.pdf
- Boil Water Alert Procedure (Doc Id. PRO94)
- Drinking Water Quality Incident Notification Procedure (Doc Id. PRO93)
- SEQWGM Close Out Form for Level 3 & above (Appendix G)

8 Manage the Recovery

This section identifies the key recovery processes to be implemented following an emergency situation by QUU.

Recovery begins as soon as the impacts of an incident are known, continues on after an incident has been contained and until normal operations are resumed.

8.1 Aim

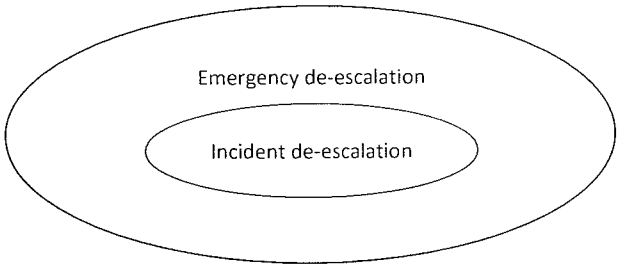
The aim of the recovery is to ensure that:

- The business recovers operations as soon as possible after the completion of an emergency response.
- To provide support to all persons that are affected by the emergency
- To ensure that all emergency responses are reviewed and continual improvements are developed and systemised to improve the operation of QUU business and emergency management processes.

8.2 De-Escalation

There are two elements of de-escalation in the emergency response context with incident de-escalation seen as a sub-set of emergency de-escalation. Incident de-escalation relates to incident management, and the status of the physical event. Emergency de-escalation takes into account a broader range of factors including emergency coordination and management, which may continue well after the incident that caused the emergency has be rectified.

Figure 4: De-escalation



The decision to de-escalate / stand down and provide a return to normal operations for QUU will be made by the appropriate Incident or Emergency Manager at each level of the emergency response, and in consultation with the relevant stakeholders of the business. For large scale events, teams may de-escalate at different times to continue managing the differing levels of response.

Following the de-escalation of all emergency response operations, the QUU Planning Coordinator / Officer may assist with or lead the Recovery Team to manage the relevant rectification works that arose from the event for QUU, and in consultation with the SEQWGM.

8.3 Recovery management

For events that end with large scale impacts for QUU, a dedicated Recovery Team may be required to assist in the management of rectifications. This would consist of a project team made up of subject matter experts relevant to rectification and operations of the asset, service or system in question. The Recovery Team will review QUU Business Continuity Plans that detail outage times, workarounds and contingencies for the critical business functions related to assets, services, systems and the business.

For Whole-of-Grid events, QUU are responsible for managing the recovery of their assets, services and/or products in accordance with the agreed recovery objectives and the SEQWGM Grid Instructions. QUU are also responsible for providing information and resources to the SEQWGM Emergency Management Team and Emergency Coordination Teams in order to assist the Whole of Grid recovery effort.

8.4 De-escalation and Recovery with the SEQWGM

For a SEQWGM managed emergency, QUU's response may cease whilst the Whole-of-Grid response and recovery continues. As such, it is possible that the emergency may stay ongoing after QUU and/or a Grid Participant has de-escalated an incident response. As a result, only the SEQWGM is able to de-escalate a Water Grid emergency and manage the recovery of a Whole-of-Grid response.

The "Emergency Management Team" (Water Grid Manager or other Agency) is responsible for directing the whole-of-Grid recovery process. This is primarily achieved by outlining the recovery objectives and the subsequent priority of work.

This process may involve input and assistance from a number of other government departments and stakeholders such as:

- Queensland Urban Utilities and other Grid Participants
- Queensland Treasury
- Department of Community Safety (Emergency Services)
- Department of Premier and Cabinet
- Department of Infrastructure and Planning
- Grid Customers
- Queensland Health
- Department of Employment, Economic Development and Innovation
- Queensland Water Commission
- Department of Environment and Resource Management

8.4.1 Incident close out report

For all Alerts, Level 3, 4 and 5 emergencies, QUU must complete the SEQWGM Incident Close-Out Report, (refer to Appendix G) including the results of any investigation and rectification procedures performed, and copy to the SEQ Water Grid Manager (and Emergency Manager, if this is not the Water Grid Manager e.g. QLD Health etc).

8.5 Reporting and Debriefing

8.5.1 LEVEL 1 INCIDENTS

Level 1 incidents do not require a debrief report unless there is a safety or environmental related issue that requires the regulatory reporting procedures.

8.5.2 LEVEL 2 INCIDENTS

Level 2 incidents require a completed Post-Incident Debrief Report as this functions as a summary of information and feedback on the incident.

The Incident Manager initiates the meeting and completes the debrief report (Doc248) and forwards onto the relevant QUU staff to agree to the assigned recommended actions prior to be allocated for resolution in Qpulse. All staff involved in the incident should be represented.

The Incident Manager will also assist with any applicable statutory reports, with initiation of a formal investigation, considering such aspects as:

- Cause of the incident, and other contributing factors
- Mitigating actions taken
- Effectiveness of the response procedures
- Preventive actions required in future
- Legal advice obtained by the Incident Manager or Emergency Manager

8.5.3 LEVEL 3, 4 AND 5 INCIDENTS

The same process as above will apply to the Emergency Management Team. These debriefs will call on all managers of the various areas of the business impacted by the event.

QUU will provide information to all regulatory bodies and assist with debriefs as requested. (e.g., refer to SEQWGM ERP (CER5.DOC) (section 6 Debriefing) for detail of requirements).

For all Level 3, 4 and 5 water related incidents, QUU will complete an "Incident close-out" report, (Appendix G) including the results of any investigation and rectification procedures performed, and provide a copy to the SEQWGM (and Emergency Manager, if this is not the SEQWGM).

Additional external reporting following an incident may include, but is not limited to the following as listed in sections 8.54 and 8.55.

8.5.4 Debrief Register & Action Management

The Incident / Emergency Manager will provide the completed debrief report to:

East: - Branch Management Support Officer who will create a file in the Incident Debrief file in the Control Room Cullen Ave and log the report and actions on Q-Pulse as a Declared Incident.

West- Incident Manager creates a report it is saved electronically in the specific incident folder and forwarded to Manager Operations.

All recommendations arising from the debriefing process and post-emergency report must be forwarded to QUU's Business Resilience Group for inclusion in the QUU Debrief Registers, which will be available to staff on the Emergency Management Infonet site.

Assigned QUU personnel will be responsible for acting upon recommended actions addressing their own assets and systems as applicable.

Table 21: Summary of Reporting and Debriefing Requirements – QUU

Level	QUU Incident Manager
1	No debrief necessary If a safety or environmental breach has occurred then the appropriate notification procedures are to be implemented.
2 & Alert	Carry out a Hot debrief immediately at the close of an event in preparation for a cold debrief to be held within 7 days (Internal)
3	Carry out a Hot debrief immediately at the close of an event in preparation for a cold debrief to be held within 7 days
4 and 5	Cold debrief and report to management findings and recommendations for improvement and resolution

8.5.5 SEQWGM Post Emergency Report and recommendations

All recommendations issued by the SEQWGM as a result of the Emergency will be collated in the SEQWGM Post Emergency Report, and are to be included in QUU's Risk Register as appropriate. These mitigations will in turn assist in the updating of QUU's Operational documents such as:

- Operational procedures,
- Training
- Water quality improvement plans
- Asset improvement plans

8.6 Records to be maintained

All records are to be collected by the Incident and or Emergency Team's Logistic Officers who will collate and file all the records in the Incident Debrief file in:

East - Control Room Cullen Ave

West – Control Room Bell St Ipswich

Documents to be filed may include: Incident Reports, Site Logs, Team/Individual Logs, Faxes, General Communications, Rosters, Insurance details etc.

Refer to **Appendix F** for a list of key references / related documents which collectively describe the requirements of emergency response within Queensland Urban Utilities.

8.6.1 Record keeping for SEQWGM Emergencies

When QUU are involved in a whole-of-grid emergency, an Emergency Response Log must be kept from the time the Incident is first identified or notified. At the end of the emergency response, all relevant logs must be provided to and consolidated by the SEQWGM / Lead agency. Details captured must include

- Entry date and time
- Entry type - eg event, action, meeting, email, phone call
- Participants
- Locations
- Descriptions of events
- Actions arising

All room logs for both the Incident and Emergency Management Team rooms should be replicated within the "Sequence of Events" section of the Incident Management Teams SITREP, Doc id 004815, and summarised in the Emergency Management Team SITREP, Doc id For57.

Please refer to Section 6.4.4 for personal logs procedure.

9 APPENDICES

Appendix A – Glossary of Definitions and Terms

Appendix B – Emergency Contact List

Appendix C – Assessing an Incident Response

Appendix D – Incident Notification Form (for use with SEQWGM)

Appendix E – Stakeholder Considerations Checklist

Appendix F– References

Appendix G – Incident Close Out Report

Appendix H– Isolated Water Schemes

9.1 Appendix A – Glossary of Definitions and Terms

TERM	DEFINITION
After Hours	After business hours when the After Hours Roster is utilised to fulfil business requirements
Alert Phase	A requirement to alert the SEQWGM about the potential of a potable water related incident that has the ability to escalate to a Level 3 – 5 response
Assessment	Process to categorise the incident level of severity
Business Hours	Normal operating hours from 8.30am to 4.30pm
Command	The responsibility for directing personnel and resources in the performance of its role and tasks.
Control	The overall direction of response activities in an incident situation.
Coordination	The bringing together of elements to ensure an effective response to emergencies.
Critical infrastructure	Infrastructure which, if destroyed, degraded or rendered unavailable for an extended period, will impact water reclamation services, water quality and supply, and sewage transportation and treatment to South East Queensland.
Duty Officers	QUU (After hours Roles that have been designed to assess and authorise a business response to an incident).
Eastern Service Area	Also known as Service Delivery East, covers the geographical area of Brisbane City Council boundaries
Emergency	Consequence of an incident , is not location based, and demands immediate action Has broader Whole of Grid and Public Impacts and may be physical or intangible For the purposes of this plan, an 'emergency' is an incident that impacts on the reliability of water reclamation, water quality, water supply, sewage transportation and treatment or public reassurance, and has an overall severity rating of level 3, 4 or 5 under the severity classification approach outlined in this plan.
Emergency coordination for the Water Grid	The emergency response function largely involving coordinating Water Grid internal communications, support and Whole-of-Grid operations. It will often involve the use of Grid Instructions and Emergency Operating Instructions.
Emergency Management for and by the Water Grid	The emergency response function largely involving strategic command and external communications.
Emergency Management Team (EMT) – Grid Participant	The Strategic Management Team that supports the Incident response by taking command of internal and external communications with all stakeholders, providing senior management support and authorisation
Emergency Operating Instructions	Emergency Operating Instructions issued by the SEQWGM. Section 4.15 of the Market Rules

TERM	DEFINITION
Emergency Response Plan (ERP)	A plan prepared by QUU, or the SEQWGM in accordance with the Market Rules. SEQ Market Rules Section 4.27
Event	Any real-time occurrence or significant deviation from planned or expected behaviour that could endanger or adversely affect people, property, or the environment.
Grid Customer	A Grid Customer of the SEQWGM as defined in Schedule 4 of the *Water Act 2000*. And the Market Rules 2.12 "Purchases water from the Water Grid Manager"
Grid Instructions	Instructions given to Grid and Distribution Service Providers in accordance with the Market Rules.
Grid Participant	An entity that is referred to in section 2.3 of the Market Rules (e.g. QUU as a water business).
Grid Service Provider	Has the meaning given in Schedule 4 of the *Water Act 2000* and includes a Bulk Supplier, Manufactured Water Provider and Bulk Transporter.
Incident	Location based response: **QUU -** (All water, water reclamation, service supplier, sewage transportation and treatment occurrences that require an organised response to restore business as usual functions separately to or in cooperation with the SEQWGM) **SEQWGM -** (Any occurrence within or caused by the Water Grid that has resulted in, or has the potential to result in adverse consequences to water supply, water quality, people, the environment, property, reputation or a combination of these and classified against a gradient from 1 to 5. Ongoing conditions that have the potential to result in adverse consequences and non-compliance with legal and regulatory requirements are also considered to be incidents).
Incident Management	The emergency response function largely involving managing the physical incident on site.
Incident Management Team (IMT)	An offsite team that supports the onsite response with resources and communications
Interagency Operations Team	An expert reference panel assembled by the SEQWGM when required to provide technical, operational and risk assessment advice and recommendations on any aspect of managing a given emergency.
Incident Severity Level	Levels of response required to remedy the incident by QUU and/or other Grid Participants and stakeholders
Market Rules	The Market Rules SEQ Water Market.
Public reassurance	Used in this plan to refer to the confidence of the general public in the quality supply and security of water, and water reclamation services, and the ability to deliver these contracted services.
Risk	The chance of something happening that will have an impact on objectives. It is measured in terms of the consequences of an event and their likelihood. (ISO31000 International Standard for Risk Management)
SEQWGM	South East Queensland Water Grid Manager

TERM	DEFINITION
Water Supply Emergency Declaration	A Water Supply Emergency Declaration made in accordance with section 25B of the *Water Act 2000*.
Western Service Area	Also known as Service Delivery West, covers the geographical boundaries of local councils, e.g. Lockyer Valley, Ipswich City, Scenic Rim and Somerset

9.2 Appendix B – Emergency Contact List

9.2.1 SEQWGM's Emergency Contact List

Entity	Contact person	Role	Contact details
SEQWGM	Duty Manager	(first point of contact for incidents)	[redacted]
LinkWater	Control Room (24/7)	(first point of contact for incidents)	
WaterSecure	[redacted]	Senior Operations Manager (first point of contact for incidents)	
Seqwater	[redacted]	Principal Coordinator, Incident and Emergency Management (first point of contact for incidents)	
Unitywater	Duty Shift Officer	Network Operations Control Room (South) - MBRC (first point of contact for incidents)	
Queensland Urban Utilities	Control Room Operator	East Operations Control Room Operates 24/7 (first point of contact for incidents)	
AllConnex Water	[redacted]	Acting Group Manager Policy & Systems (first point of contact for incidents)	

9.2.2 Grid Participant – additional contacts

Entity	Contact person	Role	Contact details
SEQWGM	Barry Dennien	Chief Executive Officer	[redacted]
	[redacted]	Director, Risk & Technology	
	Dan Spiller	Director, Operations	
	[redacted]	Risk & Emergency Manager	
	Media Duty Manager		
LinkWater	Duty General Manager		
	[redacted]	General Manager Operational Services	
		Corporate Communications Manager	
	Call Centre		
WaterSecure	Keith Davies	CEO	
	Paul Rees	Manager Communications and External Relations	
	[redacted]	Operations Manager Purified Recycled Water	
		Operations Manager Desal	
	Call Centre	Western Corridor Recycled Water	
	Call Centre	Gold Coast Desalination Plant	
Seqwater	Jim Pruss	Executive General Manager Operations	

Entity	Contact person	Role	Contact details
	[redacted]	Coastal Operations Manager	[redacted]
		Central Operations Manager	
		Water Quality Product Manager	
	Incident Management Hotline		
Unitywater			
Southern Region (Moreton Bay Regional Council Area)	[redacted]	Principal Engineer Network Control	
		Senior Manager Network Operations	
		Executive Manager Operations South	
Northern Region (Sunshine Coast Regional Council Area)	Duty Shift Officer	Network Operations Control Room (North) (secondary point of contact for incidents)	
	[redacted]	Network Operations Manager	
		Manager Operations	
		Executive Manager Operations North	
Head Quarters	Call Centre	Customer Service Team	
	[redacted]	Manager Communications & Marketing	
		Coordinator Business Resilience	

Entity	Contact person	Role	Contact details
	[redacted]	Manager Business Sustainability	[redacted]
		CEO	
		CFO & Dep. CEO	
Queensland Urban Utilities			
Queensland Urban Utilities (QUU)	West Duty Officer	West Control Room (secondary point of contact for incidents)	
	Media Duty Manager	24/7 Communications and Media Duty Officer	
	Manager - Source Control & Product Quality	Water quality contact	
	Robin Lewis	COO	
	[redacted]	CEO	
	Email contact for East QUU incident Management room (when activated) quusde-incidentroom@urbanutilities.com.au Email contact for East QUU incident Management room (when activated) quu.west.imt@urbanutilities.com.au Email contact for West QUU Emergency Management room (when activated) QUU.EMT@urbanutilities.com.au THESE EMAILS ARE ONLY MONITORED WHEN AN INCIDENT OR EMERGENCY HAS BEEN DECLARED AND THE ROOM/S ACTIVATED		
Allconnex Water			
Gold Coast District	Duty Manager	On-call Incident Manager	[redacted]
	Duty Operator	24hr Call Centre (secondary point of contact for incidents)	
	[redacted]	District Manager	
Logan District	Duty Operator	24hr Call Centre	

Entity	Contact person	Role	Contact details
	[redacted]	District Manager	[redacted]
		Operations Manager	
Redland District		District Manager	
		Manager Treatment Operations	
		Manager Reticulations Operations	
		Customer Relations Officer (for communications/ media)	

9.2.3 Other key stakeholder contacts

Entity	Contact person	Role	Contact details
Emergency Services Police, Ambulance, Fire – 000			
Emergency Management Qld	State Disaster Coordination Centre	Watch Desk Officer	[redacted]
Qld Fire and Rescue Service	Head Office		
	Media Liaison		
Chemical Hazards and Emergency Management (CHEM)			
Qld Police Service	Head Office		
	Counter Terrorism Coordination Unit		
	Water Police		
	Media and Public Affairs Branch		
Queensland Government			

Entity	Contact person	Role	Contact details
Ministers' offices Do not contact Ministers' offices directly other than that of the Minister for Natural Resources, Mines and Energy—who will contact the Premier and other Ministers as necessary.			
Minister for Natural Resources, Mines and Energy	[redacted]	Principal Advisor	[redacted]
		Media Advisor	
		Policy Advisor	
Departments			
Department of Environment and Resource Management	Debbie Best	Office of the Deputy Director-General Water and Catchment Services	
	[redacted]	General Manager, Urban Water	
		General Manager, Client Communications and Information	
	Drinking Water Incidents	Office of Water Supply Regulator	
	Recycled Water Incidents	Office of Water Supply Regulator	
	Peter Allen	Office of Water Supply Regulator Director, Dam Safety	
	EPA Hotline	Environmental Protection Agency (for reporting wildlife emergencies and pollution incidents)	
Queensland Water Commission	Karen Waldman	Executive Director	
Qld Police Service Counter Terrorism Strategic Policy Branch	[redacted]		

Entity	Contact person	Role	Contact details
Qld Police Service Security Planning and Coordination	[redacted]	Principal Policy and Programs Officer	[redacted]
Treasury	[redacted]	Assistant Under Treasurer	
		Treasury Advisor	
Qld Health		Water Quality Unit Environmental Health Branch Health Protection Directorate	
	Water Quality Unit Emergency Contact		
	Forensic and Scientific Services	(Analytical support, water-related health problems)	
Department of Employment, Economic Development and Innovation	WHS Inspector and Workplace Accident Notification	Workplace Health and Safety	
Department of Transport and Main Roads	[redacted]	Transport Senior Advisor, Emergency Management	
		Main Roads Senior Advisor, Critical Incident Coordination	
Grid Customers			
CS Energy	[redacted]	Coal and Water Resources Manager	
	Swanbank Power Station Shift Supervisor		
	[redacted]	Swanbank Power Station Operations Superintendent	
Tarong Energy Corporation		Acting Manager Operations	
		Senior Communications Advisor	

Entity	Contact person	Role	Contact details
	[redacted]	Community Relations Manager	[redacted]
Toowoomba Regional Council	Kevin Flanagan	Director Water Services	
	Alan Kleinschmidt	Manager Water Operations	

9.3 Appendix C – Checklist for use in assessing an Incident Response

This is a representative checklist and should not be treated as exhaustive

IMPACT or ISSUE	✓	REMARKS
HEALTH and SAFETY		
Death or injury to QUU staff /contractor/public		
Risk to health of employees		
Next of kin/work colleagues		
Due diligence		
Trauma counselling		
Staff wellbeing		
Staff morale		
Evacuation procedures		
CUSTOMERS and STAKEHOLDERS		
Disruption to services – quantity/quality		
Type of customers impacted		
Number of customers impacted		
Customer perception		
Customer rebates		
Regulatory issues, notification and obligations		
Compliance issues notification and obligatians		
COMMUNITY		
Risk to public health		
Impacts on other utilities		
Public use of facilities		
Emergency declaration by state government (natural disaster)		
ENVIRONMENT		
Type of damage		
Severity of damage		
Location of damage		

IMPACT or ISSUE	✓	REMARKS
Receiving environment		
Testing results		
Heritage items		
Notification to Environment Regulators/groups		
MEDIA		
Local/State/Federal/international reporting		
Print/Radio/TV reporting		
Releases to media Media spokesperson		
POLITICAL - Local/State/Federal		
Regulations & obligations		
QUU OPERATIONS		
Industrial relations		
Internal business support		
Number of staff involved/relief/rosters/duration		
Contractual issues		
Contractors/suppliers		
Insurance claims/prosecutions		
Response, restoration/recovery		
Investigation/inquiry		
Legal advice/legal liability/confidentiality		
SECURITY ISSUES		
Contamination or Sabotage		
Criticality of assets		
Lock in and lockout		
MANAGEMENT STRATEGIES		
Internal/external notification e.g. SEQWGM & grid participants		
Activation of Emergency Management Teams		
Activation of SEQWGM Emergency Management Team		

IMPACT or ISSUE	✓	REMARKS
SEQWGM directives		
Inter-agency liaison		
Budget/costs		
Access to assets/crime scene		
Compounding emergencies		
Availability of resources		

9.4 Appendix D - Incident Notification Form (For use with SEQWGM)

Incident Notification Form: Standard Format

To be completed and forwarded to SEQ SEQWGM via email:

notifications@seqwgm.qld.gov.au

Incident number (e.g., xx/10)		
Reporting organisations	QUU	
Date		
Time		
Location	Site:	
	Address:	
Reported by		

Nature of Incident / Emergency

Water quality	☐	Health and Safety of employees or public	☐
Water asset failure	☐	Environment	☐
Water quantity	☐	Public Reassurance	☐
Security or natural disaster	☐	Other (please specify)	

Details (what happened, contributing factors, immediate actions taken?)

Incident Rating

Alert - Currently	☐	Level 1 (Insignificant)	☐	Level 2 (Minor)	☐
Level 3 (Moderate)	☐	Level 4 (Major)	☐	Level 5 (Catastrophic)	☐

Recommended corrective / preventative actions

(outline recommended approach and actions)

Actions recommended to be taken

Action	Assigned to	Completion date
Reporting organisations	QUU	
Date		

Regulatory authorities notified

☐	Not applicable	☐	Yes – Complete Table

Time	Regulatory authority / name	Response
Reporting organisations	QUU	
Date		

Media interest

☐	No	☐	Yes – provide details

(provide details of media interest)

Comments

(any other relevant information)

9.5 Appendix E – Stakeholder Considerations Checklist

In responding to an incident, the following stakeholder considerations should also be considered by the relevant responding teams and managers.

STAKEHOLDER	CONSIDERATIONS / IMPLICATIONS:
Staff and their families	• Death, injured or affected staff or contractors • Relatives and next of kin notification; trauma counselling, financial assistance, funeral arrangements; travel assistance • Staff morale, critical incident stress debriefing, trauma counselling • Information to employees • Special contact numbers for employee information • Work safe claims and rehabilitation
Managers and Supervisors	• Early notification and ongoing communications • Current expectations priorities, tasking and resources,
Executive Officer and Management Team	• Negligence - civil action or criminal prosecution • Due diligence • Protection of residents value • Civil action or criminal prosecution
Government	• Ministerial responsibility • Political outcomes
Regulators	• Statutory duty • Reporting requirements, ministerial reporting etc. • Criminal prosecution • Co-operative actions taken and planned
Customers	• General public - rapid increase in call centre load, pro-active media releases • Ethnic groups - sbs, ethnic radio and newspapers, special hotline numbers • High risk - hospitals, nursing homes, elderly, kindergartens, schools, immune compromised, AIDS, dialysis patients • Key customers and representative bodies
Media	• Public interest • Information management and dissemination
Suppliers, Contractors	• Costs, availability and co-ordination of resources
Environment and Consumer Groups	• Environmental impact • Notification, liaison and information management
Unions	• Safety and welfare of members

This is a representative checklist and should not be treated as exhaustive

Please refer to QUU Crisis Communication Plan for Stakeholder Matrix and protocols

9.6 Appendix F - References

All documents listed here must be accessible to incident team members.

Each incident team member has role specific folder where they have access to soft and hard copies of these documents and other procedures within the East and West Incident Rooms and Emergency Management Room in individual folders where they are stored or referenced.

Should a team member wish to hold a current hard copy of these documents, they are accessed through the Queensland Urban Utilities Intranet but the team member must ensure that they are kept up to date with any document reviews and / or changes.

Document Title	Qpulse (Doc Id) Reference	Other Reference
Boil Water Alert Procedure	PRO94	
Bomb Threat Checklist	005695	
Business Continuity Plan - Loss of Potable Water	003497	
Business Continuity Plan - Sewage Transportation and Treatment	003498	
Business Continuity Plan - TCB	005373	
DERM Drinking Water Quality: incident reporting form	PRO93	
Document Index - Part A (Control Room Contingencies)	001679	Part A Doc003
Drinking Water Quality Incident Notification Procedure	PRO93	
Emergency Incident Management Team Plan Template	002301	
Emergency Incident Managers and Site Managers Change Over Brief	002302	
Emergency Incident Situation Report	002303	
Emergency Log Sheet	002305	
Emergency Response Plan	CER7	
Influenza Pandemic Business Continuity Plan	005705	
Initial Safety Checklist for Emergencies	002304	
Inquiry Log Sheet For Emergencies	002309	
Queensland Urban Utilities - Reporting Environmental Incidents and Complaints procedure	003431	

9.7 Appendix G – Incident Close Out Report

Incident close-out report: standard format

To be completed and forwarded to the SEQ SEQWGM via email: notifications@seqwgm.qld.gov.au.

Incident number (e.g., xx/10)		
Reporting organisations	QUU	

Actions Taken

Action	Completion Date

Actions requiring follow up

Action	Assigned to	Completion date
Reporting organisations	QUU	
Date		

Verification and closure

I am satisfied the actions taken have been effective to reduce both the likelihood and severity of the issues recurring and to effect improvement, and that the incident is closed out.

All relevant parties have been advised of the corrective/preventative actions taken, or decisions made in relation to this incident.

Name		Title		Date	

System close-out

Name		Title		Date	

9.8 Appendix H - Isolated Water Supply Schemes Contingency

Section 4.29 (d) of the Market Rules specifies that all Grid Participant Isolated Supply Schemes must have contingencies for securing alternate water supply. The following details the processes for meeting this requirement.

9.9 QUU Isolated Water Supply Schemes

Queensland Urban Utilities has identified the following Isolated Water Supply Schemes that have become a part of the business since amalgamation on July 1 2010.

Somerset Region:

- Esk / Toogoolawah
- Jimna
- Kilcoy
- Linville
- Somerset

Scenic Rim Region:

- Aratula/ Kalbar / Boonah
- Kooralbyn
- Beaudesert
- Canungra
- Rathdowney

Lockyer Valley:

- Entire system

9.10 Isolated Water Supply Schemes Emergency Planning

Specific contingency plans have not been developed for each Isolated Supply Scheme individually. Rather a process for the development of a situation specific response based on the disruption, inline with the specifications and contingencies in this plan, and the pre approved strategies for emergency response as outlined in the QUU ERP.

The specific response and recovery plan for any Isolated Water Supply Scheme incidents will incorporate the following key issues and initiatives:

- Water quality and quantity
- Customer health and hygiene
- Customer notifications and communications
- Population and Water volume requirements
- Contingencies for water supply
- Watering points and arrangements for customers

9.11 Identifying and Assessing the Incident

As detailed in the QUU ERP, all incidents and their impacts are to be assessed against the Incident Severity Classification Tables, to ensure the correct level of response is activated.

In most cases, the incident will be able to be dealt with at the local level under normal operating protocols, to meet customer service standards. When this cannot be achieved, the incident will be assessed and notified as per the QUU ERP, and specific incident response and recovery strategies will be developed and implemented as detailed in this contingency.

Key management considerations will include:

- Response Objectives
- Response and Recovery Planning
- Water Quality and Supply
- Communications
- Stakeholder Management
- Alternate Water Supply

9.11.1 Emergency Response Objectives

Once the level of incident is identified, the relevant team/s will utilise the QUU ERP to manage the relevant response. In managing this response, the key objectives are as follows:

- Maintaining the safety of employees and the public
- Notification to Grid Manager, Grid Participants and other stakeholders
- Protecting the quality of the water supply to customers
- Maintaining water supply and quality to customers
- Protecting the environment.
- Developing and maintaining communication strategies with customers and stakeholders
- Protecting continuity of other services supplied to customers
- Protecting assets and infrastructure
- Maintaining reputation

9.12 Managing the Incident

When an Isolated Water Supply Scheme has a disruption on the QUU side of the Bulk Supply Point, it is managed locally through normal operating protocols (at a Level 1), or escalated to a QUU Incident Management Team (Level 2), to manage the offsite coordination.

The following disruption categories would be considered to fall into these Incident Level categories and be managed by QUU.

9.12.1 Infrastructure Failure

In the event of an infrastructure failure causing serious disruption to an Isolated Supply Scheme, the incident will be escalated and managed in accordance with the Queensland Urban Utilities Emergency Management Plan and any asset or site specific contingencies.

The following actions will be taken to manage the response to an incident of this nature:

- Affected infrastructure, e.g. pressure zones, trunk and reticulation mains may be isolated and back fed from adjacent supply zones or bypassed where appropriate.
- Review scheme data systems and plans and determine isolation and by pass arrangements.
- Where back feeding or bypass operations are not applicable or anticipated outage is significant (eg disruption to supply exceeds 12 hours – by definition of the SEQWGM) alternate water supplies are to be provided for distribution to customers. Details of Alternate water arrangements are detailed in section 9.16.4 of this plan.
- Hospitals, Schools, Aged Care Facilities and Dialysis patients are to be identified and contacted with regard to the provision of alternate drinking water supplies as a priority.
- As an immediate short term remedy, water tankers (if required) will be sited at suitable location and connected to the scheme to feed the supply zone where practicable. (Refer to Section 1.8.1 for Community Tanker Capacity requirements) Maximum litre capacity tankers are to be selected to supply the reticulation system. (Refer to Section 1.8.2 for Approved Potable Water Tanker Providers). Tankers could be replaced using storage tanks over the longer term.
- Local residents are to be kept informed throughout the disruption. (Refer to section 9.14 Internal and External Communications)

9.12.2 Reservoir Failure

In the event of a reservoir failure/isolation or unspecified water quality incident, the incident will be escalated and managed in accordance with the Queensland Urban Utilities Emergency Response Plan and any site specific operational contingencies.

The following actions will be taken to manage the response to an incident of this nature:

- The affected reservoir is to be isolated and bypassed and back fed from adjacent pressure zones.
- As an immediate short term remedy, water tankers (if required) will be sited at suitable location and connected to the scheme to feed the supply zone where practicable. (Refer to Section 9.16.1 for Community Tanker Capacity requirements) Maximum litre capacity tankers are to be selected to supply the reticulation system. (Refer to Section 9.16.2 for Approved Potable Water Tanker Providers). Tankers could be replaced using storage tanks over the longer term.
- Emergency fire fighting demand in an affected zone, would need to be supplied by tankers. Normal operating procedures for advising the Fire Services of water outages are to be initiated.
- Local water restrictions may be required depending on demand.
- Local residents will need to be kept informed. See section 9.14 Internal and External Communication

9.13 Managing the Emergency

For all Isolated Water Supply Schemes incidents that escalate due to extended disruption, disaster or impacts of another Grid Participants incident, an Emergency (Level 3 – 5) will be declared with the SEQWGM or the affected Grid Participant leading the response.

In the event of an infrastructure failure or water quality event within an SEQ Water treatment facility supplying an isolated supply scheme the incident may be escalated to an emergency. This won't always be the case as SEQ Water may be able to manage the Incident through their normal operating protocols and contingencies. Where this is not possible, this would require escalation and notification to the SEQWGM.

9.13.1 Bulk Supply Failure

In the event that SEQ Water are unable to manage an incident under the normal operating protocols (Operating Protocols Central Water Grid Supply area), QUU will be notified and will escalate and manage the emergency in accordance with the QUU ERP.

The following assumptions are made around management of this type of event, along with actions to manage the QUU response:

Assumptions:

- SEQ Water are responsible for the supply of bulk potable water to Queensland Urban Utilities isolated supply schemes and will initiate their Emergency Response Plan and internal continuity plans to respond to the event
- The incident will be escalated and managed in accordance with the SEQ Water Emergency Response Plan, and the SEQWGM Emergency Response Plan
- It is expected that such an event would constitute a Water Grid emergency and therefore assistance from the SEQWGM may be expected in sourcing and distributing alternate supplies of drinking water
- Water restrictions within the Isolated Supply Scheme will be initiated by the SEQWGM

The following actions will be taken to manage the response to an emergency of this nature:

- SEQ Water as the primary affected Grid Participant and would lead the response as per the SEQWGM Emergency Response Plan. As an affected Grid Participant QUU will work together with SEQ Water and any other Grid Participants to manage the response and recovery of the Incident.
- To manage the QUU response, the incident will be escalated and managed in accordance with the QUU Emergency Response Plan
- Reservoirs are to be monitored to maintain safe minimum water levels. Monitoring will enable appropriate actions to be triggered in time to avoid reservoirs reaching lower than safe levels
- As an immediate short term remedy water tankers may be utilised to transport water from nearby Queensland Urban Utilities or Grid Participant supply points. Please refer to Sections 9.16.1 Community and Tanker Capacity Requirements and 9.16.2 Approved Potable Water Tanker Providers
- QUU customer impacts will be reviewed via the details in this plan and current operating protocols at the time of the Incident. Strategies for Internal and External Communication to customers are addressed in section 1.6 of this plan

9.14 Internal and External Communication

As part of any QUU response and recovery, the relevant Communication Team will develop an appropriate communications plan and strategies, relevant to the event as per the QUU ERP. Communication strategies will include processes for:

- Notifications to SEQWGM and other affected Grid Participants
- Customer notifications for residents in impacted areas
- Additional stakeholder notifications
- Media consultation and briefings

In additions, this type of event will require detailed communications and briefings to the community which will need to include the following information and considerations:

- The nature of the problem
- Who has been affected
- The expected duration of the event
- How the community will be affected
- What options the community has
- How Queensland Urban Utilities are responding to the event and plans for supplying an alternate supply of water

9.14.1 Stakeholder Management and Assistance

Developing the appropriate response and recovery strategies will also need to utilise planning and relationships with the SEQWGM, Grid Participants and other External Stakeholders and Agencies as required. These relationships will enable QUU to manage the incident with other stakeholders providing assistance for the following situations:

- Overall water continuity strategies
- Whole-of-Grid Media and communication messaging

SEQ Water

- Alternate water supply contingencies
- Bulk water tankering contingencies

- Disaster assistance for Bottled water supplies
- Bottled water distribution

- Community impacts
- Water point coordination
- Resident communication strategies

Local media outlets

- Community message dissemination

9.15 QUU Isolated Water Supply Schemes – Capacity and Consumption Data

In planning any response to a disruption to a QUU Isolated Water Supply Scheme, current storage, capacity and consumption data is vital in developing and implementing the appropriate contingency plan. Whilst "real time" data will be utilised at the time of the disruption, the following table provides a detailed understanding based on "worst case" lowest point levels, for the possible outages that can be tolerated before an incident starts to impact on customers:

Location	Maximum Storage Capacity (ML)	Normal Storage Levels (ML)	Daily Water Consumption (ML/24 hr)	Storage Capacity (Hours)	Additional information
Somerset Region					
Esk / Toogoolawah	2.48	1.98	0.57	30	2 Reservoirs *
Jimna	0.2	0.16	0.03	30	Clear Water Res SEQ Water Excluded
Kilcoy	2.937	2.35	1.39	30	3 Reservoirs. *
Linville	0.1	0.08	0.03	30	Linville Reservoir SEQ Water Excluded
Somerset	0.35	0.28	0.04	30	Clear Water Reservoir (SEQ Water) Excluded
Scenic Rim Region					
Aratula/Kalbar/Boonah	5.656	2.83	1.7	48	8 Reservoirs.
Kooralbyn	3.16	2.65	0.47	28.5	5 Res. (1 to be decommissioned soon – not incl.)
Beaudesert	14	12.6	1.68	26.6	4 Reservoirs. *
Canungra	1.268	1.08	0.25	28.2	3 Reservoirs.
Rathdowney	0.05	0.045	0.08	26.6	1 Reservoirs
Locker Valley Region					
Lockyer Valley (one system)	21.364	17.09	5.59	30	16 Reservoirs. *

* **Note:** In the case of a significant disruption or disaster, water rationing would be required and daily water consumptions would be significantly reduced to meet minimum water allocation requirements.

9.16 Alternative Sources of Water

To assist in the provision of alternate water sources, the following tables outline the normal daily requirements for water against each Isolated Water Supply Scheme, Tanker requirements and other water source information to be utilised in an incident of this type:

9.16.1 Community and Tanker Capacity Requirements

Location	Normal Daily Community Requirements (ML)	Number of 10,000 litre tanker loads per 24 hour period	Maximum estimated tanker turnaround time (per tanker)
Somerset Region			
Esk / Toogoolawah	0.57	Tankering not Feasible - Various alternate water supply solution may be required*	
Jimna	0.03	3	2 Hours
Kilcoy	1.39	Tankering not Feasible - Various alternate water supply solution may be required*	
Linville	0.03	3	2 Hours
Somerset	0.04	4	2 Hours
Scenic Rim Region			
Aratula/Kalbar/Boonah	1.7	17	2 Hours
Kooralbyn	0.47	4.7	2 Hours
Beaudesert	1.68	Tankering not Feasible - Various alternate water supply solution may be required*	
Canungra	0.25	25	2 Hours
Rathdowney	0.08	8	2 Hours
Locker Valley Region			
Lockyer Valley (one system) **	5.59	Tankering not Feasible - Various alternate water supply solution may be required	

* **Note:** In the case of a significant disruption or disaster, water rationing would be required and daily water consumptions would be significantly reduced to meet minimum water allocation requirements. A combination of alternate supply solutions may be required when tankering is not a feasible eg

bottled water allocation, temporary storage tanks placed in the community as a point of water allocation.

** **Note - Lockyer Valley Isolated Supply Scheme**: This area is considered one large Isolated Supply Scheme due to it's reliance on a single QUU 450mm reticulation main (Brightview), to bring water into the area. For moderate failures to customer service standards for the area, reservoir isolation and rezoning of distribution networks can be achieved. For larger scale events or Natural Disasters, strategies such as alternate water supplies, water restrictions/ rationing, temporary storage tanks and community watering points would be implemented to manage the event.

9.16.2 Approved Potable Water Tanker Providers

To provide tankered water to the QUU Isolated Supply Schemes, the following table provides the list, contact details and tanker capacities for approved tanker providers:

Operator	Contact Person	Contact Number	Tanker Capacity	Location
[redacted]			8000 ltrs	Walloon
Karrabin Truck Hire	[redacted]		10000 ltrs	Karrabin
Trewicks Water Service	[redacted]		7700 ltrs	Coalfalls
Off Peak Water			13000 ltrs	Peak Crossing
Ricks H20			12000ltrs	Purga

9.16.3 Water Restrictions and Emergency Drinking Water (quantity) Provisions

In managing an Isolated Water Supply Scheme incident, water restrictions and drinking water provisions need to assessed and possibly enforced. This is a potentially sensitive issue and will need to be managed accordingly with the appropriate stakeholders to ensure communication and management strategies are acceptable.

All water restrictions will be developed, communicated and enforced by the SEQWGM. These restrictions will be developed dependant on the disruption and the estimated outage time/s relevant to the event.

Drinking Water provisions will also need to be identified dependant on the event and QUU will look to the SEQWGM, to provide direction in the case of a prolonged disruption. For considerations in indentifying drinking water provisions, the following amounts per person can be used as indicative targets.

World Health Organisation (WHO) - Essential human water supply - 15 L per day

Emergency Management Australia (EMA) – 20 litres per day in disaster situations – Minimum 4 litres for drinking purposes.

Long Term outage – Based on Goulburn Valley Drought Scenario – 90 L per day

Short – Moderate Term Outage – 30 – 40 L per day

9.16.4 Other Alternative Water Sources

9.16.4.1 Rainwater Tanks

Rainwater tanks will be seen as an alternate supply for residents that have them in the affected areas of the incident. For short term disruptions to reticulated supply, residents with rainwater tanks would be advised to use the water accordingly. For longer tem disruptions, rainwater tanks could also be utilised as water storage for remote residents that aren't able to reach community watering points.

For disasters such as fires or earthquakes, the tanks may be in-operable or require cleaning before potable water could be stored within them. This would need to be reviewed on a case by case basis as part of the incident response.

9.16.4.2 Bottled Water Supplies

Bottled Water will be considered as an option for supplying water to communities affected by a disruption to supply. For short – moderate term local disruptions, QUU staff / Incident Management Team will arrange for bottled water to be sourced from local suppliers.

For longer term disruptions or disasters, QUU will be provided assistance by the SEQWGM in the provision of bottled water. The SEQWGM has provision to access bottled water through Emergency Management Queensland, and will either be distributed through QUU or the Local Disaster Management Group (LDMG) for the area, once their established.

Trim Ref: D/2011/807

21 January 2011

[redacted]
Chief Executive Officer
LinkWater
PO Box 1045
Spring Hill QLD 4002

Dear [redacted]

LinkWater Incident Management Plan Approval

We received your Incident and Emergency Response Plan on 25 October 2010 for our review in accordance with Section 4.30 of *The Market Rules SEQ Water Market.*

Following final changes to your plan, our review confirms that your plan is consistent with the SEQ Water Grid Emergency Response Plan and *The Market Rules SEQ Water Market.* As such, your plan is approved.

If you have any further enquiries please contact [redacted], Risk and Emergency Manager, on telephone [redacted] or via email at [redacted]

Yours sincerely

Barry Dennien
Chief Executive Officer

Trim Ref: D/2010/7264

17 November 2010

[redacted]

Chief Executive Officer
LinkWater
PO Box 1045
Spring Hill Qld 4510

[redacted]

LinkWater Incident Management Plan Review

We received your Incident Management Plan on 25 October 2010 for our review in accordance with Section 4.30 of *The Market Rules SEQ Water Market*.

In accordance with Section 4.30 (b) of *The Market Rules SEQ Water Market* we have reviewed your plan and provide comment (see enclosed comment sheet). Comments against each requirement are annotated with 'accept' where the requirement is met, 'recommend' where the requirement is met but could be improved over time and 'remedy' where the requirement is not met and a Remedy Notice is issued.

The enclosed comment sheet for LinkWater's Incident Management Plan includes a number of recommendations and areas for remedy. In accordance with Section 4.30(b), of *The Market Rules SEQ Water Market,* please submit your revised plan within 10 Business Days of receipt of this Remedy Notice, ensuring areas annotated with 'remedy' are rectified so we can approve your plan. You may also want to address recommendations, although these can be considered as part of your regular plan review cycle (or sooner if desired).

We have been very pleased with the level of engagement with your Corporate Communications Manager and General Manager Corporate Services during our review. We understand that a proactive review of your plan is already underway. We are happy to support the review of your plan within the time allowed by The Market Rules.

You will be aware that from 6 December 2010, OCA Incident Manager will be used for Alert and Level 3-5 emergency notification, management and closure. As part of this new process, we have had to update our Duty Emergency Manager contact details. The new phone number is [redacted] and email is [redacted] Please replace the old contact details with these new details in your Incident Management Plan and any supporting plans, procedures, contact lists and emergency control room aids. The new contact arrangements are now active, however, the old contact arrangements will also be

maintained up until Christmas to allow you time to communicate the change to all staff and contractors.

OCA Incident Manager will result in further changes to the Water Grid Emergency Response Plan and Grid Participant plans in the future. To allow us to learn from OCA, further review of the Water Grid Emergency Response Plan will not commence until post Exercise Matrix 2 (scheduled for end March or early April 2011). However, to facilitate use of OCA and in addition to training that has been provided, a procedural reference guide is available in OCA to further support implementation.

The development and operation of the Water Grid Emergency Response Plan is an ongoing activity that is successful because of your ongoing support and engagement. Your commitment to the process and your ongoing collaboration and cooperation in this matter is greatly appreciated.

If you have any further enquiries please contact [redacted] Risk and Emergency Manager, on telephone [redacted] or via email at [redacted]

Yours sincerely

Barry Dennien
Chief Executive Officer

Enclosed: ERP Comment Sheet

ERP Comment Sheet

SEQ Water Grid manager

Grid Service Provider:	LinkWater		
GSP contact officer:	[redacted]	**Contact number:** **Email:**	[redacted]
TRIM numbers:	D/10/7262		
Date received:	25.10.10	**Date due to be received:**	25.10.10
Date by which SEQWGM comments to be received (20 bus days after receipt):	19.11.10	**SEQWGM Action Officer:**	[redacted]

Prepare response Comments for signature:

✓ CEO ❑ Director ❑ Officer: .....

❑ Copy to: .....

Workflow actions:

		Required by:	*Date completed:*	*Initial:*
❑	Draft response:	15.11.10		
❑	Quality Check:	16.11.10		
❑	Approval for issue:	17.11.10		
❑	Date issued:	18.11.10		

Comments: (Acceptable, Recommendation, Remedy Notice)

Market Rules 4.30 (a) (i)

Consistency with Water Grid Emergency Response Plan - Summary

A Remedy Notice is issued against LinkWater's Incident Management Plan.

While LinkWater's Incident Management Plan is largely consistent with the Water Grid Emergency Response Plan, some key areas do not adequately align and require **REMEDY.** Areas requiring remedy require action in accordance with Section 4.30, *The Market Rules SEQ Water Market*.

A number of recommendations are also submitted for consideration. Recommendations are made where there is general alignment with the Water Grid Emergency Response Plan but further opportunity for improvement exists. Recommendations should be considered as part of the next review cycle (or earlier if desired).

Attachments

1. LinkWater's Incident Management Plan review outcomes

ERP Comment Sheet

Adapted from Water Grid Emergency Response Plan - Attachment D: Grid Participant Emergency Response Plan approval requirements

These approval requirements have been used by the Water Grid Manager to ensure LinkWater's Incident Management Plan is consistent with, and meets the objectives of the SEQ Water Grid Emergency Response Plan.

Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
4.30 (a) (i)	General	To facilitate effective interaction during an emergency, Grid Participant emergency response plans should mirror the six-step process detailed in the SEQ Water Grid Emergency Response Plan.	Recommended	5	15	ACCEPT	
	Governance and policy	A Testing and Review Plan aligned with that detailed on page 7 of the SEQ Water Grid Emergency Response Plan is to be included.	Required	17	47	RECOMMEND	Expand on section 7.4 to include wording to the effect of 'participate in at least one exercise with SEQ Water Grid Manager and/or Grid Participants allowing incident classification, assessment, notification and communication protocols to be tested.'
		A Training Plan aligned with that detailed on page 8 of the SEQ Water Grid Emergency Response Plan is to be included.	Required	8	47	ACCEPT	
		The general responsibilities of Grid Participants detailed on page 14 of the SEQ Water Grid Emergency Response Plan are to be included.	Required	14	47	ACCEPT	Could consolidate general responsibilities as per Water Grid Emergency Response Plan and consider including figure 2 of Water Grid ERP

F302

ERP Comment Sheet

SEQ Water Grid manager

Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
	❶ Identify and assess incident severity	Table 3 (Incident severity classification levels) is to be reproduced verbatim.	Required	19-24	7-9	**REMEDY**	Table 3 is not included as per this requirement. TAB A3 was considered, but does not fully align with Table 3, Water Grid ERP in some key areas including cyber attack to SCADA and security incidents. An attempted attack relating to the AURORA vulnerability should also be escalated. Any security incident of a malicious nature which causes damage and/or is directed against critical infrastructure should be Stage 3 (as per level 4 and 5 incident in Water Grid ERP). To meet the requirements, key wording around public reassurance should also be included as per table 3, Water Grid ERP.
		The trigger levels contained within ❶ must be reproduced, with Grid Participant information for action on Level 1, 2 and Alert incidents included as appropriate.	Required	18-24	7-9	**RECOMMEND**	Section four could be improved by better describing how incidents are to be described when reporting to SEQ Water Grid Manager. i.e. they should be assessed and communicated using the terminology and criteria contained in the Water Grid ERP.

ERP Comment Sheet

SEQ Water Grid manager

Marker Ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
	Notify	Table 4 (Notification responsibilities) is to be reproduced with the Grid Participant emergency contacts substituted as appropriate.	Required	26	TAB A4 10/Part B	ACCEPT	
		Contact details for the Water Grid Manager, Duty Manager and Media Duty Manager to be reproduced within the body of the Plan in the section on notifications as well as in the contacts list in the annexes to the Plan.	Required	56	Tab A1 3-5	REMEDY	Contact details are to include the mobile phone number for the Duty Communications Officer. Remove admin@seqwgm.com.au which is not used for incident communications and is not in the Water Grid ERP. Make clear that Duty Manager is the point of contact for all incident notifications. Include other Water Grid Manager Contact details as per Water Grid ERP.
		A key stakeholder notification table, similar to Table 5 (Key stakeholder notification) but specific to the Grid Participant is to be included	Required	28	S3.4.8 26	RECOMMEND	Include a stakeholder notification summary table similar to Table 5 Water Grid ERP or provide and reference the relevant detail in the LinkWater Communications Plan.
		The Plan is to specify that records are to be kept in accordance with the instruction on record keeping in .	Required	29	B6 TAB D1	ACCEPT	

ERP Comment Sheet

SEQ Water Grid manager

Market interest	Components	Component description	Recommended (best Practice) OR Required (Compliance)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
	Establish command and control	Table 7 (Command and control function responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	Required	31	31	RECOMMEND	Include or make reference to Table 7 of Water Grid ERP.
		Figure 3 (Emergency Response Team structure) is to be reproduced with Grid Participant details substituted as appropriate.	Required	33	31	RECOMMEND	Graphically represent the communication and coordination relationships between LinkWater and whole-of-Grid as per figure 3 of Water Grid ERP and figure 3.2 of LinkWater IMP
		Table 9 (Function teams membership) is to be reproduced with Grid Participant details inserted as appropriate.	Required	34	S3.6, 28	RECOMMEND	Include Table 9.
		A description of the structure, role and management of the Incident Management Team, the Interagency Operations Team and the Emergency Management Team are to be included and aligned with the detail in .	Required	34-36	27	ACCEPT	
		Table 11 (Normal emergency response function team locations) is to be reproduced with Grid Participant details inserted as appropriate.	Required	36	32	RECOMMEND	Include room telephone numbers at table 4.5 for ease of reference.

ERP Comment Sheet

SEQ Water Grid manager

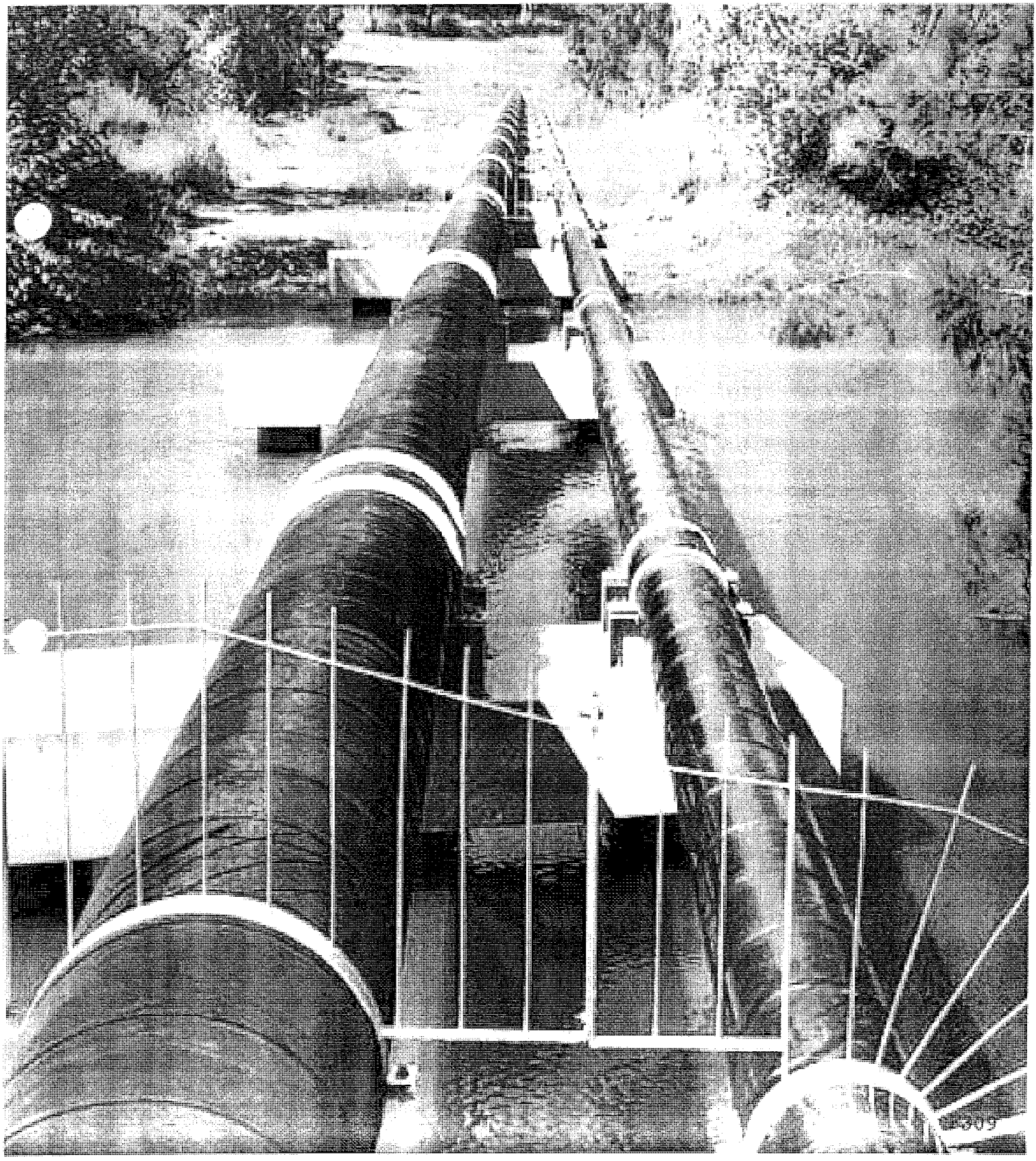
Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		The Plan is to include the continuous reassessment process in .	Required	37	28.29	RECOMMEND	Include reassessment against table 3 of Water Grid ERP as an ongoing requirement in the applicable checklists TAB B4
		The Plan is to include the escalation process in .	Required	37	S3.6, 28	RECOMMEND	Include last paragraph on page 37 of Water Grid ERP (or similar)
	Manage the emergency	The Plan is to note that incident management is carried out by the Grid Participant.	Required	39	S3, 13-27	ACCEPT	
		The Plan is to note the emergency coordination functions carried out by the Water Grid Manager as detailed in .	Required	39	27	RECOMMEND	
		Table 12 ('Internal' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	Required	43	34	ACCEPT	
		Table 13 ('External' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	Required	45	35	ACCEPT	
	Manage the recovery	Incident de-escalation and emergency de-escalation are to be included in the Plan as detailed in .	Required	48	42	RECOMMEND	Include or refer to Water Grid ERP, page 48, last two paragraphs.

ERP Comment Sheet

Market Rules Ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		The requirement for an Incident Close-out Report as detailed in is to be included in the Plan.	Required	49	42	**RECOMMEND**	Refer to Attachment J of Water Grid ERP or include as a TAB
		The role of the Emergency Management Team in managing the recovery as detailed in is to be included in the Plan.	Required	50	42	**REMEDY**	The role of the Water Grid Emergency Response Team in Managing the recovery could not be located in the LinkWater IMP.
	Improvement actions	Table 14 (Debriefing responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	Required	52	52	**RECOMMEND**	Consider including table 14 of Water Grid ERP at the start of section 6.4 as a summary table to promote ease of reference.
		Post-emergency Report and Risk Register actions as detailed in are to be included in the Plan.	Required	53	TAB C7 & D9	**REMEDY**	Include how actions will be assessed against LinkWater's risk register
4.29 (d)		All isolated supply schemes are to be identified in an annex to the Plan, with a suitable contingency plan for the provision of an alternate water supply detailed for each.	Required	-		**N/A**	

Link Water

Incident Management Plan



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1 PRELIMINARIES

The Preliminaries section includes:

- Distribution List
- Document Review and Approval
- Abbreviations
- Definitions
- Policy Statement.

In the context of this Incident Management Plan (IMP), "LinkWater" (in italics) means The Queensland Bulk Water Transport Authority (trading as LinkWater), and their services contractor.

1.1 Document Review and Approval

Rev	Revision Description	Date	Prepared by	Approved by
A	First Draft	08/09/08	RFM Consulting Services	GM Corporate Services
B	Final	15/09/08	Corporate Comms	Risk Manager
C	Quarterly update 1.1, 1.2, 2.6, 4.4.1, 7.3.2, 7.3.3, 7.3.5, 8.3, 8.6, 8.11,9.4, 9.6, 10.10, 11.4,12.1, TabA1,TabA2,TabA3,TabA5 TabA6,TabB1,TabB3,TabB6, TabB9, TabB11,TabC1,TabE1	28/01/09	Risk Manager	Risk Manager
D	Full review	14/08/09	Rowland. Pty Ltd	Risk Manager
E	Update with Truscott's	22/12/09	Risk Manager	Risk Manager
F	Update with ERP (2)	10/9/10	Risk Manager	Risk Manager
G	Update with ERP (3)	XX/11/10	Rowland Pty Ltd	

1.2 Abbreviations

The meaning of abbreviations and acronyms are below.

Abbreviation	Meaning
CEO	Chief Executive Officer
CMT	Crisis Management Team
CMTR	Crisis Management Team Room
IMT	Incident Management Team
ERP	Emergency Response Plan of the Water Grid Manager
GM	General Manager
HR	Human Resources
HSE	Health, Safety and Environment
ICP	Incident Communication Plan
IMP	Incident Management Plan
IMT	Incident Management Team
IMTR	Incident Management Team Room
NCR	Non Conformance Report
OWSR	Office of the Water Supply Regulator
PPE	Personal Protective Equipment
RM	Response Manager
SEQ	South East Queensland
SEQWG	South East Queensland Water Grid
SEQWGM	South East Queensland Water Grid Manager
SOPs	Standard Operating Procedures

Abbreviation	Meaning
WGM	Water Grid Manager
WSA	Water Supply (Safety and Reliability) Act 2008

1.3 Definitions

The key definitions used in the IMP are:

Word/Term	Definition
Alert	A Level 1, or 2 incident that has potential impacts if realised, would trigger a level 3 or above emergency.
Control	The overall direction of response activities in an emergency or incident situation. (SEQWGM)
Crisis	A crisis is any business continuity, reputation or liability incident that threatens the strategic goals, major stakeholders, reputation and commercial position of LinkWater. They will almost always involve media interest on a national scale, and be driven by perceptions rather than facts
Disaster	A serious disruption in the community, caused by the impact of an event, that requires a significant coordinated response by the State and other entities to help the community recover from the disruption. (DM Act)
Emergency	A situation which poses an *immediate and substantial risk* to health, life, property or environment. Most emergencies require urgent intervention to prevent worsening the situation. (*LinkWater*) For the purposes of the Water Grid, an 'emergency' is an incident that impacts on water quality, water supply reliability and/or public reassurance, and has an overall severity rating of level 3, 4 or 5 under the severity classification approach outlined in the SEQWG ERP.
Grid Participant	An entity that is referred to in section 2.3 of the Market Rules.
Incident	An event or circumstance which could have or did lead to unintended and/or unnecessary harm to a person and/or loss or damage or adverse consequences to the water supply, water quality, environment, assets, service quality, supply chains, property, reputation or a combination of these and classified against a gradient from 1 to 3. Ongoing conditions that have the potential to result in adverse consequences and non-compliances with legal and regulatory requirements are also considered to be incidents.
Incident Management	The emergency response function largely involving managing the physical incident on site.

Word/Term	Definition
Interagency Operations/Technical Team	An expert reference panel assembled by the Water Grid Manager when required to provide technical, operational and risk assessment advice and recommendations on any aspect of managing a given emergency. This team may be located in the LinkWater Office, 200 Creek Street, Spring Hill.
LinkWater	The Queensland Bulk Water Transport Authority (trading as "LinkWater")
LinkWater	In the context of this IMP, "*LinkWater*" (in italics) means The Queensland Bulk Water Transport Authority (trading as LinkWater) and its Services Contractor.
Public reassurance	The confidence of the general public in the quality and security of water supply, and in the ability of the Water Grid and Grid Participants to deliver their contracted services.
Response	Measures taken in anticipation of, during, and immediately after an emergency (or incident) to ensure its effects are minimised. (AEM Glossary)
Risk	The chance of something happening that will have an impact on objectives. It is measured in terms of the consequences of an event and their likelihood.
SEQWater	The Queensland Bulk Water Supply Authority (trading as SEQWater)
Technical coordination	The emergency response function largely involving coordinating whole of grids operations and support. This team may be located in the LinkWater Offices.
Water Grid Manager	The entity established under section 6(1)(d) of the *South East Queensland Water (Restructuring) Act 2007* (SEQWGM)

2 BACKGROUND

2.1 Introduction

Under the SEQ Water Market Rules, the SEQ Water Grid Manager (SEQWGM) is required to develop and manage the SEQ Water Grid (SEQWG) Emergency Response Plan (ERP). In turn, the SEQWGM requires *LinkWater*, as a grid participant, to develop, maintain and test an incident management plan.

In accordance with the requirements of Chapter 4.26 of the SEQ Water Market Rules, and the SEQWG ERP, this Incident Management Plan (IMP) has been developed to provide *LinkWater* with a framework to manage the response and recovery to an incident or emergency.

2.2 Objectives

The objectives of this IMP are to:

- provide procedures for reporting and assessing incidents accurately in order to apply an appropriate response before they escalate
- provide a framework for LinkWater's response for all SEQWG levels of incident and emergency, including how LinkWater will work with other Water Grid Participants
- meet LinkWater's obligations to SEQWGM, the Office of the Water Supply Regulator (OWSR) and other Grid Participants and stakeholders
- guide the members of the incident management teams by detailing their roles and responsibilities
- provide guidance for training LinkWater personnel in incident and crisis management
- contribute to the development of best practice and continuous learning within the organisation.

2.3 Scope

This IMP applies to all LinkWater people and assets which include, but are not limited to:

- chemical storages and dosing facilities
- balance tanks
- pumping stations
- council off-takes
- water storage reservoirs
- valve and meter chambers
- pipelines
- offices.

2.4 Related Plans

Other plans related to this IMP are:

- SEQWG ERP Whole of Grid Response (Second version 2010)
- The Queensland Bulk Water Supply Authority (trading as Seqwater) ERP
- Manufactured Water Authority ERP

- Distribution Service Providers' ERP
- LinkWater Water Quality Management: Incident Reporting, Investigation and Close-Out
- State, District and Local Disaster Management Plans.

2.5 Responsibilities under the SEQWG ERP

Under the SEQWG ERP, all Grid Participants have the following general responsibilities:

- develop an emergency response plan that is consistent with this emergency response plan and the Market Rules
- manage the response to incidents and emergencies in accordance with this plan and more detailed plans specific to each Grid Participant, including business continuity, emergency response, risk management, and other risk management mechanisms
- communicate the incident as appropriate to:
  - the relevant emergency authorities, where applicable
  - the Water Grid Manager
  - the Office of the Water Supply Regulator
  - responsible Ministers, Mayors or Chief Executive Officers, where applicable
  - other affected Grid Participants
- work cooperatively with the WGM Emergency Management Team (EMT) and any appointed Emergency Manager.

2.6 Training

The LinkWater Quality, Environment and Safety Manager is responsible for coordinating an annual incident management training program. This annual training program is to be submitted to the Board each January for consideration.

The annual training program will incorporate:

- induction training
- refresher training
- emergency management staff training
- executive familiarisation
- media training
- refresher OCA training.

Guidance for the training program is as follows:

- **Induction training.** The emphasis in induction training is on:
  - familiarisation with the SEQWG ERP and IMP
  - notification and escalation
  - responsibilities of the First Able Person.
- **Refresher training.** Annually, all staff members of *LinkWater* should receive an update briefing on:
  - the emergency arrangements
  - essentials of this IMP
  - their role, including as a First Able Person.

- **Incident Management Team (IMT) and Crisis Management Team (CMT) training.** In addition to the above training, all persons who may be directly involved in managing an incident are to receive:
  - specific training on the IMP's procedures and their responsibilities
  - 'hands-on' training in communication protocols, equipment and systems record keeping, and the skills needed to fulfil their duties
  - team training with others they will be working with during an incident
  - lessons learnt from previous incidents or tests of the IMP
  - familiarisation training in the requirements of site specific plans, contingency plans and SOPs for a range of scenarios that may eventuate.
- **Executive and Board familiarisation.** All executive level managers and Board Members should receive a briefing on the IMP and their responsibilities.
- **Media training.** All executive level managers, including the CEO, should receive media training and refresher courses on an annual basis.

The General Manager Corporate Services is to provide an annual training report to the Board (and for records as required by the SEQWGM) in December of each year.

2.7 Testing and review

The SEQWGM directs that this LinkWater IMP is to be tested and reviewed at least once each year by:

- participating in at least one exercise internally or with the Water Grid Manager and/or other Grid Participants, allowing incident classification assessment, notification procedures and communication protocols to be practiced
- ensuring members of the Linkwater CMT and IMT understand their roles and responsibilities
- ensuring the Linkwater CMT and IMT take part in any emergency management planning activities that are undertaken within the Water Grid
- undertaking a gap analysis between this IMP and the SEQWG ERP and other Grid Participant response plans
- including lessons learnt from real or simulated incidents involving the activation of the CMT and/or IMT after each activation of the IMP
- circulating a receipted copy of the formally documented results from any audits or reviews to all Grid Participants.

2.8 Record of Training and Testing

The HR Training Officer is to retain a log of all IMP training and testing activities undertaken by and for *LinkWater* individuals and teams.

The IMP is to be submitted to the SEQWGM annually, unless otherwise stipulated, for approval in accordance with Chapter 4.31 of the SEQ Water Market Rules.

3 INCIDENT MANAGEMENT SYSTEM

3.1 General roles and responsibilities

3.1.1 SEQWG emergency response hierarchy

The Water Grid has a three-tiered response for managing incidents and emergencies. Within each level of the structure, Grid Participants are responsible for managing the incident to a successful resolution, while informing the next level to assist in emergency response.

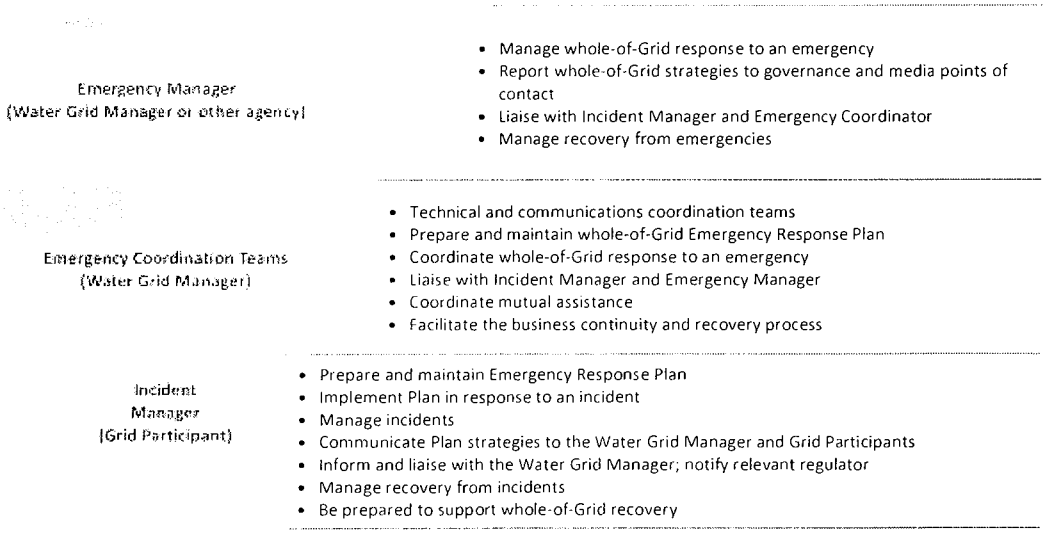
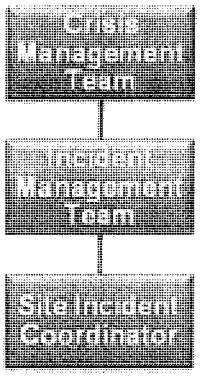


Figure 3.1: Water Grid emergency response hierarchy.

3.1.2 LinkWater incident response hierarchy



Manage whole of organisation response to Level 3, 4 or 5 incidents

Manage operational response to Level 3, 4 or 5 incidents

Coordinate the response at the incident scene for Level 1 to 5 incidents

Figure 3.2: LinkWater incident response hierarchy.

3.2 Site Incident Coordinator

The Site Incident Coordinator will be the most senior LinkWater person at the incident scene. The Site Incident Coordinator may form a Site Team to respond to the situation, including the First Able Person, LinkWater people at the incident site and any functional or specialist support people deployed to support them, as required.

The Site Team will operate during all LinkWater incidents if the nature of the event is an operational incident requiring a site level response. The Site Incident Coordinator retains command and control of the actions at the incident site while keeping the Control Room advised.

The key roles in the LinkWater Site Team may include:

- First Able Person (**Appendix B1**)
- Site Incident Coordinator (**Appendix B2**)
- Other staff, including specialist advisors, as required.

3.3 Incident Management Team

The *LinkWater* Incident Management Team (IMT) is the central element in the *LinkWater* incident management system. It is a flexible and scalable team, which will be activated to manage operational aspects of level 3, 4 or 5 incidents under the control of the Response Manager (IMT Leader).

The IMT supports operational response and takes as much pressure as possible off the impacted area through the provision of planning support, technical and specialist advice, coordination of administration and logistics, and liaison with external stakeholders, including the media, so it can focus on managing the operational aspects of the response.

Although the IMT will be formed to meet the requirements of any particular operational situation, there are a number of key roles which will generally be required in most incident situations. The key roles in the LinkWater IMT may include:

- Field Operations Officer
- Planning Officer
- Logistics Officer
- LinkWater Control Centre (**Appendix B3**)
- Response Manager (**Appendix B4**)
- Incident Communications Manager **(Appendix B7)**
- Administrative Support Team
- Log Keeper (**Appendix B6**).

3.4 Crisis Management Team

The crisis response is managed by the Duty GM with direction from the CEO. A key role of the CMT is to make integral decisions to safeguard LinkWater's reputation.

On activation of the CMT, the Duty GM (CMT Leader) ensures that the CMT is assembled and briefed, then provides planning guidance, allocates priorities and coordinates the outputs from the CMT.

Should an incident occur which involves more than one Water Grid Participant; the *LinkWater* IMT / CMT is sufficiently flexible to integrate elements from other Grid Participants if *LinkWater* is the lead Grid Participant for an incident, under the general direction of the Water Grid Manager.

Although the CMT will be formed to meet the requirements of any particular crisis situation, there are a number of key roles which will generally be required in most crisis. The key roles in the LinkWater CMT are:

- Duty General Manager (CMT Leader) (**Appendix B5**)
- CEO
- Incident Communications Manager (**Appendix B7**)
- Company Secretary or legal designate
- Administrative Support Team
- Log Keeper (**Appendix B6**)
- OCA Operator.

A detailed diagram of the IMT and CMT organisational structure is shown in Figure 3.3.

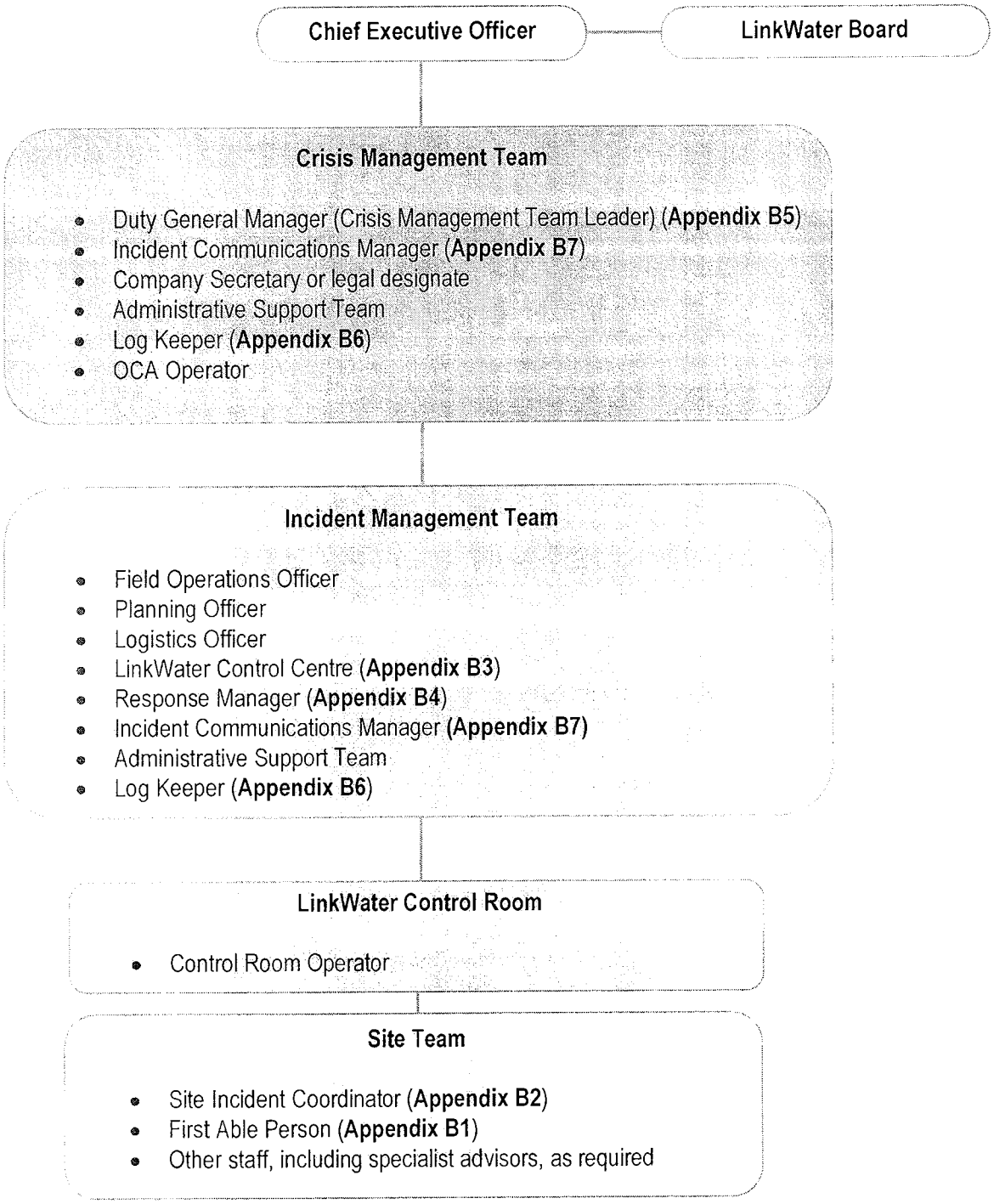


Figure 3.3: Incident Management Team (IMT) and Crisis Management Team (CMT) structure.

3.5 SEQWG Emergency Response Team structure

Based on the above functions and their 'owners', the SEQWG Emergency Response Team structure will be as follows:

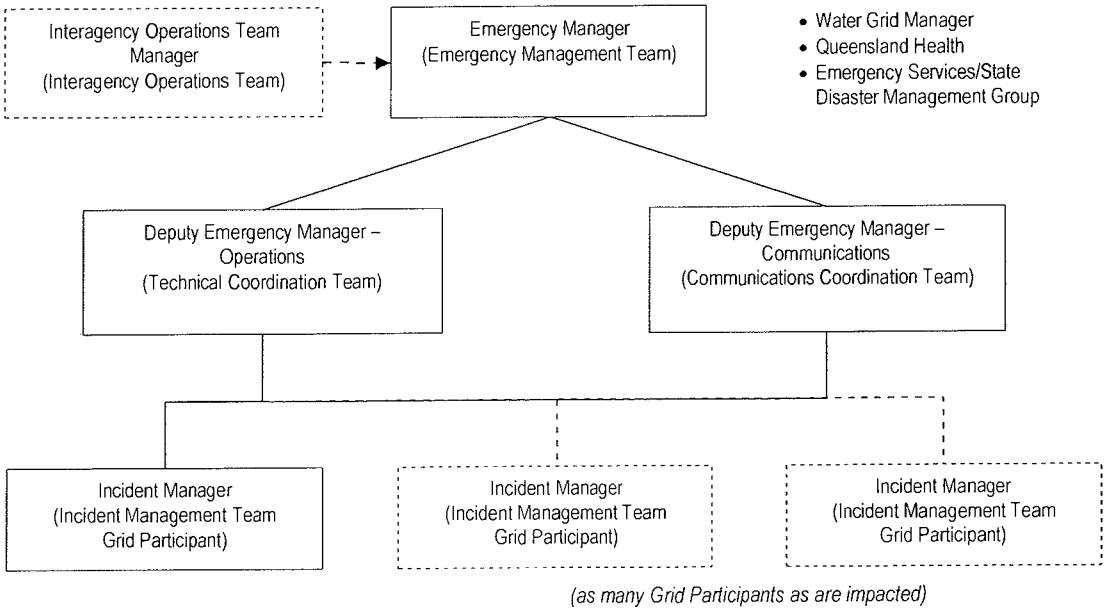


Figure 3.4 SEQWG Emergency Response Team structure.

For emergencies where the Water Grid Manager is the Emergency Manager, the Water Grid Manager will determine the composition of the Emergency Management Team. Detailed information on these teams and groups is provided in the SEQWGM ERP.

3.5.1 Function teams membership

In general terms, the function teams shown above will be made up as follows:

Function	Agency	Team	Team leader	Team members
Incident management	LinkWater	Incident Management Team / Crisis Management Team	Incident Manager / Duty General Manager/CEO	• LinkWater staff (refer to figure 3.3)
Technical coordination	Water Grid Manager	Technical Coordination Team	Deputy Emergency Manager - Operations	• Water Grid Manager staff • Relevant Grid Participant staff

Function	Agency	Team	Team leader	Team members
Communications coordination	Water Grid Manager	Communications Coordination Team	Deputy Emergency Manager - Communications	• Water Grid Manager staff • Relevant Grid Participant staff
Emergency management	Water Grid Manager	Emergency Management Team	Emergency Manager	• Water Grid Manager staff • Relevant Grid Participant staff • Communications staff
	Queensland Health	Emergency Management Team based on Major Water Incident Management Group	State Health Incident Coordinator (Chief Health Officer)	• Senior Health Officer Queensland Health • CEOs of Water Grid entities • Premier's Department • Ministerial staff • Communications staff • State regulators • Specialist advisors, as needed
	Emergency Services/ State Disaster Management Group	Emergency Management Team based on State Disaster Management Group	State Disaster Manager	

Table 3.1: Function teams membership.

3.5.2 Command and Control Functions

The command and control functions of these teams are outlined in the table below.

Function	Description	Key responsibilities
Incident management	Managing the physical incident on-site	• (Linkwater CMT, IMT and Site Teams, as applicable.) • Manage the incident as per the LinkWater IMP • Respond to incidents impacting the environment and LinkWater's people, assets and reputation • Maintain continuity of water supply • Assist the Emergency Manager and other Water Grid Manager function teams

Function	Description	Key responsibilities
Technical coordination	Coordinating whole-of-Grid operations and support	• Assist the Emergency Manager • Facilitate interagency liaison • Facilitate resource sharing and mutual assistance among Grid Participants from an operations perspective • Seek and share additional expert advice • Remodel the water security position • Issue Grid Instructions and Emergency Operating Instructions, as necessary • Facilitate close-out debrief • Prepare Technical Operations Strategy for Emergency Management Team approval
Communications coordination	Coordinating Water Grid internal and external communications	• Assist the Emergency Manager • Internal stakeholder management • Facilitate interagency liaison • Prepare all internal and external communications materials as required • Issue all internal communications • Facilitate resource sharing and mutual assistance among Grid Participants from a communications perspective • Seek and share additional expert advice • Prepare Communications Strategy for Emergency Management Team approval
Emergency management	Strategic command and key stakeholder management	• Strategically manage response to the emergency • Determine risk management strategy • Coordinate investigations • Single contact point (Emergency Manager) for the emergency unless this is delegated to other Emergency Response Team member/s • Key stakeholder management • Approve all external communications: • Briefings • Media releases • Public interface • Approve Technical Operations and Communications Strategies • Issue all external communications

Table 3.2: Command and Control functions.

4 INCIDENT RESPONSE

4.1 Quick Guide to Incident Response

Step		Key Tasks	Tools
1	**Report and assess incident severity**	Report the Incident Assess the Incident Escalate to the appropriate level	**Appendix A2** Incident reporting and escalation process **Appendix A3** Incident Assessment Matrix **Appendix D1** Incident Information Forms Office of the Water Supply Regulator water quality reporting guidelines
2	**Notify**	Notify LinkWater internal emergency contacts	**Appendix A2** Notification and Escalation Process Map
	Actions to alert impacted Grid Participants and stakeholders	Notify the Water Grid Manager Duty Manager of Alert and Level 3–5 incidents: • Alert/Level 3 – ☎ and email form – within 2 hours • Levels 4 and 5 – ☎ and email form – within 1 hour	Water Grid Manager Duty manager ☎ 0429 068 886 **Appendix A3** Incident Assessment Matrix **Appendix A4** Key Stakeholder Notification Guide Log into, and initiate reporting over, OCA. Refer to **Appendix C1** IMR SOPs, OCA Protocols
		Notify the Office of the Water Supply Regulator if required	Drinking Water Incident hotline- ☎ 1300 596 709 **Appendix A4** Key Stakeholder Notification Guide
		Notify other stakeholders as required	**Appendix A4** Key Stakeholder Notification Guide
		Open Incident Response Log/s	**Appendix C3** Incident Management Register
3	**Establish command and control**	Establish the Incident Management Team	**Figure 3.3**: Incident Management Team Structure **Appendix C1** IMR SOPs

Step		Key Tasks	Tools
	Actions to determine the lead agency, and continuously reassess risk level and command and control through more detailed assessment	Review initial assessment	**Appendix A3** Incident Assessment Matrix **Appendix A4** Key Stakeholder Notification Guide **Appendix D1** Incident Information Forms
4	**Manage the incident** Actions to eliminate the immediate risk to operations	Manage the incident at asset/site level Coordinate the response at whole-business level with IMT Establish the CMT if required Implement communication process	Incident Management Plan Incident Management Plan and Specific Incident Response Plans (Incident Management tab on intranet) Site Management and Emergency Plans (Incident Management tab on intranet) Reporting over OCA for all Alert and Level 3-5 Incident Response related activities in the Water Grid
5	**Recovery** Actions to return operations to normal	Agree recovery objectives Recover asset Implement close out communications	Recovery consultation process Specific Incident Response Plans (Incident Management tab on intranet)
6	**Improvement actions**	Hot debrief following Level 3, 4 or 5 incident close-out Update risk registers	**Appendix D8** – Group Debrief Guide **Appendix D9** – Issues Debrief Form **SEQWGM ERP** – Debriefing minutes template Attachment K **SEQWGM ERP** – Post-emergency Report Template Attachment L Risk registers

5 REPORT AND ASSESS INCIDENT SEVERITY

5.1 Reporting incidents

An incident or issue which may require the activation of this IMP can originate internally or externally. Operational incidents will be reported to the LinkWater Control Centre in the following ways:

- from a member of the public via a council or distribution entity call centre or *LinkWater* 1800 number
- from a council or distribution entity via their control room
- via the SCADA system to the LinkWater control room
- from a LinkWater employee
- from the WGM.

Other issues will be reported by LinkWater employees at any level via their normal management chain or from external stakeholders raising an issue with the appropriate LinkWater representative.

On being alerted to an operational incident, the Control Room Operator is to record the incident details conduct an initial evaluation using the Incident Assessment Matrix (**Appendix A3**), activate resources to respond and escalate accordingly. For incidents higher than level 2, the Control Room Operator will alert the impacted Team Manager.

Once notified, the impacted Team Manager, or Duty Manager (after hours), is to assess the situation using the Incident Assessment Matrix (**Appendix A3**). Depending on the incident level, the impacted Team Manager, or Duty Manager (after hours), will complete a number of duties. These may include:

- informing key LinkWater staff, including the Duty General Manager, impacted Group General Manager or the Communications Manager if there is a media risk
- establishing an Incident Management Team (IMT)
- notifying key external stakeholders (**Appendix A4**).

The Duty General Manager will confirm the incident level using Incident Assessment Matrix **(Appendix A3)** and implement a number of actions, depending on the nature and level of the situation. These actions may include the following:

- inform the Chief Executive Officer and other General Managers are aware of the situation
- confirm that key stakeholder notifications have been undertaken within the specified timeframe (**Appendix A4**)
- establish the Crisis Management Team (CMT) and assume the role of CMT Leader.

Detail on this process, including responsibilities for each role, is provided in the Reporting and Escalation Process Map at **Appendix A2**.

5.2 Incident Assessment

The Incident Assessment Matrix provides guidance on assessing the incident level and determining the appropriate response. The Matrix is aligned to the SEQWGM Incident Severity Classification Table and outlines examples of incidents for levels one to five. The Incident Assessment Matrix is at **Appendix A3**.



6 NOTIFY

6.1 Water Grid Manager Duty Manager

Once the incident has been reported and assessed a number of key stakeholders require notification within certain timeframes. Guidance on notifying the Water Grid Manager Duty Manager is outlined in the table below.

Incident level	Notify	Water Grid Manager Duty Manager
1 and 2	No	
Alert	Yes	☎ Within 2 hours of incident detection ✉ Email Incident Notification Form within 2 hours of incident detection
3	Yes	☎ Within 2 hours of incident detection ✉ Email Incident Notification Form within 2 hours of incident detection
4 and 5	Yes	☎ Within 1 hour of incident detection ✉ Email Incident Notification Form within 1 hour of incident detection

Table 6.1: WGM Duty Manager notification.
Note: this table is reproduced in **Appendix A4**.

6.2 Key stakeholders

Depending on the nature of the incident, there may be a number of key stakeholders, in addition to the WGM, requiring notification, such as:

- Office of the Water Supply Regulator
- Other Grid participants
- Workplace Health and Safety
- Appropriate emergency services departments.

The Key Stakeholder Notification Guide provides guidance on when to notify a number of stakeholders, who is responsible for notifying them and how quickly they require notification. The Key Stakeholder Notification Guide is at **Appendix A4.**

7 ESTABLISH COMMAND AND CONTROL

7.1 Team Activation

The first step in establishing control is activating the IMT and CMT and the Incident Management Room (IMR) and Crisis Management Room (CMR). Activation of all or part of the IMT and/or CMT will be achieved by face-to-face communication or telephone calls notifying the appropriate *LinkWater* employees required to activate and join the IMT to manage the incident or issue.

Detail on the IMT and CMT structure and key roles is contained in paragraphs 3.2 to 3.4.

Once notified of the situation, IMT and CMT members are to proceed to the IMR and CMR, respectively. On arrival, team members are to assist with setting up the room and prepare to receive a brief on the situation by the Response Manager or Duty GM.

The nominated locations for LinkWater IMT and CMT are:

- **Incident Management Team**: Room on Level 4 at 200 Creek Street, Spring Hill
- **Crisis Management Team**: Board Room on Level 5 at 200 Creek Street, Spring Hill or the Logan Room on Level 6 if the Board Room is being used by the Interagency Operational Team.

7.1.1 Incident Management Room SOPs

The SOPs for the IMR are at **Appendix C1**. They include:

- IMR SOPs
- OCA Protocols
- IMR Pack.

The IMR Pack, including the IMR copy of this IMP and the IMT Process Guide is contained in marked boxes in the IMR wall unit.

7.2 Water Grid Manager Function Teams

The WGM will coordinate a number of emergency activated function teams from affected Grid participants in the event of a declared level 3, 4 or 5 emergency. These include:

- Technical Coordination Team
- Communications Coordination Team
- Emergency Management Team.
- Interagency Operations Team.

LinkWater may be required to provide representation on one or more of these teams as directed by the WGM. Some of these functional teams may be co-located with LinkWater, depending on the nature of the emergency.

7.2.1 Locations

The nominated locations for the Water Grid function teams are shown in the table below.

Water Grid Functional Team	Location
Technical Coordination Team*	Logan Room on Level 6 at 200 Creek Street, Spring Hill*
Communications Coordination Team	Water Grid Manager's Incident Room, Level 15, 53 Albert Street, Brisbane
Emergency Management Team	Water Grid Manager's Incident Room, Level 15, 53 Albert Street, Brisbane
Interagency Operations Team	As directed by the Emergency Manager

Table 7.1 Emergency response function team locations (*Location designated by the WGM).

7.3 Continuous incident reassessment

The initial incident severity classification may require adjustment as the incident and its wider impacts evolve and are better understood. The Response Manager is responsible for continually reassess the situation and be prepared to escalate the incident should it deteriorate.

Reassessment should also follow milestones in managing the emergency and recovery, or as often as deemed necessary, depending on the nature of the incident.

8 MANAGE THE INCIDENT

8.1 Water Grid emergency coordination

The Water Grid Manager is responsible for establishing the Technical and Communications Coordination Teams. A range of coordination activities will be required to facilitate the total emergency response and to ensure whole-of-Grid operations maintain supply (as distinct from managing the incident at the entity or asset level).

8.2 Incident management

LinkWater is responsible for managing all aspects of an incident at the site/asset and whole of business level. During an incident, LinkWater management objectives are developed according to the following priorities:

- Protect life
- Protect the environment
- Maintain operations
- Protect assets
- Protect reputation.

8.2.1 Specific Response Plans

Actions taken to respond to incidents should adhere to normal operating protocols as much as possible. In some cases, this may be difficult and the situation may require a specific type of response. LinkWater has identified the following potential emergency situations and developed Specific Response Plans for them:

- **Disruption to Supply.** This plan provides guidance for Operational Services response to Level 3, 4 or 5 water supply disruption, with a focus on Control Room and on-site management. Examples are pipe burst or reservoir drain downs. The plan outlines the roles of essential response persons associated with disruption to supply, support contacts, initial actions, ongoing actions during the event, stand down actions and post event actions.
- **Water Quality.** This plan provides guidance for Operational Services response to Alerts and Level 3, 4 or 5 water quality incidents and issues, with a focus on Control Room and on-site management. Examples are exceedences of operational quality targets, critical control points, ADWG aesthetics or health parameters. The plan outlines the roles of essential response persons associated with water quality issues, support contacts, initial actions, ongoing actions during the event, stand down actions and post event actions.
- **Environmental Incidents.** This plan provides guidance for a response to Level 3, 4 or 5 environmental Incidents. Examples are chemical spills, burst pipes, heavy rain, and flooded assets resulting in environmental impacts. The plan outlines step procedures for environmental incidents, action times, an environmental impacts matrix, a checklist for the first able person, and details of environmental consultant support services
- **Harm to People.** This plan provides guidance for a response to a serious injury or death to a member of the public on a *LinkWater* controlled site. The plan outlines step procedures, actions to take, time requirements, recovery actions and managing contingencies.

- **Natural events – Floods.** This plan provides guidance for a response to a serious flood event which impacts on LinkWater operations, assets or staff. Examples are, rising waters and potential flooding situations. The plan outlines flooding impacts, controls, initial preparation, the immediate phase, the recovery phase, post flood actions, emergency kits for vehicles and flood classifications according to the Bureau of Meteorology.
- **Other incidents scoped include:** Bushfires, oil spills, asbestos incidents, water treatment chemicals and discharge of water to the environment.

The Specific Response Plans are located on the intranet under the Incident Management tab.

8.2.2 Site Management Plans

Site Management Plans also outline important emergency response actions and considerations specific to each site. This also includes evacuation and emergency plans for the corporate office in Creek Street.

The Site Management Plans are located on the intranet under the Incident Management tab.

8.3 Information management

Effective collection, assessing and sharing of information is critical during an incident. The Response Manager or Duty GM (IMT Leader) must ensure clear and unambiguous directions are given to their teams and the decision-making rationale is systematic and easily supported by the facts at hand. To do this, they require accurate and timely information from the scene of the incident and on how other organisations involved in the situation are responding. This is achieved by the following:

- Completing a detailed initial brief and regular update briefs
- Displaying information on boards that are easy to view and understand
- Maintaining an accurate event log
- Conducting structured handovers during long running events.

Detail on information management procedures is contained in the IMR SOPs at **Appendix C1**.

8.4 Internal Communication

Employees can be either LinkWater's strongest ambassadors or its strongest opponents, depending on how the organisation communicates with and treats them. Ensure employees always receive information before (or at the same time) as the media to facilitate trust between LinkWater management and employees.

The following should be considered:

- ensure open communication with union representatives
- be attuned to miscommunication and rumours circulating among employees, so they can be corrected
- reassure employees (using the key messages) in response to any negative stories appearing in the media.

8.5 External Communication

The protocol for managing external communication is determined by the incident level.

Incident Level	Levels 1 and 2	Levels 3, 4 and 5
Media and external Communication Managed by:	LinkWater	SEQWGM or Relevant Minister
LinkWater's role in Incident Communication:	LinkWater takes the lead Communication Role	LinkWater provides support

8.5.1 Level 1 and 2

Media aspects for an Alert or Level 1 or 2 incident will be managed by LinkWater when directed by the WGM. Holding statements and media statements are only to be prepared by the LinkWater Incident Communication Team.

If media attention is likely or confirmed, LinkWater is to notify the WGM Grid Communications Team on [redacted]

The WGM will provide directives for briefing up to responsible Minister(s) or other key external stakeholders.

LinkWater responsibilities as directed by the WGM are:

- preparing situation reports
- preparing briefing notes to support media holding statements and media releases
- preparing and gaining approval for releases and bulletins
- determining triggers and timing for interviews and conferences
- media monitoring
- briefing spokespersons
- managing enquiries
- scripting for call centres and voice mail services.

8.5.2 Level 3, 4 or 5

The WGM Communication Coordination Team will take the lead for all communication during Level 3, 4 or 5 incident, except when another agency is acting as the Emergency Manager. LinkWater plays a support role for external communication.

LinkWater is required to identify a single point of contact to notify WGM, maintain liaison and assist with media management. Other strategy support and assistance may include:

- the preparation of situation reports
- preparing briefing notes to support media holding statements and media releases
- preparing and gaining approval for releases and bulletins
- determining triggers and timing for interviews and conferences
- media monitoring
- briefing spokespersons

- managing enquiries
- scripting for call centres and voice mail services.

OCA is the primary means for sharing information with the Water Grid Manager and other Grid participants. Details on the use of OCA are outlined in the OCA Protocols in the IMR SOPs at **Appendix C1**.

8.5.3 Managing the Media

All media enquiries must first be reported to the WGM Grid Communications Team on [redacted] or email [redacted]

Once given the directive to comment during an Alert, level 1 or 2 incident, LinkWater can only comment on how the incident relates to its own assets and to its subsequent response. Comments on Water Grid security are to be referred to the WGM.

During a Level 3, 4 or 5 incident, the Incident Communications Manager's role is to take directives from the WGM Communications Coordination Team to determine the communication strategy and to provide support to the WGM.

All media materials, including holding statements, media releases, situational reports, briefing notes etc must be signed off by the CEO or delegate prior to release to the State Government or media outlets.

8.5.4 Procedural Guidelines

- All media enquiries must be transferred, in the first instance, to the Incident Communications Manager. Information for frontline staff or other employees on how to handle media enquiries is at **Appendix D2.**
- All media calls must be logged by the Incident Communications Manager and reported to the WGM Communications Coordination Team
- Under no circumstances should employees or sub-contractors comment to the media or say *"no comment"*.
  The correct response is *"I am not the correct person to comment but I will pass your enquiry onto the LinkWater Communications Manager. If you provide me with your details I will ensure they return your call as soon as possible"*
- Details of all enquiries received by staff should be logged on a Telephone Message Sheet **(Appendix D3)** and passed on to the Incident Communications Manager
- The Incident Communications Manager should circulate the above media policy to all employees and contractors.

8.5.5 Spokespersons

The designated *LinkWater* spokespersons for all levels of incident are the CEO or CEO nominated delegate.

8.5.6 Media Conference/Briefing

In the case of an extremely serious incident, it may be necessary and/or most efficient to call a media conference or briefing to address all the media at once. The WGM Communications Coordination Team will work with the relevant affected Grid participants to facilitate this.

8.6 Advising Nominated Emergency Contacts (NEC)

When a serious incident occurs which causes injury or death, advice and support for the NEC and acquaintances must be prompt and empathetic. Details on handling enquiries from NEC, advising them of injuries or fatalities and managing them on site are at **Appendix E1**.

8.7 LinkWater Call Centre

The call centre must receive regular updates to keep the public informed during an incident. These messages will be developed by the Incident Communications Manager and approved by the CEO prior to implementation.

8.8 Contact List

The summary of **Key Contacts** is at **Appendix A1**.

This directory is also available on the Intranet. The SEQWG ERP has additional contact listings which might be required during a response.

9 RECOVERY

9.1 Aim

The aim of the recovery phase is to enable a reversion to routine operations which can be managed under normal organisational and management arrangements. It is essential that outstanding issues and actions are passed from the incident and emergency management teams back to normal management arrangements effectively and efficiently.

9.2 Roles and responsibilities

The roles and responsibilities for SEQWG incident and emergency teams during recovery are summarised below.

Action	LinkWater Incident Management Team (Other Grid Participant/s)	Technical Coordination Team (Water Grid Manager)	Communications Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other)
Agree recovery plan and objectives	•	•	•	•
Recover asset	•			
Issue Grid Instructions, as necessary		•		
Implement close-out communications protocols			•	•
Close-out incident	•			
Complete Incident Close-out Report	•			
Close-out emergency				•

Table 9.1: Water Grid recovery responsibilities.

9.2.1 LinkWater

LinkWater is responsible for planning and implementing actions to recover our assets, services and/or products in accordance with the agreed recovery objectives and the Water Grid Manager's Grid Instructions. LinkWater is also responsible for providing information and resources to the Emergency

Management Team and Emergency Coordination Teams as directed by the WGM in order to assist the whole-of-Grid recovery effort.

9.2.2 Emergency Management Team (Water Grid Manager or other)

The Emergency Management Team is called together by the WGM and is responsible for directing the whole-of-Grid recovery process. This is primarily achieved by outlining the recovery objectives and the subsequent priority of work.

This process may involve input and assistance from a number of other government departments and stakeholders such as:

- Grid Participants
- Queensland Treasury
- Department of Community Safety (Emergency Services)
- Department of Employment, Economic Development and Innovation
- Queensland Water Commission
- Department of Environment and Resource Management
- Department of Premier and Cabinet
- Department of Infrastructure and Planning
- Grid Customers
- Queensland Health.

9.2.3 Communications and media

The Emergency Management Team, when called together to manage Level 3, 4 or 5 incidents, is responsible for managing recovery communications across the Grid Participants and to external stakeholders such as Grid Customers and relevant parts of government. The Emergency Management Team is also responsible for issuing a close-out statement/media release, if appropriate.

9.3 De-escalation

The SEQWG ERP states there are two elements for de-escalation in the emergency response context:

- emergency de-escalation
- incident de-escalation (a sub-set of emergency de-escalation).

Incident de-escalation relates to incident management, and the status of the physical event. LinkWater is responsible for incident de-escalation.

Emergency de-escalation takes into account a broader range of factors including emergency coordination and management, which may continue well after the incident that caused the emergency has be rectified. As such, it is possible that the emergency may stay ongoing after LinkWater has de-escalated the incident. As a result, only the Emergency Manager can de-escalate the Water Grid emergency.

9.4 Stand-down

Once the incident has been de-escalated and normal organisational and operational arrangements can be restored, the Response Manager or Duty GM (IMT Leader) will direct teams to "stand-down". On stand-down, the Response Manager or Duty GM (IMT Leader) is to ensure incident close-out reporting is completed within required timeframes.

9.4.1 Water Grid Manager Incident Close-out Report

For all Level 3, 4 and 5 incidents, the Response Manager or Duty GM (IMT Leader) is to ensure the Water Grid Manager Incident Close-out Report is completed, including the results of any investigation and rectification procedures performed, and a copy sent to the Water Grid Manager (and Emergency Manager, if this is not the Water Grid Manager).

9.4.2 Office of the Water Supply Regulator

For all incidents that have required LinkWater to submit Part A of the form 'Drinking water quality: incident reporting' to the Office of the Water Supply Regulator, the Response Manager or Duty GM (IMT Leader) is to ensure Part B of the form is submitted to the Water Grid Manager on close-out.

9.4.3 Workplace Health and Safety reporting

All serious OH&S Incident Investigation Reports are to be submitted via the General Manager Operational Services or General Manager Corporate Services to Workplace Health and Safety Queensland in accordance with legislative guidelines.

9.5 Documentation and Records

All documentation collected, collated and disseminated during an incident is to be securely retained by the respective team managers. This includes event logs, records of stakeholder communications, telephone message logs, master files, photographs, video imagery and any correspondence relating to the emergency. These items will be necessary for debriefs, root cause analyses and for the post-incident report. They may also be required for investigations and inquiries.

10 IMPROVEMENT ACTIONS

10.1 Debriefing

The Emergency Manager will decide if a formal debriefing process is to be carried out, based on the nature of the incident.

The following table outlines responsibilities for carrying out debriefings following incident close-out.

Level	LinkWater Incident Manager	Emergency Manager (Water Grid Manager or other) [8]
1 , 2 and Alert	The incident log and other documentation is completed and retained for reference in the Control Room. The impacted Team Manager will determine debrief requirements.	No involvement
3, 4 and 5	Carry out 'hot' debrief – informal debriefing which must occur as soon as practicable following the event to capture immediate learning's and details	Water Grid Manager to facilitate a 'cold' debrief including all entities involved in the emergency response in order to: • carry out a root cause analysis • capture and disseminate experiences and lessons learnt throughout the incident • enable process improvements and modifications

Table 10.1: Debriefing requirements.

10.1.1 Debrief conduct

The impacted Team Manager is to coordinate the debrief for Level 1 and 2 incidents and Alerts.

The Response Manager, in consultation with the impacted General Manager, will coordinate the 'hot' debrief for Level 3, 4 or 5 incidents.

The Group Debrief Guide at **Appendix D4** is a guide to conducting group debriefs.

All debriefs following level 3, 4 or 5 incidents require a completed Issues Debrief Form (**Appendix D5**).

10.2 Reporting

The post-incident report is compiled by the impacted line GM or the Response Manager and will include, as a minimum:

- Summary of the incident
- Who was involved and what capacity
- Recommendations for improving incident management capability, based on the lesson learnt
- Copies of logs, forms and reports generated during the incident.

10.2.1 WGM Post-emergency Report

The WGM Post-emergency Report functions as a summary of information and feedback on an emergency and as a cover form for the file of associated documentation. It is a vehicle for information consolidation, analysis and formalised recommendations.

It should be completed by the Emergency Manager or Emergency Coordinator following a thorough debriefing process.

The Emergency Manager/Emergency Coordinator will distribute copies of the Post-emergency Report to all entities involved in the emergency response.

10.3 Risk Register

Recommendations arising from the debriefing process and Post-emergency Report must be forwarded to Grid Participant Risk Managers for inclusion in the entities' risk registers, as appropriate.

The Water Grid Manager is responsible for incorporating recommendations which address:

- whole-of-Grid systems and continuous improvement
- learning's from the experience that have value for all Grid Participants, and should be shared with others not involved in the incident.

LinkWater will address recommended actions relevant to our assets and systems. This shall include updating operational documentation such as:

- operational procedures
- training schedules
- water quality improvement plans
- asset improvement plans.

10.4 Incident Investigation

The Duty General Manager at the time of the event is to instigate a root cause analysis or investigation into the incident, as appropriate. Legal advice is to be obtained before this occurs. The investigation will only consider and document the known facts of the incident.

The Duty General Manager at the time of the event will coordinate LinkWater representation for external inquiries or investigations. Legal advice is to be obtained before this occurs. The investigation will only consider and document the known facts of the incident.

A report is to be raised as a result of the root cause analysis or investigation. The report is to recommend corrective or preventative action and assign responsibilities for any remedial actions.

10.5 Post Trauma Stress Counselling

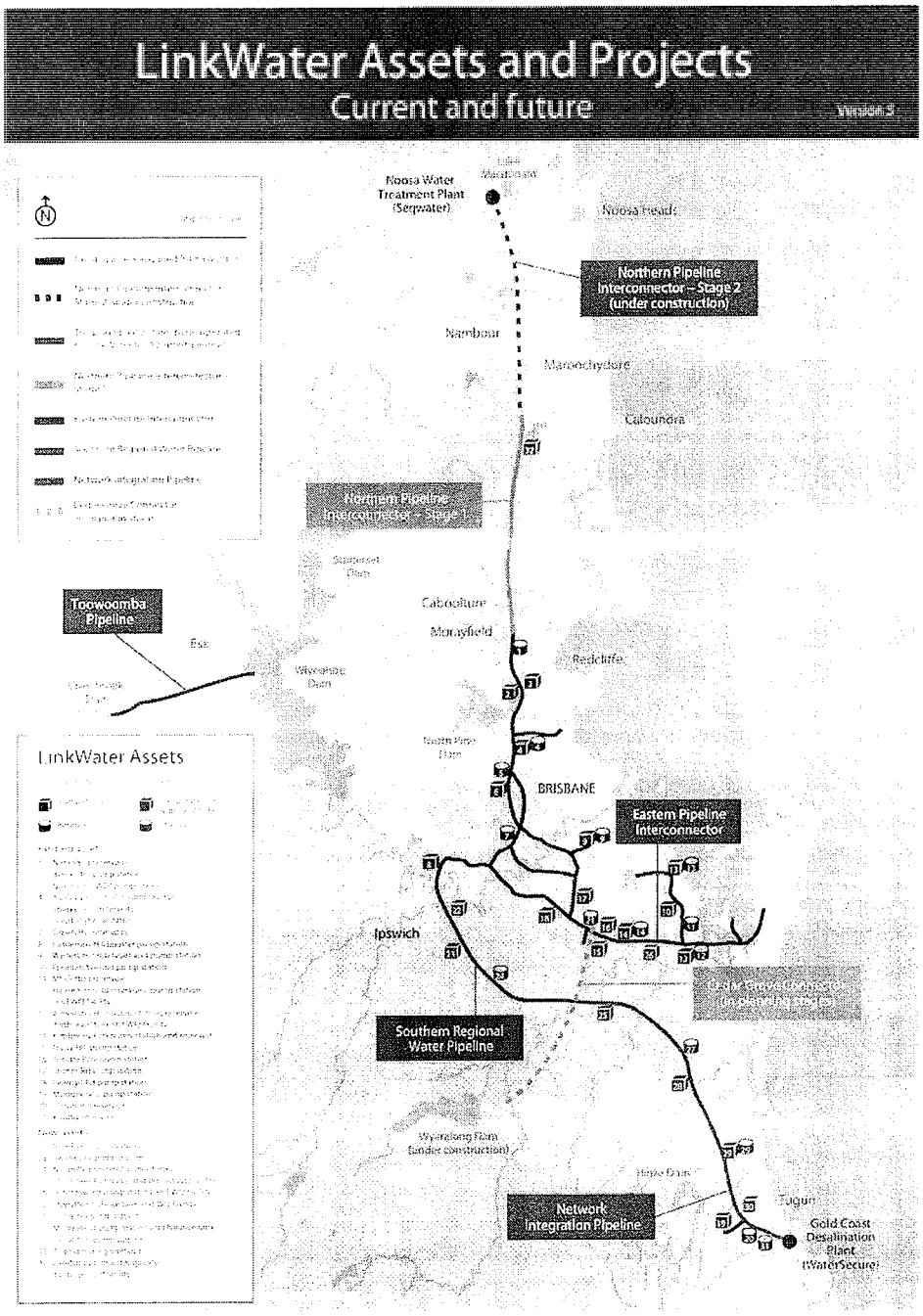
For those closely involved in a traumatic event, professional trauma counselling and support may be required. It is the responsibility of the HR Department to coordinate these arrangements through the Employee Assistance Program.

10.6 Remedial Actions

Remedial actions required as a result of the post-emergency report are to be logged in the Non-Conformance Report (NCR) database, integrated into standard reporting regimes and monitored by the responsible managers until they are closed off.

11 OTHER RESOURCES

11.1 Asset Map [current as at Sept 2010]



11.2 LinkWater Intranet

Additional information is located on the LinkWater intranet. Go to the tab marked Incident Management for this Plan and other incident management specific resources.

12 DISTRIBUTION LIST

This document is the property of LinkWater and its issue is controlled. The information contained herein may not be disclosed in whole or in part, either verbally or in writing, without the prior consent of LinkWater. Hard copies of this IMP are allotted as follows:

Copy No	Appointment	Location
1	Chairperson	Chairperson's Office
2 – 5	Director (Board Members)	Director's Office
6	LinkWater CEO	CEO's Office
7	EA to CEO	EA's Office
8	General Manager Business Services	GM Business Services Office
9	Legal Counsel	Legal Counsel's Office
10	General Manager Corporate Services	GM Corporate Services Office
11	General Manager Operational Services	GM Operational Services Office
12	General Manager Project Services	GM Alliance Project Office
13	Operations and Maintenance Alliance Manager	Operations and Maintenance Alliance Manager's Office
14	EA to Operations and Maintenance Alliance Manager	EA's Office
15	Operations and Maintenance Manager	Operations and Maintenance Manager's Office
16	Asset and Maintenance Manager	Asset and Maintenance Manager's Office
17	Engineering Integration Manager	Engineering and Integration Manager's Office
18	Modelling and Planning Manager	Modelling and Planning Manager's Office
19	HSE Manager	HSE Manager's Office
20	HSE Coordinator	HSE Coordinator's Office
21-22	Communications Manager/s	Comms Manager's Office Stakeholder Manager's Office

Copy No	Appointment	Location
23	QES Manager	Risk Manager's Office
24	HR Manager	HR Manager's Office
25	Emergency Management Room	IMR Pack
26	*LinkWater* Control Centre	*LinkWater* Control Centre
27	Incident Management Team	*LinkWater* Control Centre
28	North Zone Office	North Zone Office
29	Director (Charnwood Communications Consultants)	Charnwood Office (Melb) [LOAN]
30	Knowledge Manager	Knowledge Manager's Office
31	Water Grid Manager	WGM's Office
32	Water Quality Manager	Water Quality Manager's Office
33	Crisis Management Team Room	Pack in Board Room
34-50	Uncontrolled Training Copies (17)	Store Room

APPENDICES

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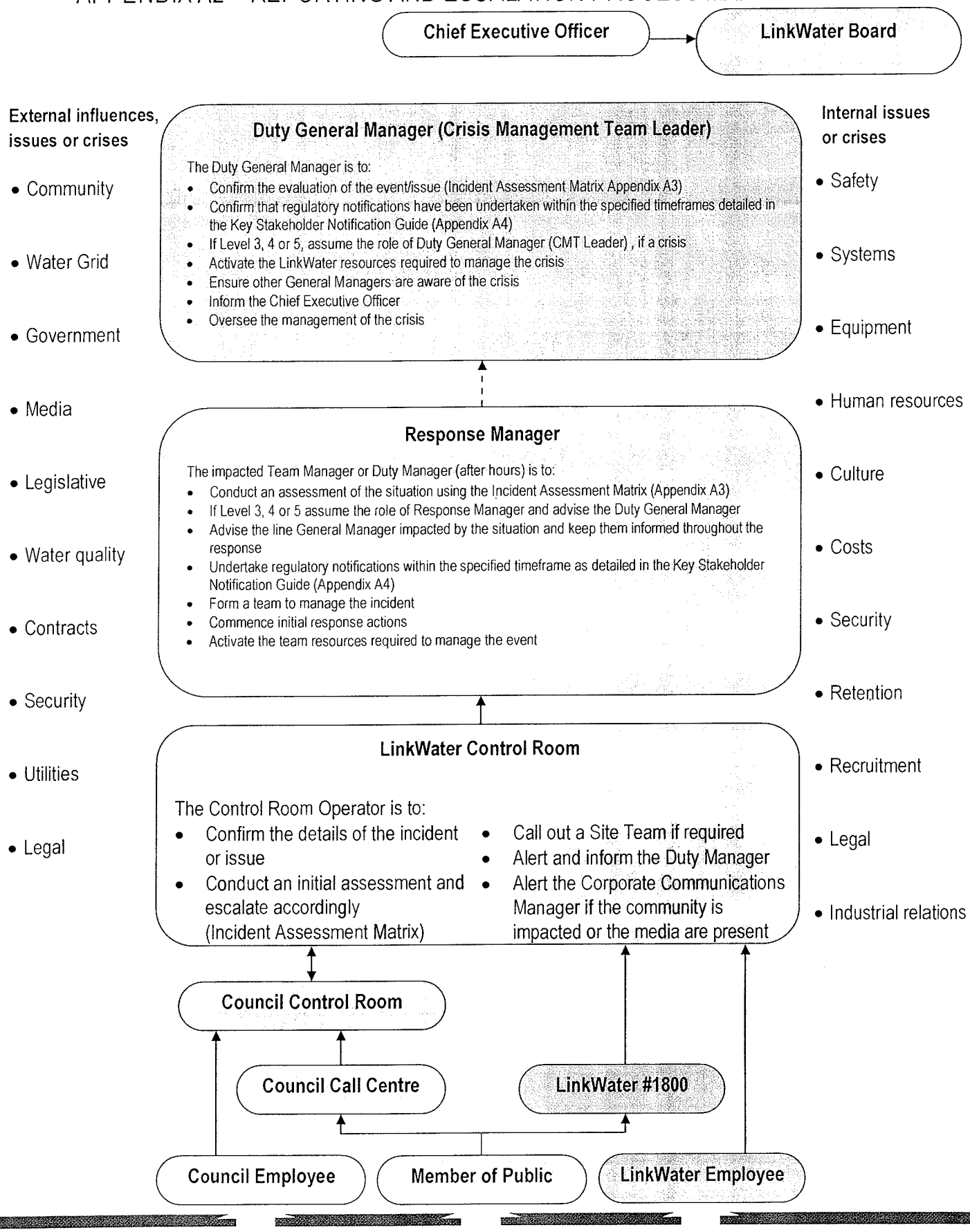
APPENDIX A1 – KEY CONTACTS

Organisation	Role	Phone	Email
LinkWater	Network Operations Coordinator	[redacted]	[redacted]
	Control Room		
	GM Operational Services		
	Water Quality Manager		
	Duty Manager		
SEQ Water Grid Manager	Duty Manager Notifications		
Office of the Water Supply Regulator (Regulator) - DERM	Incident Manager		
SeqWater	Emergency Coordinator		
	Coastal Water Treatment Plant Operations Manager		
	Central Water Treatment Plant Operations Manager		
	Dam Safety and Source Operations		

Organisation	Role	Phone	Email
	Manager	[redacted]	[redacted]
	Water Quality Product Manager		
	Senior Operations Manager		
	General Manager Support Services (for communication/media issues)		
	Desalination Operations Manager		
Queensland Urban Utilities	Water Distribution Control Room		
	Chief Operating Officer		
	Media Duty Manager		
Allconnex	Acting Group Manager Policy and Systems		
	Gold Coast Duty Incident Manager		
	Gold Coast Duty Operator		
	Logan Duty Manager		
	Redland District Manager		
Unitywater	Network Control Room		

Organisation	Role	Phone	Email
	Duty Shift Officer	[redacted]	
	Manager Operations South		
	Manager Operations North		
	Media and PR Manager		
Environmental Protection Agency (EPA)	Customer Service Centre *Contact if there is any risk there may have been environmental harm (i.e. treated water discharge due to infrastructure failure) or a wildlife incident		
Queensland Department of Main Roads	Emergency Incident Manager *Contact if the incident affects major roads		
Queensland Department of Transport	Principal Advisor for Emergency Management *Contact if the incident affects the transport system		
Queensland Department of Employment and Industrial Relations	WHS Inspector & Workplace Accident Notification* Contact if the incident is a WH&S accident		
Elgas	LPG Emergency		
ENERGEX	Electricity		
Powerlink	Electricity		
Origin Energy	Gas Leaks		
Telstra	Communications		
Dial Before You Dig	Underground pipes and cable information		

APPENDIX A2 – REPORTING AND ESCALATION PROCESS MAP



Supply interruption, asset reliability, water quality, safety, environmental or security incident or issue

APPENDIX A3 – INCIDENT ASSESSMENT MATRIX

Level 1 – Insignificant

General principles	Incident criterion – direct impacts on water supply		Examples
• Little disruption to normal operations, low increase in normal operating costs • Local incident with impact limited to a single facility within one Grid Participant Overall system impact limited to temporary or no reduction in capacity • No effect on monthly Grid Instruction volumes • Minor or no impact on bulk Grid Customers • Minor short-term impact on a small number of retail Grid Customers • Managed by the resources of the affected Grid Participant without the need to notify other Grid Participants, Emergency Services or the Water Grid Manager • These incidents occur as part of normal operations and are managed by a site supervisor or relevant duty officer as part of their normal responsibilities	Water quality	• A critical control point alert exceeded but within critical limits • Insignificant impact, little disruption to normal operation	• Local water quality incident isolated to a zone; possibly caused by valve change • Potential contamination source identified, but no contaminated water has entered the system
	Water asset failure	• Minor unplanned asset failure – no facility output affected	• Minor burst in a suburban street within distribution
	Water quantity	• Limited or no impact on bulk Grid Customers • Minor short-term disruption to retail Grid Customers	• Slight disruption to operations in a limited section of the network for less than two hours
	Security and natural disaster	• Localised natural disaster damage	• Minor storm damage to asset
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Employee minor injury sustained requiring first aid • Slight injury or health affects • Low risk of other injuries	• Slip or fall resulting in lacerations requiring first aid
	Environment	• Brief pollution event but no environmental impact. Insignificant risk of breaching environmental regulatory requirements	• Minor spike in discharge concentrations
	Public reassurance	• Lack of public interest (e.g. reporting, not front page) in suburban newspapers	• Single adverse local radio report • Call centre receives a number of complaints but limited to a small area, e.g. a street or two

Level 2 – Minor

General principles	Incident criterion – direct impacts on water supply		Examples
• Minor or no impact on bulk Grid Customers • Minor short-term impact on a small number of retail Grid Customers • The incident has no effect on monthly Grid Instruction volumes • Can be handled within the scope of normal operating protocols between Grid Participants • Can be dealt with by the resources of the affected Grid Participants	Water quality	• Critical control point limits exceeded, even with corrections in place: – still within Australian Drinking Water Guidelines (2004) health values – minor impact for small population, some manageable operation disruption	• Turbidity increased to 1.2 NTU due to lime dosing but reduced to 0.8 at exit of clear water storage
	Water asset failure	• Unplanned asset failure and reductions to asset output, less than or equal to one day duration where: – supply is reduced, but not lost – supply can be sourced from elsewhere if necessary	• Minor asset loss of functionality causes disruption and low water pressures in some zones, but impact is minimised by water grid balancing • Localised short-term loss of functions in the SCADA system of up to four hours
	Water quantity	• Single raw water supply source within the Water Grid is showing indications of failure	• Minor short term disruption to retail customers of up to four hours
	Security and natural disaster	• Localised natural disaster damage	• Storm causes minor interruptions due to loss of power supply
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Employee medical attention required – restricted work duties or limited lost work time. Public injury • Inherent risk for more injuries. Immediate action to be taken at Grid Participant level to ensure public safety	• Slip or fall resulting in broken limbs, lacerations requiring stitches or hospitalisation.
	Environment	• Minor transient environmental impact • Low risk of breaching environmental regulatory requirements • Grid Participant level corrective action	• A spike in discharge concentrations but unlikely to exceed 95 percentile licence limits
	Public reassurance	• Public questioning of Water Grid operations and decisions for local assets (e.g. local newspaper)	• Short-term adverse media at a local level • Call centre receives a number of complaints, but limited to one suburb

General principles	Incident criterion	Examples
• Classification for incidents with a possible severity of 3–5 where the consequences have not yet occurred • A potential Level 3–5 incident is considered highly likely to be imminent	Water quality	• *E. coli* has been detected, and an Alert is raised while a re-sample is carried out to confirm the contamination event (see 'Attachment E: *E. coli* Alert escalation process')
• An incident has occurred with severity below Level 3, however, there is a possibility that further deterioration of the situation will breach a Level 3–5 threshold	Security and natural disaster	• Natural disaster, such as cyclone, flood, fire, etc., forecast or in progress and likely to cause an impact, though this has not yet happened • National counter-terrorism Alert level is raised one level
• An incident has occurred with severity below Level 3, however, the Grid Participant has notified the responsible Minister/s of media interest or other circumstances of interest, and therefore must also notify the Water Grid Manager • The Water Grid is on standby to manage a potential incident • Where possible, relevant Grid Participants/Water Grid Manager take action in advance to prepare for the incident eventuating • When the incident eventuates, reclassify its severity level in accordance with this Plan	Public reassurance	• Any incident or potential incident that has /could attract media interest, making negative coverage a possibility

Level 3 – Moderate

General principles	Incident criterion – direct impacts on water supply		Examples
• Minor impact for a large population • Major impact for small population • Minor impact for retail Grid Customers • The Water Grid Manager may issue new Grid Instructions • Can be dealt with within operating protocols but not 'normal' protocols	Water quality	• *Australian Drinking Water Guidelines (2004)* health values confirmed as exceeded 1, 2 • Aesthetic impact for large population, but manageable through modification to operations	• Internal contamination of reservoirs, pipelines and balance tanks from sediment/slime accumulation, leaching and corrosion of materials in contact with water • A chronic health guideline value is exceeded, e.g. total trihalomethanes, with no associated public health risk
	Water asset failure	• Significant unplanned asset failure and reductions to asset output greater than one day duration, and may impact Grid Contract obligations being met • Any single supply source failure	• Major or multiple asset loss of functionality causes disruption and low water pressures in some zones that cannot be minimised by water balancing • Extended loss of functions in the SCADA system of up to eight hours
	Water quantity	• Single raw water supply source within the Water Grid is out of service whereby supply is affected by >20% of Grid Instruction volume	• Reductions to asset output to section of the network (e.g. one suburb) for up to eight hours
	Security and natural disaster	• Natural disaster or security event that would disrupt operations and/or service delivery	• Sabotage, contamination or arson impacting assets or systems
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Single fatality involving an employee or a member of the public – **Water Grid Manager incident level only** • Significant risk of further injuries • Immediate corrective action by Grid Participant	• Single or multiple injuries requiring treatment off-site and hospitalisation, resulting in lost time of more than 4 days but no long-term medical treatment required • High potential dangerous event, such as electric shock
	Environment	• Significant release of pollutants with mid-term recovery • High risk of environmental regulatory requirements breach with the potential to affect drinking water supply works • Notification of an incident to a regulator	• Exceedence of a concentration limit whereby the Queensland Manufactured Water Authority cannot access water from a sewage treatment plant • Exceedence of a discharge licence where discharge is likely to make its way to a drinking water source
	Public reassurance	• Public questioning of Water Grid operations and decisions for local assets (e.g. regional newspaper, regulator enquiry)	• Medium- term adverse media at a regional or State level, such as large increase in volume of adverse calls to call centre

Level 4 – Major			
General principles	**Incident criterion – direct impacts on water supply**		**Examples**
• Single or multiple regions affected. Multiple Grid Participants and the Water Grid Manager with State Government departments involved or on standby • Minister may issue a Water Supply Emergency Declaration • Moderate impact for a large population or major impact for a small population • Major impact for Grid Customers • The Water Grid Manager is likely to issue new Grid Instructions (depending on the type of incident) • The Water Grid Manager may need to access the Seqwater or LinkWater control (or incident) rooms to obtain real time data and information • Impacts on drinking water regarded as relatively short-term, but involving multiple Water Grid entities and government agencies	Water quality	• Major impact for small population, systems significantly compromised and operation ceased or abnormal • Significantly enhanced level of monitoring required	• There are repeated exceedences of a chronic health guideline value affecting a small population, e.g. total trihalomethanes, where Queensland Health or The Regulator determines there may be a risk to public health • Source contamination of a reservoir
	Water asset failure	• Major unplanned asset failure leading to service interruptions – days to weeks to rectify • Impacts on Grid Contract obligations or multiple Grid Customer disruptions	• Critical loss of an asset for extended period and the Water Grid cannot fully meet demand, resulting in interruption to customer supply for over 8 hours. Local area needs to go on restrictions
	Water quantity	• Drought trigger is reached within any Water Grid supply reserves	• Low water pressure in some zones for extended period • Disruption to water supply for more than eight hours
	Security and natural disaster	• Localised natural disaster or security event	• Credible threat to major infrastructure within the Water Grid received by a LinkWater or the Government • Australian pandemic Alert phase 6a, 6b or 6c 3
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Multiple fatalities	• Injury causing fatality, long-term medical impacts or permanent disability
	Environment	• Significant long-term environmental effects with the potential to affect drinking water supply works • Significant risk of breaching environmental requirements long-term (weeks)	• Major long term damage to water, soil or air and/or damage or death to significant numbers of flora and fauna or destruction of cultural heritage. May include chemical spills and soil or water pollution • Serious breach of environmental regulations and prosecution expected
	Public reassurance	• Public confidence in Water Grid operations diminished and looking to validate information decisions (e.g. national TV news and/or regulator investigation)	• Adverse State-wide or national media attention • Call centre receives a number of complaints related to multiple suburbs or two or more retailers

Level 5 – Catastrophe			
General principles	**Incident criterion – direct impacts on water supply**		**Examples**
• Large-scale impact across South East Queensland, other utilities affected. Requires Government intervention at State and Federal levels to manage the incident • Minister is likely to issue a Water Supply Emergency Declaration • Major impact for large populations, complete failure of systems • An emergency incident or combination of incidents with the potential for large-scale short- and long-term impacts to human well-being and the environment including terrorism impacts or natural disasters	Water quality	• Major impact for large population, extreme volume of complaints • Complete failure of systems	• Severe water contamination in multiple sections of the network requiring issue of boil water/non-drinking notice • There are repeated exceedences of a chronic health guideline value affecting a large population, e.g. total trihalomethanes, where Queensland Health or the Regulator determines that there may be a risk to public health or a public health risk is confirmed
	Water asset failure	• Extreme unplanned asset failure – weeks to months to rectify • Major rectification works to re-establish water supply	• The SCADA system goes down with significant functional loss for more than eight hours
	Water quantity	• Drought supply reserves are reaching the emergency volumes	• Extreme restrictions apply and emergency supply projects instigated
	Security and natural disaster	• Extreme natural disaster or security event	• Bomb blast impacts major asset • Flood, fire and cyclone impacts on multiple assets • Australian pandemic Alert phase 6a, 6b or 6c [4]
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Multiple fatalities • Extreme risk of further fatalities and injuries leading to a Declared State of Emergency	• Multiple injuries causing permanent disability or fatalities
	Environment	• Catastrophic, long-term environmental impacts with the potential to affect drinking water supply works • Extreme risk of breaching environmental regulatory requirements. Immediate notification of relevant authorities	• Any incident causing the loss of a water source for more than one month, or the loss of an entire ecosystem • Prosecution almost certain and remedial costs exceeding $50K
	Public reassurance	• Widespread concerns expressed by public and loss of trust in Water Grid operations (e.g. international TV news headlines and/or government investigation)	• Adverse national or international media attention • Call centre receives an extreme number of serious complaints related to multiple retailers

[4] Depending on Water Grid impacts assessment

APPENDIX A4 – KEY STAKEHOLDER NOTIFICATION GUIDE

Water Grid Manager Duty Manager notification

Incident level	Notify	Water Grid Manager Duty Manager	
1 and 2	No		
Alert	Yes	☎ Within 2 hours of incident detection ✉	Email Incident Notification Form within 2 hours of incident detection
3	Yes	☎ Within 2 hours of incident detection ✉	Email Incident Notification Form within 2 hours of incident detection
4 and 5	Yes	☎ Within 1 hour of incident detection ✉	Email Incident Notification Form within 1 hour of incident detection

Key stakeholder notification

Stakeholder	Trigger	What	When	Responsible
Water Grid Manager	Alert and level 3, 4 or 5 incidents	Notify as per table above	As above	Response Manager
	On closing the incident	Send the Incident Close-out Report to @seqwgm.com.	Incident officially declared over	General Manager – Operational Services
Office of the Water Supply Regulator (OSWR)	Alert and level 3, 4 or 5 incidents	• Contact by telephone and provide initial notification on 1300 596 709 and email on @derm.qld.gov. • Email Part A of the OSWR Water Quality Incident Reporting form to @derm.qld.gov. and copy to the Water Grid Manager	• As soon as possible • Within 24 hours	Response Manager
	On closing the incident	Email Part B of the OSWR Water Quality Incident Reporting form to @derm.qld.gov.	Incident officially declared over	General Manager –

Stakeholder	Trigger	What	When	Responsible
				Operational Services
Other affected Grid Participants	Incidents impacting their operations	Telephone notification (use contact list at **Appendix A1**)	As soon as possible but must be within 3 hours	Response Manager
Department of Environment and Resource Management	Incidents impacting the environment and/or wildlife	Telephone notification (use contact list at **Appendix A1**)	As soon as possible but must be within 3 hours	Response Manager
Department of	Incidents impacting transport infrastructure	Telephone notification (use contact list at **Appendix A1**)	As soon as possible but must be within 3 hours	Response Manager
Queensland Workplace Health and Safety	Notifiable health and safety incident as per web page ://www.deir.qld.gov.au/workplace/incidents/incidents/notify/index.	Submit online notification (found on the same webpage as notifiable incident information)	As soon as possible	OHS Specialist / Risk Manager
	Workplace fatality	Telephone 1300 369 915. For details refer ://www.deir.qld.gov.au/workplace/incidents/incidents/death/index.	Immediately	OHS Specialist / Risk Manager

APPENDIX B1 – FIRST ABLE PERSON

Important Note:
Following an incident, it is important that the incident site is secured until the scene can be examined and all evidence collected. There may be legal or crime scene obligations and the scene should not be interfered without permission of a Workplace Health and Safety inspector or the police. Action taken to save life or prevent further injury does not constitute interference under the law.

Initial Actions

- Assume initial control of the incident
- Assess the situation, and identify any threats:
  - Ensure safety of all persons at the site – evacuate if necessary
  - Render first aid to anyone injured (**remember DRABC if necessary**):
    - Remove from **D**anger
    - Check for **R**esponse
    - Clear **A**irway
    - Check **B**reathing
    - Perform **C**ompressions.
- Contact and Advise (in priority):
  - Any people in danger at the site
  - Emergency Services (fire/police/ambulance) – **Call '000'**
  - Your supervisor or senior *LinkWater* person present
  - Seek assistance from others on site
  - Report the incident to the ***LinkWater* Control Room – Call 3270 4049.**

- Identify the tasks and resources:
  - Secure the area and attempt to control the situation if it is safe to do so (e.g. extinguish fire, contain spill)
  - Respond within your competencies and level of training and in accordance with relevant operational procedures
  - Assess the time constraints.

On-going Actions

- Maintain your own log or record of events and key timings (decisions, communications, actions taken, events occurring etc)
- Follow Site Incident Coordinator checklist at **Appendix B2** until handover
- Handover incident control to your supervisor or the senior LinkWater person present as soon as practical
- Support the Site Incident Coordinator
- Stand-down and follow up actions in accordance with **Sections 9 and 10** of this IMP when response is complete.

Notes:

1. Provide a more detailed report to the Control Room (within 60 minutes):

- Who was involved?
- What was the nature of the incident?
- Where did it occur?
- When did it occur?
- Why did it happen?
- How did it happen?

2. Immediate evacuation may be required for events like:

- major gas leak or chemical spill
- bomb threat (on advice of the Police)
- violent or threatening behaviour by third parties
- fire
- flooding.

3. Response priorities are:

- protection of human life
- reduction of trauma
- maintenance of system safety
- protection of the environment, assets, commercial arrangements, reputation and image.

APPENDIX B2 – SITE INCIDENT COORDINATOR

When advised of an incident, the team leader or senior LinkWater person present at the incident site is to immediately assume the role of Site Incident Coordinator.

Initial Actions

- Undertake or ensure that initial actions at **Appendix B1** have occurred
- Activate the Site Support team if more resources are required
- Assess the situation and escalate the LinkWater response for Alerts or Level 3 and higher incidents, if required
- Advise the Control Room (for operational incidents)
- Advise the Corporate Communications Manager within 30 minutes of the occurrence if the Control Centre is not involved.

On-going Actions

- Maintain a log or record of events and key timings (decisions, communications, actions taken, events occurring etc)
- Ensure that on-going actions at **Appendix B1** have occurred
- Assemble a Site Team to manage the incident
- Control the activities at the incident site until relieved or directed otherwise
- Provide support to the emergency services if present
- Provide an initial report then regular situation reports to the Control Room (for Level 1 and 2 incidents) or to the Response Manager (for Alerts or Level 3, 4 and 5 incidents)
- Provide briefings to all employees, contractors, and assigned personnel on site
- Liaise with and support the emergency services and other authorities on site, as required
- Direct any media inquiries to the Incident Communication Manager
- Provide a report to the Incident Communication Manager within 60 minutes of the occurrence advising:
  - **Who** was involved?
  - **What** was the nature of the incident?
  - **Where** did it occur?
  - **When** did it occur?
  - **Why** and **how** it happened (may not be initially possible to report).
- In the case of an injury or workplace accident, notify the HR Coordinator/HR Manager and HSE Manager
- Brief any replacement Site Incident Coordinator and handover as required
- Stand-down and follow up actions in accordance with **Sections 9 and 10** of this IMP when response is complete

Note: When the Control Room is involved, some of these actions can be performed through them.

APPENDIX B3 – *LINKWATER* CONTROL ROOM

When a network related incident occurs, the LinkWater Control Room will be advised by the Site Team. The Network and Controls Operations Coordinator or Duty Officer will respond with support to the Site Team and advise the Team or Duty Manager and keep him/her advised as the incident unfolds.

Initial Actions

- On notification of an incident, collect incident information and record it using the relevant Incident Information Form (**Appendix D1**). Consider facts such as:
  - The caller's details
  - The callers telephone contacts
  - An alternate contact
  - Location of the incident
  - Who, what, where, when, why, how about the incident
  - What additional immediate support is required?
- Conduct an initial assessment of the situation using the Incident Assessment Matrix (**Appendix A3**)
- Provide initial notification to key staff
- Assist in site safety management in consultation with the Site Incident Coordinator
- Support the Site Incident Coordinator (for Level 1 and 2 incidents) and the Response Manager (for Level 3,4 or 5 incidents)
- Maintain a log or record of events and key timings (decisions, communications, actions taken, events occurring etc)
- Arrange any additional functional or specialist support people required by the Site Team
- Arrange any other support required by the Site Team.

On-going Actions

- Maintain close liaison and keep the Site Incident Coordinator (for Level 1 and 2 incidents) and the Response Manager (for Level 3,4 or 5 incidents) advised as the incident unfolds;
- Continue to manage water business continuity
- Arrange for the Control Room to be briefed on the nature of the incident (after obtaining advice from the Corporate Communications Manager)
- Monitor Control Room traffic
- Support the Response Manager and IMT by maintaining contact with the Site Team
- Continue to log or record events and key timings (decisions, communications, actions taken, events occurring etc)
- Stand-down and follow up actions in accordance with **Sections 9 and 10** when response is complete.

APPENDIX B4 – RESPONSE MANAGER

When the Site Incident Coordinator escalates the LinkWater incident response to Level 3 or higher incidents, the Impacted Team Manager or his/her delegate assumes the role of Response Manager.

Initial Actions

- Conduct an initial assessment of the situation using the Incident Assessment Matrix (**Appendix A3**) and escalate the LinkWater response for Level 4 and 5 incidents
- Notify key stakeholders within specified timeframes as per Key Stakeholder Notification Guide at **Appendix A4**
- Confirm key staff have been advised, particularly the Duty General Manager, impacted line General Manager and Corporate Communications Manager
- If an operational incident, get a brief from the Control Room Duty Officer and review the Control Room log, records of the incident, and the Incident Information Forms
- Assume overall command and control of the situation and log the time
- Form an appropriate Incident Management Team (IMT) team to manage the incident
- Manage those parts of the business impacted and use all reasonable endeavours to arrange support for the response to the event
- Support the Site Team (if deployed)
- Support the Control Room (if required)
- Escalate or de-escalate the incident level as required
- Commit appropriate personnel, equipment, finances and resources to the response
- Maintain a log or record of events and key timings (decisions, communications, actions taken, events occurring etc)

On-going Actions

- Keep the Duty General Manager and the line General Manager impacted by the situation informed throughout the response
- If a crisis is declared, support the Duty General Manager (Crisis Management Team Leader)
- Develop a plan of action
- Ensure the Corporate Communications Manager has received a report within 60 minutes of the occurrence, advising:
  - **Who** was involved?
  - **What** was the nature of the incident?
  - **Where** did it occur?
  - **When** did it occur?
  - **Why** it happened and **How** it happened if this information is available
- Support the Site Team and arrange and allocate any additional resources required, including functional and specialist staff
- Brief any incoming (relieving) Response Manager on:
  - Incident status actions taken actions planned
  - Personnel status

  - Key stakeholders and their contact details
  - Log book
  - any other issues.
- Continue to monitor the evolving situation
- Liaise with external agencies as required
- Notify HR Coordinator/Manager and the HSE Manager of injuries, workplace incidents or environmental impacts
- Continue to receive reports from the LinkWater Control Room
- Set specific times for routine team updates and time outs. Arrange for mobile phone handover or diversion during updates and briefings. This is important to avoid being 'captured' by outside stakeholders. Consider conducting some updates from key stakeholders on speakerphone so that the information does not have to be repeated and to avoid any miscommunication
- Provide regular updatess to the Duty General Manager (CMT Leader)
- Provide verbal briefings to key stakeholders and managers as required
- Develop a relief and team change-over roster and notify affected persons
- Initiate an incident investigation, if required
- Stand-down the IMT and follow up actions in accordance with **Sections 9 and 10** when response is complete.

Response Managers should use the following process:

Fact
Find

Identify
Issues/tasks

Implement
Strategy/Plans

Prioritise

Team Sessions Time Outs
Formal updates

APPENDIX B5 – DUTY GENERAL MANAGER (CMT LEADER)

When the Response Manager escalates the LinkWater incident response to Level 4 or 5 and the issue is a Crisis, the Duty General Manager or the Impacted GM assumes the role of LinkWater Duty General Manager (CMT Leader).

Find and check the facts

- Confirm the assessment of the situation using the Incident Assessment Matrix (**Appendix A3**)
- Notify key stakeholders within specified timeframes as per Key Stakeholder Notification Guide at **Appendix A4**
- Establish the facts and context for the wider stakeholders concerned with the crisis
- If a crisis, activate a CMT to manage the crisis (default location is the Board Room on Level 5, 200 Creek Street)
- Chair an initial CMT briefing to ensure all CMT members understand the situation
- Set specific times for routine team updates and time outs
- Receive notifications and action alerts from the WGM and ensure they are actioned in OCA

Identify and Prioritise tasks

- Identify the business impacts and potential impacts on key stakeholders
- Commit appropriate personnel, equipment, finances and resources to the management of the crisis
- Ensure the Corporate Communications Manager has been advised (within 30 minutes of the incident occurring)
- Have the CMT initiate and maintain a formal Master Log or record of events with key timings (decisions made, communications, actions taken, events etc)
- Establish communications with the Response Manager and receive a verbal briefing
- Inform the Alliance Manager, other General Managers, CEO and LinkWater Board (if they have not already been informed by the Response Manager)
- Prioritise tasks that are required for an effective response to the crisis.

Implement response actions

- Act as the senior LinkWater representative for external stakeholders including SEQWGM, OWSR, Ministers etc
- Represent LinkWater for any involvement with Regulatory agencies and authorities
- Provide a management link between the CEO and Board, other GMs and the CMT
- Provide planning guidance, allocate priorities, task and coordinate the outputs from the CMT members
- Confirm the support the Response Manager requires for the Incident response (your aim is to take as much pressure as possible off the Response Manager to allow them to manage the response)
- Ensure the Corporate Communications Manager has received a report within 60 minutes of the occurrence
- Keep other General Managers, CEO and LinkWater Board informed

- Keep the SEQWGM Duty Officer, relevant Government agencies and other affected Grid Participants informed in accordance with the SEQWG ERP
- Manage external stakeholders (**see Section 8**)
- Approve financial and resource commitments to the crisis
- Approve draft press statements, media holding statements and media releases before they are presented to the CEO/external agencies (**see Section 8**)
- Stand-down and follow up actions in accordance with **Sections 9 and 10** when the response is complete.

Duty General Managers should use the following process:

Fact
Find

Identify
Issues/tasks

Implement
Strategy/Plans

Prioritise

Team Sessions Time Outs
Formal updates

APPENDIX B6 – LOG KEEPER

Initial Actions

- Proceed to the Incident Management Room
- Assist in the preparation of the Incident Management Room
- Source additional administrative support as required to assist the IMT in the maintenance of records and information management
- Start the IMT Master Log.

On-going Actions

- Maintain a chronological log of events paying special attention to times of significant activities and events (consider tape recordings as appropriate)
- Use the electronic Spreadsheet to log the sequence of events
- Ensure carbonised massage pads are used by members of the IMT and CMT to ensure all issues are recorded and passed to the log keeper
- Manage the flow of hard copy communications and oversee that copies are retained for the permanent log
- Assist to keep status boards up-to-date
- Regularly collate the notes and logs from the IMT members into the IMT Master Log
- Alert other IMT members to major changes, issues and outstanding actions
- Provide administrative support as required to the IMT
- Proactively monitor all communications and record pertinent points as they arise
- Stand-down and follow up actions in accordance with **Sections 9 and 10** when response is complete
- Assist with the collection and filing of all documentation from the IMT
- Participate in the IMT post-crisis review
- Assist with refurbishing the Incident Management Room back to a 'ready' state.

APPENDIX B7 – COMMUNICATIONS MANAGER/S

When an incident occurs the Site Incident Coordinator (through the Control Room) or the Incident Manager (for Level 3 incidents and above) must each ensure the Communications Manager has been advised of the incident within 30 minutes of occurrence and has a detailed report within 60 minutes. The Communications Manager will then develop and implement a communications and media strategy to support the LinkWater response and recovery effort.

Initial Actions

- Maintain a log of key communications
- Conduct a risk assessment and assess the likely level of political, media and public interest and advise the Incident/Emergency Manager(s)
- Develop a communications and media strategy for the incident
- Identify who is needed to assist with implementing the strategy
- Draft and gain approval for a media holding statement
- Identify key stakeholders for this incident in conjunction with the Incident/Emergency Manager(s).

On-going Actions

- Implement (and amend where necessary) the communications and media strategy
- Assess public reassurance factor
- Prepare and gain approval for media releases and briefing notes
- Determine triggers and timing for interviews and conferences
- Monitor the media and draft a media analysis
- Brief spokespersons
- Manage enquiries
- Script messages for Control Rooms and voice mail services
- Ensure key stakeholders (including staff) are kept informed
- Participate in the Water Grid Communication Coordination Team which may be formed with Water Grid Participants to provide one point of contact for information management
- Continue to keep a log of communication events and key timings
- Stand-down and follow up actions in accordance with **Section 9 and 10** when response is complete.

APPENDIX C1 – IMR STANDARD OPERATING PROCEDURES (SOP)

This guide is for use by the **IMT** during Level 3, 4 and 5 incidents. It is to be used in conjunction with:
- the roles and responsibilities of the IMT members at **Appendix B1 to B7**
- the IMR Pack at **Appendix C2**.

Preparation (on activation of the IMT)

Response Manager (IMT Leader) is to:

- Confirm that the situation is actually an emergency and has not been over-escalated
- Confirm the facts and impacts of the incident including upstream and downstream impacts and reputation impacts
- Notify the Corporate Communications Manager (if not already done)
- Allocate the following IMT roles:
  - Incident Communication Manager
  - LinkWater Control Room Operator
  - Site Incident Coordinator
  - IMR Administrator (typically the Officer Manager)
- Move to and activate the Incident Management Room (IMR) – Board Room on Level 4 at 200 Creek Street, Brisbane.

The IMR Administrator (Office Manager) is to nominate IMT support staff:

- An Information Coordinator (selected by the Office Manager)
- Log Keeper (selected by the Office Manager)
- Administration Assistant (selected by the Office Manager)
- Any other functional or specialist support as required by the nature of the event.

Initial Actions (on arrival in the IMR)

- Open the IMR Pack in the Board Room (refer to **Appendix C2**)
- Confirm key staff members required are present
- Commence the Master Log with an activation time entry
- List stakeholders who are to be contacted/informed
- If directed by the WGM, ensure a Media Holding Statement (**see Corporate Communications Manager**) is drafted (for release by responsible Ministers)
- Ensure a situation report is drafted and approved by the CEO
- Commence the Master File system
- Establish communications with the Site Incident Coordinator, through the Control Room, and confirm details of the situation
- Determine which areas are affected, and how widespread the impacts or potential impacts are on operations and services. Undertake a risk assessment, (refer to the Incident Assessment Matrix at **Appendix A3** and the LinkWater Risk Management Plan: OMA-AW-PLN-006) considering:
  - WH&S risk
  - environment risk
  - property (assets) risk (including security risk)

  - production/operations risk
  - customer relations risk
  - publicity/stakeholder relations (reputation) risk
  - risks to information, communications and technology systems, administration and support processes and accommodation arrangements.
- Identify and develop a plan of action to deal with the impacts and risks, and assign responsibilities
- Review **your** responsibilities in the IMP and in **Appendix B1 to B7.**

On-going Actions

- Regularly review risks
- Conduct regular briefings to keep the team up to date on the situation
- Prepare and despatch reports via OCA, as required
- Maintain the Status Boards, Log Books and Master File
- Update stakeholders and ensure the contact is recorded in a Media and Stakeholder Communication Log
- Cooperate with other IMT members and manage your responsibilities
- Continue to monitor progress of the response.

Operating Procedures

- **Briefing.** The Response Manager (IMT Leader) is to ensure that all IMT staff are comprehensively briefed as soon as possible after arrival in the room. If individuals or an entire shift is changed over, the new staff members are to receive a briefing before assuming duties. **Security.** Entry to the IMR is to be restricted to designated staff only. Access will be regulated by the reception staff during office hours and under the IMT arrangements outside office hours.
- **Noise.** The Administrator is to ensure that noise levels are kept to a minimum and voice conversation levels are kept low. If the TV is on to monitor media coverage of an incident, the volume should be low and all media stories should be recorded for later review.
- **OCA.** All formal communication with the WGM and other Grid Participants is through OCA. Refer to OCA Protocols section of this Appendix.
- **Master Log (Incident Management Register).** The Incident Management Register is the Master Log and is the record of all key decisions, actions, briefs and communications. These are recorded in chronological order in the Log by the Log Keeper. During periods of high activity, the Duty General Manager or Response Manager (IMT Leader) may need to supplement the Log Keeper with additional staff. The format for the log which can be used as the master log or an individual log is at **Appendix C3**.
- **Status boards.** In order to accurately capture and record information, and make it readily accessible for all in the IMR, it should be displayed on status boards. The status boards are held in the IMR Pack. They may include:
  - Situation Board
  - Objectives and actions
  - Event/Response
  - Casualty Board.

Stores and equipment

- **Basic Equipment.** The IMR is fitted with sufficient communications and information technology systems to perform its role. The fitted equipment includes:
  - TV

  - Video
  - 2 x fixed telephones
  - 4 x Computer ports (Wireless is also available)
  - Video port
  - 5 x double power points
  - Fixed white board
  - Mobile white board
  - Ceiling mounted Litepro for fixed white board.
- **IMR Pack.** The IMR Pack is a toolbox of resources that are permanently located in the old Board Room on Level 4, for the IMT. The IMR Pack provides the essential resources needed by the IMT to set up and operate the IMR. Should the IMT be required to operate from an alternate location or integrated into another Grid Participant's IMT, the Pack should be deployed with the *LinkWater* IMT. The contents list for the IMR Pack is at **Appendix C2**.

Handover Process (where 24/7 operations are required)

- Commence handover process 30 minutes before shift change time with situation update for incoming staff members, to include:
  - overall situation and agencies engaged
  - priorities for the next period
  - incidents and actions underway
  - tasks and timings
  - details of regular meetings
  - key stakeholders involved and their contact details
  - forecast changes to planned activities for your shift period
  - other issues
- Incoming staff to review Master Event Log, Master File and Media and Stakeholder Communication Log
- Update status boards on wall
- The name and time of handover should be logged. Key persons from the off-going shift should remain for up to 30 minutes to assist with continuity of operations.

Stand-down

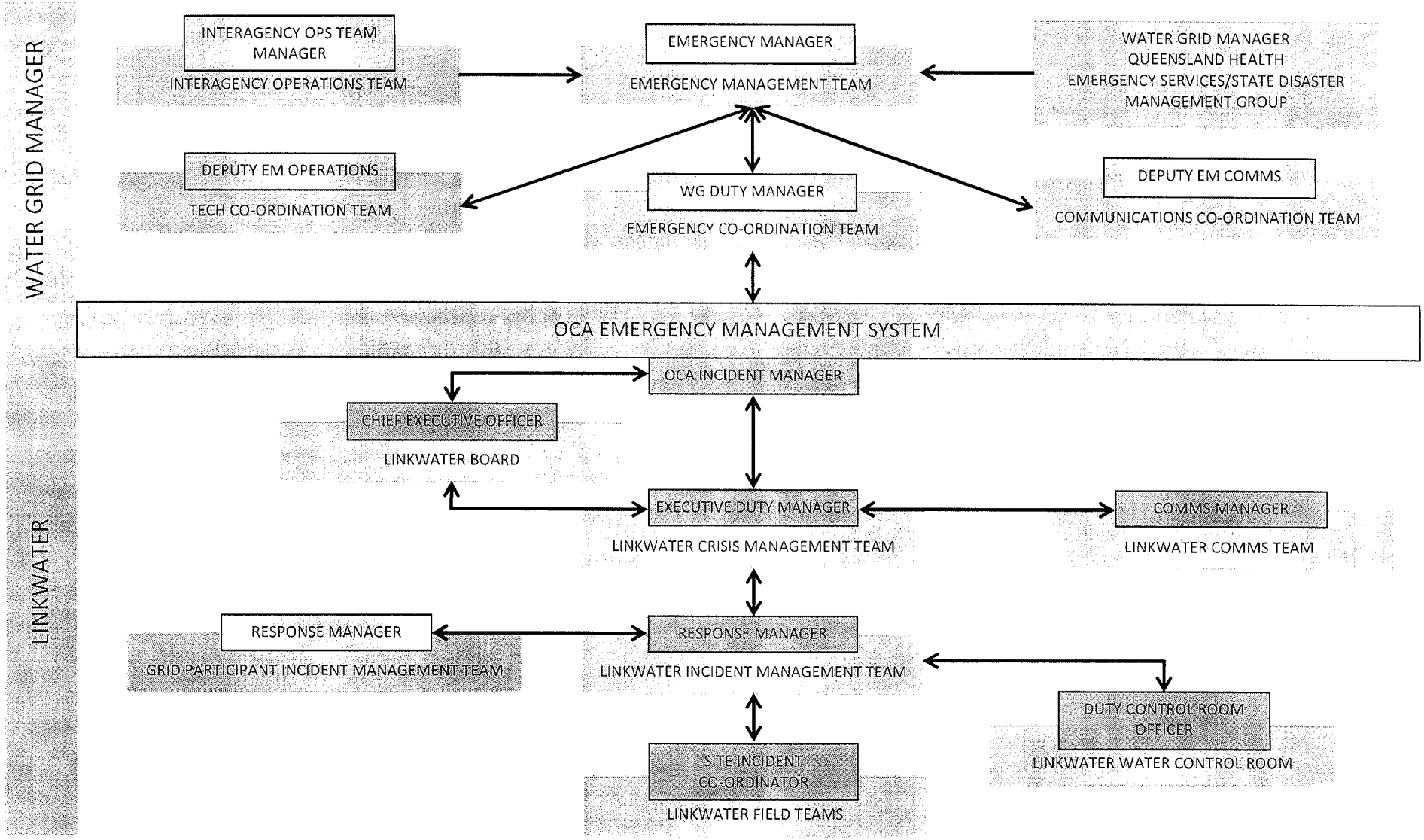
- Stand-down in accordance with the **Section 9** once the response to an incident is completed to a state where it can be passed back to the normal organisational and operational arrangements
- Advise IMT staff members of any debriefing arrangements, complete the Event Log and Media and Stakeholder Communication Log, and formally hand over responsibilities for any recovery and residual tasks to the appropriate manager.

OCA protocols

OCA is the primary means for sharing information with the Water Grid Manager and other Grid participants. The system is currently being introduced and operating protocols are yet to be finalised.

The Command and Control Reporting Tree diagram overleaf outlines how LinkWater currently sees the integration of OCA in the emergency reporting framework for LinkWater, the Water Grid Manager, other Grid Participants and Government Departments and agencies. This may alter once detailed protocols have been developed.

COMMAND AND CONTROL REPORTING TREE



APPENDIX C2 – IMR PACK

Contents of the IMR Pack include:

Documents

- Incident Management Plan (IMP), Copy No 25
- *LinkWater* Risk Assessment Plan
- Other related *LinkWater* Plans as they are developed
- SEQWG Emergency Response Plan
- Key Contacts **(APPENDIX A1)** x 3 copies
- Master File Folder
- Master Log Folder
- Range of Maps.

Status Boards

- IMR Duty Staff List
- Key Issues Board
- Key Stakeholder List
- Situation Board
- Incident Timeline Chart
- Casualty Board.

Stationery Pack

- Range of basic stationery
- Pads of carbon record sheets.

Equipment

- Television
- VCR
- Digital Recorders x 2 with spare batteries
- Digital camera/battery charger
- Fixed telephone with speaker system
- Telephone headsets.

Templates (available on a CD and in hard copy)

- Master Log sheets
- Telephone Message Pads
- Briefing Format
- Briefing Note
- Issues Debrief
- LinkWater Fact Sheet
- Media analysis
- Media and Stakeholder Communication Log.

Food items: Some basic food items may be accessed from the kitchen adjacent to the Board Room on Level 5, if the IMT is required to operate after normal business hours.

APPENDIX C3 – INCIDENT MANAGEMENT REGISTER

Incident Management Register

Update Incident Team Details

Incident Overviews

Enter Incident Information

Incident Number/ID	Incident Description	Incident Level	Time Declared	Declared by

Time/Date	Incident Number/ID	From		To		Log Details	Action Required	Priority	Complete	Comments
		Organisation	Name	Organisation	Name					

APPENDIX D1 – INCIDENT INFORMATION FORMS

Incident information forms are prepared for the following events:

1. Mains break
2. Security incident/breach
3. Serious injury or fatality
4. Water quality.

Refer to the LinkWater intranet for the latest version of the Incident information forms.

LinkWater: Incident information form (mains break)

Update one must be completed once notified of an incident with as much available detail as possible. Each additional update should be completed as more information becomes available. The Response Manager will advise the timing of any additional updates (e.g. half-hourly, hourly etc).

MAINS BREAK

	UPDATE 1		UPDATE 2		UPDATE 3		UPDATE 4		UPDATE 5	
Update status	Time:	Date:	Time:	Date:	Time:	Date:	Time:	Date:	Time:	Date:
Questions	Response / Information									
Has it been confirmed this is a LinkWater asset?	☐ Yes ☐ Not yet sure. ☐ No. The asset is owned by: If unsure, how long until it can be confirmed (approximately)?									
When, how and who reported the break?	When: How: Who:									
Has the flow been stopped?										
What is the exact location of the incident and the nearest cross street/s?	Exact location: Nearest cross street/s:									

MAINS BREAK

What area/s does the pipeline service?

Have any properties been affected? (land or structures)

☐ No

☐ Yes

If yes:

How many?

Insert addresses and details of damage:

Will any clean-up be needed? (If yes, by who?)

Has the incident impacted on local roads/traffic?

☐ No

☐ Yes

If yes:

How?

What is being done to control traffic?

Is there any localised flooding?

☐ No

☐ Yes

If yes:

MAINS BREAK

	Provide description of how severe the flooding is:	
Are there any safety issues?	☐ No ☐ Yes If yes: What are they/how are these being managed?	
Who is at the incident scene?	☐ Fire ☐ Ambulance ☐ LinkWater ☐ Media (name outlets): ☐ Other (name who): If no one is there yet, who is coming? When are they expected to arrive?	☐ Police ☐ BCC
Are additional crews required?	☐ No ☐ Yes If yes: Who? When are they expected to arrive?	
Has the incident affected water pressure or caused water outages in the area? *(NB The local Council call centre may need to be*	☐ No ☐ Yes If yes: What areas: How many properties (insert address details if known)?	

MAINS BREAK

phoned to answer this question.)	When will the water pressure return to normal?
	What is being done to fix the problem?
Is the cause known?	☐ No ☐ Yes
	If yes, what needs to be done to fix it?
	How long (approximately) will this take?
	Could there be further outages/loss of pressure as a result?
	Will there be any water quality issues?
How old is the pipe?	
How big is the pipe?	
What is it made of?	

Useful contacts:

- Distributor call centre [insert number]
- Key incident contact 1 [insert number]
- Key incident contact 2 [insert number]
- Key incident contact 3 [insert number]

F380

LinkWater: Incident information form (security incident/breach)

Update one must be completed once notified of an incident with as much available detail as possible. Each additional update should be completed as more information becomes available. The Response Manager will advise the timing of any additional updates (e.g. half-hourly, hourly etc).

SECURITY INCIDENT/BREACH

	UPDATE 1		UPDATE 2		UPDATE 3		UPDATE 4		UPDATE 5	
Update status	Time:	Date:	Time:	Date:	Time:	Date:	Time:	Date:	Time:	Date:
Questions	Response / Information									
What has happened?	☐ Break-in ☐ Damage to assets/systems ☐ Theft ☐ Staff or public threatened ☐ Contamination detected ☐ Terrorism attack or threat ☐ Other:									
When, how and who reported it?	When: How: Who:									
Has anyone claimed responsibility?	☐ No ☐ Yes If yes, who:									
What is the exact location of the incident?	Target: Location:									
Is the site secure?	☐ Yes ☐ No If no, what additional resources are required? *(e.g. barricades, area taped off, locks repaired):* •									

SECURITY INCIDENT/BREACH

Has this been referred to the Police/Emergency Services?

☐ No

☐ Yes

If yes:

When:

To whom:

What is the immediate response? *(i.e. Is the water unsafe to drink? Has the water supply been suspended?)*

[For any further questions about water quality or supply, use the Water Quality or Mains Break incident information forms]

Useful contacts:

- Distributor call centre [insert number]
- Key incident contact 1 [insert number]
- Key incident contact 2 [insert number]
- Key incident contact 3 [insert number]
- Police – Emergency 000
- Police – Counter Terrorism (07) 3364 8190
- Water Police (07) 3895 0333

LinkWater: Incident information form (serious injury or fatality)

Update one must be completed once notified of an incident with as much available detail as possible. Each additional update should be completed as more information becomes available. The Response Manager will advise the timing of any additional updates (e.g. half-hourly, hourly etc).

SERIOUS INJURY OR FATALITY

	UPDATE 1		UPDATE 2		UPDATE 3		UPDATE 4		UPDATE 5	
Update status	Time:	Date:	Time:	Date:	Time:	Date:	Time:	Date:	Time:	Date:
Questions	Response / Information									
What is the nature of the incident?										
When did it happen?	Time: Date:									
Where did it happen?										
How did this serious incident/ fatality occur?										
Who was first to the scene, and how long after the incident?										
Were there witnesses at the scene?										
What continuing hazards exist, if any?										
What emergency response was followed? (i.e. Has emergency services arrived? How long did they take to arrive?)										
What happens now? (i.e. Is the area sealed off? Has the investigation process been commenced?										

SERIOUS INJURY OR FATALITY

How many people are involved?	
What is their name/names?	
Have the Police given approval for the name/s to be released to staff/media?	☐ No ☐ Yes
Is this a notifiable Workplace Health and Safety Incident?	☐ No ☐ Yes. If yes, when was notification made and by whom?
How old are they? (if a fatality)	
Who is their next-of-kin?	
Has next-of-kin been informed?	☐ No ☐ Yes If yes: When? Who informed the family and how?
Does the deceased have a spouse and/or children? (If a fatality)	☐ No ☐ Yes If yes: How many? What ages?

SERIOUS INJURY OR FATALITY

How long have they worked for LinkWater?

What unit/team/ section did they work in?

What is their background? (i.e. have they done this type of work for a number of years or was this a one-off)

When and where will the funeral be held? (If a fatality)

Useful contacts:

- Distributor call centre [insert number]
- Key incident contact 1 [insert number]
- Key incident contact 2 [insert number]

LinkWater: Incident information form (water quality)

Update one must be completed once notified of an incident with as much available detail as possible. Each additional update should be completed as more information becomes available. The Response Manager will advise the timing of any additional updates (e.g. half-hourly, hourly etc).

WATER QUALITY INCIDENT

	UPDATE 1		UPDATE 2		UPDATE 3		UPDATE 4		UPDATE 5	
Update status	Time:	Date:	Time:	Date:	Time:	Date:	Time:	Date:	Time:	Date:
Questions	Response / Information									
What was detected?										
What levels were detected?										
What could have caused it?										
When, where and how was it detected?	When: Where: How:									
Is the problem coming from our asset, Council's or another Grid participant's?	☐ LinkWater asset ☐ Council asset ☐ Another Grid participant's asset:									
Is it likely to cause health issues? If so, what?	☐ No ☐ Yes If yes, what:									
What is being done about it?										
Will this affect water supply? If so, to which area/s?	☐ No ☐ Yes If yes, what area/s:									

WATER QUALITY INCIDENT

How many people / houses may be affected?

Has it been reported to OWSR, WGM and Queensland Health?

☐ No

☐ Yes

If yes, when

What level has the incident been declared?

How long will the problem take to fix?

Who is working on fixing the problem?

What will we do to prevent this from happening again?

Useful contacts:

- Distributor call centre [insert number]
- Key incident contact 1 [insert number]
- Key incident contact 2 [insert number]
- Key incident contact 3 [insert number]

APPENDIX D2 – FRONTLINE STAFF GUIDE

GUIDE TO HANDLING PHONE ENQUIRIES	
Nominated Emergency Contact (NEC) enquiries:	
• Demonstrate care and concern. Stay calm, listen carefully, but do not confirm or deny a person's condition • Inform the person that you are not an authorised spokesperson, and as such, you are not in a position to comment or provide detailed information • Take directive from the Corporate Communications Manager or Community Engagement Coordinator as to where to direct calls • Log all calls.	
Media enquiries:	
• Never say 'no comment'. **The correct response is *"I am not the correct person to comment but I will pass your enquiry onto the LinkWater Communications Manager. If you provide me with your details I will ensure they return your call as soon as possible"*** • If possible, transfer the call immediately to the Corporate Communications Manager or take directive from the Corporate Communications Manager as to where to direct calls • If unsuccessful, ask for the nature of enquiry and deadline for the information. Log the information • Tell the person you will arrange for someone to call them back as soon as possible **Note:** always be polite to the media.	
Government enquiries:	
• Inform the person that you are not an authorised spokesperson, and as such, you are not in a position to comment or provide detailed information • Try to transfer the call immediately to the Corporate Communications Manager • If unsuccessful, ask for the nature of enquiry. Log the information • Tell the person you will arrange for someone to call them back as soon as possible.	
General enquiries:	
• Inform the person that you are not an authorised spokesperson, and as such, you are not in a position to comment or provide detailed information • Try to transfer the call immediately to a staff member who has been designated to take general enquiries, or the Corporate Communications Manager • If unsuccessful, ask for the nature of enquiry and log the information • Tell the person you will arrange for someone to call them back as soon as possible.	
Useful phone numbers:	

GUIDE TO HANDLING VISITORS

Nominated Emergency Contact enquiries:

- Demonstrate care and concern. Stay calm, listen carefully, but do not confirm or deny a person's condition
- Inform the person that you are not an authorised spokesperson, and as such, you are not in a position to comment or provide detailed information
- Log their details
- Advise the Human Resources Manager or Corporate Communications Manager, who will designate a person to collect them from reception.
- Ask them to wait in a secure room until escorted to a nominated emergency contact room (if established).

Media enquiries:

- Inform the person that you are not an authorised spokesperson, and as such, you are not in a position to comment or provide detailed information. Never say 'no comment'
- Log their details
- Advise the Corporate Communications Manager
- All media are to wait in a secure room until they are escorted to the media centre. (They will be provided with continual updates)

  Notes:
  - media do not have automatic access to all areas at the site; any request to speak to staff, film or take photos must be approved by the Corporate Communications Manager
  - Safety induction briefs may have to be arranged.

Government enquiries:

- Inform the person that you are not an authorised spokesperson, and as such, you are not in a position to comment or provide detailed information
- Log their details
- Advise the Corporate Communications Manager.

General enquiries:

- Inform the person that you are not an authorised spokesperson, and as such, you are not in a position to comment or provide detailed information
- Log their details
- Advise the Corporate Communications Manager
- Tell the person you will arrange for someone to see them as soon as possible.

Useful phone numbers:

APPENDIX D3 – TEMPLATE: TELEPHONE MESSAGE SHEET

Your Name:	Date:	Time:
Callers Name:		
Callers Telephone and Mobile Numbers:	Callers Fax Number:	Callers Email Address:
Callers Organisation Affiliation:		
Messages/Notes:	Actions Required:	Deadline:

FOR HANDLING BY:

- ☐ Duty General Manager (CMT Leader)
- ☐ Response Manager (IMT Leader)
- ☐ Incident Communications Manager
- ☐ Administration Support Team
- ☐ Other: _____

APPENDIX D4 – GROUP DEBRIEF GUIDE

For Level 3, 4 or 5 Incidents, a hot (informal) debrief is conducted by LinkWater as soon as practicable following the event. The Water Grid Manager will later facilitate a cold debriefing, including all the entities involved. This will include a root cause analysis, capturing and disseminating experiences and lessons learnt and seeking process improvements and modifications.

Item	Sustain	Improve	Fix	Who	When
Reference number	Actions and decisions that were done well and need to be maintained	Actions and decisions that were done poorly and need to be improved	Recommended solution to item requiring improvement	Who is responsible for fixing this	When is it to be completed by

APPENDIX D5 – ISSUES DEBRIEF FORM

This debrief form is to be filed with all other documentation produced in the course of responding to the incident.

ATTENDEES

Source external input from Grid Manager/relevant Government Agencies/affected Grid Participants prior to de-brief or invite representatives to attend

INCIDENT :
LEVEL :
RESPONSE MANAGER:
DUTY GM :
LOCATION:

ESCALATION PROCESS / COMMUNICATION

__ **Yes or No** LinkWater was informed within 30 mins of incident occurring

__ **Yes or No** Who, what, where, when, why and how about the issue was supplied in a media holding statement format (within 1 hr) + attached briefing note_v1 within 2 hrs

If 'no' for items 1 and 2, please include explanation: <attach additional docs if required>

_____

_____

_____

Were the authorities notified of the incident?

By Whom? _____

When (time and date)? _____

Why? Why not? _____

Were all key stakeholders captured in stakeholder matrix during and after initial incident briefing and contacted in appropriate timeframes?

<refer to stakeholder assessment and conduct post analysis> < note lessons learnt and why/if key stakeholders were omitted>

What level of media coverage was secured?

<refer to media analysis report > <% negative vs. positive coverage> < % split of radio, TV, Print, on-line>

Systems Analysis (see tables below)

6A. LINKWATER SYSTEMS DURING THE INCIDENT

SUCCESSES	FAILURES

6B. LINKWATER – CORRECTIVE ACTIONS

WHAT ACTIONS BEING / WILL BE PUT IN PLACE TO PREVENT RE-OCCURENCE?			
SPECIFIC ACTION REQUIRED	PERSON RESPONSIBLE	TARGET DATE	COMPLETED

7A. SERVICE CONTRACTOR SYSTEMS DURING THE INCIDENT

SUCCESSES	FAILURES

7B. SERVICE CONTRACTOR – CORRECTIVE ACTIONS

WHAT WERE THE ACTIONS BEING / WILL BE PUT IN PLACE TO PREVENT RE-OCCURENCE?

SPECIFIC ACTION REQUIRED	PERSON RESPONSIBLE	DUE DATE	STATUS

CLOSE OUT / SIGN OFF

CEO

Name: Signature: Date:

LinkWater Duty Manager (GM)

Name: Signature: Date:

Response Manager

Name: Signature: Date:

Incident Communications Manager

Name: Signature: Date:

Duty Manager

Name: Signature: Date:

HSE Manager

Name: Signature: Date:

Service Contractor Manager

Name: Signature: Date:

APPENDIX E1 – ADVISING NOMINATED EMERGENCY CONTACTS

Handling Nominated Emergency Contact Enquiries

Enquiries from family members regarding the status of an employee must be directed to the Human Resources Manager.

During an emergency/crisis situation, family members of employees may become extremely emotional – showing signs of fear, shock, worry, anger, and/or frustration.

You can help relatives cope with these emotions by:

- Demonstrating care and concern
- Remaining calm, listening carefully and talking through their concerns
- Reassuring them that all necessary actions are being undertaken to manage and control the situation (e.g. "The health and safety of our people is our first priority. We are taking all necessary actions to ensure the safety of our employees and the community")
- If a relative wants to know the status of an employee, only advise them if you have CONFIRMED and are absolutely sure of the employee's status
- Advise that counselling is available, and offer to arrange this for them
  ONLY direct family members can be advised on an employee's status (ie. wife or husband, children, defacto or parents). ONLY the POLICE can advise of a fatality
- If the person is deceased, take the enquirer's name, contact details and status of their relationship to the deceased person, and advise that a *LinkWater* representative will contact them as soon as possible. Contact the police and advise that a relative (state the relationship) of a deceased worker has contacted the site and requested information on the employee.

Injury Notification

When serious injuries occur (e.g. lost-time accident where an employee requires on-site medical treatment), helping family and acquaintances requires prompt, specific and empathetic action.

If possible, the CEO and the victim's immediate supervisor should make the notification (not for fatalities) to the Nominated Emergency Contacts.

If the injured person is a sub-contractor then the parent organisation should be informed and support from *LinkWater* provided as required.

If the person injured is a member of the public then consideration should also be given to contacting their Nominated Emergency Contacts.

Death Notification

It is important to remember that notification of death can only be made by the police, in Australia.

Once police have made the notification, the CEO and the deceased's immediate supervisor should arrange for a face-to-face visit to the Nominated Emergency Contacts, or arrange to visit with the police.

If the deceased is a sub-contractor then the parent organisation should be informed and support from *LinkWater* provided, as required.

If the deceased is a member of the public then consideration should also be give to contacting the Nominated Emergency Contacts – via the Police.

Nominated Emergency Contacts On-site

In the case of a serious incident or accident, the Nominated Emergency Contacts may wish to remain on-site to be on hand to receive the most up-to-date information as it happens.

Steps should be taken to set-up a private Nominated Emergency Contacts room on-site, away from the media.

Trim Ref: D/2011/1000

21 January 2011

Mr [redacted]
Chief Executive Officer
WaterSecure
Level 2, 95 North Quay
Brisbane Qld 4000

Dear [redacted]

WaterSecure Emergency Response Plan Approval

We received your Emergency Response Plan on 25 October 2010 for our review in accordance with Section 4.30 of *The Market Rules SEQ Water Market.*

Following final changes to your plan, our review confirms that your plan is consistent with the SEQ Water Grid Emergency Response Plan and *The Market Rules SEQ Water Market.* As such, your plan is approved.

If you have any further enquiries please contact [redacted] Risk and Emergency Manager, on telephone [redacted] or via email at [redacted]

Yours sincerely

Barry Dennien
Chief Executive Officer

Trim Ref: D/2010/7291

17 November 2010

Mr Keith Davies
Chief Executive Officer
WaterSecure
Level 2, 95 North Quay
Brisbane Qld 4000

Dear Mr Davies

WaterSecure Incident and Emergency Response Plan Review

We received your Incident and Emergency Response Plan on 25 October 2010 for our review in accordance with Section 4.30 of *The Market Rules SEQ Water Market*.

In accordance with Section 4.30 (b) of *The Market Rules SEQ Water Market* we have reviewed your plan and provide comment (see enclosed comment sheet). Comments against each requirement are annotated with 'accept' where the requirement is met, 'recommend' where the requirement is met but could be improved over time and 'remedy' where the requirement is not met and a Remedy Notice is issued.

The enclosed comment sheet for WaterSecure's Incident and Emergency Response Plan includes a number of recommendations and areas for remedy. In accordance with Section 4.30(b), of *The Market Rules SEQ Water Market,* please submit your revised plan within 10 Business Days of receipt of this Remedy Notice, ensuring areas annotated with 'remedy' are rectified so we can approve your plan. You may also want to address recommendations, although these can be considered as part of your regular plan review cycle (or sooner if desired).

You will be aware that from 6 December 2010, *OCA Incident Manager* will be used for Alert and Level 3-5 emergency notification, management and closure. As part of this new process, we have had to update our Duty Emergency Manager contact details. The new phone number is [redacted] and email is [redacted] Please replace the old contact details with these new details in your Incident Management Plan and any supporting plans, procedures, contact lists and emergency control room aids. The new contact arrangements are now active, however the old contact arrangements will also be maintained up until Christmas to allow you time to communicate the change to all staff and contractors.

The development and operation of the Water Grid Emergency Response Plan is an ongoing p[redacted]at is successful because of your ongoing support and engagement. Your commitment to the process and your ongoing collaboration and cooperation in this matter is greatly appreciated.

If you have any further enquiries please contact [redacted], Risk and Emergency Manager, on telephone [redacted] or via email at [redacted]

Yours sincerely

Barry Dennien
Chief Executive Officer

Enclosed: ERP Comment Sheet

ERP Comment Sheet

SEQ Water Grid manager

Grid Service Provider:	WaterSecure		
GSP contact officer:	[redacted]	**Contact number:** **Email:**	[redacted]
TRIM numbers:	D/10/7290		
Date received:	25.10.10	**Date due to be received:**	25.10.10
Date by which SEQWGM comments to be received (20 bus days after receipt):	19.11.10	**SEQWGM Action Officer:**	[redacted]

Prepare response Comments for signature:

✓ CEO ☐ Director ☐ Officer: .....

☐ Copy to: .....

Workflow actions:

		Required by:	*Date completed:*	*Initial:*
☐	Draft response:	16.11.10		
☐	Quality Check:	16.11.10		
☐	Approval for issue:	17.11.10		
☐	Date issued:	17.11.10		

Comments: (Acceptable, Recommendation, Remedy Notice)

Market Rules 4.30 (a) (i)

Consistency with Water Grid Emergency Response Plan – Summary

A Remedy Notice is issued against WaterSecure's Incident and Emergency Response Plan

While WaterSecure's Incident and Emergency Response Plan is largely consistent with the Water Grid Emergency Response Plan, some key areas do not adequately align and require **REMEDY.** Areas requiring remedy require action in accordance with Section 4.30, *The Market Rules SEQ Water Market.*

A number of recommendations are also submitted for consideration. Recommendations are made where there is general alignment with the Water Grid Emergency Response Plan but further opportunity for improvement exists. Recommendations should be considered as part of the next review cycle (or earlier if desired).

Attachments

1. WaterSecure Incident and Emergency Response Plan review outcomes

ERP Comment Sheet

Adapted from Water Grid Emergency Response Plan - Attachment : Grid Participant Emergency Response Plan approval requirements

These approval requirements have been used by the Water Grid Manager to ensure WaterSecure's Incident and Emergency Response Plan is consistent with, and meets the objectives of the SEQ Water Grid Emergency Response Plan.

[illegible] ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
4.30 (a) (i)	General	To facilitate effective interaction during an emergency, Grid Participant emergency response plans should mirror the six-step process detailed in the SEQ Water Grid Emergency Response Plan.	Recommended	5	31-76	ACCEPT	
	Governance and policy	A Testing and Review Plan aligned with that detailed on page 7 of the SEQ Water Grid Emergency Response Plan is to be included.	Required	17	11	ACCEPT	
		A Training Plan aligned with that detailed on page 8 of the SEQ Water Grid Emergency Response Plan is to be included.	Required	8	12-13	ACCEPT	

ERP Comment Sheet

SEQ Water Grid manager

Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		The general responsibilities of Grid Participants detailed on page 14 of the SEQ Water Grid Emergency Response Plan are to be included.	Required	14	17	RECOMMEND	General responsibilities should include reference to 'utilise the Emergency Response IT Solution when implemented for all Emergency Response related activities'. OCA implementation should be considered in the next review of WaterSecure's plan
	❶ Identify and assess incident severity	Table 3 (Incident severity classification levels) is to be reproduced verbatim.	Required	19-24	36-41	ACCEPT	
		The trigger levels contained within ❶ must be reproduced, with Grid Participant information for action on Level 1, 2 and Alert incidents included as appropriate.	Required	18-24	36-41	ACCEPT	
	◎ Notify	Table 4 (Notification responsibilities) is to be reproduced with the Grid Participant emergency contacts substituted as appropriate.	Required	26	45-46	REMEDY	Attachment C lists email notification times as 24 hrs which is incorrect. These should align with the correct timings listed in Table 13 of WaterSecure's Incident and Emergency Response Plan and the Water Grid Emergency Response Plan (Table 4).

ERP Comment Sheet

Ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		Contact details for the Water Grid Manager, Duty Manager and Media Duty Manager to be reproduced within the body of the Plan in the section on notifications as well as in the contacts list in the annexes to the Plan.	Required	56	44,119	**RECOMMEND**	Duty Manager is listed in the relevant parts, however Media Duty Manager is not listed. The Duty Media manager is an important emergency contact and should be added to the relevant contact lists in the plan.
		A key stakeholder notification table, similar to Table 5 (Key stakeholder notification) but specific to the Grid Participant is to be included	Required	28	47	**ACCEPT**	
		The Plan is to specify that records are to be kept in accordance with the instruction on record keeping in .	Required	29	47	**ACCEPT**	
	Establish command and control	Table 7 (Command and control function responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	Required	31	51	**RECOMMEND**	There are four command and control functions. Table 17 of WaterSecure's plan lists three. The table should also include technical coordination as per Table7, Water Grid Emergency Response Plan.

ERP Comment Sheet

SEQ Water Grid manager

Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		Figure 3 (Emergency Response Team structure) is to be reproduced with Grid Participant details substituted as appropriate.	Required	33	53	**RECOMMEND**	Figure 3 structure does not include the Communications Coordination Team or the Technical Coordination Team. It is recommended that the structure and terminology aligns with Figure 3, Water Grid Emergency Response Plan. The pages following figure 3 should also align although they are generally accurate enough in content not to cause confusion.
		Table 9 (Function teams membership) is to be reproduced with Grid Participant details inserted as appropriate.	Required	34	51-52	**RECOMMEND**	Table 18 should also include communications coordination.
		A description of the structure, role and management of the Incident Management Team, the Interagency Operations Team and the Emergency Management Team are to be included and aligned with the detail in .	Required	34-36	54-56	**ACCEPT**	
		Table 11 (Normal emergency response function team locations) is to be reproduced with Grid Participant details inserted as appropriate.	Required	36	57	**RECOMMEND**	Table 11 should include communications coordination

ERP Comment Sheet

SEQ Water Grid Manager

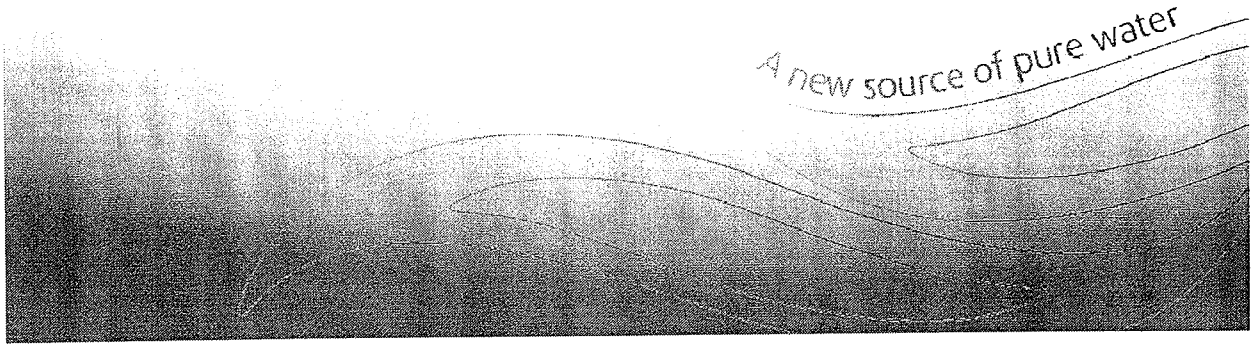
Market Ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		The Plan is to include the continuous reassessment process in .	Required	37	61	ACCEPT	
		The Plan is to include the escalation process in .	Required	37	61	ACCEPT	
	Manage the emergency	The Plan is to note that incident management is carried out by the Grid Participant.	Required	39	63	ACCEPT	
		The Plan is to note the emergency coordination functions carried out by the Water Grid Manager as detailed in .	Required	39	64	ACCEPT	
		Table 12 ('Internal' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	Required	43	65-67	ACCEPT	
		Table 13 ('External' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	Required	45	68-69	ACCEPT	
	Manage the recovery	Incident de-escalation and emergency de-escalation are to be included in the Plan as detailed in .	Required	48	72-73	ACCEPT	

ERP Comment Sheet

SEQ Water Grid manager

Market Roles ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		The requirement for an Incident Close-out Report as detailed in is to be included in the Plan.	Required	49	73	**REMEDY**	An incident close-out report is also required for all Alerts.
		The role of the Emergency Management Team in managing the recovery as detailed in is to be included in the Plan.	Required	50	73	**ACCEPT**	
	Improvement actions	Table 14 (Debriefing responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	Required	52	74	**RECOMMEND**	Consider including Alert in Table 26 to better align with Table 14, Water Grid Emergency Response Plan
		Post-emergency Report and Risk Register actions as detailed in are to be included in the Plan.	Required	53	75-76	**ACCEPT**	
4.29 (d)		All isolated supply schemes are to be identified in an annex to the Plan, with a suitable contingency plan for the provision of an alternate water supply detailed for each.	Required	-	N/A	**N/A**	

WaterSecure



DOCUMENT CONTROL

Version	Date	Change History - Description	Author	Reviewer	Approved
1.00	05/09/2008	Original manual created	[redacted]		
2.00	09/10/2008	Revised to reflect feedback of key stakeholders			
3.00	22/10/2008	Revised to reflect feedback of GM Operations			
4.00	15/12/2008	Updated contacts for Gold Coast Desalination Plant and protocols for initiating the response as requested by GM Operations		[redacted]	[redacted]
4.01	17 Mar 2010	Document created			
4.02	5 May 2010	Incorporate changes from review by Sean McCagh			
5.00	26/05/2010	Incorporate feedback from Operations Managers during development of incident management processes		Emergency Response Plan workshop participants	
6.00	11/06/2010	Incorporate feedback from Incident and Emergency Response Plan workshop 01/06/2010			
7.00	19/06/10	Incorporate feedback from Incident and Emergency Response Plan workshop 08/10/2010			
8.00	21/10/2010	Incorporate changes from review by David Fullerton			

REVISION SCHEDULE

Last Reviewed	Next Review	Status
19/10/2010	12 months after plan approved by WGM	*Draft*

Queensland Manufactured Water Authority (WaterSecure)

Level 2, 95 North Quay, Brisbane, Qld 4000

[redacted]

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1. INTRODUCTION

1.1 Purpose

Incident and emergency planning and management is a core component of WaterSecure's overall risk management framework and is critical to ensure that we are prepared for and can effectively respond to and recover from an incident that has the potential to impact upon:

- our stakeholders;
- our customers;
- the broader community;
- the environment;
- delivery of our services;
- our assets;
- operations;
- revenue and/or;
- our reputation.

This Incident and Emergency Response Plan has been developed to ensure that:

- roles and responsibilities for incident and emergency management are clearly defined;
- incidents and emergencies are appropriately responded to and resolved; and
- WaterSecure's employees participate appropriately in whole-of-Grid emergency response.

1.2 Background

Our Incident and Emergency Response Plan has been developed so that we are prepared in the event of an incident and/or emergency and can take action in a reasoned and well thought out manner. This Incident and Emergency Response Plan:

- details the appropriate response to incidents and emergencies in accordance with *SEQ Water Grid Emergency response plan* and WaterSecure's own incident management requirements
- ensures sufficient and appropriate communication to keep stakeholders informed
- details processes to ensure that we work cooperatively with the Water Grid Manager Emergency Coordination Team and any appointed Emergency Manager in the event of a whole-of-Grid incident.

This Plan is consistent with, and fulfils the requirements of:

- The *Market Rules SEQ Water Market* (Market Rules), Section 4.28
- The *SEQ Water Grid Emergency response plan*, Attachment D: Grid Participant Emergency response plan approval requirements (Attachment A to this plan)

1.3 In Scope

This plan includes:

- incident management activities to be undertaken by WaterSecure employees;
- emergency management activities to be undertaken by WaterSecure employees as part of whole-of-Grid emergency response;
- interface points with our contracted Operator, Veolia Water Australia.

Out of Scope

This plan does not include detailed incident management processes to be performed by WaterSecure's contracted Operator, Veolia Water Australia in accordance with its Incident and Emergency Management Manuals for Western Corridor Operations and the Gold Coast Desalination Project.

1.5 Terms and Descriptions

Table 1: Terms and Descriptions

Term	Description
ADWG	Australian Drinking Water Guidelines
AWTP	Advanced Wastewater Treatment Plant
CEO	Chief Executive Officer
CCP	Critical Control Point
COP	Critical Operating Point
DERM	Department of Environment and Resource Management
Desal	Desalinated water
DPIF	Primary Industries and Fisheries (within the Department of Employment, Economic Development and Innovation)
Emergency	A situation or occurrence that happens as a consequence of an incident and demands immediate action. For the purposes of this plan, emergencies are incidents that impact on water quality, water supply reliability and/or public reassurance, and have an overall severity rating of level 3, 4 or 5 under the severity classification approach outlined in the SEQ Water Grid Emergency response plan.
ECT	Emergency Coordination Team
EMT	Emergency Management Team
Incident	Any occurrence within or caused by the Water Grid that has resulted in, or has the potential to result in adverse consequences to water supply, water quality, people, the environment, property, reputation or a combination of these. Ongoing conditions that have the potential to result in adverse consequences and non-compliance with legal and regulatory requirements are also considered to be incidents.
Incident management	The processes undertaken to: • Identify and assess incidents • Notify stakeholders • Establish command and control • Manage the incident, including the physical rectification of incidents onsite • Manage the recovery • Identify and implement improvement actions
IOC	Interagency Operations Team
Market Rules	The Market Rules SEQ Water Market
OHS	Occupational Health and Safety
PRW	Purified recycled water
PW	Potable water

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Term	Description
Qld	Queensland
ROC	Reverse Osmosis Concentrate
SEQ	South-East Queensland
SEQWGM	South-East Queensland Water Grid Manager
SES	State Emergency Service
SITREP	Situation Report
SRWP	Southern Regional Water Pipeline
VWA	Veolia Water Australia
WGM	Water Grid Manager
WTP	Water Treatment Plant
WWTP	Wastewater Treatment Plant

1.6 References

- The Market Rules, SEQ Water Market
- SEQ Water Grid Emergency response plan, Whole-of-Grid response
- Incident and Emergency Management Manual: Western Corridor Operations
- Incident and Emergency Management Manual: Gold Coast Desalination Project
- WaterSecure Communications Strategy (Media Protocol)
- WaterSecure Safety Management Plan (SMP)

1.7 Record keeping

All records will be stored in accordance with the WaterSecure records management procedure, Public Records Act 2002 and other regulatory requirements.

1.8 Plan Implementation and Sustainability

1.8.1. Testing and Review

This plan will be regularly tested and reviewed in accordance with the requirements in the *SEQ Water Grid Emergency response plan*, namely:

> *"At least once each year all Emergency response plans must be tested by:*
>
> - *undertaking a review that enables a gap analysis between this Emergency response plan and Grid Participant Emergency response plans*
> - *participating in at least one exercise with the Water Grid Manager and/or Grid Participants, allowing incident classification assessment, notification procedures and communication protocols to be practised*
> - *ensuring members of the Water Grid Manager Emergency Coordination Team and Grid Participant Incident Management Teams understand their roles and responsibilities*
> - *ensuring the Water Grid Manager Emergency Coordination Team and Grid Participant Incident Management Teams take part in any emergency management planning activities that are undertaken within the Water Grid*
> - *circulating a receipted copy of the formally documented results from any audits or reviews to all Grid Participants."*

Additionally, a review of WaterSecure's capability in incident and emergency response (plan / processes / procedures) will be undertaken after each significant incident (severity classification 3, 4 or 5), as determined by the Incident Manager.

13.1.1. Testing and review plan

Table 2: Testing and review plan

Component	Frequency
SEQ Water Grid Manager's Emergency Response Plan	
Participate in one practice exercise per year (minimum)	As scheduled by Water Grid Manager
Participate in whole-of-Grid emergency management planning activities	
Circulate formally documented results from all audits and reviews	Upon receipt from Water Grid Manager
WaterSecure Incident and Emergency Response Plan	
Determine goals for testing and review.	Immediately after this *Incident and Emergency Response Plan* is approved by the Water Grid Manager, or upon approval of a significant revision to the plan.
Determine participants – all participants with a role as per Section 5 of this plan, including first and second alternates.	
Develop testing schedule	
◦ Establish test scenarios	In accordance with testing schedule
◦ Determine success criteria / performance measures	
◦ Prepare materials, testing environment (if applicable), test team	
◦ Conduct pilot test and revise testing plan / procedures (if applicable)	
◦ Finalise test plan / procedures	
◦ Conduct test	
Determine test results and prepare testing and review report	After each test is conducted
Refine this *Incident and Emergency Response Plan* and/or processes in accordance with recommendations from testing and review report	At least once per year
Operator Incident and Emergency Management Manual	
Veolia Operations Manager to organise scenarios based on hazards, plans and procedures identified in the: ◦ Incident and Emergency Management Manual: Western Corridor Operations ◦ Incident and Emergency Management Manual: Gold Coast Desalination Project	Twice per year
Scenario results used to review existing processes, plans and procedures	Immediately after scenario results are compiled

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1.8.2. Training

Regular training will be conducted in accordance with the requirements in the *SEQ Water Grid Emergency response plan*, namely:

- *"All Grid Participants are to implement a schedule to train staff new to their organisations regarding their internal Emergency response plans.*
- *All staff who have specific roles within Grid Participant Incident Management Teams are to regularly receive appropriate training and verification of understanding.*
- *The Water Grid Manager will provide advice on training in relation to the Emergency response plan to all Grid Participants, and will make its training materials available to the Grid Participants for their further internal use.*
- *All training associated with Emergency response plans is to be documented."*

1.8.2.1. Learning outcomes

Training sessions will be developed aligned with the following learning outcomes:

- All employees with a role in incident and emergency management will be able to describe and fulfil their accountabilities and responsibilities.
- All employees with a role in specific incident management processes will be able to describe and perform the activities required by the process.
- All employees with a role in specific incident management processes can locate and complete all required documentation and records.
- All employees with a role in specific incident management processes can identify and describe the roles performed by others with whom their role integrates.

1.8.2.2. Measurement

Measurement of learning outcomes will be undertaken by:

- Assessing knowledge before and after training is completed.
- Undertaking scenario testing.
- Undertaking periodic assessment of compliance checklists to ascertain compliance levels and any supplementary training requirements.

1.8.2.3. Training plan

Table 3: Training plan

Component	Target Date
SEQ Water Grid Manager's Emergency Response Plan	
Participate in whole-of-Grid emergency management training activities	As scheduled by Water Grid Manager
WaterSecure Incident and Emergency Response Plan	
Determine learning objectives and course break-down	Immediately after this *Incident and Emergency Response Plan* is approved, or upon approval of a significant revision to the plan.
Decide participants • Existing employees with specific roles in incident and emergency response • New starters (to be included in induction)	
Develop training schedule	
• Develop session plan/s	In accordance with training schedule
• Prepare materials	
• Prepare measurement devices	
• Conduct training	
Prepare training course evaluation report and learnings to be fed into next round of training	After each training course is complete
Document training	After each training course is complete
Conduct refresher training	At least once per year
Operator Incident and Emergency Management Manual	
Conduct induction training for all new employees and contractors	Prior to commencement of active duties
Conduct competency based refresher/scenario training as per the Operational Staff Training and Development Program.	At least once per year

1.8.2.4. Review of this document

WaterSecure's *Incident and Emergency Response Plan* can only be amended through submission to and approval by the Water Grid Manager. However, the following attachments can be amended and re-issued at any time:

- Attachment B – Incident Identification and Assessment Process detail process diagram
- Attachment C – Incident Notification Process detail process diagram
- Attachment D – Establish Incident Command and Control Process detail process diagram
- Attachment E – Incident / Emergency Management Process detail process diagram
- Attachment F – Recovery Management Process detail process diagram
- Attachment G – Improvement Actions Process detail process diagram
- Attachment K – Incident Management Report form
- Attachment I - Western Corridor Recycled Water Scheme - Severity classification table
- Attachment J - Gold Coast Desalination Plant - Severity classification table
- Attachment P – Incident Investigation Report template
- Attachment Q – Debrief Minutes
- Attachment R – Emergency Contact List

The attachments listed below are prescribed by the Water Grid Manager in the *SEQ Water Grid Emergency response plan* and cannot be altered without approval from the Water Grid Manager:

- Attachment K – Incident Notification forms
  - WaterSecure to Water Grid Manager: standard format – Incident Notification form
  - WaterSecure to Water Grid Manager: Blackberry-friendly format
- Attachment L – Informal Ministerial briefing template
- Attachment M – Incident / Emergency Response Log
  - Incident / Emergency Response Log
  - Incident / Emergency Response Log: Blackberry-friendly format
- Attachment N – Situation report (SITREP)
- Attachment O – Incident close-out report
  - Incident close-out report: standard format
  - Incident close-out report: Blackberry-friendly format
- Attachment H – Communication workflow

2. POLICY STATEMENT

2.1 Our commitment

It is WaterSecure's policy to take every step necessary to protect its customers, employees, shareholders, local communities and the future of its business by acting decisively and responsively to incidents and/or emergencies.

In the event of an incident and/or emergency, we will strive to:

- Meet all regulatory requirements imposed on us by external agencies
- Successfully assess, manage and resolve all incidents and/or emergencies
- Maintain the safety of employees and the public
- Protect the quality of the water supplied to our customers
- Protect continuity of supply and ensure prompt restoration of production and service to our customers
- Minimise any adverse environmental impact/s
- Minimise any adverse community impact/s
- Protect landowner and community property
- Protect our property, assets and infrastructure
- Maintain stakeholder confidence, including consumer confidence in purified recycled water and desalinated water
- Minimise risk to corporate reputation
- Minimise financial impact to WaterSecure and its shareholders
- Provide support to the SEQ Water Grid Manager and other Grid Participants.

3. DEFINITIONS

3.1 Incident vs Emergency

An 'incident' is any event that has resulted in, or has the potential to result in adverse consequences to water supply, water quality, people, the environment, property, reputation or a combination of these things.

For the purposes of this plan, emergencies are incidents that impact on water quality, water supply reliability and/or public reassurance, and have an overall severity rating of level 3, 4 or 5 under the severity classification approach outlined in the *SEQ Water Grid Emergency response plan.*

Table 4 clarifies the difference between an incident and emergency for the purposes of this plan.

Table 4: Incident vs emergency

	Incident	Emergency
Definition	Any occurrence within or caused by the Water Grid that has resulted in, or has the potential to result in adverse consequences to water supply, water quality, people, the environment, property, reputation or a combination of these. Ongoing conditions that have the potential to result in adverse consequences and non-compliance with legal and regulatory requirements are also considered to be incidents.	A situation or occurrence that happens as a consequence of an incident and demands immediate action. For the purposes of this plan, emergencies are incidents that impact on water quality, water supply reliability and/or public reassurance, and have an overall severity rating of level 3, 4 or 5 under the severity classification approach outlined in the *SEQ Water Grid Emergency response plan.*
General nature	Physical event	Broader whole-of-Grid and public interface outcomes—may be physical and/or intangible
Location	Site-based	Not usually location-based
Management focus	Operational—physical rectification	Corporate/supporting services—e.g. coordinating whole-of-Grid assistance, stakeholder management, communications, etc.
Relevant severity levels	1, 2 ▪ Alert 3 ■ 4, 5	▪ 3 ■ 4, 5

It should be noted that an emergency is usually called by WaterSecure on initial identification. However, the Water Grid Manager reserves an overriding right to call or escalate emergencies.

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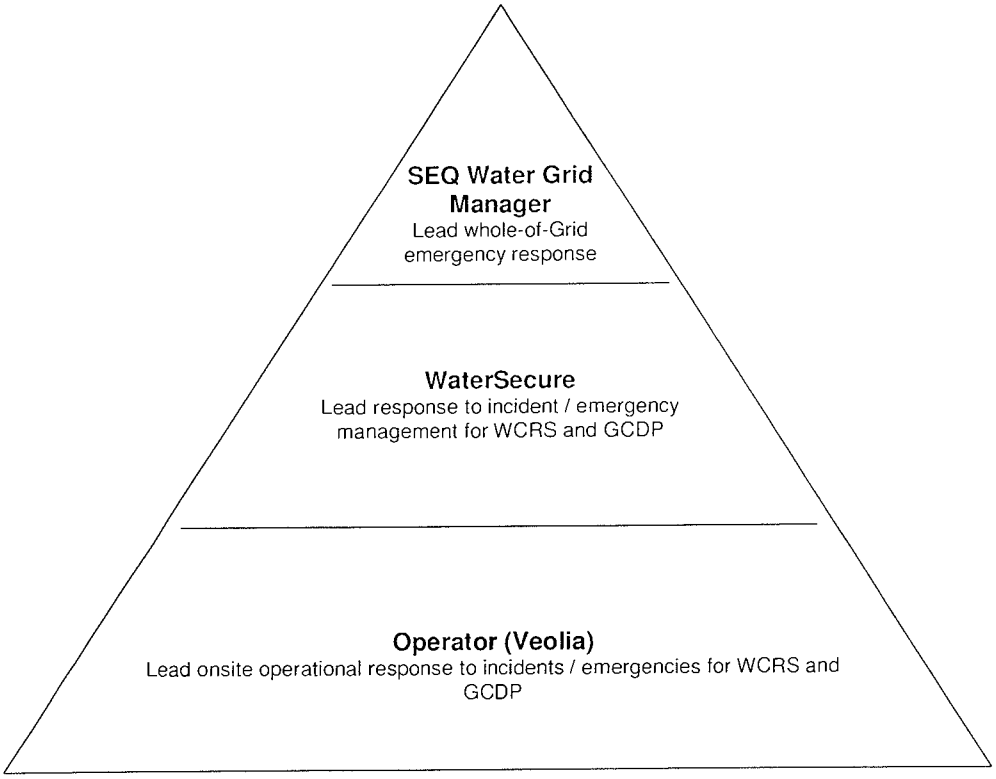
4. ACCOUNTABILITIES FOR INCIDENT AND EMERGENCY MANAGEMENT

Accountability for whole-of-Grid emergency management is held by the Water Grid Manager.

WaterSecure's primary accountability is to ensure that our commitments regarding incident and emergency management are met (refer Section 2. Policy Statement) and this will be achieved through the implementation of this Incident and Emergency Response Plan.

Our contracted operation and maintenance model means that elements of incident and emergency management are undertaken by our Operator, Veolia Water Australia.

Figure 1: Accountabilities - Incident / Emergency Management



F422

5. ROLES AND RESPONSIBILITIES

5.1 General Responsibilities

In accordance with the *SEQ Water Grid Incident and Emergency Response Plan*, WaterSecure has the following general responsibilities:

Table 5: General responsibilities

Grid Participant	Responsibility
WaterSecure	To develop an Emergency response plan that is consistent with the *SEQ Water Grid Emergency response plan* and the *Market Rules*.
	To manage the response to incidents and emergencies in accordance with the *SEQ Water Grid Emergency response plan* and our detailed *Incident and Emergency Response Plan* (this plan).
	To communicate incidents as appropriate to: • the relevant emergency authorities, where applicable • the Water Grid Manager • the relevant regulator • responsible Ministers, Mayors or Chief Executive Officers, where applicable • other affected Grid Participants
	Work cooperatively with the Water Grid Manager Emergency Coordination Team and any appointed Emergency Manager.

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5.2 Individual responsibilities

Table 6: Individual responsibilities

Role in Incident and Emergency Response	Position	1st alternate	2nd alternate	Responsibility (A = Accountable; R = Responsible)	
Incident Recipient	Operator Smart Services Queensland WaterSecure Incident Management Team All other WaterSecure employees	N/A	N/A	R	Receive incident advice and notify Incident relevant persons and regulators.
Incident Manager	Senior Operations Manager	Chief Operating Officer	Operations Manager for the non-impacted business unit (PRW / GCDP)	A	Incident and Emergency Response across the enterprise.
				A	Verify whole-of-Grid emergency incident severity classification
				A	Primary contact for all whole-of-Grid emergencies.
				A	Distribute notifications in accordance with the SEQ Water Grid Emergency response plan
				A	Determine if the incident is a significant incident requiring mobilisation of an Incident Management Team (if not a whole-of-Grid emergency)

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Role in Incident and Emergency Response	Position	1st alternate	2nd alternate	Responsibility (A = Accountable; R = Responsible)	
				A	Assemble WaterSecure's representatives on all required response teams.
				A	Lead Incident Management Team.
				A	Open and maintain Incident/Emergency Response log.
				A	Keep the EMT Executive Representative (Chief Executive Officer or delegate) informed of situation as necessary/as requested via SITREPs.
				A	Verify incident de-escalation.
				A	Issue Close-Out report to Emergency Manager.
				A	Facilitate 'hot' debriefing.
				R	Participate in 'cold' debriefing.
				A	Distribute Post Emergency Report within WaterSecure.
				R	Complete compliance checklist.

F425

Role in Incident and Emergency Response	Position	1st alternate	2nd alternate	Responsibility (A = Accountable; R = Responsible)	
Incident Owner	Operations Manager for the impacted business unit (PRW / GCDP)	Operations Manager for the non-impacted business unit (PRW / GCDP)	Mechanical Engineer (Operations)	R	Support Incident Manager.
				R	Assess if incident advice received constitutes an incident
				A	Advise Action Officer of incident (if applicable).
				R	Assess incident classification level with the Action Officer.
				A	Keep Administration Manager/Officer informed of all relevant information and requirements.
				A	Ensure Operations Discipline Leads are aware of the incident.
				R	Prepare documentation for distribution by Incident Manager.
				R	Open and maintain Incident/Emergency Response log.
				R	Participate in all required teams.
				A	Liaise with onsite incident management team.
				A	Prepare Situation Reports (SITREPs) to keep Incident Management team members informed of incident progress.
				R	Recommend de-escalation of the incident.

Role in Incident and Emergency Response	Position	1st alternate	2nd alternate	Responsibility (A = Accountable; R = Responsible)	
				R	Prepare incident Close-Out report.
				R	Participate in Operator 'hot' debriefing.
				R	Participate in 'hot' debriefing.
				R	Complete compliance checklist.
Action Officer	Veolia Water Australia Operations Manager for impacted business unit (PRW / GCDP)	Veolia Water Australia Supervisor for impacted business unit (PRW / GCDP)	N/A	A	Ensure Veolia Incident and Emergency Management Manual supports WaterSecure *Incident and Emergency Response Plan* (this plan).
				R	Advise WaterSecure incident owner of incident occurrence.
				A	Manage onsite response to incidents.
				R	Assess incident classification level with the Incident Owner.
				R	Maintain Incident/Emergency Response log.
				R	Participate in all required teams.
				A	Keep Incident Owner informed of progress.
				A	Recover the asset and/or restore the service.
				A	Facilitate Operator 'hot' debriefing.
				R	Participate in 'hot' debriefing.
				R	Complete compliance checklist

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Role in Incident and Emergency Response	Position	1st alternate	2nd alternate	Responsibility (A = Accountable; R = Responsible)	
Operations Discipline Lead	Asset Manager	Mechanical Engineer (Operations)	Buildover Manager	A	Provide technical, operational, risk assessment and recommendations for incident management.
				R	Member of Incident Management Team (when applicable).
				R	In an emergency situation, participate on Interagency Operations Team (when applicable).
				R	Participate in all required teams.
				R	Open and maintain Incident/Emergency Response log.
				A	Enact Discipline Specific Incident Management Process.
				R	Participate in Operator 'hot' debriefing.
				R	Participate in 'hot' debriefing.
				R	Complete compliance checklist
	Environmental Manager	Environmental Engineer for the impacted business unit (PRW / Desal)	Environmental Engineer for the non-impacted business unit (PRW / Desal)	A	Provide technical, operational, risk assessment and recommendations for incident management.
				R	Member of Incident Management Team (when applicable).
				R	In an emergency situation, participate on Interagency Operations Team (when applicable).

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Role in Incident and Emergency Response	Position	1st alternate	2nd alternate	Responsibility (A = Accountable; R = Responsible)	
				R	Participate in all required teams.
				R	Open and maintain Incident/Emergency Response log.
				A	Enact Discipline Specific Incident Management Process.
				A	Forward copies of all stakeholder notifications to the Incident Owner.
				A	Determine if investigation required.
				A	Endorse Incident Investigation Report (including any required corrective actions)
				R	Participate in Operator 'hot' debriefing.
				R	Participate in 'hot' debriefing.
				R	Complete compliance checklist
	Safety Manager	Operator Safety Manager	N/A	R	Prepare, maintain, implement and test Incident and Emergency Response Plan.
				A	Provide technical, operational, risk assessment and recommendations for incident management.
				R	Member of Incident Management Team (when applicable).
				R	In an emergency situation, participate on Interagency Operations Team (when applicable).

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Role in Incident and Emergency Response	Position	1st alternate	2nd alternate	Responsibility (A = Accountable; R = Responsible)	
				R	Participate in all required teams.
				R	Open and maintain Incident/Emergency Response log.
				A	Enact Discipline Specific Incident Management Process.
				A	Prepare all relevant notifications to Regulator (if the incident involves a WaterSecure employee).
				A	Forward copies of all stakeholder notifications to the Incident Owner.
				A	Determine if investigation required.
				A	Endorse Incident Investigation Report (including any required corrective actions)
				A	Keep Regulator informed of investigation results (if the incident involves a WaterSecure employee).
				R	Participate in Operator 'hot' debriefing.
				R	Participate in 'hot' debriefing.
				R	Day-to-day management and maintenance of the Incident and Emergency Response capability within WaterSecure.

Role in Incident and Emergency Response	Position	1st alternate	2nd alternate	Responsibility (A = Accountable; R = Responsible)	
	Water Quality Manager	Chief Technical Officer	Water Quality and Regulatory Analyst	A	Provide technical, operational, risk assessment and recommendations for incident management.
				R	Member of Incident Management Team (when applicable).
				R	In an emergency situation, participate on Interagency Operations Team (when applicable).
				R	Participate in all required teams.
				R	Open and maintain Incident/Emergency Response log.
				A	Enact Discipline Specific Incident Management Process.
				A	Prepare all relevant notifications to Regulator.
				A	Forward copies of all stakeholder notifications to the Incident Owner.
				A	Determine if investigation required.
				A	Endorse Incident Investigation Report (including any required corrective actions)
				A	Forward all relevant investigation reports and risk assessments to Regulator.
				R	Participate in Operator 'hot' debriefing.
				R	Participate in 'hot' debriefing.

Role in Incident and Emergency Response	Position	1st alternate	2nd alternate	Responsibility (A = Accountable; R = Responsible)	
Emergency Management Team Executive Representative	Chief Executive Officer	Chief Operating Officer	Chief Financial Officer	A	Approve communications and strategy messages.
				A	In an emergency situation, participate on Emergency Management Team (as required).
				R	Open and maintain Incident/Emergency Response log.
				A	Keep Emergency Management Team informed of situation as necessary / as requested via SITREPs
				R	Participate in 'cold' debriefing.
				R	Participate in all required teams.
				A	Sponsor the Incident Management Team throughout an incident by ensuring adequate resources and support are available.
				R	Complete compliance checklist
Communications Manager	Communications and External Relations Manager	Stakeholder Manager	Senior Communications Officer - Site Tours and Education	R	Member of Incident Management Team to formulate incident communications and strategy messaging, keep stakeholders informed and coordinate approvals through Water Grid Manager.
				R	Secondary contact for all whole-of-Grid emergencies.

Role in Incident and Emergency Response	Position	1st alternate	2nd alternate	Responsibility (A = Accountable; R = Responsible)	
				R	In an emergency situation, participate on Emergency Management Team / Emergency Coordination Team.
				A	Field calls.
				A	Prepare Ministerial briefs for CEO approval (when applicable) and delivery to Water Grid Manager's communications team.
				A	Prepare holding statements, media releases, Q and As, key messages, etc.
				R	Represent WaterSecure in media when delegated to do so by the Water Grid Manager.
				R	Open and maintain Incident/Emergency Response log.
				R	Participate in 'hot' debriefing.
				R	Participate in 'cold' debriefing.
				R	Complete compliance checklist
Communications Officer	Communications Officer – Media	Communications Officer – Publications and Internal Communications	Senior Communications Officer - Site Tours and Education	R	Support Emergency Management Team on whole-of-Grid communications.
				A	Field calls.
				R	Open and maintain Incident/Emergency Response log.

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Role in Incident and Emergency Response	Position	1st alternate	2nd alternate	Responsibility (A = Accountable; R = Responsible)	
				R	Prepare holding statements, media releases, Q and As, key messages, etc.
				R	Brief media when delegated to do so by the Water Grid Manager.
				R	Participate in 'hot' debriefing.
				R	Participate in 'cold' debriefing.
				R	Complete compliance checklist
Risk Manager	Insurance and Risk Specialist	Commercial Manager	N/A	A	Keep abreast of all matters relating to incident and emergency management and response.
				R	Participate in 'hot' debriefing.
				R	Participate in 'cold' debriefing.
				A	Update and maintain risk register as appropriate.
				A	Participate on South East Queensland Water Grid Manager's Risk Managers' Forum.
				R	Complete compliance checklist
Administration Officer	COO Executive Assistant	Safety Manager		A	Maintain the Incident/Emergency Response log – master.
				A	Ensure all records are appropriately retained and managed.

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Role in Incident and Emergency Response	Position	1st alternate	2nd alternate	Responsibility (A = Accountable; R = Responsible)	
				A	Prepare Incident/Emergency Operations Centre and ensure all resources are available.
				R	Support the Incident Manager throughout the incident/emergency.
				A	Ensure compliance checklists are completed for all relevant incidents in order to determine compliance with *SEQ Water Grid Emergency response plan* and WaterSecure *Incident and Emergency Response Plan* (this plan).
WaterSecure Executive	Chief Operating Officer	Chief Technology Officer	Chief Corporate Officer	R	Sponsor the Incident Management Team throughout an incident by ensuring adequate resources and support are available.
				A	Provide input into emergency recovery objectives and prioritise work.
				A	Ensure post-emergency report recommendations are implemented.

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5.3 Team responsibilities

Table 7: Team responsibilities

Team	Responsibility (A = Accountable; R = Responsible)	
Incident Management	A	Actions undertaken to manage the incident under this plan, including both the operational response and the supporting staff functions
Emergency Coordination	A	Coordinate Water Grid internal communications, support and whole-of-Grid operations.
	R	• Assist the Emergency Manager • Conduct internal stakeholder management • Facilitate interagency liaison • Facilitate resource sharing and mutual assistance among Grid Participants • Seek and share additional expert advice • Remodel the water security position • Issue Grid Instructions and Emergency Operating Instructions, as necessary
Emergency Management	A	Strategic command and external communications.

	R	• Strategically manage response to the emergency
		• Determine risk management strategy
		• Coordinate investigations
		• Single contact point for the emergency unless this is delegated to another Emergency Response Team member/s
		• External stakeholder management
		• Manage external communications:
		  ○ briefings
		  ○ media releases
		  ○ public interface
		• Facilitate close-out debrief

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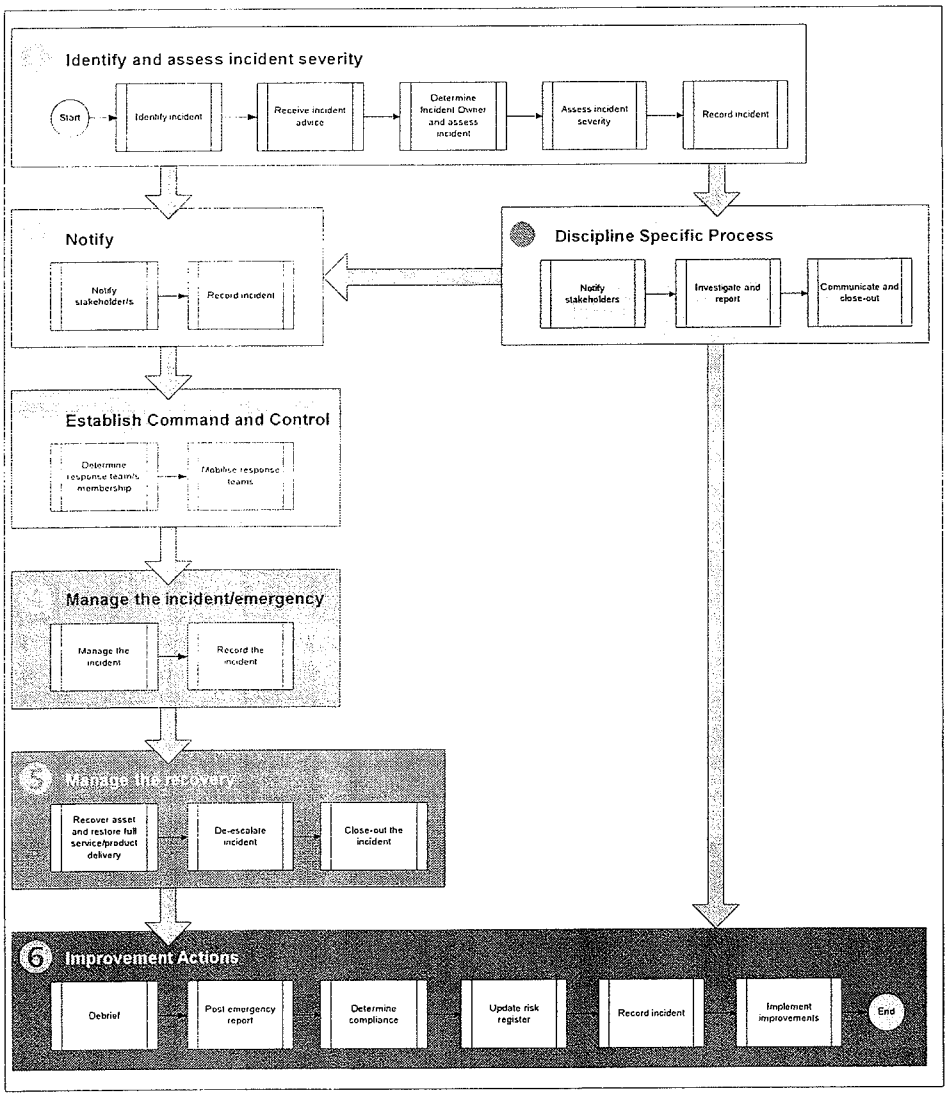
6. GUIDE TO INCIDENT AND EMERGENCY RESPONSE

Incident and emergency response follows a six-step management process.

Figure 2: High level incident and emergency management process



WaterSecure has developed detailed business processes for each of these steps as detailed in Table 8: Incident and emergency response guide.

WaterSecure have also developed complementary processes specific to WaterSecure Operations disciplines (Environment, Safety, Water Quality) that feed into the six-step management process.

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Table 8: Incident and emergency response guide

Step	Process	Purpose
1 Identify and assess incident severity	Incident Identification and Assessment Process No: 085 (Refer Attachment B for detail process diagram)	1. To document the manner by which initial notification of incidents occurs and an Incident Owner is assigned. 2. To assess the severity classification of the incident in order to determine if the incident constitutes an emergency. 3. To assess the Operations discipline/s affected by the incident to determine which Discipline Specific incident management process will be enacted.
Notify	Incident Notification Process No. 086 (Refer Attachment C for detail process diagram)	1. To ensure that appropriate notifications are made to the SEQ Water Grid Manager in accordance with the SEQ Water Grid Emergency Response Plan. 2. To ensure that the SEQ Water Grid Manager remains informed of other stakeholder notifications issued by WaterSecure in relation to the incident.
Establish command and control	Establish Incident Command and Control Process No. 087 (Refer Attachment D for detail process diagram)	To ensure that the appropriate teams are formed and mobilised in order to ensure appropriate incident/emergency management.
Manage the emergency	Incident / Emergency Management Process No. 088 (Refer Attachment E for detail process diagram)	1. To ensure effective communication between all roles while the incident/emergency is being managed. 2. To ensure onsite management of incidents/emergencies by the Operator.
Manage the recovery	Recovery Management Process No. 089 (Refer Attachment F for detail process diagram)	To ensure that normal operations are restored by de-escalating incidents/emergencies.
6 Improvement actions	Improvement Actions Process No. 090 (Refer Attachment G for detail process diagram)	1. To ensure that investigations are conducted to determine the root cause of the incident/emergency. 2. To ensure that corrective actions are determined to prevent similar incidents/emergencies recurring. 3. To capture learnings and retain knowledge for future use to improve the incident/emergency response process. 4. To determine compliance with the *SEQ Water Grid Emergency response plan* and WaterSecure's *Incident and Emergency Response Plan.*

6.1 Step 1 Identify and assess incident severity

The activities undertaken in this section are detailed in the Incident Identification and Assessment Process No: 085 (Attachment B).



Overview

- Identify incident
- Receive incident advice
- Determine incident owner and assess incident
- Assess incident severity classification and relevant Operations discipline
  - Level 1 (Insignificant)
  - Level 2 (Minor)
  - Alert
  - Level 3 (Moderate)
  - Level 4 (Major)
  - Level 5 (Catastrophe)
  - Asset Management
  - Environment
  - Safety
  - Water Quality
  - Water Production
- Verify incident severity classification
- Record the incident

6.1.1. Identify incident

Incidents can be identified by WaterSecure employees, our outsourced operator, or by external parties.

6.1.2. Receive incident advice

Incident originators can inform WaterSecure of the incident in accordance with Table 9.

Table 9: Receipt of incident advice

Originator	Recipient	Channel
WaterSecure employee	Incident Owner	☎ Phone call
		☺ Face-to-face advice
Operator	Incident Owner	☎ Phone call
		✉ E-mail
External party	Smart Services Queensland	☎ Phone call to 1800 number
	WaterSecure reception	☎ Phone call
	Other WaterSecure employee	☎ Phone call
		✉ E-mail

All recipients are to determine the impacted business unit (Western Corridor Recycled Water / Gold Coast Desalination) and inform the Incident Owner immediately by telephone.

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6.1.3. Record incident advice

Records are to be kept of each incident advice received to ensure that all required information is captured and stored. Recipients of incident advice are to prepare records in accordance with Table 10 and forward to [redacted]

Table 10: Incident advice records

Originator	Recipient	Record
WaterSecure employee	WaterSecure Incident Owner	WaterSecure Incident Notification form (Attachment K)
Operator	WaterSecure Incident Owner	WaterSecure Incident Notification form (Attachment K)
WaterSecure	SEQWGM	Incident Brief form (Attachment K – Operator to WaterSecure) will be completed by the Operator
	WaterSecure reception	Incident Alert form (Attachment K – Other party to WaterSecure)
	Other WaterSecure employee	Incident Alert form – Other party to WaterSecure (Attachment K)

6.1.4. Determine Incident Owner, relevant Operations discipline and assess incident

Incident Ownership is determined in accordance with Table 11: Incident ownership.

Table 11: Incident ownership

Location of incident	Incident Owner
Western Corridor Recycled Water Scheme	Operations Manager PRW
Gold Coast Desalination Plant	Operations Manager Desal

Once ownership is established, the Incident Owner will:

- determine the Operations discipline and notify the respective Operations Discipline Lead (Asset Management / Environment / Safety / Water Quality) by phone; and
- assess if the incident advice actually constitutes an incident. If it does not, it falls outside the scope of this plan and will be managed through WaterSecure's customer complaints process.

6.1.5. Assess incident severity classification

Assessment of incident severity is made in accordance with the incident severity classification levels contained in the *SEQ Water Grid Emergency Response Plan* (see Table 12).

Specific "cheat sheets" have been developed that align with the *SEQ Water Grid Emergency response plan* for the Western Corridor Recycled Water Scheme (Attachment I) and Gold Coast Desalination Plant (Attachment J). These "cheat sheets" will be used to quickly assess an incident severity classification level and notify the Water Grid Manager.

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Assessment of whether the incident is classified as an emergency under the *SEQ Water Grid Emergency response plan* is made in accordance with the following table.

Table 12: Water Grid Manager's Incident severity classification levels

Level 1—Insignificant

General principles	Incident criterion—direct impacts on water supply	
• Little disruption to normal operations, low increase in normal operating costs • Local incident with impact limited to a single facility within one Grid Participant. Overall system impact limited to temporary or no reduction in capacity • No effect on monthly Grid Instruction volumes • Minor or no impact on bulk Grid Customers • Minor short-term impact on a small number of retail Grid Customers • Managed by the resources of the affected Grid Participant without the need to notify other Grid Participants, Emergency Services or the Water Grid Manager • These incidents occur as part of normal operations and are managed by a site supervisor or relevant duty officer as part of their normal responsibilities	Water quality	• A critical control point alert exceeded but within critical limits • Insignificant impact, little disruption to normal operation
	Water asset failure	• Minor unplanned asset failure—no facility output affected
	Water quantity	• Limited or no impact on bulk Grid Customers • Minor short-term disruption to retail Grid Customers
	Security and natural disaster	• Localised natural disaster damage
	Incident criterion—ancillary impacts associated with water supply	
	Health and safety of employees or public	• Employee minor injury sustained requiring first aid • Slight injury or health effects • Low risk of other injuries
	Environment	• Brief pollution but no environmental impact. Insignificant risk of breaching environmental regulatory requirements
	Public reassurance	• Lack of public interest (e.g. reporting, not front page) in suburban newspapers

Level 2—Minor

General principles	Incident criterion—direct impacts on water supply	
• Minor or no impact on bulk Grid Customers • Minor short-term impact on a small number of retail Grid Customers • The incident has no effect on monthly Grid Instruction volumes • Can be handled within the scope of normal operating protocols between Grid Participants • Can be dealt with by the [illegible] of the affected	Water quality	• Critical control point limits exceeded, even with corrections in place: • still within Australian Drinking Water Guidelines health values • minor impact for small population, some manageable operation disruption
	Water asset failure	• Unplanned asset failure and reductions to asset output, less than or equal to one day duration where: • supply is reduced, but not lost, and • supply able to be sourced from elsewhere if necessary
	Water quantity	• Single raw water supply source within the Water Grid is showing indications of failure
	Security and natural disaster	• Localised natural disaster damage
	Incident criterion—ancillary impacts associated with water supply	
	Health and safety of employees or public	• Employee medical attention required—restricted work duties or limited lost work time. Public injury • Inherent risk for more injuries. Immediate action to be taken at Grid Participant level to ensure public safety
	Environment	• Minor transient environmental impact • Low risk of breaching environmental regulatory requirements • Grid Participant level corrective action
	Public reassurance	• Employee medical attention required—restricted work duties or limited lost work time. Public injury. • Inherent risk for more injuries. Immediate action to be taken at Grid Participant level to ensure public safety.

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Alert	
General principles	**Incident criterion**
• Classification for incidents with a possible severity of 3–5 where the consequences have not yet occurred • A potential level 3–5 incident is considered highly likely to be imminent • An incident has occurred with severity below level 3, however, there is a possibility that further deterioration of the situation will breach a level 3–5 threshold	Water quality
• An incident has occurred with severity below level 3, however, the Grid Participant has notified the responsible Minister/s of media interest or other circumstances of interest, and therefore must also notify the Water Grid Manager	Security and natural disaster
• The Water Grid is on standby to manage the potential incident • Where possible, relevant Grid Participants/Water Grid Manager take action in advance to prepare for the incident eventuating • When the incident eventuates, reclassify its severity level in accordance with this plan	Public reassurance

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Level 3—Moderate		
General principles	**Incident criterion—direct impacts on water supply**	
• Minor impact for a large population • Major impact for small population • Minor impact for retail Grid Customers • The Water Grid Manager may issue new Grid Instructions • May be able to be dealt with within operating protocols but not 'normal' protocols	Water quality	• Australian Drinking Water Guidelines health values confirmed as exceeded [1, 2] • Aesthetic impact for large population, but manageable through modification to operations
	Water asset failure	• Significant unplanned asset failure and reductions to asset output greater than one day duration, and may impact Grid Contract obligations being met • Any single supply source failure
	Water quantity	• Single raw water supply source within the Water Grid is out of service whereby supply is affected by >20% of Grid Instruction volume
	Security and natural disaster	• Natural disaster or security event that would disrupt operations and/or service delivery
	Incident criterion—ancillary impacts associated with water supply	
	Health and safety of employees or public	• Single fatality involving an employee or a member of the public • Significant risk of further injuries • Immediate corrective action by Grid Participant
	Environment	• Significant release of pollutants with mid-term recovery • High risk of environmental regulatory requirements breach with the potential to affect drinking water supply works • Notification of an incident to a regulator
	Public reassurance	• Public questioning of Water Grid operations and decisions for local assets (e.g. local newspaper, regulator enquiry)

[1] Water Grid Manager to use *E. coli* alert escalation process flowchart (Attachment E to *SEQ Water Grid Emergency response plan*)

[2] LinkWater and Seqwater chlorine level exemptions apply (Attachment F to *SEQ Water Grid Emergency response plan*)

Level 4—Major		
General principles	**Incident criterion—direct impacts on water supply**	
• Single or multiple regions affected Multiple Grid Participants and the Water Grid Manager with State departments involved or on standby • Minister may issue a Water Supply Emergency Declaration • Moderate impact for a large population or major impact for a small population • Major impact for Grid Customers • The Water Grid Manager is likely to issue new Grid Instructions (depending on the type of incident) • The Water Grid Manager may need to access the Seqwater or LinkWater control (or incident) rooms to obtain real time data and information • Impacts on drinking water regarded as relatively short-term, but involving multiple Water Grid entities and government agencies	Water quality	• Major impact for small population, systems significantly compromised and operation ceased or abnormal • Significantly enhanced level of monitoring required
	Water asset failure	• Major unplanned asset failure leading to service interruptions—days to weeks to rectify • Impacts on Grid Contract obligations or multiple Grid Customer disruptions
	Water quantity	• Drought trigger is reached within any Water Grid supply reserves
	Security and natural disaster	• Localised natural disaster or security event
	Incident criterion—ancillary impacts associated with water supply	
	Health and safety of employees or public	• Multiple fatalities
	Environment	• Significant long-term environmental effects with the potential to affect drinking water supply works • Significant risk of breaching environmental requirements long-term (weeks)
	Public reassurance	• Public confidence in Water Grid operations diminished and looking to validate information decisions (e.g. national TV news and/or regulator investigation)

[3] Depending on Water Grid impacts assessment

Level 5—Catastrophe		
General principles	**Incident criterion—direct impacts on water supply**	
• Large-scale impact across South East Queensland, other utilities affected. Requires government intervention at state and federal levels to manage the incident • Minister is likely to issue a Water Supply Emergency Declaration • Major impact for large populations, complete failure of systems • An emergency incident or combination of incidents with the potential for large-scale short-term and long-term impacts to human well-being and the environment including terrorism impacts or natural disasters	Water quality	• Major impact for large population, extreme volume of complaints • Complete failure of systems
	Water asset failure	• Extreme unplanned asset failure—weeks to months to rectify • Major rectification works to re-establish water supply
	Water quantity	• Drought supply reserves are reaching the emergency volumes
	Security and natural disaster	• Extreme natural disaster or security event
	Incident criterion—ancillary impacts associated with water supply	
	Health and safety of employees or public	• Multiple fatalities • Extreme risk of further fatalities and injuries leading to a Declared State of Emergency
	Environment	• Catastrophic, long-term environmental impacts with the potential to affect drinking water supply works • Extreme risk of breaching environmental regulatory requirements. Immediate notification of relevant authorities
	Public reassurance	• Widespread concerns expressed by public and loss of trust in Water Grid operations (e.g. international TV news headlines and/or government investigation)

6.1.6. Verify incident severity classification

The severity level of all incidents classified with a severity rating of Alert or level 3-5 must be verified by the Incident Manager, who will in turn notify the Water Grid Manager if it is agreed that the incident is an Alert or level 3-5.

In the case of a whole-of-Grid emergency, where an incident level is not clearly defined by Table 12, the incident level will be determined at the discretion of the Water Grid Manager.

6.1.7. Record incident

Incident Alert forms, Incident Brief forms and the Incident Register are stored in WaterSecure's information management system.



Tools / Resources

- Incident Identification and Assessment Process No: 085 (Refer Attachment B)
- Incident Alert form
- Incident Brief form
- Incident Management System

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6.2 Step 2 Notify

The activities undertaken in this section are detailed in the Incident Notification Process No: 086 (Attachment C).



Overview

- Notify stakeholders
  - If an Alert or Level 3, 4 or 5 incident (Water Grid Manager's severity classification levels), WaterSecure Incident Manager to notify Water Grid Manager Duty Manager
  - Notify Office of the Water Supply Regulator (if applicable)
  - Notify other key stakeholders as required in accordance with Discipline Specific Incident processes:
    - Department of Environment and Resource Management
    - Queensland Workplace Health and Safety
- Record incident
  - Open and maintain incident/emergency response log.

6.2.1. Notify stakeholders

Stakeholder notification will occur in accordance with Table 14: Notification responsibilities and Table 15: Key stakeholder notifications.

6.2.1.1. Notify Water Grid Manager Duty Manager

To activate the *SEQ Water Grid Emergency response plan*, in the event of an Alert or level 3–5 incident, the Incident Manager will notify the **Water Grid Manager Duty Manager** in accordance with Table 13:

Table 13: Water Grid Manager Duty Manager notifications

Severity classification level	Phone 0429 068 886	E-mail notifications@seqwgm.qld.gov.au	
Alert	Within 2 hours of incident being identified	Attachment K - WaterSecure to Water Grid Manager (Incident Notification form)	Within 2 hours of incident being identified
Level 3	Within 2 hours of incident being identified	Attachment K - WaterSecure to Water Grid Manager (Incident Notification form)	Within 2 hours of incident being identified
Level 4 and 5	Within 1 hour of incident being identified	Attachment K - WaterSecure to Water Grid Manager (Incident Notification form)	Within 1 hours of incident being identified

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The Incident Owner will collate all documentation for the Incident Manager to submit to the Water Grid Manager, including:

- The Water Grid Manager's notification form (refer Attachment K – WaterSecure to Water Grid Manager).
- A copy of "Drinking water quality: incident reporting form, Part A" and supplementary information (if applicable).
- All other notifications issued by Operations Discipline Leads.
- If a Minister's office has been briefed, the Informal Ministerial briefing template (Attachment L) should also be provided to the Water Grid Manager.

6.2.1.2. Notify Office of the Water Supply Regulator

For Alert or level 3, 4 and 5 water quality incidents requiring the Office of the Water Supply Regulator to be notified, a completed Drinking water quality: incident reporting form, Part A (available at www.derm.qld.gov.au) must be forwarded to **both** the Office of the Water Supply Regulator and the Water Grid Manager within 24 hours of the incident being identified in accordance with the Discipline Specific Incident Process – Water Quality No: 093. As this form contains much of the same information as the Water Grid Notification form, if the incident only involves water quality, it is not necessary to send both forms. However, the copy of the Office of the Water Supply Regulator form sent to the Water Grid Manager should be accompanied by supplementary information advising on incident rating, media interest and other additional relevant information.

6.2.1.3. Notify other key stakeholders

Other key stakeholders will be notified in accordance with WaterSecure's Operations Discipline Specific Incident and Emergency Processes. The stakeholders to be notified are:

- Environmental incidents – Department of Environment and Resource Management
- Safety incidents – Queensland Workplace Health and Safety Division
- Water quality incidents – Department of Environment and Resource Management

Table 14: Notification responsibilities

Incident level	Incident type	Operator to notify respective WaterSecure Operations Manager (PRW / GCDP)		WaterSecure Incident Manager to notify Water Grid Manager Duty Manager		WaterSecure Operations Discipline Lead to notify other stakeholders	
1	• Compliance • Water Quality* • Water Quantity* • Security and Natural Disaster • Health and Safety • Environment* • Plant and equipment (Asset Failure*)	Yes	✉ E-mail Incident notification form (Attachment K – Operator to WaterSecure) within 12 hours of incident being identified ✉ *These incident types are captured to portal for reporting purposes and notifications are not sent within timeframes to reduce work volume	No		No	
2	• Compliance • Water Quality • Water Quantity¥ • Security and Natural Disaster • Health and Safety • Environment¥ • Plant and equipment (Asset Failure)¥	Yes	☎ Phone within 2 hours of incident being identified ☎ ¥2 hr phone requirement does not apply for these, to reduce unnecessary after hours calls ✉ E-mail Incident Brief form (Attachment K – Operator to WaterSecure) within 12 hours of incident detection	No		No	

Incident level	Incident type	Operator to notify respective WaterSecure Operations Manager (PRW / GCDP)		WaterSecure Incident Manager to notify Water Grid Manager Duty Manager		WaterSecure Operations Discipline Lead to notify other stakeholders	
2 and 1	• Compliance • Water Quality • Water Quantity • Security and Natural Disaster • Health and Safety • Environment • Plant and equipment (Asset Failure)	Yes	☎ Phone within 1 hour of incident detection ✉ E-mail Incident Brief form (Attachment K – Operator to WaterSecure) within 1 hour of incident being identified	Yes	☎ Phone within 2 hours of incident being identified ✉ E-mail WGM's Incident notification form (Attachment K – WaterSecure to Water Grid Manager) within 2 hours of incident being identified	Yes	As per Operations Discipline Specific Incident process/es.
3	• Compliance • Water Quality • Water Quantity • Security and Natural Disaster • Health and Safety • Environment • Plant and equipment (Asset Failure)	Yes	☎ Phone within ½ an hour of incident being identified ✉ E-mail Incident Brief form (Attachment K – Operator to WaterSecure) within 1an hour of incident being identified	Yes	☎ Phone within 2 hours of incident being identified ✉ E-mail WGM's Incident notification form (Attachment K – WaterSecure to Water Grid Manager) within 2 hours of incident being identified	Yes	As per Operations Discipline Specific Incident process/es
4 and 5	• Compliance • Water Quality • Water Quantity • Security and Natural Disaster • Health and Safety • Environment • Plant and equipment (Asset Failure)	Yes	☎ Within ½ an hour of incident being identified ✉ Email Incident Brief form (Attachment K – Operator to WaterSecure) within ½ an hour of incident being identified	Yes	☎ Within 1 hour of incident detection ✉ Email WGM's Incident notification form (Attachment K – WaterSecure to Water Grid Manager) within 1 hours of incident being identified	Yes	As per Operations Discipline Specific Incident process/es

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Table 15: Key stakeholder notification

Incident level	Minister Robertson's office (Department of Natural Resources and Mines)	Minister Hinchliffe's office (Department of Infrastructure and Planning)	Water Grid Manager	Chief Executive Officer	Other impacted Grid Participants	Queensland Water Commission	Office of the Water Supply Regulator	Queensland Health (fluoride-related incident)	Department of Environment and Resource Management	Queensland Workplace Health and Safety
1					●					Any notifiable incident as defined by Division of Workplace Health and Safety
2					●					
Alert	●	●	●	●	●	●	●	●	●	
3	●	●	●	●	●	●	●	●	●	
4	●	●	●	●	●	●	●	●	●	
5	●	●	●	●	●	●	●	●	●	

6.2.2. Record incident

All members of the Incident Management Team must record and retain all relevant actions performed in an Incident/Emergency Response Log which will then be collated by the Administration Officer to compile the master Incident/Emergency Response Log. All notifications made to stakeholder/s not on a designated form (i.e. e-mail or verbal) must be recorded in the Incident/Emergency Response Log.

In the case of an emergency, all relevant logs will be forwarded to the Water Grid Manager / lead agency as requested. Response logs must include:

- entry date and time
- type—e.g. phone call, email, meeting, event, action
- participants
- location
- description
- actions arising.

The incident and emergency response log (Attachment M) may be completed in three ways:

- Manually (hard copy) in the field
- Electronically using Word template
- Electronically using Blackberry / iPhone

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Tools / Resources

- Incident Notification Process No: 086 (Refer Attachment C)
- Incident Notification forms (Refer Attachment K):
  - Incident Brief (Operator to WaterSecure)
  - Incident Notification form (WaterSecure to Water Grid Manager)
  - Drinking water quality: incident reporting form, Part A (if applicable) (http://www.derm.qld.gov.au/water/regulation/pdfs/dw_incident_form.pdf)
  - OHS Incident Report.
- Informal Ministerial briefing template (Refer Attachment L)
- Incident / Emergency Response Log (Refer Attachment M)

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6.3 Step 3 Establish command and control

The activities undertaken in this section are detailed in the Establish Incident Command and Control Process No: 087 (Attachment D).



Overview

This section contains a description of the command and control functions, a description of when each function is enacted, as well as responsibilities and membership of each function.

It also describes the course of action we will take when command and control is established, namely:

- Determine response team/s membership
- Mobilise response team/s

6.3.1. Command and control functions

The three key functions for command and control of incidents / emergencies are:

- Incident Management
- Emergency Coordination
- Emergency Management

These functions are performed in accordance with Table 16: Command and control functions

Table 16: Command and control functions

Incident level	Incident Management	Emergency Coordination	Emergency Management
1	●		
2	●		
Alert	●	●	●
3	●	●	●
4	●	●	●
5	●	●	●

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For most emergencies, the emergency management and emergency coordination functions are generally combined, except in the instance where an external agency undertakes the emergency management role (refer to Table 8: Emergency Function Ownership in *SEQ Water Grid Emergency response plan* for a description of circumstances when this would occur). In this situation, the Water Grid Manager acts as the lead for the water grid and will represent the water grid to the Emergency Manager.

6.3.2. Command and control function responsibilities

The key responsibilities of each of the command and control functions are detailed in Table 17.

Table 17: Command and control function responsibilities

Function	Description	Key responsibilities
Incident management	Coordinating and managing the physical incident including operational response and supporting functions.	Actions undertaken to manage the incident and restore to normal operations.
Emergency coordination	Coordinating Water Grid internal communications, support and whole-of-Grid operations	• Assist the Emergency Manager • Internal stakeholder management • Facilitate interagency liaison • Facilitate resource sharing and mutual assistance among Grid Participants • Seek and share additional expert advice • Remodel the water security position • Issue Grid Instructions and Emergency Operating Instructions, as necessary

Emergency management	Strategic command and external communications	• Strategically manage response to the emergency
		• Determine risk management strategy
		• Coordinate investigations
		• Single contact point for the emergency unless this is delegated to another Emergency Response Team member/s
		• External stakeholder management
		• Manage external communications:
		  o briefings
		  o media releases
		  o public interface
		• Facilitate close-out debrief

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6.3.3. Response team's membership

Membership of the response teams is as shown in Table 18. WaterSecure's representation is shown in **bold**.

Table 18: Function teams membership

Function	Agency	Team	Team leader	Team members
Incident management	WaterSecure	Incident Management Team	Incident Manager	• **Incident Manager (Senior Operations Manager)** • **Incident Owner (Operations Manager Desal / Operations Manager PRW)** • **Operations Discipline Lead (Asset Manager, Environment Manager, Safety Manager, Water Quality Manager)** • **Action Officer (Operator)** • **Communications Manager (Communications and External Relations Manager)** • **Communications Officer (Communications Officer – Media)** • **Administration Officer (COO EA)** • **WaterSecure Executive (if applicable)**
Emergency coordination	Water Grid Manager	Emergency Coordination Team	Emergency Coordinator	• Water Grid Manager staff
Emergency management	Water Grid Manager	Emergency Management Team	Emergency Manager	• Water Grid Manager staff • Grid Participant executive staff **(CEO or delegate)** • Communications staff **(Communications and External Relations Manager / Communications Officer – Media)**

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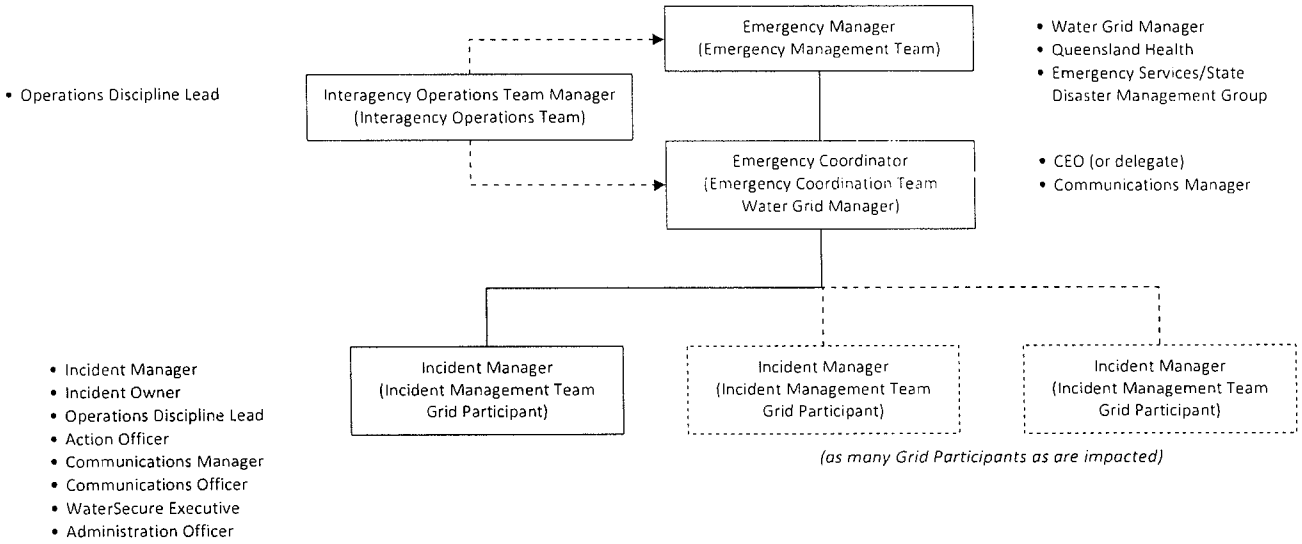
Function	Agency	Team	Team leader	Team members
	Queensland Health	Emergency Management Team based on Major Water Incident Management Group	State Health Incident Coordinator (Chief Health Officer)	• Senior Health Officer Queensland Health • CEOs of Water Grid entities (**CEO or delegate**) • Premier's Department • Ministerial staff • Communications staff (**Communications and External Relations Manager / Communications Officer – Media**) • State regulators • Specialist advisors, as needed
	Emergency Services/ State Disaster Management Group	Emergency Management Team based on State Disaster Management Group	State Disaster Manager	
Interagency Operations	Water Grid Manager	Interagency Operations Team	Appointed by the Emergency Manager	Determined for each event in view of the technical knowledge or expertise required. WaterSecure's members will be Operations Discipline Leads, namely: • **Asset Manager** • **Environment Manager** • **Safety Manager** • **Water Quality Manager**

6.3.4. Incident / Emergency Response Team structure, role and management

Figure 3: Emergency Response Team structure



For emergencies where the Water Grid Manager is the Emergency Manager, the Water Grid Manager will determine the composition of the Emergency Management Team. For uncomplicated level 3 incidents, the Emergency Management Team will consist at the minimum of a designated Emergency Manager from within the Water Grid Manager, who may also be designated as the Emergency Coordinator.

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6.3.4.1.1. *Incident Management Team*

WaterSecure's core Incident Management Team comprises representatives as per Table 19; however, the structure and composition of each Incident Management Team will depend upon the incident location and type. The Incident Manager will determine the membership of each individual Incident Management Team.

Table 19: WaterSecure's core Incident Management Team

Role	Position
Incident Manager	Senior Operations Manager
Incident Owner	Operations Manager Desal / Operations Manager PRW
Action Officer	Operator
Operations Discipline Lead	Asset Manager / Environmental Manager / Safety Manager / Water Quality Manager
Communications Manager	Communications and External Relations Manager
Communications Officer	Communications Officer - Media
WaterSecure Executive	CEO or delegate as required
Administration Officer	COO EA

6.3.4.1.2. *Emergency Coordination Team*

The structure and composition of the Emergency Coordination Team will be in accordance with the Water Grid Manager's Emergency coordination plan. It will largely rely upon staff resources from within the Water Grid Manager, but may also draw upon the Interagency Operations Team for specialist advice.

The Water Grid Manager will appoint a manager to lead the Emergency Coordination Team. The function of the Emergency Coordination Team is to coordinate and manage implementation within the Water Grid of actions required by the Emergency Management Team. For straightforward emergencies, the Emergency Coordination Team may be combined with the Emergency Management Team.

It will be normal, where an Interagency Operations Team is formed, to include at least one member of the Emergency Coordination Team.

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6.3.4.1.3. Emergency Management Team

The structure and composition of the Emergency Management Team will vary according to the entity undertaking this function. As a guide, for incidents in which no external entities are involved, the Emergency Management Team is likely to consist of the Emergency Manager, an executive from each impacted Grid Participant and their Communications Managers.

The Emergency Manager will be the single point of contact for the emergency, unless this function is delegated to another team member/s.

One of the Communications Managers, normally from the Water Grid Manager, will be appointed as the Senior Communications Manager for the emergency response. For very straightforward emergencies, the Emergency Management Team may consist of a single manager from the Water Grid Manager.

For most emergencies, the Water Grid Manager will combine this function with its emergency coordination role. The Emergency Management Team will therefore be the same as the Emergency Coordination Team, in accordance with the Water Grid Manager's Emergency coordination plan.

Where Queensland Health undertakes this function, the Emergency Management Team structure and composition will be in accordance with the 'Queensland Health protocol for the management of major drinking water health-related incidents'. The team will include senior representatives from the Water Grid.

Where the State Disaster Management Group undertakes this function, it will be in accordance with the *State Disaster Management Plan.*

The Emergency Management Team may draw upon the Interagency Operations Team for specialist advice.

6.3.4.1.4. Interagency Operations Team

The Interagency Operations Team is an expert reference panel assembled by the Water Grid Manager when required to provide technical, operational and risk assessment advice and recommendations on any aspect of managing a given emergency, for example, a water quality specialist group. Its size and composition are not fixed, as these will be determined for each event in view of the technical knowledge or expertise required. The Emergency Manager will designate a Grid Participant or external agency whose staff member is to be the manager of the Interagency Operations Team. Meeting requirements will be in accordance with Table 20.

Table 20: Indicative Interagency Operations Team meeting requirements

Level	Frequency	Format
1 and 2	Interagency Operations Team not required	
3	• At the start of the emergency response • Thereafter as required	• Teleconference
4 and 5	• Minimum once daily • Increase frequency as required	• Daily in-person meeting at combined emergency response team location/incident room • Additional meetings may be by teleconference or in person as appropriate

Table 21 details the employees who will represent WaterSecure from each of the technical areas.

Table 21: Representatives on interagency operations teams

Technical area	Representative	Alternate representatives
Water Quality	Water Quality Manager	As per Section 5 Roles and Responsibilities
Environment	Environmental Manager	As per Section 5 Roles and Responsibilities
Safety	Safety Manager	As per Section 5 Roles and Responsibilities
Asset Management	Asset Manager	As per Section 5 Roles and Responsibilities
Water Production	Senior Operations Manager	As per Section 5 Roles and Responsibilities

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6.3.5. Location of response teams

Unless the Incident Manager / Emergency Manager advises otherwise, the emergency response function teams will be located in accordance with Table 22.

Table 22: Normal emergency response function team locations

Function team	Location
Incident management	• WaterSecure incident/emergency operations centre ○ Level 2, 95 North Quay, Brisbane; *OR* • Onsite at the incident location; *OR* • Convened via virtual methods (teleconference, etc); *OR* • Other location as determined by the Incident Manager
Emergency coordination	Water Grid Manager's incident room • Level 15, 53 Albert Street, Brisbane
Interagency Operations Team	LinkWater Control Room • Level 5, 200 Creek Street, Spring Hill
Emergency management	Water Grid Manager's incident room • Level 15, 53 Albert Street, Brisbane

6.3.6. WaterSecure Incident/Emergency Operations Centre

6.3.6.1. Incident/Emergency Operations Centre

WaterSecure's Incident Management Team will operate from the Incident/Emergency Operations Centre which will serve the following functions:

- Recording inbound/outbound calls
- Gathering critical information
- Receiving requests for resources
- Informing key managers of status
- Contacting managers for information
- Receiving media questions (direct to Corporate Communications Team).

The Incident/Emergency Operations Centre should comprise the following functional areas:

- **Board Room** - should be large enough to comfortably seat the maximum number of team members expected. That number may include the Incident Management Team and Operations Discipline Leads, as well as representatives from outside agencies. The Board Room should be equipped with status boards, wall mounted presentation pads and white boards for tracking the recovery process. The Administration Officer is to update the status boards. Space and connections are available for a television, if televised press conferences from other sources may be a part of meetings.

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- **Communications Team area** - should include a phone bank of no less than four dedicated phone lines, four data ports and laptops and a TV/VCR to monitor local news.
- **Media Briefing Room** – should be separate from the rest of the Incident/Emergency Operations Centre. The briefing room is a controlled access room to ensure that only authorised members of the press have access. The room is configured to support briefings to the media. Facilities will designate parking lot spaces for satellite up-link trucks.
- **Business Recovery Team workspace** - available for team representatives co-located in the Incident/Emergency Operations Centre. Each space includes separate voice and data lines and power (surge protector).
- **Break-out area** - should be separate from the work areas so team members can relax, eat meals, conduct personal phone calls etc.
- **Private meeting rooms** - so that confidential or heated discussions can be conducted confidentially.

The following documents should be on hand at the Incident/Emergency Operations Centre for reference:

- Current copy of the Incident and Emergency Response Plan
- Photocopies of individual team member checklists
- Relevant insurance policies
- Key business agreements
- Copy of the SEQ Water Grid Market Rules
- Copy of the WaterSecure Recycled Water Management Plan
- Local street guides/maps
- Detailed maps showing all WaterSecure assets and surrounding areas
- Local telephone directories
- Office contact lists
- Technical plans/maps
- Record keeping guidelines
- Call logs and activity logs

6.3.6.2. Incident/Emergency Operations Centre Resources

The Incident/Emergency Operations Centre should be thoroughly equipped to allow the Incident Management Team to deal with an emergency. Necessary resources may include:

Communications:

- Telephones
- Fax and back-up fax
- Dedicated telephone lines for inward and outward calls with controlled numbers
- Mobile telephones with chargers that allow charge-while-talk operations

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- Television(s), VCR, AM/FM radio
- Hand-held walkie talkies for on-site communications

Office supplies:

- Message slips
- Lined pads
- Pencils
- Manual pencil sharpener
- Blank videotapes/CDs/DVDs
- Whiteboard markers
- Masking tape
- Flashlights and spare batteries
- Printer/copier paper
- A-frame easels with white paper pads (to augment white boards)
- File folders, paper clips, rubber bands, rulers, scissors and staplers.
- PCs – laptops preferably as they have batteries, some just for internet access
- Printers (2 or more) – spare toner
- Copiers (2 each) – spare toner
- Paper shredder

Human resources:

- Contact details for surge staff
- Contact details for emergency and crisis specialists e.g. counsellors

6.3.6.3. Team comfort

The Administration Officer will coordinate the provision of food and accommodation as necessary but Incident Management Team members and support staff who are summoned to a serious incident may like to consider bringing personal comfort items such as:

- Toiletries, make-up and shaving equipment (particularly important for the Chief Executive Officer who may act as the spokesperson and have media engagements)
- Spare clean clothing, both suitable for corporate meetings and for site visits
- Additional snacks and water

It may also be important to bring work materials such as:

- Notepad and pens
- Diary
- Personal contacts directory

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- Laptop
- Mobile phone and charger

6.3.6.4. Managing workloads and stress

During an emergency, team members may work long hours and may be under extreme stress. For this reason the Incident Manager should pay particular attention to the following:

- Restricting shifts to no more than 12 hours, 6 days per week with relief to be provided by each person's nominated alternate. (Allow a 30 minute changeover at the end of each shift to brief the incoming shift.)
- Ensure that team members drink plenty of water and restrict the intake of tea and coffee.
- Ensure that team members take a meal break.
- If you see a fellow team member engaged in a heated conversation ensure they take a break after finishing the conversation. If necessary try to diffuse the situation.
- Check that team members are managing their workload and summon additional support staff and/or resources as necessary.
- Actively discuss workloads and resources within the team. If necessary look to another grid participant to provide back-up.

6.3.7. Continuous reassessment

For whole-of-Grid emergencies, the Emergency Management Team / Emergency Coordination Team will reassess the incident severity classification using appropriate risk assessment tools:

- after notification
- throughout the emergency management process.

Adjustments to incident severity classification levels will be made as and when necessary.

6.3.8. Escalation

The escalation of an incident through to level 5 is based on a combination of factors including:

- the consequence of the incident to:
  - water quality
  - water assets (plant and equipment)
  - water quantity
  - security
  - public health
  - the environment
  - public confidence

- the ability of the deployed people and resources to manage the consequence.

The Incident Manager has the authority to escalate an incident to a higher level and send appropriate notification to the Water Grid Manager corresponding to the escalation. The Water Grid Manager reserves an overriding right to escalate emergencies.

Prompts for the escalation to a higher level include:

- actual or potential impact on the Water Grid, its Grid Customers, community and environment is more widespread
- the available people and resources associated with the original incident severity level are inadequate to manage the incident
- more information is known about the incident, justifying a reclassification
- an upward trending pattern of the initial incident (i.e. a domino effect), which may result in escalation of the incident
- emergency services are required to assist
- water quality issues require notification to the Queensland Water Commission, Department of Environment and Resource Management or Queensland Health
- potential for secondary issues to develop and be more damaging than the original incident
- widespread attention by the media, regulators, or Members of Parliament
- potential for major asset damage or loss.



Tools / Resources

- Establish Incident Command and Control Process No: 087 (Refer Attachment D)
- Individual team member resource packs / checklists

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6.4 Step 4 Manage the incident / emergency

The activities undertaken in this section are detailed in the Incident/Emergency Management Process No: 088 (Attachment E).



Overview

Actions to eliminate the immediate risk to Water Grid operations:

- Participate in all identified response team/s
- Manage the incident
- Manage the emergency (Water Grid Manager or other entity)
- Record the incident
- Implement communication protocols

6.4.1. Participate in all identified response team/s

All employees identified when command and control is established must perform the roles assigned to them in accordance with the defined roles and responsibilities for the Incident/Emergency Management Process No: 088.

6.4.2. Manage the incident

WaterSecure carries out incident management jointly with our contracted Operator (Action Officer). Incidents are managed onsite by the Action Officer in accordance with:

- Incident and Emergency Management Manual: Western Corridor Operations
- Incident and Emergency Management Manual: Gold Coast Desalination Project

Incident Management occurs as follows:

- Action Officer manages site response and keeps WaterSecure Incident Owner informed of progress
- Incident Owner keeps Incident Management Team informed of progress
- Incident Manager keeps WaterSecure's Emergency Management Team Executive Representative (Chief Executive Officer) informed of progress.

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6.4.3. Manage the emergency

Coordination of an emergency is undertaken at the whole-of-Grid level by the Water Grid Manager as follows:

- Emergency coordination and emergency management functions will be combined, except in the case where the emergency management function is performed by another agency (see Section 6.3 for more information);
- Water Grid Manager is the single point of contact and clearing house for information across all interested parties in the emergency response to ensure that liaison processes are simplified, that confusion is eliminated and that information flows are well managed and effective.
- Information regarding progress of the emergency on site is provided to the Emergency Manager via the WaterSecure Executive Representative on the Emergency Management Team.

Scenarios that may arise during an emergency will be dealt with in accordance with Table 23.

Table 23: Response to emergency management scenarios

Scenario	Issued By	Response
New Grid Instructions issued	Water Grid Manager	Dealt with under Operating Protocol with Link Water.
Emergency Operating Instructions issued	Water Grid Manager	Dealt with under normal business as usual activity.

6.4.4. Communication protocols during incidents / emergencies

Effective communication is crucial to success when managing incidents/emergencies. The communications workflow is depicted at a high level in Attachment H: Communications workflow.

6.4.4.1. Public communications

Public communications regarding incidents are managed by WaterSecure's Communications Team in accordance with WaterSecure's Communications Strategy.

Formal communications for whole-of-Grid emergencies are managed by the Emergency Management Team with inputs from the Incident Management and Emergency Coordination Team in accordance with Table 24: 'Internal' communication roles and Table 25: 'External' communication roles.

6.4.4.2. Operational communications

Operational communications during incidents and emergencies are depicted in Figure 4: WaterSecure communication networks during an incident/emergency.

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Table 24: 'Internal' communication roles

Level	Communication	Incident Management Team (Impacted Grid Participant/s)	Emergency Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other)
1–2	Notification	Notify internal key stakeholders as required, e.g. CEO Board in accordance with WaterSecure Communications Strategy. Notify other impacted Grid Participant/s.	No involvement.	No involvement.
	Stakeholder briefings	Manage internal stakeholders at own discretion. • If the responsible Minister/s is alerted of media interest or other circumstances of interest, the Informal Ministerial briefing template (SEQ Water Grid Emergency response plan - Attachment I) must be used and the Water Grid Manager must be alerted.	No involvement.	No involvement.
	Liaison/ support	Liaise with other impacted Grid Participant/s.	No involvement.	No involvement.
	As per levels 3–5, as appropriate			

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Level	Communication	Incident Management Team (Impacted Grid Participant/s)	Emergency Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other)
3–5	Notification	Notify Water Grid Manager. Notify Office of the Water Supply Regulator, if required. Notify internal key stakeholders as required, e.g. CEO, Mayor, Board. • Confirm with the Water Grid Manager which stakeholders have been notified.	Notify other relevant stakeholders, as appropriate: • Minister Robertson's office (Department of Natural Resources and Mines) • Minister Hinchliffe's office (Department of Infrastructure and Planning) • Water Grid Manager • Chief Executive Officer • Other impacted Grid Participants • Queensland Water Commission • Office of the Water Supply Regulator • Queensland Health (major drinking water health-related incident) • Department of Environment and Resource Management • Queensland Workplace Health and Safety	

Level	Communication	Incident Management Team (Impacted Grid Participant/s)	Emergency Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other)
	Stakeholder briefings	Proactively provide information to Emergency Manager/Emergency Coordinator to enable preparation of briefings. Assist Emergency Manager/Emergency Coordinator in preparation and approval of briefings. Forward approved briefings to internal stakeholders as required, e.g. senior management, CEO, Board. Do not issue briefings independent of Emergency Manager/Emergency Coordinator.	Proactively provide information to Emergency Manager to enable preparation of briefings. Assist Emergency Manager in preparation and approval of briefings. Forward approved briefings to internal stakeholders as required. Do not issue briefings independent of Emergency Manager.	Manage preparation and approval of briefings, as appropriate. Issue briefings. Respond to enquiries about briefings and other stakeholder enquiries. Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of briefings, etc.
	Liaison/ support	Proactively provide information and support to the Emergency Manager/Emergency Coordinator. Provide Situation reports (SITREPs) to summarise available information, as requested by the Emergency Manager/ Emergency Coordinator.	Proactively provide information and support to the Emergency Manager. Coordinate liaison and communications support across the emergency response teams. Provide Situation reports (SITREPs) to summarise available information, as requested by the Emergency Manager.	

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Table 25: 'External' communication roles

Level	Communi-cation	Incident Management Team (Impacted Grid Participant/s)	Emergency Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other)
1–2	Strategy and messaging	Formulate any appropriate communications strategy messaging.	Provide whole-of-Grid messaging, if required.	No involvement.
	Public face	Designate spokesperson.	No involvement.	No involvement.
	Media management Public information and enquiries	Manage media. Respond to media/public enquiries. May only comment on the incident as it relates to our own assets. No comment to be made on whole-of-Grid issues.	Manage comments on the Water Grid, if required.	No involvement.
Plan	As per levels 3–5, as appropriate			
3–5	Strategy and messaging	Work with the Emergency Manager to develop the communications strategy for the emergency response, and key messages for inclusion across all communications.	Work with the Emergency Manager to develop the communications strategy for the emergency response, and key messages for inclusion across all communications.	Conduct risk assessment and incident verification. Manage development of a communications strategy for the emergency response, and key messages for all communications. Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of messaging, etc.
	Public face	Support spokesperson as requested. Do not present public face independent of Emergency Manager.	Support spokesperson as requested. Do not present public face independent of Emergency Manager.	Designate spokesperson.

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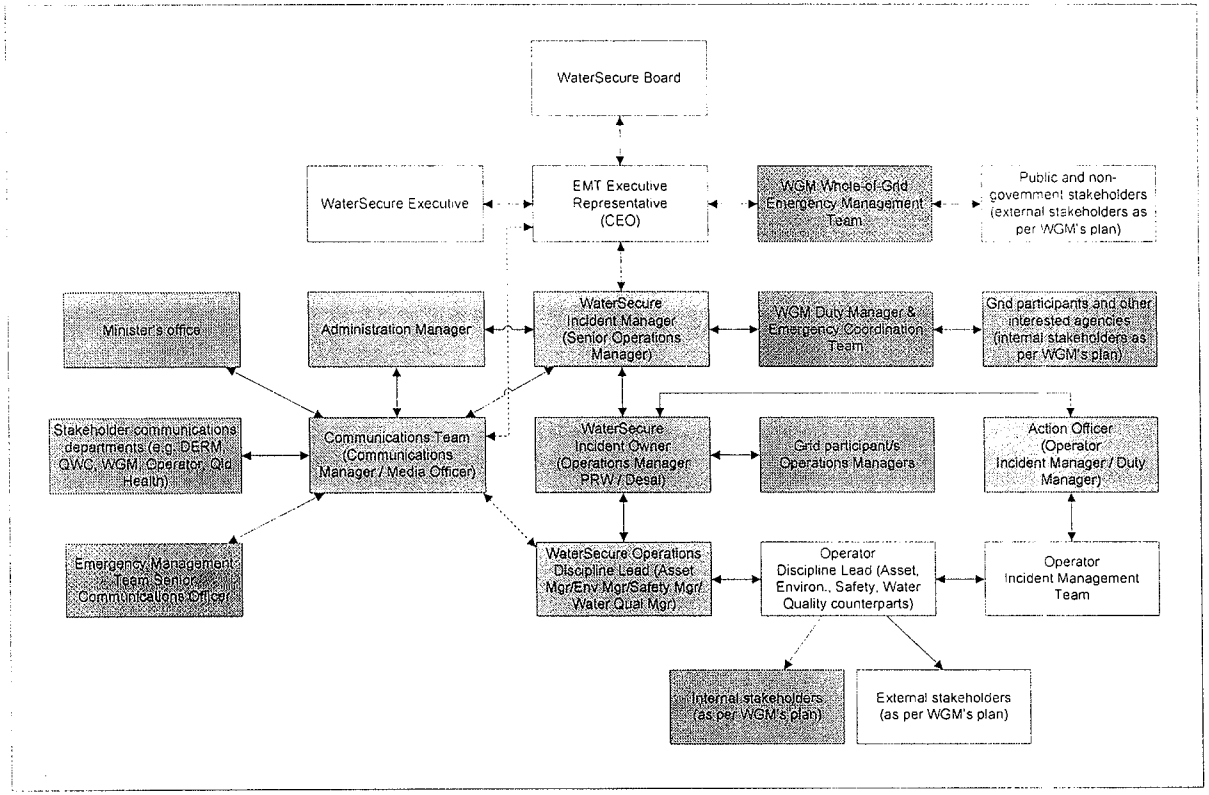
Level	Communi-cation	Incident Management Team (Impacted Grid Participant/s)	Emergency Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other)
	Media management Public information Public enquiries	Assist Emergency Manager in preparation and approval of media releases and other public information. Disseminate finalised and approved media releases, and other public information. Forward media/public enquiries to Emergency Manager. Do not issue releases or information independent of Emergency Manager.	Assist Emergency Manager in preparation and approval of media releases and other public information. Disseminate finalised and approved media releases, and other public information. Forward media/public enquiries to Emergency Manager. Do not issue releases or information independent of Emergency Manager.	Manage preparation and approval of media releases and other public information, as appropriate. Issue media releases (initial statement and further releases as appropriate) and other public information (Grid Participant websites, call centres, etc.). Respond to media/public enquiries. Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of media statements, etc.

F473

Figure 4: WaterSecure communication networks during an incident/emergency



F474

6.4.5. Record incident

All members of the Incident Management Team must record and retain all relevant actions performed during incident/emergency management in their Incident/Emergency Response Log. All notifications made to stakeholder/s not on a designated form (i.e. e-mail or verbal) must be recorded in the Incident/Emergency Response Log.

In the case of an emergency, all relevant logs will be forwarded to the Water Grid Manager / lead agency as requested. WaterSecure's incident and emergency response log (Attachment N) may be completed in three ways:

- hard copy) in the field
- Electronically using Word template
- Electronically using Blackberry/iPhone



Tools / Resources

- Incident / Emergency Management Process No: 088 (Refer Attachment E)
- Situation Report (SITREP) (Refer Attachment N)
- Incident / Emergency Response Log (Refer Attachment M)



F475

6.5 Step 5 Manage the recovery

The activities undertaken in this section are detailed in the Recovery Management Process No: 089 (Attachment F).

Overview

Actions to return to normal Water Grid operations:

- Recover asset and restore full service/product delivery
- De-escalate the incident
- Close-out incident
- Close-out emergency

Recovery begins immediately once an incident has been contained. The focus is on maintaining continuity of operations and in the case of emergencies also restoring the Water Grid to normal status.

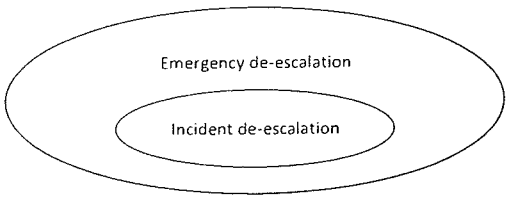
6.5.1. Recover asset and restore full service/product delivery

The Action Officer (Operator) is responsible for restoring full service/product delivery and notifying the Incident Owner.

6.5.2. De-escalation

There are two elements of de-escalation in the emergency response context:

Figure 5: De-escalation



As shown in Figure 4, incident de-escalation is a sub-set of emergency de-escalation.

Incident de-escalation relates to incident management, and the status of the physical event. The procedure to close-out an incident once it has been rectified is as follows:

- Incident Owner (Operations Manager PRW / GCDP) to recommend de-escalation of the incident and prepare incident close-out report
- Incident Manager to verify incident de-escalation and issue incident close-out report to Emergency Manager

F476

Emergency de-escalation takes into account a broader range of factors including emergency coordination and management, which may continue well after the incident that caused the emergency has be rectified. As such, it is possible that the emergency may remain ongoing after we have de-escalated our incident. As a result, only the Emergency Manager can de-escalate the Water Grid emergency.

6.5.3. Close-out the incident

For all Alert, level 3, 4 and 5 incidents an Incident close-out report (*SEQ Water Grid Emergency response plan* – Attachment O) is prepared by the Incident Owner and approved by the Incident Manager. The close-out report includes the results of any investigation (refer to Attachment P for Incident Investigation Form template) and rectification procedures performed. The final close-out report is issued by the Incident Manager to the Emergency Manager.

6.5.4. Close-out the emergency

6.5.4.1. Emergency Management Team (Water Grid Manager or other)

The Emergency Management Team is responsible for directing the whole-of-Grid recovery process. This is primarily achieved by outlining the recovery objectives and the subsequent priority of work.

This process may involve input and assistance from WaterSecure, as well as a number of other stakeholders.



Tools / Resources

- Recovery Management Process No: 089 (Refer Attachment F)
- Incident Close-out report (Refer Attachment O)
- Incident Investigation Form template (Refer Attachment P)

6.6 Step 6 Improvement actions

The activities undertaken in this section are detailed in the Improvement Actions Process No: 090 (Attachment G).



Overview

Actions to improve future management of incidents and Water Grid operations:

- Debrief following incident close-out
- Prepare post emergency report
- Determine compliance
- Update risk register
- Record the incident
- Implement improvements within WaterSecure

6.6.1. Debriefing

The Emergency Manager will decide if a formal debriefing process is to be carried out, based on the nature of the incident.

Table 26 outlines responsibilities for carrying out debriefings following incident close-out.

Table 26: Debriefing responsibilities

Level	Operator	Incident Manager	Emergency Manager (Water Grid Manager or other)
1,2 and Alert	Debrief not required.	Debrief not required. Close-out to be managed via Discipline Specific Incident Process.	No involvement
3, 4 and 5	Carry out Operator 'hot' debrief (debriefing facilitated by the Operator onsite) — informal debriefing which must occur as soon as practicable following the event to capture immediate learnings and details.	Carry out 'hot' debrief (debriefing facilitated by the Incident Manager) — informal debriefing which must occur as soon as practicable following the event to capture immediate learnings and details.	Water Grid Manager to facilitate a 'cold' debriefing including all entities involved in the emergency response in order to: • carry out a root cause analysis • capture and disseminate experiences and lessons learnt throughout the incident • enable process improvements and modifications

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Participants in the 'hot' debrief are required to bring copies of all documentation associated with the incident. The Incident Manager (Senior Operations Manager) is responsible for fully documenting the 'hot' debrief and distributing copies of the minutes to all participants.

Participants in the 'cold' debrief are required to bring copies of all documentation associated with the incident, such as notification forms, logs, SITREPs, briefings, media releases, correspondence, photographs, notes from Operator 'hot' debrief, investigations, etc. Investigations will only be available if the 'cold' debrief is scheduled after the investigation report is received.

The Emergency Manager is responsible for fully documenting the 'cold' debrief and distributing copies of the minutes to all participants.

6.6.2. Post-emergency report

The Post-emergency report functions as a summary of information and feedback on an emergency and as a cover form for the file of associated documentation. It is a vehicle for information consolidation, analysis and formalised recommendations.

It is completed by the Emergency Manager or Emergency Coordinator following a thorough debriefing process.

The Emergency Manager/Emergency Coordinator will distribute copies of the Post-emergency report to all entities involved in the emergency response. The Incident Manager will in turn distribute the Post-emergency report within WaterSecure.

6.6.3. Implement improvements

The Incident Manager will determine if a systems review is required (plan/process/procedure), update relevant documents and communicate changes to all WaterSecure employees whose role has been affected/changed during the review.

WaterSecure's Chief Operating Officer will ensure that any recommendations in the Post-emergency report that relate to WaterSecure are implemented.

6.6.4. Determine compliance

All employees with a role in incident/emergency management must complete the compliance checklist relative to their role. The Administration Manager will then determine WaterSecure's compliance with the *SEQ Water Grid Emergency response plan* and WaterSecure's *Incident and Emergency Response Plan* (this Plan).

6.6.5. Risk Register

For whole-of-Grid emergencies, the Water Grid Manager will forward recommendations arising from the debriefing process and Post-emergency report to our Risk Manager for inclusion in WaterSecure's Risk register, as appropriate. It is the Risk Manager's responsibility to ensure that recommended actions addressing our assets and systems are incorporated.

The Water Grid Manager will incorporate recommendations which address:

- whole-of-Grid systems and continuous improvement
- learnings from the experience that have value for all Grid Participants, and should be shared with others not involved in this incident.

The Risk Manager will perform a risk assessment of each recommendation entered into the Risk Register. Each recommendation and mitigations will flow through to update operational documentation such as:

- operational process documentation
- operational procedures
- training schedules
- water quality improvement plans
- asset improvement plans

6.6.6. Record the incident

At the conclusion of each incident/emergency, the Administration Officer will ensure that all records are collated and stored in WaterSecure's information management system.



Tools / Resources

- Improvement Actions Process No: 090 (Refer Attachment G)
- Debriefing minutes template (Refer Attachment Q)
- Compliance checklist

F480

7. ATTACHMENTS

7.1 Attachment A – Water Grid Manager's approval requirements

These approval requirements have been specified by the Water Grid Manager to ensure consistency with the Water Grid Emergency response plan.

Market Rules reference	Components	Recommendations (best practice)	Requirements (compulsory)	Pg/s in plan
4.30 (a) (i) [provide] 'comments regarding the extent (if any) to which the draft Grid Service Provider Emergency response plan or Distribution Service Provider Emergency response plan is inconsistent with, or does not reasonably meet the objectives of the SEQ Water Grid Emergency response plan'.	General	• To facilitate effective interaction during an emergency, Grid Participant Emergency response plans should mirror the six-step process detailed in the SEQ Water Grid Emergency response plan.		31-76
	Governance and policy		• A testing and review plan aligned with that detailed on page 8 of the SEQ Water Grid Emergency response plan is to be included. • A training plan aligned with that detailed on page 9 of the SEQ Water Grid Emergency response plan is to be included. • The general responsibilities of Grid Participants detailed on page 16 of the SEQ Water Grid Emergency response plan are to be included.	9-10 11-12 17

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Market Rules reference	Components	Recommendations (best practice)	Requirements (compulsory)	Pg/s in plan
	❶ Identify and assess incident severity		• Table 3 (Incident notification classification levels) is to be reproduced verbatim. • The trigger levels contained within ❶ must be reproduced, with Grid Participant information for action on level 1 and 2 incidents included as appropriate.	36-41
	❷ Notify		• Table 4 (Notification responsibilities) is to be reproduced with the Grid Participant emergency contacts substituted as appropriate. • Contact details for the Water Grid Manager Duty Manager are to be reproduced within the body of the plan within the section on notifications as well as within the contacts list in the annexes to the plan. • A key stakeholder notification table, similar to Table 5 but specific to the Grid Participant is to be included. • The plan is to specify that records are to be kept in accordance with the instruction on record keeping in ❸.	45-46 43, 119 47 47

Market Rules reference	Components	Recommendations (best practice)	Requirements (compulsory)	Pg/s in plan
	Establish command and control		• Table 7 (Command and control function responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	50
			• Figure 3 (Emergency Response Team structure) is to be reproduced with Grid Participant details substituted as appropriate.	53
			• Table 9 (Function teams membership) is to be reproduced with Grid Participant details inserted as appropriate.	51-52
			• A description of the structure, role and management of the Incident Management Team, the Interagency Operations Team and the Emergency Management Team are to be included and aligned with the detail in .	54-56
			• Table 11 (Normal emergency function team locations) is to be reproduced with Grid Participant details inserted as appropriate.	57
			• The plan is to include the continuous reassessment process in .	61
			• The plan is to include the escalation process in .	61
	Manage the emergency		• The plan is to note that incident management is carried out by the Grid Participant.	63
			• The plan is to note the emergency coordination functions carried out by the Water Grid Manager as detailed in .	64
			• Table 12 ('Internal' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	65-67
			• Table 13 ('External' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	68-69

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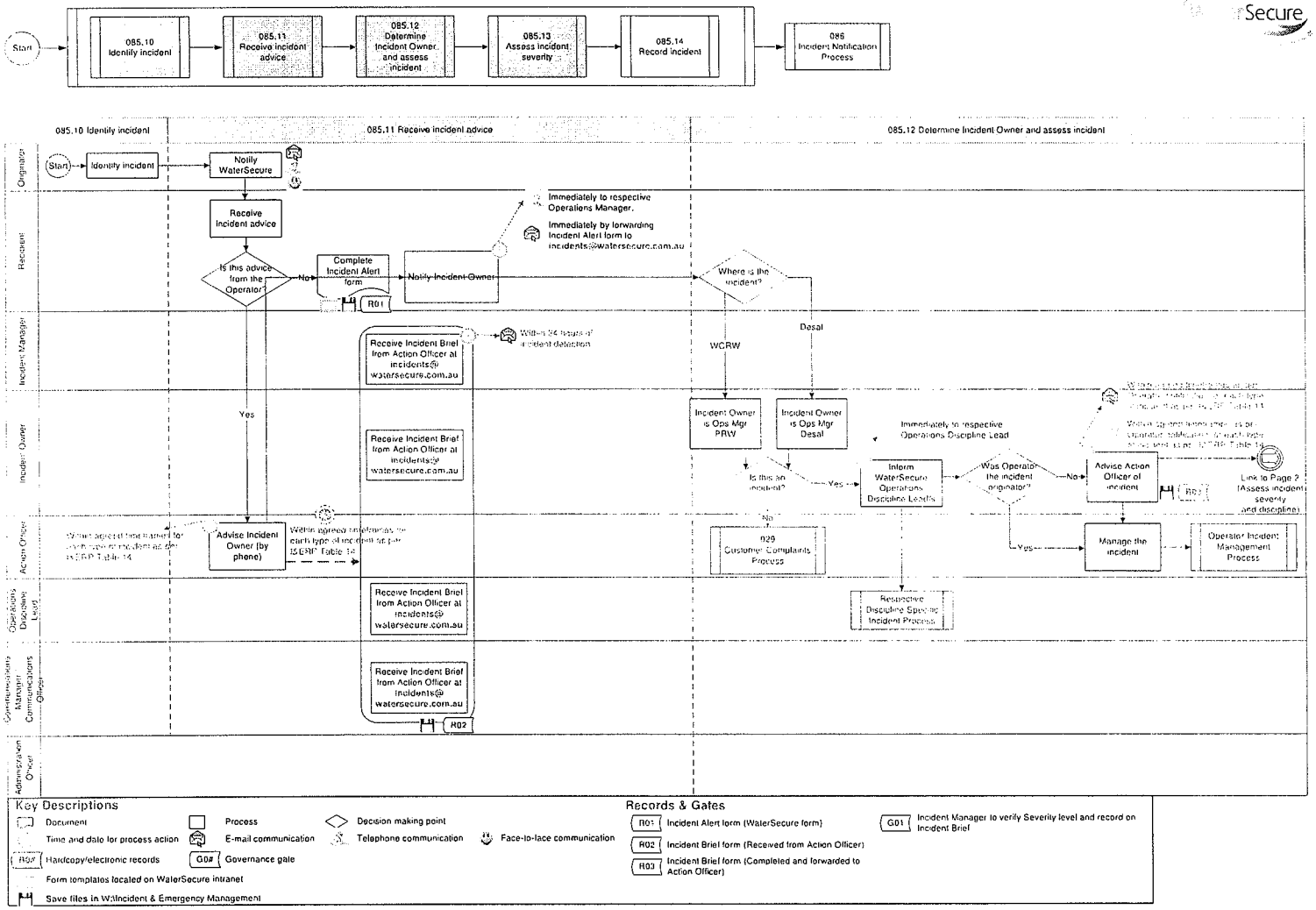
Market Rules reference	Components	Recommendations (best practice)	Requirements (compulsory)	Pg/s in plan
	Manage the recovery		• Incident de-escalation and emergency de-escalation are to be included in the plan as detailed in .	72-73
			• The requirement for an Incident close-out report as detailed in is to be included in the plan.	73
			• The role of the Emergency Management Team in managing the recovery as detailed in is to be included in the plan.	73
	Improvement Actions		• Table 14 (Debriefing responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	74
			• Post emergency report and risk register actions as detailed in are to be included in the plan.	75-76
4.29 (d) [for Distribution Service Providers] 'in the case of Water Supply Works constituting Isolated Supply Schemes, contingencies for securing alternate water supply'.			• All isolated supply schemes are to be identified in an annex to the plan, with a suitable contingency plan for the provision of an alternate water supply detailed for each.	N/A

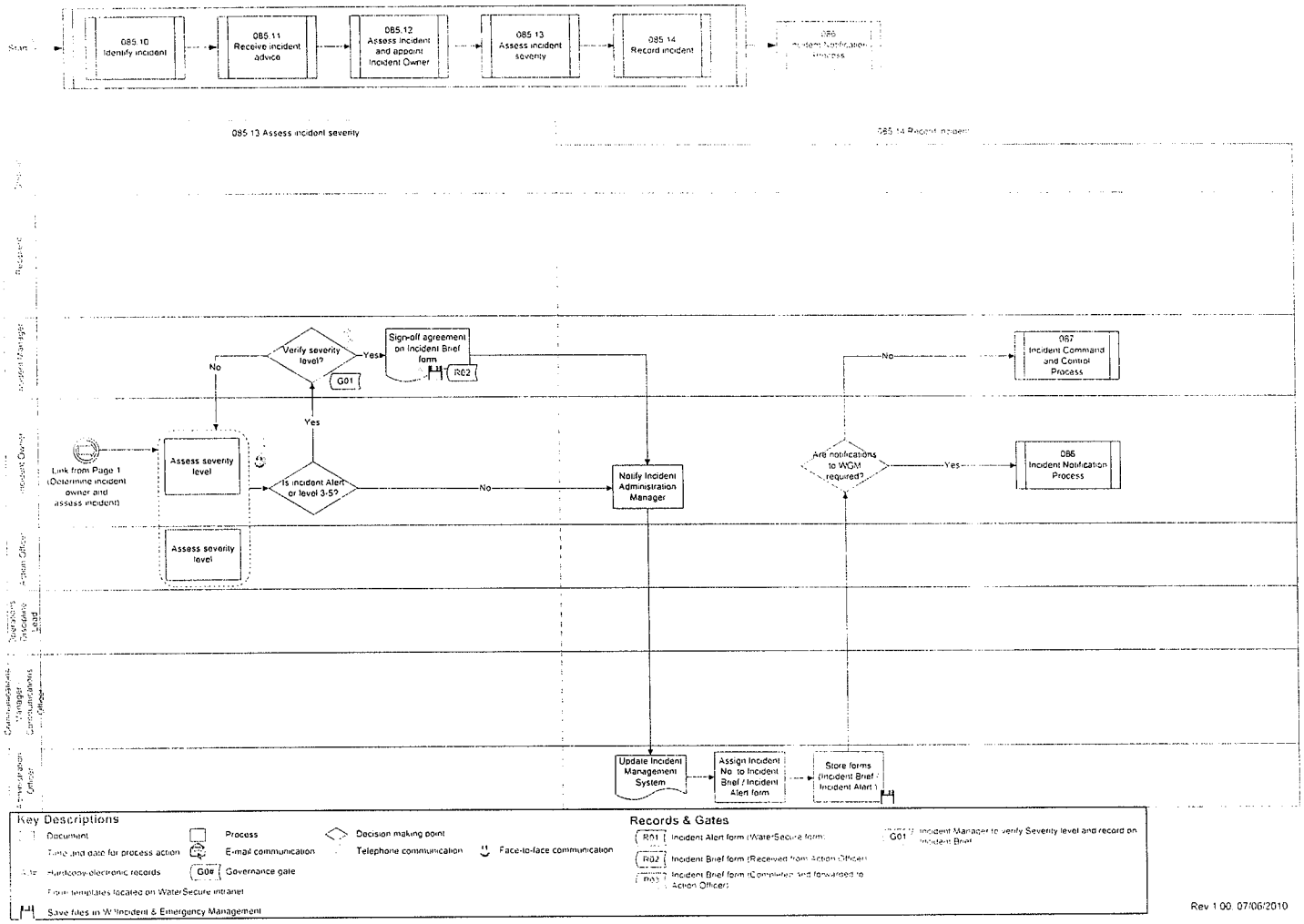
7.2 Attachment B – Incident Identification and Assessment Process

085: Incident Identification and Assessment Process



F485

085: Incident Identification and Assessment Process



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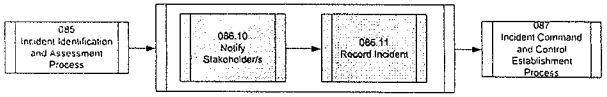
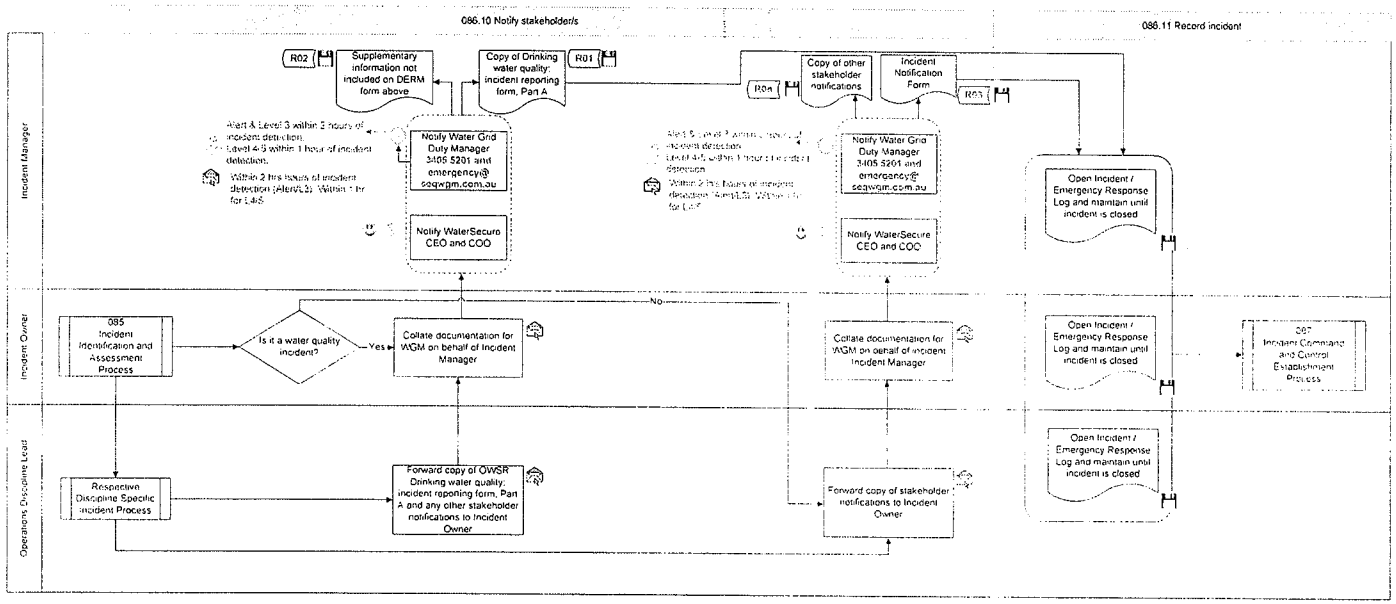
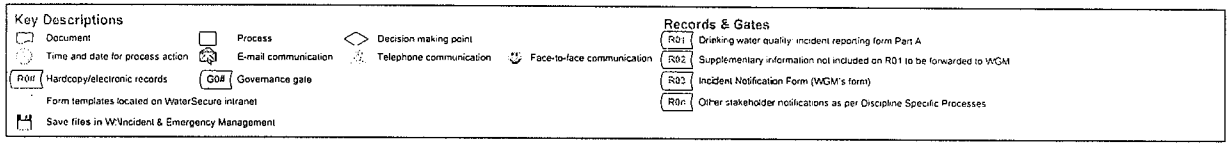
7.3 Attachment C – Incident Notification Process

086: Incident Notification Process







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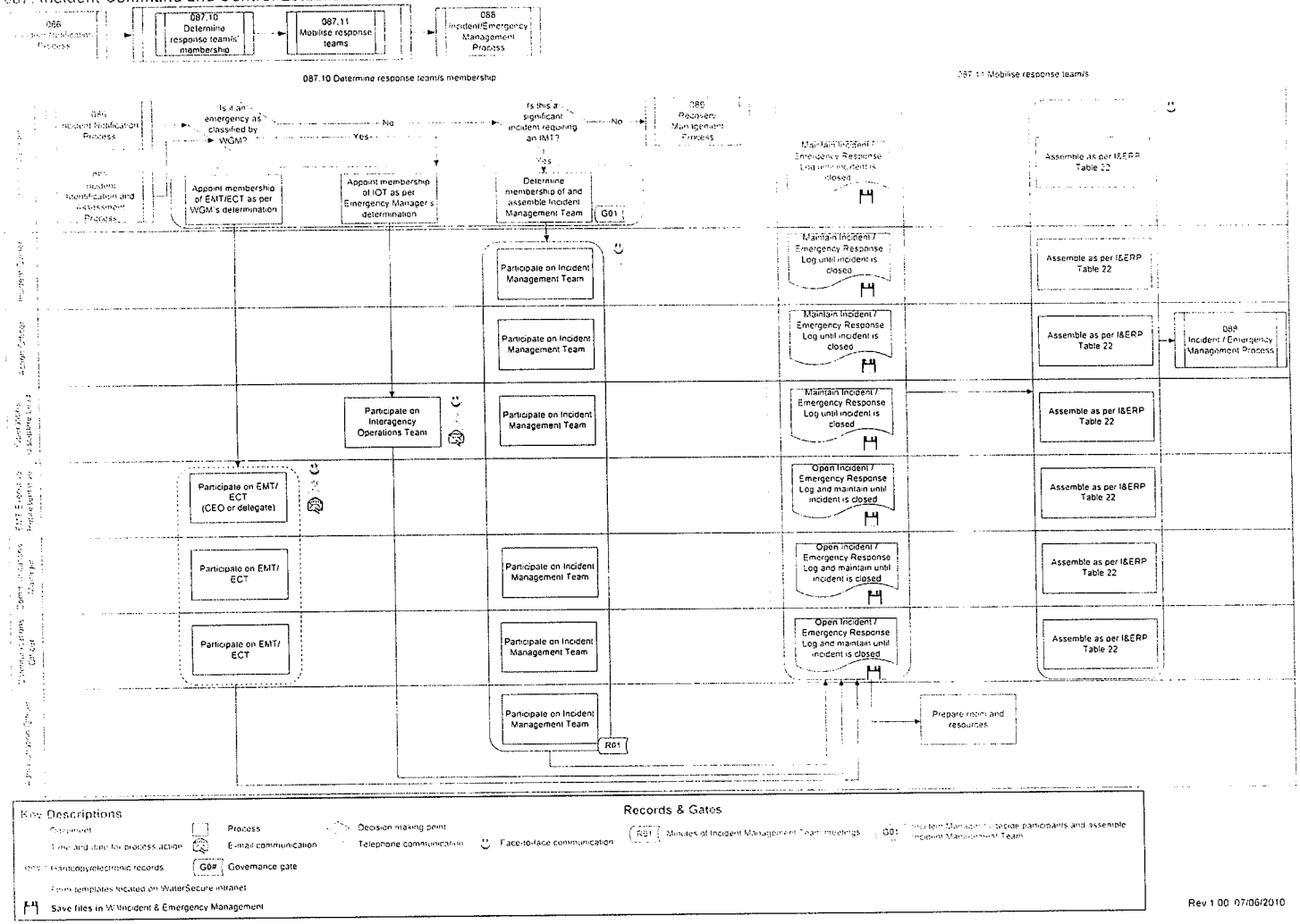
7.4 Attachment D –Incident Command and Control Establishment Process

087: Incident Command and Control Establishment Process



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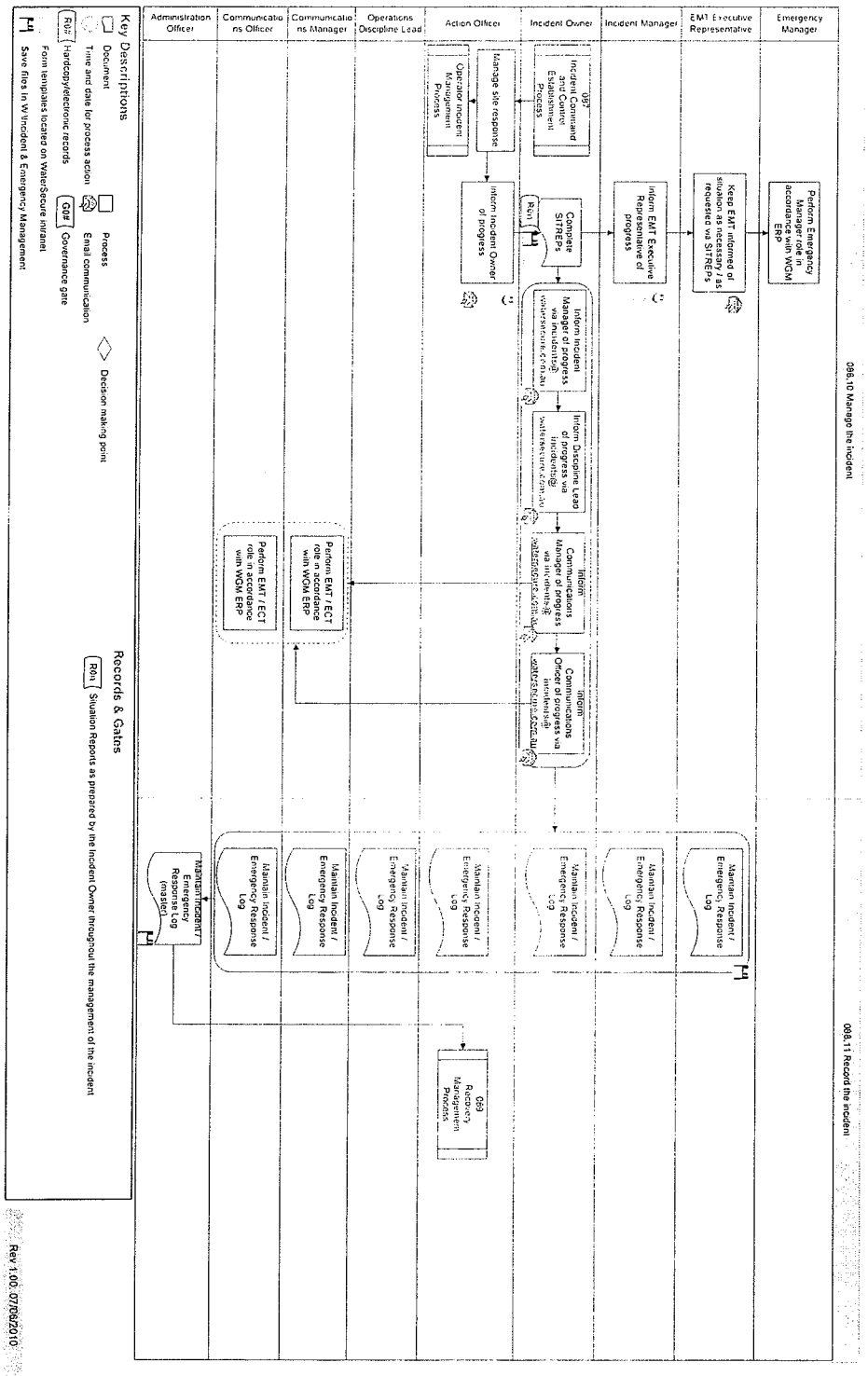
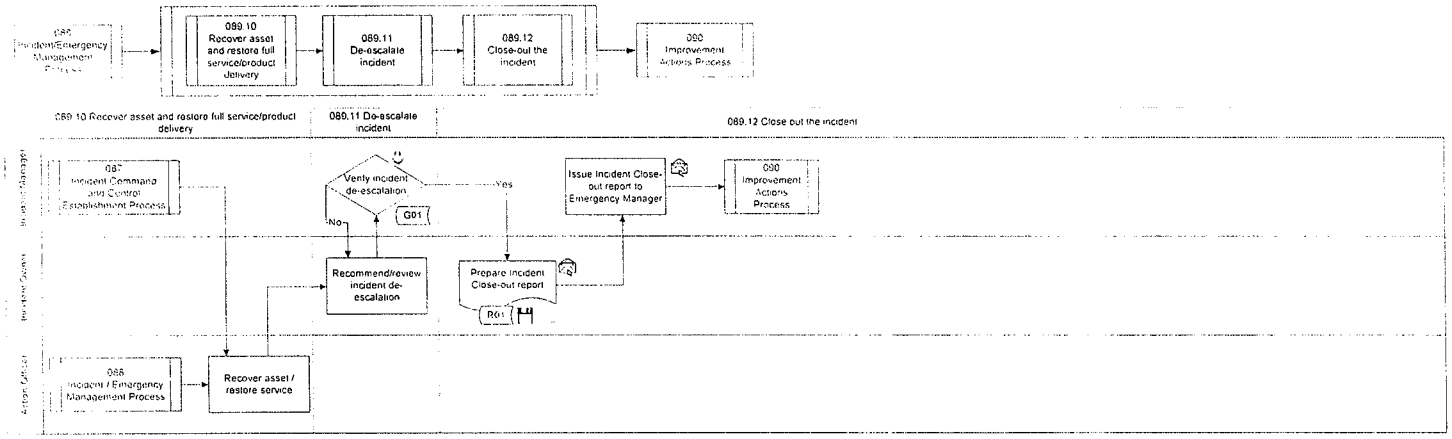
7.5 Attachment E – Incident / Emergency Management Process

088: Incident/Emergency Management Process



7.6 Attachment F – Recovery Management Process

089: Recovery Management Process



Key Descriptions

- Document
- Time and date for process action
- Form templates located on WaterSecure intranet
- Save files in W:\Incident & Emergency Management
- Process
- E-mail communication
- Governance gate
- Decision making point
- Telephone communication
- Face-to-face communication

Records & Gates

- R01 Incident Close-Out report
- G01 Incident Manager to verify de-escalation of incident

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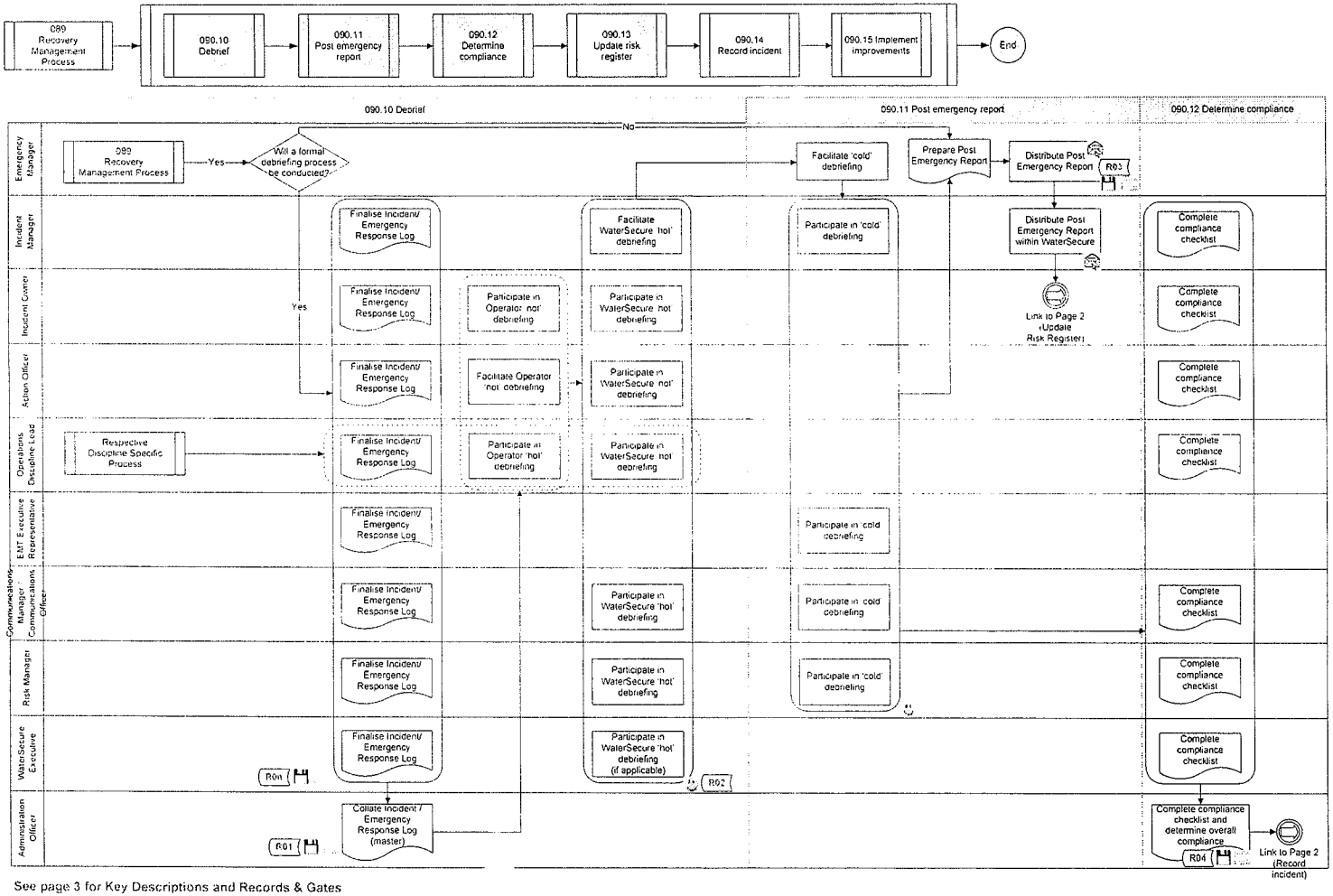
7.7 Attachment G – Improvement Actions Process

090: Improvement Actions Process



See page 3 for Key Descriptions and Records & Gates

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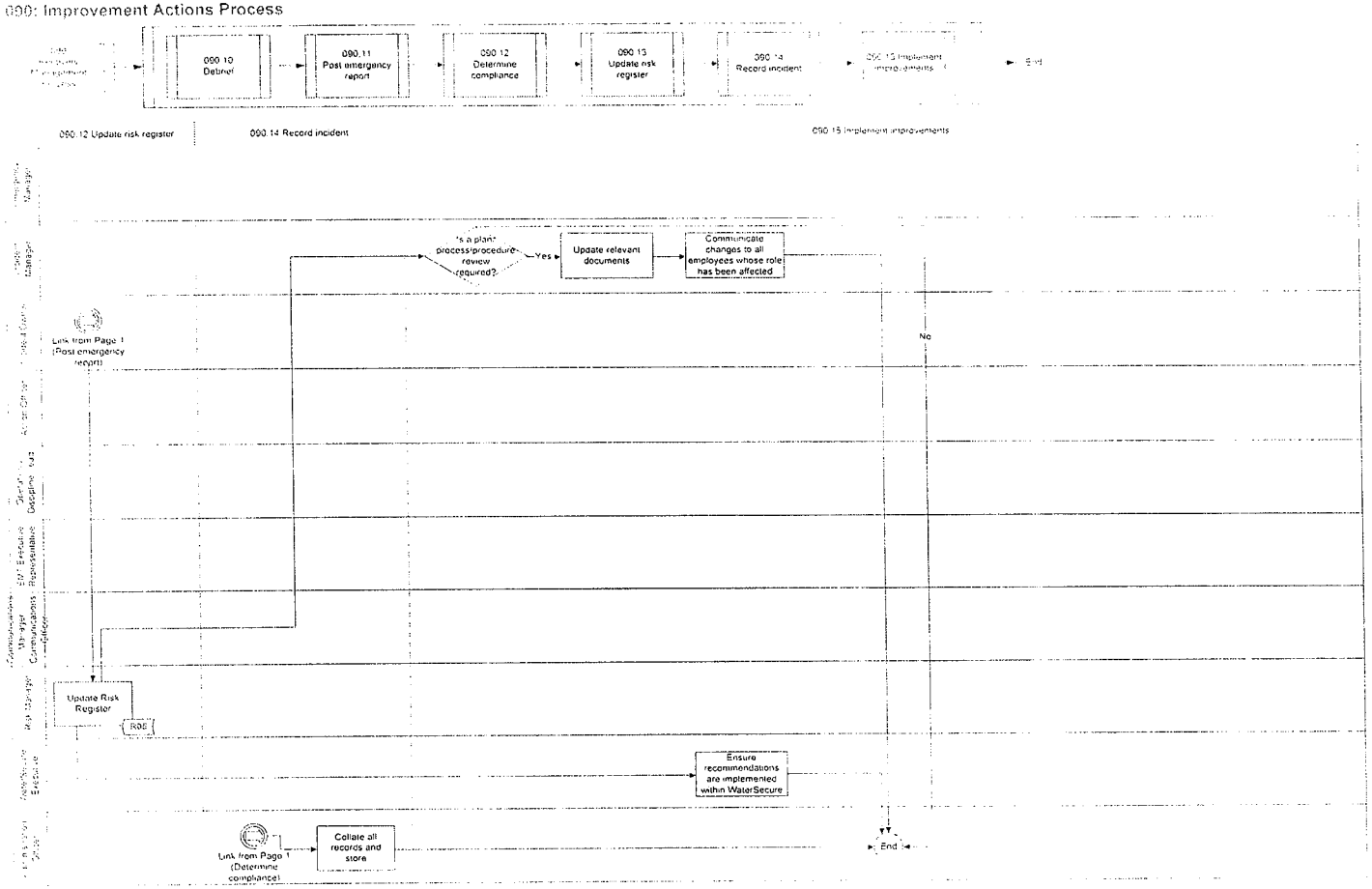
090: Improvement Actions Process



See page 3 for Key Descriptions and Records & Gates

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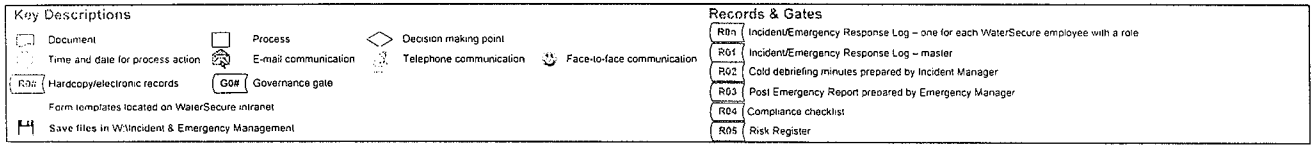

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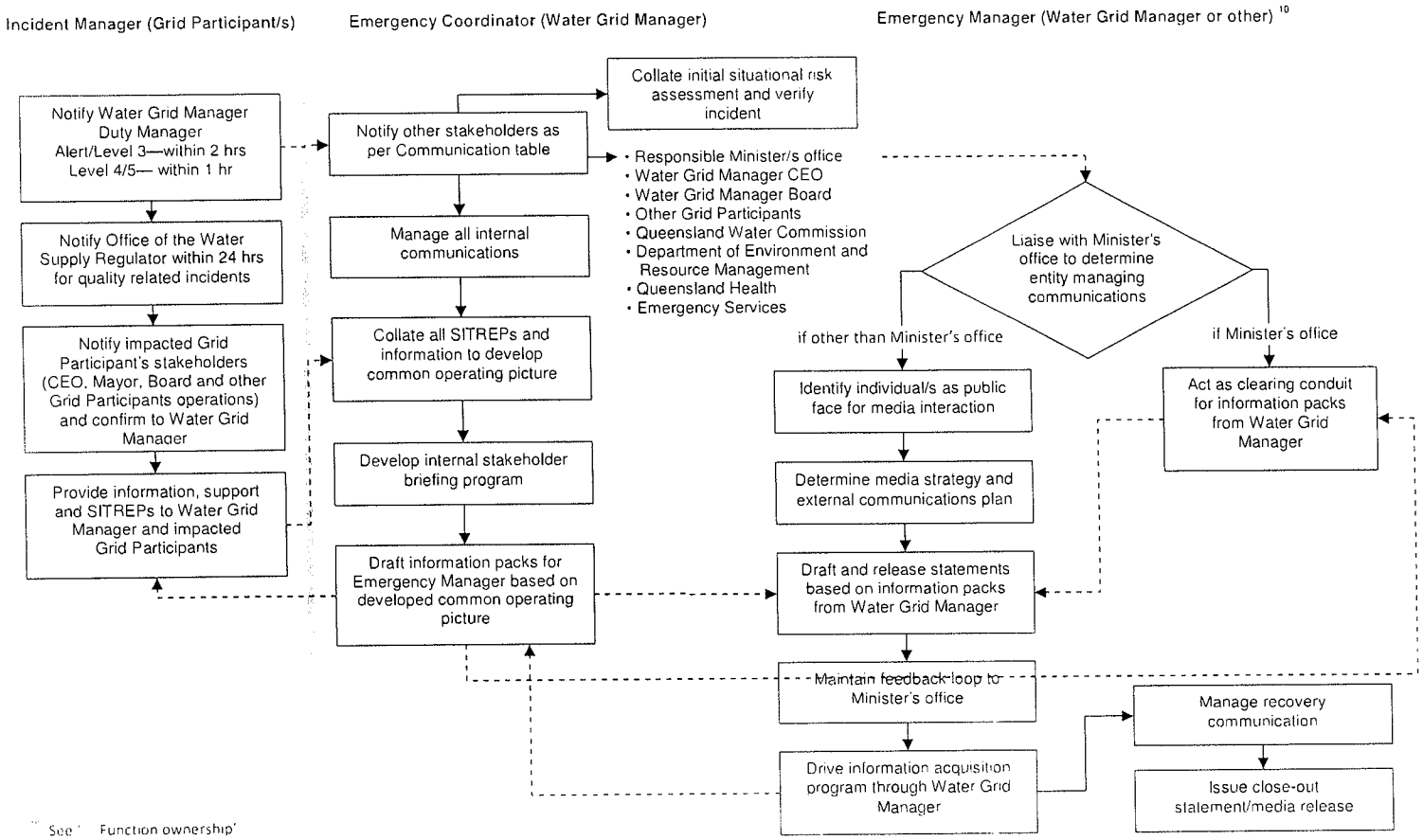
7.8 Attachment H – Communication workflow



7.9 Attachment 1 – WaterSecure Western Corridor Recycled Water Scheme – Consequence and Severity classification table

Level 1

Water Quality	Water Asset Failure	Water Quantity	Security and Natural Disaster	Health and Safety	Environment	Public Reassurance
• CCP Action Limit reached and responded to successfully and compliant at all times with regard to Treated Water quality requirements.	Damage or failure with no impact to operations or supply. Minor Chemical Spill	WWTP unable to provide in specification feedwater for less than 72 hours.	Localised event with no theft or damage to plant and equipment. No disruption to operations or supply. No Police or emergency services in attendance	Short term injury or illness requiring first aid treatment only. Near Miss Must be reported to WS but not Grid Incident FAI	a) Incident contained onsite AND no of breach of licence or General Environmental Duty (no environmental harm), or b) Network leak of less than 5,000 L PRW that does not enter waterway and is unlikely to generate community reaction (community reaction would include circumstances where DERM would normally be consulted), or breach General Environment Duty, or a) Contained Onsite AWTP Process Water Leak requiring storm water management.	

Level 2

Water Quality	Water Asset Failure	Water Quantity	Security and Natural Disaster	Health and Safety	Environment	Public Reassurance
• Unsuccessful response to CCP Action Limit: CCP Non-Compliance (compliant at all times with regard to PRW quality requirements) and no potential risk to water quality; OR • Non-compliance to WGM grid contract best endeavour limits. • Chemical parameter >PHR and PRW NOT supplied to Lake Wivenhoe	Damage or failure causing minor disruption to operations or supply for less than 1 day. No impact on Grid Contract obligations being met. Bulk chemical incident with no safety impact or need for emergency assistance	Risk of 20% variation of Total Monthly Flow from **individual** AWTP. Grid Instruction for Scheme will still be met..	Localised event with minor theft, threat or damage causing minor or no disruption to operations or supply for less than 1 day. No impact on Grid Contract obligations being met. Police or emergency services in attendance	Injury or illness requiring medical treatment or public injury MTI	a) Incident NOT contained onsite AND NO breach of licence or General Environmental Duty, or b) Network Leak with NO observable environmental impact and unlikely to generate community reaction of either (i) 5,000 – 10,000 L of PRW that occurs on land, or (ii) 0 – 10,000 L of PRW that enters a waterway. Odour, lighting, or noise complaint.	

Alert

Water Quality	Water Asset Failure	Water Quantity	Security and Natural Disaster	Health and Safety	Environment	Public Reassurance
PRW is **NOT** being supplied *Lake Wivenhoe* **AND** One result of one of the four micro organism indicators >0 cfu/pfu per 100 mL ***OR*** PRW is being supplied to Lake Wivenhoe; **AND** either: • One result for one of the four micro organism indicators detected above 0 (DERM notified); OR • One chemical result over PHR standard ***OR*** CCP non-conformance that could likely have compromised water quality.	An event has occurred that has the potential to result in a level 3, 4 or 5 consequences.	Likely to have level 3-5 incident.	An event has occurred that has the potential to result in a level 3, 4 or 5 consequences.	An incident has occurred or a situation arisen which has the potential to cause fatalities. A safety Alert is issued.	Recognised Level 1 or 2 Environmental incidents with demonstrated potential to escalate.	Any incident that has/could attract media interest with negative coverage a possibility

Level 3

Water Quality	Water Asset Failure	Water Quantity	Security and Natural Disaster	Health and Safety	Environment	Public Reassurance
PRW is being supplied to *users other than Lake Wivenhoe* **AND** More than 5 out of 100 (95th) confirmed result of any one of the four micro organism indicators >0 cfu/pfu per 100 mL (DERM notified) ***OR*** PRW is being supplied *to Lake Wivenhoe* **AND** either: • More than one result for micro organism indicators detected above 0; **OR** • More than one result over PHR standard for chronic health parameter likely to affect 95th percentile compliance to PHR standard.	Damage or failure causing disruption to operations and loss of supply for 1 day – 1 week. Could impact on Grid Contract obligations being met.	Likely to have 20% variation of Total Monthly Flow from Scheme. Risk of noncompliance with Grid Instruction.	Localised event with theft, threat or damage causing disruption to operations and loss of supply for more than 1 day. Could impact on Grid Contract obligations being met. Emergency services in attendance.	Injury or illness resulting in worker being unable to perform one or more normal duties for a full working day/shift.RWI **Note:** WGM classifies Fatality as Level 3	a) Incident NOT contained onsite AND breach of licence or General Environmental Duty but no environmental harm, or b) Exceed Maximum Licence Limit or breach Licence Condition, or c) Notification of Incident required to Regulator, or d) Network Leak with NO observable environmental impact of either • 10,000 L or greater of PRW, or • PRW of any volume that has entered a sensitive area, or • ROC or Raw Water of any volume to any type of area, or • PRW, ROC or Raw Water that has generated, or is likely to generate community reaction.	Public questioning the safety of using PRW in drinking water supplies

Level 4

Water Quality	Water Asset Failure	Water Quantity	Security and Natural Disaster	Health and Safety	Environment	Public Reassurance
PRW quality compromised with no short term recovery and potential for health impact on users **AND** PRW is being supplied to *users other than Lake Wivenhoe* **AND** either: • PRW has been supplied with several confirmed result of micro organism indicators >10 cfu/pfu per 100 mL; **OR** • Queensland Health initiate incident **OR** PRW is being supplied *to Lake Wivenhoe* **AND** either: • Repeated results for micro organism indicators detected above 0; Queensland Health is investigating and doing health impact assessment; **OR** • Chronic health parameter concentration above PHR standard persists; -Health risk assessment reveal it is not treated by storage in Lake; **OR** • Queensland Health initiate incident.	Damage or failure causing loss of operations or supply for up to several weeks. Emergency services in attendance. Grid Contract obligations impacted.	Likely to have 20% variation of Total Monthly Flow from Scheme for multiple months. Risk of Longer Term noncompliance with Grid Instruction. This may be a major common Network Main failure	Event with severe damage or threat causing loss of operations or supply for up to several weeks. Emergency services in attendance. Grid Contract obligations impacted. Has potential to impact the surrounding community.	Injury or illness resulting in worker being unable to return to work for a full working day/shift LTI **Note:** WGM classifies Multiple Fatality as Level 4	a) Incident NOT contained onsite AND breach of licence and/or General Environmental Duty WITH actual or potential environmental harm, or b) Network Leak with actual or potential environmental impact of either: (i) Any PRW volume; (ii) Any ROC or Raw Water volume. c) Incident with significant risk of breeching environmental regulations long term (weeks)	National concern about adding PRW to drinking water supplies

Level 5

Water Quality	Water Asset Failure	Water Quantity	Security and Natural Disaster	Health and Safety	Environment	Public Reassurance
Emergency incident or combination of incidents with large scale short term and long-term impacts to human well being, industry and environment (e.g. terrorism).	Damage or failure that results in plant non-operational for several months	Nil	Extreme event that results in catastrophic damage to the plant rendering it non-operational for several months Surrounding community significantly impacted.	Fatality **Note:** WGM declares multiple fatalities with risk of further as Level 5.	Incident NOT contained onsite AND breach of licence and/or General Environmental Duty WITH catastrophic material environmental harm.	International rejection of the use of PRW

7.10 Attachment J - Gold Coast Desalination Plant - Severity classification table

Level 1						
Water Quality	Water Asset Failure	Water Quantity	Security and Natural Disaster	Health and Safety	Environment	Public Reassurance
CCP Action Limit reached and responded to successfully. Compliant at all times with regard to Treated Water quality requirements*.	Damage or failure with no impact to operations or supply.	Plant unable to provide in specification water for less than 1 hour	Localised event with no theft or damage to plant and equipment. No disruption to operations or supply.	Short term injury or illness requiring first aid treatment only. FAI	Incident contained onsite AND No breach of licence and/or General Environmental Duty (GED) AND No environmental harm	
Level 2						
Water Quality	Water Asset Failure	Water Quantity	Security and Natural Disaster	Health and Safety	Environment	Public Reassurance
Unsuccessful Response to CCP Action Limit : CCP Non-Compliance (compliant at all times with regard to Treated Water quality requirements*).	Damage or failure causing minor disruption to operations or supply for less than 1 day. No impact on Grid Contract obligations being met.	Risk of 20% variation of Total Monthly Flow from plant. Plant failure leading to stoppage of PW Pumps but Molendinar or Mudgeeraba WTPs or SRWP are able to provide Operating Instruction shortfall.	Localised event with minor theft, threat or damage causing minor or no disruption to operations or supply for less than 1 day. No impact on Grid Contract obligations being met.	Injury or illness requiring medical treatment MTI	Incident contained onsite AND Breach of licence and/or GED AND No environmental harm *OR* Incident not contained onsite AND No breach of licence and/or GED AND No environmental harm *OR* Incident contained onsite AND No breach of licence and/or GED AND Potential environmental harm	
Alert						
Water Quality	Water Asset Failure	Water Quantity	Security and Natural Disaster	Health and Safety	Environment	Public Reassurance
Treated Water quality requirements likely to be compromised.	An event has occurred that has the potential to result in a level 3, 4 or 5 consequence.	An event has occurred that has the potential to result in a level 3, 4 or 5 consequence.	An event has occurred that has the potential to result in a level 3, 4 or 5 consequence.	An incident has occurred or a situation arisen which has the potential to cause fatalities.	Recognised Level 1 or 2 Environmental incident with demonstrated potential to escalate.	Any incident that has/could attract media interest with negative coverage a possibility
Level 3						
Water Quality	Water Asset Failure	Water Quantity	Security and Natural Disaster	Health and Safety	Environment	Public Reassurance
Treated Water quality compromised with test result that does not comply with Treated Water quality requirements*. Includes Grid Contract, Public Health Regulation, ADWG.	Damage or failure causing disruption to operations and loss of supply for more than 1 day. Could impact on Grid Contract obligations being met.	Likely to have 20% variation of Total Monthly Flow from Scheme. Risk of non-compliance with Grid Instruction. Plant failure leading to stoppage of PW Pumps with Molendinar or Mudgeeraba WTPs or SRWP unable to make up shortfall and risk to customer supply to a small population..	Localised event with theft, threat or damage causing disruption to operations and loss of supply for more than 1 day. Could impact on Grid Contract obligations being met. Emergency services may be in attendance.	Injury or illness resulting in worker being unable to perform one or more normal duties for a full working day/shift RWI	Incident **not** contained onsite AND Breach of licence condition and/or GED AND No environmental harm OR Incident contained onsite AND Breach of licence condition and/or GED AND Actual or potential environmental harm.	Public questioning the safety of adding desalinated water to potable water distribution
Level 4						
Water Quality	Water Asset Failure	Water Quantity	Security and Natural Disaster	Health and Safety	Environment	Public Reassurance
Water quality issue resulting in short term impact involving multiple grid entities (includes spills, cross connections and contamination events). Cease production ongoing water quality concern	Damage or failure causing loss of operations or supply for up to several weeks. Emergency services in attendance. Grid Contract obligations impacted.	Likely to have 20% variation of Total Monthly Flow from Scheme for multiple months. Risk of Longer Term noncompliance with Grid Instruction. This may be a major common Network Main failure. Plant failure leading to stoppage of PW Pumps with Molendinar or Mudgeeraba WTPs or SRWP unable to make up shortfall and large population subject to restrictions.	Event with severe damage or threat causing loss of operations or supply for up to several weeks. Emergency services in attendance. Grid Contract obligations impacted. Has potential to impact the surrounding community.	Injury or illness resulting in worker being unable to return to work for a full working day/shift LTI	Incident **not** contained onsite AND Breach of licence condition and/or GED AND Potential or actual environmental harm	National concern about adding desalinated water to potable water distribution
Level 5						
Water Quality	Water Asset Failure	Water Quantity	Security and Natural Disaster	Health and Safety	Environment	Public Reassurance
Emergency incident or combination of incidents with large scale short term and long-term impacts to human well being, industry and environment (e.g. terrorism).	Damage or failure that results in plant non-operational for several months	Extended stoppage of plant greater than 1 week.	Extreme event that results in catastrophic damage to the plant rendering it non-operational for several months Surrounding community significantly impacted.	Fatality Single fatality notifiable to WGM as level 3 incident. Multiple fatalities notifiable to WGM as level 4 & 5 incidents.	Incident not contained onsite AND Breach of licence condition and/or GED AND Severe environmental harm OR Incident contained onsite AND Breach of licence condition and/or GED AND Severe environmental harm OR	International rejection of the use of desalinated water

Shaded cells indicate notifiable incident to WGM

7.11 Attachment K – Incident Notification forms

7.11.1. Operator to WaterSecure

PART 1: Incident Notification

INCIDENT NUMBER:

Step 1: Interim Incident Details

Date of incident:	DD/MM/YY	**Time of incident:**	00:00	**Date reported:**	DD/MM/YY	**Time reported:**	00:00
Reported by:				**Supervisor:**			
Person/equipment involved:	Water Secure ☐	Veolia ☐	Contractor ☐	Visitor ☐	Public ☐		

Location

Desalination Plant: ☐	Bundamba: ☐	Gibson Island: ☐	Luggage Point: ☐	Networks: ☐	WS Head Office: ☐	WS Tugun Office: ☐	Other: ☐

Area

Step 2: Interim Incident Analysis and Consequence Rating

Incident Type

Water Quality: ☐	Water Quantity: ☐	Security and Natural Disaster: ☐	Safety: ☐	Environment: ☐	Reputation: ☐

Incident Category

Water Quality

01 Public Health PRW ☐	02 Public Health Desal ☐	03 Best Endeavour Desal ☐	04 Best Endeavour PRW ☐
06 Aesthetic Desal ☐	07 CCP/QCP breach ☐	08 Adverse Customer impact ☐	

Water Quantity

01 ☐	02 ☐	03 ☐	04 ☐	05 ☐
06 ☐	07 ☐	08 ☐	09 ☐	10 ☐

Security and Natural Disaster

01 Security Breach ☐	02 Verbal threat/abuse ☐	03 Assault ☐	04 Theft ☐	05 Sabotage/Vandalism ☐
06 Terrorist Threat or Suspicious Item ☐	07 Terrorist attack ☐	08 Fire ☐	09 Flood ☐	10 Earth Quake ☐
11 Storm ☐	12 Meteorological Event ☐		13 Other ☐	

Safety

01 Near Miss ☐	02 First Aid Incident ☐	03 Medical Treated Incident ☐	04 Restricted Work Incident ☐	05 Lost Time Incident ☐	05 Fatality ☐

Environment

01 ERA Discharge Parameter Exceedance ☐	02 Uncontrolled Discharge ☐	03 Regulated Processes ☐	04 Native Vegetation Management ☐	05 Domestic/Native Animal Management ☐
06 Pest Management ☐	07 Land/Soil Management ☐	08 Waste Management ☐	09 Emissions Management ☐	10 Other ☐

Initial Actual Consequence Rating

Near Miss ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☐

Initial Potential Consequence Rating

Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☐

F497

Step 3: Initial Incident Description

Step 4: Immediate Corrective Actions (including first aid treatment)

Step 5: External Notification

☐ Work Cover QLD	☐ Queensland Police
☐ Work Place health & Safety (QLD)	☐ Queensland Ambulance
☐ South-East Queensland Water Grid Manager (WGM)	☐ Queensland Fire
☐ DERM	☐ SES
☐ Dpt. of Primary Industries and Fisheries (DPIF)	☐ Tarong Energy
☐ Ipswich City Council (ICC)	☐ CS Energy
☐ Queensland Urban Utilities (QUU)	☐ SEQWater
☐ Operations Director, VWA	☐ Operations Manager (Desal / PRW), VWA
☐ Water Quality Manager, VWA	☐ Environmental Manager, VWA
☐ LinkWater	☐ Other

Other party to WaterSecure

WaterSecure	**Incident Alert Form (IAF)**	Form: OPS-F-009 Rev: 0.03 Page

Date of Contact		**Time of Contact**	
Other Ref No.		**WS Incident No.**	
Step 1: Originator Details			
Name			
Contact Number			
Step 2: Purpose of Contact			
Does the originator believe the situation to be threatening or unusual in anyway?	☐ Yes	Raise an Incident Alert [Go to Step 3]	
	☐ No	☐ This is a corporate complaint [Go to Step 3.3]	
		☐ This is an information request [Go to Step 3.3]	
Step 3: Incident Analysis			
Step 3.1: Brief Description			
Step 3.2: Situation Location			
Provide details of the nearest landmark or address:		Internal Information ☐ WaterSecure Corporate Office ☐ Wester Corridor Recycled Water Scheme ☐ Tugun Desalination Plant	
Provide any other description:		Other Information ☐ Pump station ☐ Pipeline ☐ Land Easement ☐ Tanks	

Step 3.3: Situation Prompt			
Health & Safety	☐ Bomb threat / Extortion ☐ Explosion ☐ Death ☐ Serious Injury ☐ First aid injury ☐ Other	☐ Infrastructure damage / failure ☐ Dangerous activity / action / driving ☐ Flooding ☐ Building fire ☐ Infectious disease	
Reputation	☐ Information request ☐ Industrial action ☐ Other	☐ Media event ☐ Protests	
Environmental	☐ Water leak / spill / discharge ☐ Chemical leak / spill ☐ Vegetation clearing ☐ Pest animal / plant sighting ☐ Noise ☐ Dust ☐ Other	☐ Landslide erosion ☐ Waste management / dumping ☐ Domestic animal management ☐ Native animal management ☐ Grass / bush fire ☐ Odour (bad smell)	
Complaints	☐ Company complaint ☐ Other	☐ Complaint about a representative	
Water Quality	☐ Product Water Quality ☐ Other	☐ Feedwater Quality	
Asset	☐ Unauthorised use / access ☐ Other	☐ Lack of access	

Step 4: Contact Details				
Step 4.1 Other Originator Details				
Organisation				
Position Title				
E-mail				
Step 4.2 Sign Off and Recipient Details				
Alerting Organisation	☐	WaterSecure	☐	Veolia (WCRWS)
	☐	SureSmart Water	☐	Veolia (DESAL)
Name				
Position Title				
Phone Number (Mobile)				
Email				
Fax Number				

Phone Operations Manager (PRW or Desal) immediately with details
E-mail this form to incidents@watersecure.com.au

F501

7.11.2. WaterSecure to Water Grid Manager: standard format

To be completed and forwarded to the SEQ Water Grid Manager via email:
notifications@seqwgm.qld.gov.au

WS Incident number		
Reporting organisation	WaterSecure	
Date		
Time		
Location	Site	
	Address	
Reported by		

Nature of incident/emergency

Water quality	☐	Health and safety of employees or public	☐
Water asset failure	☐	Environment	☐
Water quantity	☐	Public reassurance	☐
Security or natural disaster	☐	Other *(please specify)*	

Details
(what happened, contributing factors, immediate actions taken)

Incident rating

☐ Alert—currently: ☐ Level 1 (insignificant) ☐ Level 2 (minor)

☐ Level 3 (moderate) ☐ Level 4 (major) ☐ Level 5 (catastrophe)

Recommended corrective/preventative actions
(outline recommended approach and actions)

Actions recommended to be taken

Action	Assigned to	Completion date

F502

Regulatory authorities notified

☐ Not applicable ☐ Yes—complete table

Time	Regulatory authority/name	Response

Media interest

☐ No ☐ Yes—provide details

(provide details of media interest)

Comments

(any other relevant information)

Approval

Prepared by:

Name	Position	Signature	Date
	Operations Manager PRW / Operations Manager GCDP *(delete which does not apply)*		

Approved by:

Name	Position	Signature	Date
	Senior Operations Manager		

F503

7.11.3. WaterSecure to Water Grid Manager: Blackberry-friendly format

To be completed and forwarded to the SEQ Water Grid Manager via email: notifications@seqwgm.qld.gov.au.

WS Incident no: /09
>

Reporting organisation:
>

Date:
>

Time:
>

Location:
>

Address:
>

Reported by:
>

Nature of incident/emergency:
(delete unwanted responses)
Water quality
Water asset failure
Water quantity
Security or natural disaster
Health and safety (public or employees)
Environment
Public reassurance
Other >

Details:
(what happened, contributing factors, immediate actions taken)

Incident rating:
(delete unwanted responses)
Alert—currently Level 1 (insignificant)
Alert—currently Level 2 (minor)
Level 3 (moderate)
Level 4 (major)
Level 5 (catastrophe)

Recommended corrective/preventative actions:
>

Actions recommended to be taken:
(action, assigned to, completion date)
>

Regulatory authorities notified:
(delete unwanted responses)
Not applicable
Yes *(provide details of who was contacted and their response)*
>

Media interest:
(delete unwanted responses)
No
Yes (provide details) >

Comments:
>

This template is intended for use by state-owned Grid Participants to informally brief the responsible Ministers' offices directly on issues related to incidents within the SEQ Water Grid.

For example, level 1 and 2 incidents do not normally require formal notification under the SEQ Water Grid Emergency response plan, however in the event of media interest in such an event, the responsible Ministers' offices must be informed (copy to the Water Grid Manager).

F504

Briefing to:
• Minister for Natural Resources, Mines and Energy
• Treasurer

Briefing from:
(organisation, title, name, contact details)
>

Date:
>

Subject:

Reason for briefing:
>

Incident timing:
>

Incident location:
>

Incident rating:
(delete unwanted responses)
Level 1 (insignificant)
Level 2 (minor)
Alert
Level 3 (moderate)
Level 4 (major)
Level 5 (catastrophe)

What we know:
>

What we don't know:
>

What we are doing:
>

What we need the Minister's Office to do:
(e.g. approve, endorse, agree, note)
>

Key contact person:
(organisation, title, name, contact details)
>

Next briefing:
(timing, type of briefing)
>

Copy completed form to the responsible Minister's office and the SEQ Water Grid Manager.

F505

7.12 Attachment L – Informal Ministerial briefing template

This template is intended for use by state-owned Grid Participants to informally brief the responsible Ministers' offices directly on issues related to incidents within the SEQ Water Grid.

For example, level 1 and 2 incidents do not normally require formal notification under the SEQ Water Grid Emergency response plan, however in the event of media interest in such an event, the responsible Ministers' offices must be informed (copy to the Water Grid Manager).

Briefing to:
- Minister for Natural Resources, Mines and Energy
- Treasurer

Briefing from:
(organisation, title, name, contact details)
>

Date:
>

Subject:
>

Reason for briefing:
>

Incident timing:
>

Incident location:
>

Incident rating:
(delete unwanted responses)
Level 1 (insignificant)
Level 2 (minor)
Alert
Level 3 (moderate)
Level 4 (major)
Level 5 (catastrophe)

What we know:
>

What we don't know:
>

What we are doing:
>

What we need the Minister's Office to do:
(e.g. approve, endorse, agree, note)
>

Key contact person:
(organisation, title, name, contact details)
>

Next briefing:
(timing, type of briefing)
>

Copy completed form to the responsible Minister's office and the SEQ Water Grid Manager.

F506

7.13 Attachment M – Incident / Emergency Response Log

7.13.1. Incident / Emergency Response Log

WS Incident No.	
Name	
Position	
Role	

Date	Time	Type (e.g. phone call, e-mail, meeting, event, action)	Participants	Location	Description	Actions Arising

F507

7.13.2. Incident / Emergency Response Log: Blackberry-friendly format

- To be completed and forwarded to the Administration Officer.

WS Incident no:
>

Name:
>

Position:
>

Role:
>

Date:
>

Time:
>

Type:
(delete unwanted responses)
Phone call.
E-mail
Meeting
Event
Action
Other >

Participants:

Location

Description:
>

Actions arising:
>

F508

7.14 Attachment N – Situation report (SITREP)

From		**Date**	
To		**Time**	

WS Incident no	
Incident name	
Incident level	
Notification date	
Impacted organisation/s	WaterSecure
Emergency contacts	

Summary and background of incident

(insert brief summary of incident details)

Incident management team

Name	Role

Status of asset/operations

(outline condition of asset and impact on Grid Participant's operations)

Actions to date

Timing	Action

Overall assessment

(summarise assessment of incident response and recovery actions)

Future actions

Timing	Action

Issue of SITREPs

Next SITREP due	Date		Time	
SITREP issue contact details	Name			
	Phone			
	Email			

Authorised by

(name of Grid Participant Incident Manager)

7.15 Attachment O – Incident close-out report

7.15.1. Incident close-out report: standard format

To be completed and forwarded to the SEQ Water Grid Manager via email: notifications@seqwgm.qld.gov.au.

WS Incident number	
Reporting organisation	WaterSecure

Actions taken

Action	Completion date

Actions requiring follow-up

Action	Assigned to	Completion date

Verification and closure

1. I am satisfied the actions taken, or proposed to be taken, have been effective to reduce both the likelihood and severity of the issues recurring and to effect improvement, and that the incident can be closed out.
2. All relevant parties have been advised of the corrective/preventative actions taken, or decisions made in relation to this incident.

Name		Title		Date	

System close-out

Name		Title		Date	

F511

7.15.2. Incident close-out report: Blackberry-friendly format

To be completed and forwarded to the SEQ Water Grid Manager via email: notifications@seqwgm.qld.gov.au.

WS Incident no:
>

Reporting organisation:
>

Actions taken:
(action, completion date)
>

Actions requiring follow-up:
(action, assigned to, completion date)
>

Verification and closure:

1. I am satisfied the actions taken, or proposed to be taken, have been effective to reduce both the likelihood and severity of the issues recurring and to effect improvement, and that the incident can be closed out.

2. All relevant parties have been advised of the corrective/preventative actions taken, or decisions made in relation to this incident.

Name:
>

Title:
>

Date:
>

System close-out:

Name:
>

Title:
>

Date:
>

F512

7.16 Attachment P – Incident Investigation Report template

PART 2: Incident Investigation

INCIDENT NUMBER:

Step 6: Incident Details							
Date of incident:	DD/MM/YY	**Time of incident:**	00:00	**Date reported:**	DD/MM/YY	**Time reported:**	00:00
Reported by:				**Supervisor:**			
Person/equipment involved:	Water Secure ☐	Veolia ☐	Contractor ☐	Visitor ☐	Public ☐		

Location							
Desalination Plant: ☐	Bundamba: ☐	Gibson Island: ☐	Luggage Point: ☐	Networks: ☐	WS Head Office: ☐	WS Tugun Office: ☐	Other: ☐

Area

Incident Type					
Water Quality: ☐	**Water Quantity:** ☐	**Security and Natural Disaster:** ☐	**Safety:** ☐	**Environment:** ☐	**Reputation:** ☐

Incident Category			
WATER QUALITY			
01 Public Health PRW ☐	02 Aesthetic Desal ☐	03 Best Endeavour Desal ☐	04 Best Endeavour PRW ☐
06 Public Health Desal ☐	07 CCP/QCP breach ☐	08 Adverse PRW impact ☐	
01 Public Health PRW			
Micro biological 1 result ☐	Microbiological confirmed ☐	Microbiological 95th percentile ☐	
Chemical 1 result ☐	Chemical 95th percentile ☐	PRW supplied to Wivenhoe ☐	
06 Public Health Desalinated Water			
E Coli 1 Detection ☐	E Coli Confirmed ☐	Chemical 1 exceedence ☐	Chemical 95th %ile exceedence ☐
02 Aesthetic Desalinated Water		**04 Best Endeavour limit in grid contract for PRW exceeded**	
Aesthetic 50 %ile exceedence ☐	Aesthetic may cause impact ☐	Limit in CS Energy Schedule ☐	Limit in General Schedule ☐
08 Adverse impact from PRW supply			
Algal bloom in Wivenhoe ☐	Toxic algal bloom in Wivenhoe ☐	Temperature differential may cause skating ☐	Health effect from other uses of PRW ☐
07 QCP/CCP nonconformance			
WWTP effluent > trigger ☐	RO permeate TOC > trigger ☐	CCP non-conformance ☐	CCP non-conformance and water quality affected ☐
WATER QUANTITY			
01 ☐	02 ☐	03 ☐	04 ☐	05 ☐
06 ☐	07 ☐	08 ☐	09 ☐	10 ☐

SECURITY AND NATURAL DISASTER				
01 Security Breach ☐	02 Verbal threat/abuse ☐	03 Assault ☐	04 Theft ☐	05 Sabotage/Vandalism ☐
06 Terrorist Threat or Suspicious Item ☐	07 Terrorist attack ☐	08 Fire ☐	09 Flood ☐	10 Earth Quake ☐
11 Storm ☐	12 Meteorological Event (cyclone, tornado et.) ☐		13 Other ☐	

SAFETY					
01 Near Miss ☐	02 First Aid Incident ☐	03 Medical Treated Incident ☐	04 Restricted Work Incident ☐	05 Lost Time Incident ☐	05 Fatality ☐

Nature of Injury / Illness					
1 Fractures ☐	02 Spinal injury ☐	03 Dislocations ☐	04 Sprains/strains of joints, muscles or tendons ☐	05 Intracranial injury including concussion ☐	06 Burn ☐
07 Internal injury of chest, abdomen or pelvis ☐	08 Traumatic amputation including loss of eyeball ☐	09 Open wound not involving traumatic amputation ☐	10 Contusion including bruise or craze ☐	11 Crush injury ☐	
12 Foreign body in eye, ear, nose, airway ☐	13 Eye disorder due to substance or arc flash ☐	14 Nerve damage ☐	15 Poisoning ☐	16 Bara trauma (pressure injury) ☐	
17 Decompression illness ☐	18 Drowning or near drowning ☐	19 Electric shock or electrocution ☐	20 Hyperthermia (heat stress) ☐	21 Hypothermia ☐	22 Deafness or tinnitus ☐

23 Disorders of muscle, tendons and other soft tissues (includes tendonitis, synovitis, bursitis and tenosynovitis). ☐	24 Skin disorder including Dermatitis and eczema ☐	25 Hernia ☐	26 Infectious and parasitic diseases ☐

27 Diseases of the respiratory system ☐	28 Diseases of the circulatory system ☐	29 Diseases of the digestive system ☐	30 Cancers and other neoplasm's ☐	31 Psychological injury ☐	32 Other injury or illness ☐

Body location

01 Eye ☐	02 Ear ☐	03 Face ☐	04 Head (excluding eye, ear and face) ☐	05 Neck ☐	06 Back ☐	07 Trunk (other than back and excluding internal organs) ☐

08 Shoulders and arms ☐	09 Hands and fingers ☐	10 Hips and legs ☐	11 Feet and toes ☐	12 Internal organs (located within trunk) ☐	13 Multiple locations ☐	14 Other locations ☐

Mechanism of injury / illness

01 Falls from a height ☐	02 Falls on the same level ☐	03 Hitting objects with a part of the body ☐	04 Being hit by moving objects ☐	05 Exposure to mechanical vibration ☐	06 Exposure to sharp sudden sound ☐

07 Long term exposure to noise ☐	08 Exposure to pressure ☐	09 Repetitive movement with low muscle loading ☐	10 Other muscular stress ☐	11 Contact with electricity ☐	12 Exposure to heat or cold ☐

13 Exposure to radiation ☐	14 Single contact with chemical or substance ☐	15 Long term contact with chemical or substance ☐	16 insect/spider bites/stings ☐	17 Contact with or exposure to biological factors ☐

18 Exposure to mental stress factors ☐	19 Slide or cave-in ☐	20 Vehicle accident ☐	21 multiple mechanisms of injury ☐	22 Unspecified mechanisms of injury ☐

Details Of Injured Person/s

Name	DOB	DD/MM/YY	M ☐ F ☐	Company	Occupation	Returned to work or normal duties	DD/MM/YY
Name	DOB	DD/MM/YY	M ☐ F ☐	Company	Occupation	Returned to work or normal duties	DD/MM/YY

ENVIRONMENT

01 ERA Discharge Parameter Exceedance ☐	02 Uncontrolled Discharge ☐	03 Regulated Processes ☐	04 Native Vegetation Management ☐	05 Domestic/Native Animal Management ☐

06 Pest Management ☐	07 Land/Soil Management ☐	08 Waste Management ☐	09 Emissions Management ☐	10 Other ☐

01 ERA Discharge Parameter Exceedance

1.1 Ammonia ☐	1.2 Biochemical Oxygen Demand ☐	1.3 Chemical Oxygen Demand ☐	1.4 Chlorine – Total ☐	1.5 Dissolved Oxygen ☐	
1.6 Dissolved Solids - Total ☐	1.7 Nitrogen – Total ☐	1.8 Nitrate ☐	1.9 Nitrite ☐	1.10 pH ☐	1.11 Phosphorus – Total ☐	1.12 Salinity ☐
1.13 Suspended Solids - Total ☐	1.14 Temp. ☐	1.15 Turbidity ☐	1.16 Volume ☐	1.17 Velocity ☐	1.18 Other ☐	

02 Uncontrolled Discharge

2.1 Purified Recycled Water ☐	2.2 Product Water ☐	2.3 Storm Water ☐	2.4 Groundwater /Dewatering ☐	2.5 Pre-Treated Water ☐	2.6 Microfiltration feedwater ☐	2.7 Reverse osmosis permeate ☐
2.8 Raw Water/Feed Water/Effluent ☐	2.9 Sewerage ☐	2.10 Trade Waste ☐	2.11 Ferric chloride sludge ☐	2.12 Reverse osmosis concentrate ☐	2.13 Phosphorus – Total ☐	
2.14 Brine ☐	2.15 Hydro-test Water ☐	2.16 Ammonia ☐	2.17 Chlorine ☐	2.18 Sodium Bisulphate ☐	2.19 Fluoride ☐	2.19 Hydrochloric Acid ☐

03 Regulated Processes

3.1 Management Process -ERA Licence Breach ☐	2.2 Management Process - VMA Approval Breach ☐	2.3 Management Process - Other Permit/Licence ☐

04 Native Vegetation Management

4.1 Native Vegetation Management - VMA Restoration Ecological Parameter Exceedance ☐	4.2 Native Vegetation Management - Unlawful Clearing/Disturbance ☐

05 Domestic/Native Animal Management

5.1 Domestic Fauna Protection and Management ☐	5.2 Native Fauna Protection and Management ☐

06 Pest Management

6.1 Pest Plant Management ☐	6.2 Pest Animal Management ☐

07 Land/Soil Management

7.1 Erosion ☐	7.2 Subsidence/Slip ☐

08 Waste Management

8.1 Land contamination ☐	8.2 Ground Water Contamination ☐	8.3 Regulated Waste ☐	8.4 Other Waste ☐

09 Emissions Management

9.1 Odour ☐	9.2 Dust ☐	9.3 Noise ☐	9.4 CO_2 ☐	9.5 Other ☐

Actual Consequence Rating

Near Miss ☐	Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☐

Potential Consequence Rating

Level 1 ☐	Level 2 ☐	Level 3 ☐	Level 4 ☐	Level 5 ☐

Step 7: Investigation Details

Start date of investigation:	DD/MM/YY	End date of investigation:	00:00	Level of investigation:	Minor ☐ Serious ☐
Lead Investigator:		Investigation Team:			

Key Findings

Events leading up to the incident:

Basic cause:

Contributing Factors

ABSENT OR FAILED DEFENCES					
DF1 Detection systems	☐	DF2 Protection systems	☐	DF3 Warning systems	☐
DF4 Guards of barriers	☐	DF5 Control systems	☐	DF6 Recovery/backup systems	☐
DF7 Exit/Escape	☐	DF8 Rescue	☐	DF9 Safety device operation	☐
DF10 PPE suitability/availability	☐	DF11 Safe work instructions	☐	DF12 Hazard awareness	☐
DF13 Hazard identification	☐	DF14 Risk controls	☐	DF15 Supervision	☐
INDIVIDUAL/TEAM ACTIONS					
IT1 Supervisory error or violation	☐	IT2 Op Authority error or violation	☐	IT3 Operating speed	☐
IT4 Equip use error or violation	☐	IT5 Change management	☐	IT6 Materials handling error	☐
IT7 Horseplay violation	☐	IT8 Risk recognition/perception	☐	IT9 Risk management error	☐
IT10 Work method error/violation	☐	IT11 Hygiene practices	☐	IT12 Other	☐
TASK/ENVIRONMENTAL - Workplace					
TE1Task planning/prep./manning	☐	TE2 Risk management process	☐	TE3 Work process suitability	☐
TE4 Abnormal operational	☐	TE5 Material suitable/available	☐	TE6 Equipment fit for purpose	☐
TE7 Housekeeping	☐	TE8 Weather conditions	☐	TE9 Restriction to access/egress	☐
TE10 Routines/non-routine task	☐	TE11 Fire or explosion hazard	☐	TE12 Lighting	☐
DF13 Noise	☐	DF14 Ventilation	☐	DF15 Pressure	☐
DF16 Gas, dust or fumes	☐	DF17 Radiation	☐	DF18 Chemical	☐
DF19 Training	☐	DF20 Purchasing	☐	DF21 Wildlife	☐
DF22 Surface conditions	☐	DF23 Other workplace factor			☐
TASK/ENVIRONMENTAL – Human Factors					
HF1 Complacency/motivation	☐	HF02 Drugs/alcohol influence	☐	HF03 Familiarity with task	☐
HF04 Fatigue	☐	HF05 Situational awareness	☐	HF06 Production pressures	☐
HF07 Peer pressure	☐	HF08 Physical capabilities	☐	HF09 Mental capabilities	☐
HF10 Physical stress	☐	HF11 Mental stress	☐	DF12 Confidence level	☐
HF13 Secondary goals	☐	HF14 Personal issues	☐	HF15 Distraction/pre-occupation	☐
HF16 Competency level for task	☐	HF17 Behavioural (gains > risks)	☐	DF18 Personality/attitude	☐
HF19 Poor communications	☐	HF20 shift patterns (overtime)	☐	HF21 tolerance of violations	☐
HF22 Culture belief to bend rules	☐	HF23 Change of routine	☐	DF24 Undocumented practices	☐
HF25 Other human factor	☐				
ORGANISATIONAL FACTOR TYPES (OFT)					
HW Hardware	☐	TR Training	☐	OR Organisation	☐
CO Communication	☐	IG Incompatible Goals	☐	PR Procedures	☐
MM Maintenance Management	☐	DE Design	☐	RM Risk Management	☐
MC Management of Change	☐	CM Contractor Management	☐	OC Organisational Culture	☐
RI Regulatory Influence	☐	OL Organisational Learning	☐		☐

Step 8: Recommendations

Root Causes

Root cause code	Root cause description

Corrective Action Plan

Corrective action No.	Corrective action description	Person responsible	Action due date	Date actioned
			DD/MM/YY	DD/MM/YY
			DD/MM/YY	DD/MM/YY
			DD/MM/YY	DD/MM/YY
			DD/MM/YY	DD/MM/YY

PART 3: Management Review & Incident Close Out

INCIDENT NUMBER:

Step 9: Management Review & Incident Close Out

Management Review

Title	Comments	Date
Water Quality Manager		DD/MM/YY
Operations Manager		DD/MM/YY
Safety Manager		DD/MM/YY
Environment Manager		DD/MM/YY
Stake Holder Manager		DD/MM/YY
Senior Operations Manager		DD/MM/YY
Chief Operating Officer		DD/MM/YY
Chief Executive Officer		DD/MM/YY

Incident Close Out

This incident has been reviewed by all relevant people and corrective actions have been implemented.

Title:		Name:		Date:	DD/MM/YY

7.17 Attachment Q – Debrief Minutes

WS Incident number	
Incident description	
Incident time period	
Debriefing date	
Debriefing start time	

Attendance

Name	Role

Apologies

Name	Role

Facilitator

Name	Role
	Incident Manager

Debriefing introduction

Facilitator's remarks	*(insert facilitator's opening remarks, e.g.: aims of debriefing, any particular focus of debriefing, context of incident, etc)*
Other remarks	

Emergency response structure

Notification and close-out

Incident level	Initial level		Date	
	Revised level (if applicable)		Date	
	Revised level (if applicable)		Date	
Notification date				
Notification time				
Close-out date				

Command and control framework

Role	Participants	Comments
Incident management		
Emergency coordination	Water Grid Manager	
Emergency management	*(insert agency—normally Water Grid Manager)*	

Impacted Grid Participants (if applicable)

Grid Participant	Nature of impact

Incident timeline

Date	Role	Action
		•
		•
		•
		•
		•
		•
		•
		•
		•
		•
		•
		•
		•

Incident classification/consequences

Question/prompt	Responses
Describe the incident.	
What was the incident severity level classification? What criteria were applied?	
What were the consequences of the incident?	
Who was impacted by the incident? How?	
Other comments.	

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Incident details/notification and response

Question/prompt	Responses
When was the incident first noticed?	
Who first noticed the incident?	
Who alerted other people to the incident?	
Who did they first alert to the incident?	
How was the incident communicated: • internally? • externally to stakeholders?	
How were communications initiated and maintained between affected entities?	
• How... • When... • Where... were the media involved?	
What were the communication protocols relevant to the incident?	
Who briefed the media?	
What organisations were involved?	
Who was in command at each impacted Grid Participant?	
Which organisation was the 'lead agency'?	
Which organisation managed the incident?	

Question/prompt	Responses
What were the Emergency response plan procedures relevant to the incident?	
Were there any damages to: • people? • property? • asset? • reputation?	
What actions were taken by the affected organisation/s?	
What were the production impacts of the incident?	
What... • materials • equipment • resources were used to respond to the incident?	
What was the cost of response to the event: • time? • money?	
What were the impacts on: • customers? • stakeholders?	
Which entities had which roles in recovery and restoration from the incident?	
Other comments.	

Analysis of emergency response/rectification

Question/prompt	Responses
What were the key responses that contributed to the successful management of the incident?	
What actions were required by the Emergency response plan?	
What could be done differently next time if there was a similar incident?	
What could be done to prevent similar consequences in the future?	
What could be done to reduce the incidence of: • damage/loss of production? • stakeholder/ customer confidence?	
Any other: • gaps? • issues? • key learnings? • comments?	

Actions arising from debriefing

Action	Role	Timeframe

Debriefing close

Facilitator's remarks	*(insert facilitator's closing remarks)*
Other remarks	
Reminders/notices/ further meetings	
Debriefing close time	

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7.18 Attachment R – Emergency Contact Lists

7.18.1. Incident Manager's contact list

Role		Contacts
Incident Manager	Senior Operations Manager [redacted]	[redacted]
		EMT Executive Representative WaterSecure Chief Executive Officer Keith Davies [redacted]
		Incident Owner Operations Manager PRW [redacted] *or* Operations Manager Desal [redacted]
		Communications Team Communications and External Relations Manager Paul Rees [redacted] **OR** Stakeholder Manager– Media [redacted]
		Administration Officer COO EA – [redacted]

Field Code Changed

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7.18.2. Incident Owner's contact list

7.18.2.1. Operations Manager PRW's contact list

Role		Contacts
Incident Owner	Operations Manager PRW [redacted]	Operator Incident Manager PRW [redacted]
		Incident Manager [redacted]
		Operations Discipline Leads [redacted]

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7.18.2.2. Operations Manager Desal's contact list

Role		Contacts
Incident Owner	Operations Manager Desal [redacted]	Operator Incident Manager Desal [redacted]au
		Incident Manager [redacted]
		Operations Discipline Leads [redacted]
		Grid Participant Operations Managers Contacts [redacted]

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7.18.3. Operations Discipline Lead's contact lists

7.18.3.1. Asset Manager's contact list

Role		Contacts
Operations Discipline Lead	Asset Manager [redacted]	Operator Discipline Lead – Asset Management [redacted] Incident Owner [redacted] Communications Team Communications and External Relations Manager Paul Rees [redacted]

7.18.3.2. Environment Manager's contact list

Role		Contacts
Operations Discipline Lead	Environmental Manager [redacted]	Operator Discipline Lead – Environmental Management [redacted] Incident Owner [redacted] Ope Communications Team Communications and External Relations Manager Paul Rees [redacted] Communications Officer – Media [redacted] Regulator Department of Environment and Resource Management (DERM) Notifications: [redacted]

7.18.3.3. Safety Manager's contact list

Role		Contacts
Operations Discipline Lead	Safety Manager [redacted]	**Operator Discipline Lead – Safety Management** [redacted]
		Incident Owner Operations Manager PRW [redacted]
		Communications Team Communications and External Relations Manager Paul Rees [redacted] Communications Officer – Media [redacted]
		Regulator Workplace Health and Safety Qld T: 1300 369 915

7.18.3.4. Water Quality Manager's contact list

Role		Contacts
Operations Discipline Lead	**Water Quality Manager** [redacted]	**Operator Discipline Lead – Water Quality Management** [redacted]
		Incident Owner Operations Manager PRW [redacted] *or* Operations Manager Desal [redacted]
		Communications Team Communications and External Relations Manager Paul Rees [redacted] Communications Officer – Media [redacted]
		Regulator Office of the Water Supply Regulator [redacted]

7.18.3.5. WaterSecure Executive's contact list

Role		Contacts
WaterSecure Executive	**Chief Operating Officer** [redacted]	**EMT Executive Representative** Keith Davies, Chief Executive Officer [redacted]

7.18.3.6. Communication team's contact list

Role		Contacts
Communications Team	Communications and External Relations Manager Paul Rees	Incident Manager [redacted]
	[redacted]	EMT Executive Representative Keith Davies, Chief Executive Officer [redacted]
	Co	Operations Discipline Leads Asset Manager [redacted]
		E

Role		Contacts
		Emergency Manager Queensland Health [redacted]
		Emergency Manager Emergency Services Queensland Police Service T: M: E: Queensland Ambulance Service Insert name T: M: E: Queensland Fire Service Insert name T: M: E:
		Emergency Manager State Disaster Management Group [redacted]
		Minister Hinchliffe's office Senior Media Advisor [redacted]
		Minister Robertson's office Principal Media Advisor [redacted]

7.18.3.7. Administration Officer's contact list

Role		Contacts
Administratio n Officer	To provide admin support to incident manager	Incident Manager [redacted]
		Insert contact details for resource arrangements and catering arrangements Name and role T: M: E:

Trim Ref: D/2011/0994

21 January 2011

[redacted]

Chief Executive Officer
Allconnex Water
PO Box 2070
Logan City Qld 4114

Dear Mr Wood

Allconnex Water Emergency Response Plan Approval

We received your Emergency Response Plan on 25 October 2010 for our review in accordance with Section 4.30 of *The Market Rules SEQ Water Market.*

Following final changes to your plan, our review confirms that your plan is consistent with the SEQ Water Grid Emergency Response Plan and *The Market Rules SEQ Water Market.* As such, your plan is approved.

If you have any further enquiries please contact [redacted] Risk and Emergency Manager, on telephone [redacted] or via email at [redacted]

Yours sincerely

Barry Dennien
Chief Executive Officer

Trim Ref: D/2010/7284

17 November 2010

Mr [redacted]
Chief Executive Officer
Allconnex
PO Box 8042
Gold Coast MC Qld 9726

Dear [redacted]

Allconnex Emergency Response Plan Review

We received your Emergency Response Plan on 25 October 2010 for our review in accordance with Section 4.30 of *The Market Rules SEQ Water Market*.

In accordance with Section 4.30 (b) of *The Market Rules SEQ Water Market* we have reviewed your plan and provide comment (see enclosed comment sheet). Comments against each requirement are annotated with 'accept' where the requirement is met and 'remedy' where the requirement is not met and a Remedy Notice is issued.

The enclosed comment sheet for Allconnex's Emergency Response Plan includes one area for remedy. In accordance with Section 4.30(b), of *The Market Rules SEQ Water Market,* please submit your revised plan within 10 Business Days of receipt of this Remedy Notice, ensuring the area annotated with 'remedy' is rectified so we can approve your plan.

You will be aware that from 6 December 2010, *OCA Incident Manager* will be used for Alert and Level 3-5 emergency notification, management and closure. As part of this new process, we have had to update our Duty Emergency Manager contact details. The new phone number is [redacted] and email is [redacted] Please replace the old contact details with these new details in your Incident Management Plan and any supporting plans, procedures, contact lists and emergency control room aids. The new contact arrangements are now active, however, the old contact arrangements will also be maintained up until Christmas to allow you time to communicate the change to all staff and contractors.

The development and operation of the Water Grid Emergency Response Plan is an ongoing activity that is successful because of your ongoing support and engagement. Your commitment to the process and your ongoing collaboration and cooperation in this matter is greatly appreciated. In particular, we have been very pleased with the level of engagement with your Executive Coordinator Management Systems and team during the review of your plan.

If you have any further enquiries please contact [redacted] isk and Emergency [redacted], on telephone [redacted] or via email at [redacted]

Yours sincerely

Barry Dennien
Chief Executive Officer

Enclosed: ERP Comment Sheet

ERP Comment Sheet

SEQ Water Grid manager

Distribution Service Provider:	Allconnex		
DSP contact officer:	[redacted]	**Contact number:** **Email:**	[redacted]
TRIM numbers:	D/10/7282		
Date received:	25.10.10	**Date due to be received:**	25.10.10
Date by which SEQWGM comments to be received (20 bus days after receipt):	19.11.10	**SEQWGM Action Officer:**	Lee Hutchison

Prepare response Comments for signature:

✓ CEO ❑ Director ❑ Officer: .....

❑ Copy to: .....

Workflow actions:

	Required by:	*Date completed:*	*Initial:*
❑ Draft response:	16.11.10		
❑ Quality Check:	16.11.10		
❑ Approval for issue:	17.11.10		
❑ Date issued:	18.11.10		

Comments: (Acceptable, Recommendation, Remedy Notice)

Market Rules 4.30 (a) (i)

Consistency with Water Grid Emergency Response Plan - Summary

A Remedy Notice is issued against the Allconnex Emergency Response Plan.

The Allconnex Emergency Response Plan is mostly consistent with the Water Grid Emergency Response Plan. Only one area is identified for **REMEDY** requiring a minor text change as per the review outcomes. Areas requiring remedy are to be actioned in accordance with Section 4.30, *The Market Rules SEQ Water Market*.

Attachments

1. Allconnex Emergency Response Plan review outcomes

ERP Comment Sheet

Adapted from Water Grid Emergency Response Plan - Attachment D: Grid Participant Emergency Response Plan approval requirements

These approval requirements have been used by the Water Grid Manager to ensure Allconnex's Emergency Response Plan is consistent with, and meets the objectives of the SEQ Water Grid Emergency Response Plan.

[illegible] Ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
4.30 (a) (i)	General	To facilitate effective interaction during an emergency, Grid Participant emergency response plans should mirror the six-step process detailed in the SEQ Water Grid Emergency Response Plan.	Recommended	5	-	ACCEPT	
	Governance and policy	A Testing and Review Plan aligned with that detailed on page 7 of the SEQ Water Grid Emergency Response Plan is to be included.	Required	17	14	ACCEPT	
		A Training Plan aligned with that detailed on page 8 of the SEQ Water Grid Emergency Response Plan is to be included.	Required	8	14	ACCEPT	
		The general responsibilities of Grid Participants detailed on page 14 of the SEQ Water Grid Emergency Response Plan are to be included.	Required	14	9	ACCEPT	

ERP Comment Sheet

SEQ Water Grid manager

Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
	❶ Identify and assess incident severity	Table 3 (Incident severity classification levels) is to be reproduced verbatim.	Required	19-24	97-104	ACCEPT	
		The trigger levels contained within ❶ must be reproduced, with Grid Participant information for action on Level 1, 2 and Alert incidents included as appropriate.	Required	18-24	31-36	ACCEPT	
	Notify	Table 4 (Notification responsibilities) is to be reproduced with the Grid Participant emergency contacts substituted as appropriate.	Required	26	39-41	ACCEPT	
		Contact details for the Water Grid Manager, Duty Manager and Media Duty Manager to be reproduced within the body of the Plan in the section on notifications as well as in the contacts list in the annexes to the Plan.	Required	56	42	ACCEPT	
		A key stakeholder notification table, similar to Table 5 (Key stakeholder notification) but specific to the Grid Participant is to be included	Required	28	46	ACCEPT	
		The Plan is to specify that records are to be kept in accordance with the instruction on record keeping in .	Required	29	79	ACCEPT	

ERP Comment Sheet

SEQ Water Grid manager

Market Rules Ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
	Establish command and control	Table 7 (Command and control function responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	Required	31	60	ACCEPT	
		Figure 3 (Emergency Response Team structure) is to be reproduced with Grid Participant details substituted as appropriate.	Required	33	59	ACCEPT	
		Table 9 (Function teams membership) is to be reproduced with Grid Participant details inserted as appropriate.	Required	34	56	ACCEPT	
		A description of the structure, role and management of the Incident Management Team, the Interagency Operations Team and the Emergency Management Team are to be included and aligned with the detail in .	Required	34-36	59-63	ACCEPT	
		Table 11 (Normal emergency response function team locations) is to be reproduced with Grid Participant details inserted as appropriate.	Required	36	64	ACCEPT	
		The Plan is to include the continuous reassessment process in .	Required	37	32	ACCEPT	
		The Plan is to include the escalation process in .	Required	37	32	ACCEPT	

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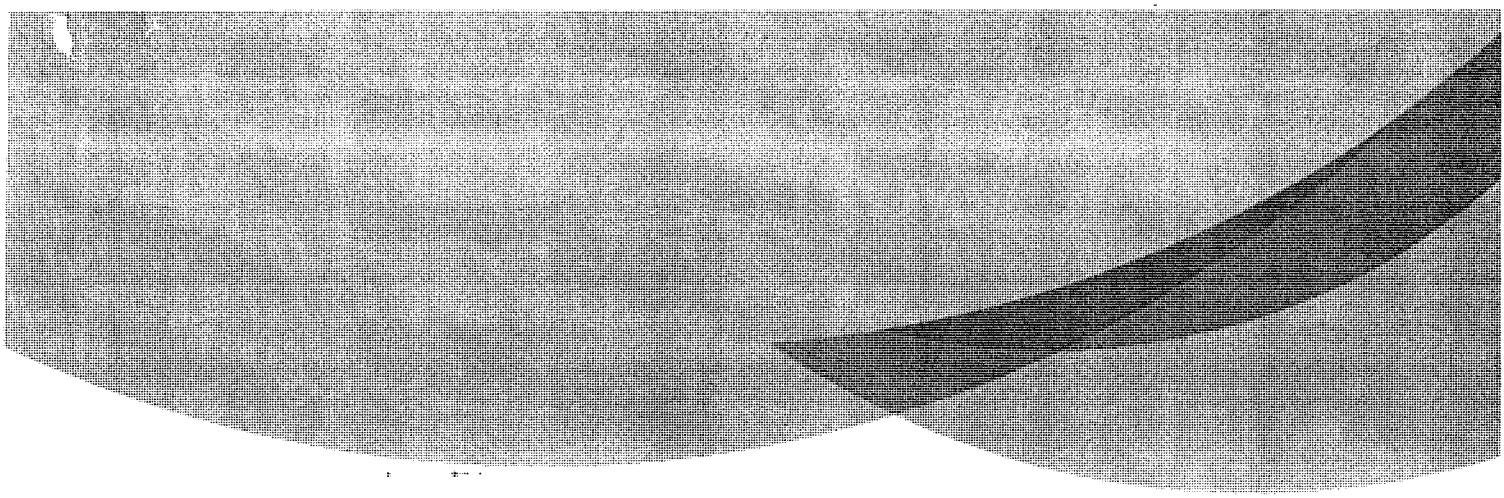
ERP Comment Sheet

SEQ Water Grid manager

Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
	Manage the emergency	The Plan is to note that incident management is carried out by the Grid Participant.	Required	39	9	ACCEPT	
		The Plan is to note the emergency coordination functions carried out by the Water Grid Manager as detailed in .	Required	39	58-63	ACCEPT	
		Table 12 ('Internal' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	Required	43	75-76	ACCEPT	
		Table 13 ('External' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	Required	45	77-78	ACCEPT	
	Manage the recovery	Incident de-escalation and emergency de-escalation are to be included in the Plan as detailed in .	Required	48	32-33	ACCEPT	
		The requirement for an Incident Close-out Report as detailed in is to be included in the Plan.	Required	49	88	REMEDY	Incident Close-out Report is also required for Alerts. This should be reflected at 6.5.1
		The role of the Emergency Management Team in managing the recovery as detailed in is to be included in the Plan.	Required	50	79	ACCEPT	Make reference to the Emergency Manager being responsible for coordinating whole-of-Grid recovery

ERP Comment Sheet

Ticket Ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
	⑥ Improvement actions	Table 14 (Debriefing responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	Required	52	86	ACCEPT	
		Post-emergency Report and Risk Register actions as detailed in ⑥ are to be included in the Plan.	Required	53	88-89	ACCEPT	
4.29 (d)		All isolated supply schemes are to be identified in an annex to the Plan, with a suitable contingency plan for the provision of an alternate water supply detailed for each.	Required	-	123	ACCEPT	



Emergency Response Plan

Respond

Assess

Notify

Command & Control

Manage & Recover

Improve

allconnex water™

all connected all for you all the time

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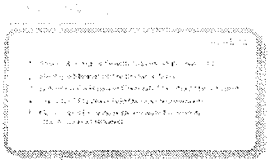
Record of Revision

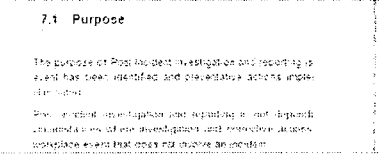
Allconnex Water's Emergency Response Plan is controlled in accordance with Document Control procedures. This plan shall be reviewed once per annum as a minimum and amended to ensure its ongoing suitability to business requirements. All amendments are to be communicated to key stakeholders and documentation updated by all registered manual holders. In the event that the SEQ Water Grid Emergency Response Plan is amended and communicated to all grid participants, this emergency response plan shall also be reviewed and if required amended to ensure alignment. The Group Manager Policy & Systems shall be responsible for the annual review and update of this plan.

VERSION NUMBER	DATE	NAME	REVISION DESCRIPTION / REMARKS
1	1 Oct 2010	P Gear	First Issue of Allconnex Water Emergency Response Plan
2			
3			
4			
5			
6			
7			
8			
9			
10			



Actions & Outcomes

Lists the specific actions or outcomes that needs to be undertaken or considered as a part of that particular step.



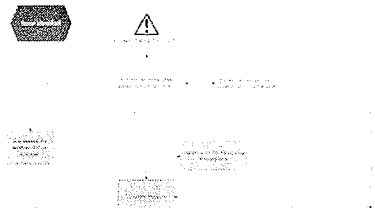
Detailed instructions

Section content provides support information on process and procedure to achieve the actions/outcomes.



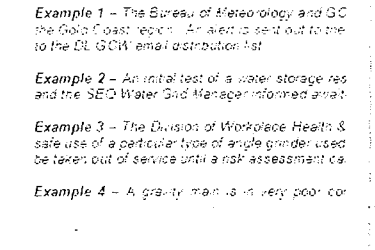
Information

Highlights attention to a specific subject matter.



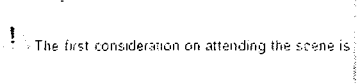
Charts

Process charts provide a visual walk-through of a system, action or requirement.



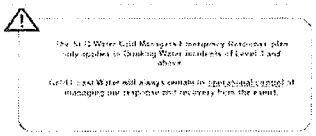
Examples & Scenarios

Blue font draws attention to information provided as an example or scenario.



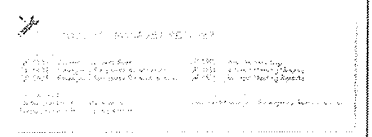
Caution

Advisory symbol highlighting attention to a particular text such as a safety requirement.



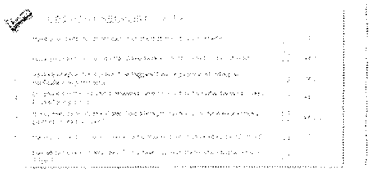
Warning

The warning frame contains information that needs to be carefully considered as part of a step in the incident management life-cycle.



Toolkit

The toolkit provides the actual materials that will be required to recover from the incident, including Procedures, Forms, Checklists, Lists and other reference sources. Many of the toolkit contents can be found within the ERP folder.



Section Checklist

After each step of the Incident Management life-cycle, a section checklist is provided as a way of confirming that the essential requirements have been undertaken or considered.

PART ONE General Information

i. Definitions & Abbreviations

Alert	A term that describes the situation where an incident or emergency has not yet eventuated but could do so at a future point of time and there is a requirement for greater operational focus on the emerging situation with the objective of preventing an incident from occurring.
Business Continuity Plan (BCP)	BCP's detail the arrangements for the coordination and management of our response in the event of catastrophe or major crisis. BCP's are usually activated when a Maximum Allowable Outage (MAO) parameter has been breached.
Catastrophe	An extreme hazard event resulting in widespread and devastating economic, health, social and environmental consequences exceeding the capabilities of our existing emergency management arrangements. In all likelihood, the response will involve implementing Business Continuity Plans. Two defining features of a Catastrophe are: i. It will not be possible to immediately meet the needs of those requiring assistance within the existing capability of Allconnex Water. ii. It will take Allconnex Water considerable time from which to recover before normal services are restored
Command	Responsibility for directing personnel and resources during the incident.
Control	The overall direction of response activities in an incident situation.
Coordination	The bringing together of elements to ensure effective response to emergencies.
Critical infrastructure	Infrastructure which, if destroyed, degraded or rendered unavailable for an extended period, will impact water supply to South East Queensland.
Emergency	A sudden, urgent situation or occurrence that happens as a consequence of an incident and demands immediate attention and action. Normally a time of intense, difficult danger with a potentially short life span and may need specialist skills, knowledge or personnel to respond.
Emergency coordination	The emergency response function largely involving coordinating Water Grid internal communications, support and whole-of-Grid operations. It will often involve the use of Grid Instructions and Emergency Operating Instructions.
Emergency Management	The emergency response function largely involving strategic command and external communications.
Emergency Operating Instructions	Emergency Operating Instructions issued by the Water Grid Manager.
Emergency Response Plan (ERP)	Plan developed to manage Incidents and Emergencies that impact upon Allconnex Water.
Event	The occurrence of a particular set of circumstances at a determinable time and place, with or without the participation of human agents. In emergency management it is further defined as the initiator for a loss of control or disruption to normal business operations.
First Response	The term 'First Response' refers to the initial, critical actions taken by Allconnex Water staff to preserve or reduce impacts upon people, assets or the environment within the first few minutes of arrival at an incident scene.
First Response Procedures (FRP's)	Emergency procedures that detail the first response, emergency actions to be taken by staff in the realisation of a defined event.
Grid Customer	A Grid Customer of the Water Grid Manager as defined in Schedule 4 of the Water Act 2000.
Grid Instructions	Instructions given to Grid and Distribution Service Providers in accordance with the Market Rules.
Grid Participant (GP)	An entity that is referred to in section 2.3 of the Market Rules.
Grid Service Provider	Has the meaning given in Schedule 4 of the Water Act 2000 and includes a Bulk Supplier, Manufactured Water Provider and Bulk Transporter.

Impact	In this plan, Impact refers to the resultant outcomes of an event being realised. Impact is measured in terms of negative force influencing our customers, people, systems, reputation, community health, the environment or damage to property.
Incident	Incident within this plan is defined as 'any event that is not part of the standard operation of a service and which causes or may cause an interruption to, or a reduction in the quality of that service'. It is likely to, or has the potential to result in adverse consequences to our customers, our people, our systems, our reputation, community health, the environment, damage to property or a combination of these.
Incident Management	The emergency response function largely involving managing the physical incident on site.
Incident Management Team (IMT)	The group of people assigned to manage the organisations recovery from an incident. They manage the team at a strategic level.
Interagency Operations Team	An expert reference panel assembled by the Water Grid Manager when required to provide technical, operational and risk assessment advice and recommendations on any aspect of managing a given emergency.
·gation	A systematic process of gathering and analysing information to identify the cause(s) of an incident.
Market Rules	The Market Rules SEQ Water Market.
Maximum Allowable Outage (MAO)	The timeframe during which a recovery must become effective before an outage compromises the ability of the business to achieve its objectives and or survival.
Notification Triggers	The circumstances in which mandatory reporting of an event is required and guided by pre-determined reporting and notification requirements.
Operational Response Team (ORT)	The ORT coordinates and supports the operations of one or more Site Response Teams.
Public reassurance	Used in this plan to refer to the confidence of the general public in the quality and security of the water supply, and in the ability of the Water Grid and Grid Participants to deliver their contracted services.
Risk	The chance of something happening that will have an impact on objectives. It is measured in terms of the consequences of an event and their likelihood. (AS/NZS 4360:2004 'Risk management')
Root Cause	The actions or deficiencies which allowed the direct cause to exist. These are usually the underlying causes of an incident.
Root Cause Analysis	A quality tool applying a multiple 'why?' analysis, which is directed at identifying all causes responsible for an incident.
Site Response Team (SRT)	The SRT is a field based team operating at the incident site under the designated control of a supervisor.
Water Supply Emergency Declaration	A Water Supply Emergency Declaration made in accordance with section 25B of the Water Act 2000.

II. Aim of the Plan

This Emergency Response Plan (ERP) represents Allconnex Water's commitment to its customers, stakeholders and the community to respond to events in an efficient and effective manner. It is designed to minimise the impact of incidents on our customers, the community, the environment and Allconnex Water; increase safety of employees and the public; protect continuity of supply and service to our customers; and maintain overall system security. The Plan provides for an all-hazard approach to the effective recovery from an event, no matter the nature, scale or type of event that occurs.

The underlying basis for development of the Emergency Response Plan is the need for an effective process to enhance incident management governance and accountability, and promote an integrated, consistent and practical approach to the management of incidents and emergencies that may impact upon Allconnex Water.

This Plan aims to:

- Articulate the context, objectives and principles for managing events that may impact upon Allconnex Water operations
- Provide strategic direction to guide the operational management and recovery from emergencies and incidents
- Align the emergency management function at Allconnex Water with national and international guidelines
- Focus on the development and implementation of a consistent, all-hazards approach to incident and emergency management for the business
- Provide compliance with the SEQ Water Market Rules
- Outline the governance and accountability arrangements in place that support achievements of incident and emergency management priorities

III. General Responsibilities

In order to effectively meet our strategic objectives surrounding the provision of services to our customers and stakeholders, Allconnex Water has a number of obligations and responsibilities. These include:

- Manage our response to incidents and emergencies in accordance with the Emergency Response Plan and other closely associated plans such as emergency and operational procedures, Business Continuity Plans, Risk Management Plan and the Critical Infrastructure Security Plan.
- Utilising OCA Incident Manager Software for water related emergencies of level 3,4,5 and Alert severity classification.
- Develop and maintain an Emergency Response Plan that is aligned to the requirements of the SEQ Water Market Rules.
- Communicate the incident as appropriate to relevant stakeholders, including:
  - Emergency Authorities (i.e. Emergency Services)
  - Relevant Regulators (i.e. DERM)
  - Responsible Ministers, relevant Councils and Allconnex Water Board members
  - SEQ Water Grid Manager
  - Other affected Grid Participants and Stakeholders
  - Work cooperatively with the Water Grid Manager emergency response team, appointed

emergency manager and other stakeholder agencies.

iv. General Principles of Emergency Management

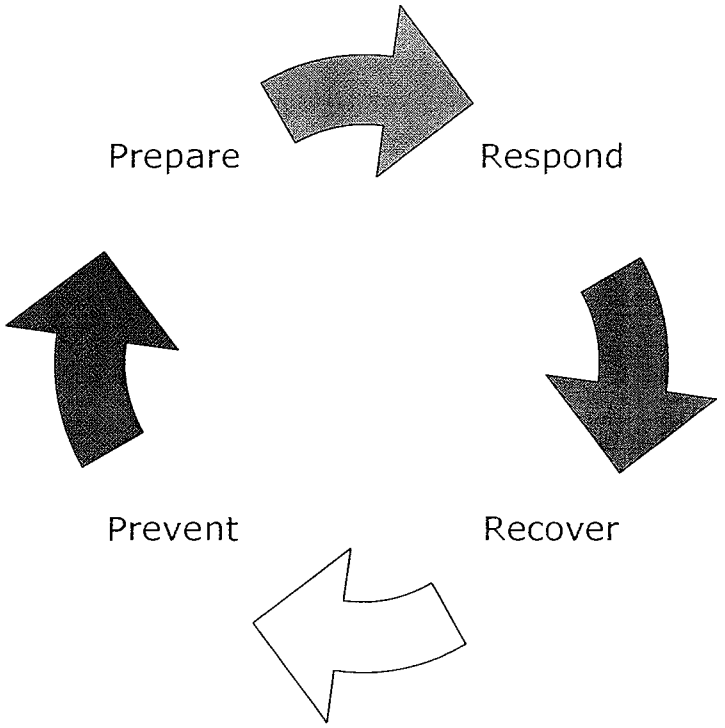
Allconnex Water's emergency management vision is guided by four fundamental principles:

- **Prevention.** Allconnex Water has risk mitigation controls in place, the purposes of which are to ensure that the likelihood of an event occurring is reduced to the absolute minimum. Furthermore, in accordance with risk management standards these controls are the responsibility of appropriately trained personnel.

- **Preparedness.** In terms of robust business continuity planning and management, Allconnex Water has in place business continuity plans which consist of standard operating procedures (SOP's), financial allocations, facilities and equipment provision inclusive of alternate sourcing and/or supplies.

- **Response.** The Allconnex Water Emergency Response Plan initiates an emergency-driven response with the first mandatory requirement being the declaration of an Incident. Immediately following the declaration a range of related facilities, equipment and support elements will be activated together with any necessary intra and inter communications, inclusive of consultations, warnings, and Incident Management instructions. In addition to this, First Response Procedures (FRP) support the Emergency Response Plan with detailed processes outlining steps to be taken against a number of emergency scenarios.

- **Recovery.** This places focus on the eventual resumption of normal operations. It is important to note that the emergency management and recovery phases are not mutually exclusive and that a degree of overlap between emergency management and recovery procedures are, at times, inevitable.



Underpinning this is the incident management cycle which is a 6 step systematic process that provides Allconnex Water with the information needed to manage the effective recovery from an event. These six steps follow the natural life-cycle of an incident or emergency and include:

Respond	Undertake First Response actions (i.e. - First Response/Emergency Procedures)
Assess	Assess the impact and classify the Severity Level of the event
Notify	Declare the alert/incident and advise internal and external stakeholders and regulators
Command & Control	Establish Command and Control functions
Manage & Recover	Manage the incident and undertake recovery actions
Improve	Undertake post incident investigation, reporting and improvement actions

The Emergency Response Plan can be activated at 3 functional levels:

- Incident Management — Levels 1 & 2 Alert
- Emergency Response — Levels 3, 4 & 5
- Business Continuity — Level 5

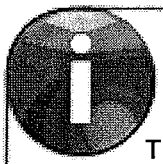
The level of activation may be through direct activation at a specific level or through an escalation process and is determined by an assessment of the event severity.

v. Plan Scalability

This Emergency Response Plan is scalable and is dependent upon the actual incident or emergency being managed.

Minor incidents and alerts (Level 1 & 2) will in the majority of instances be managed at a Coordinator / Supervisor level and will not require the full activation of this plan and all its associated requirements.

Allconnex Water Incident Management group are advised of all incidents and incident alerts as they are declared and provide input and advice as and when required. If the impact severity of a minor incident increases and the Coordinator / Supervisor is required to attend to more operational aspects of the incident the management of the incident is to be passed to an operational level manager or coordinator until the Level 3, Moderate incident level is reached at which time a Group Manager shall adopt the Incident Manager role.



The priorities for all personnel responding to an incident are:

- protection of human life;
- reduction of trauma;
- maintenance of system safety;
- protection of the environment, assets, commercial arrangements and reputation.

In the event of a Level 3 or above Incident (or Alert) the district Incident Management Team will still manage the incident operationally, however additional support functions will be activated for deployment to assist with managing the incident. i.e. - Media Communications team, Legal support, Emergency Response Advisor etc.

vi. Resilience & Business Continuity

No organisation can predict accurately the disruptive challenges it may encounter and on what scale they may occur. Best practice sees an organisation that is flexible and able to adapt to major changes in their operating environment. Resilience describes how we can continue to meet our key strategic objectives when faced with major challenges and events.

Resilience is not a plan or a checklist but a capacity within the organisation. It is part of our culture, attitudes, values and knowledge, reinforced by effective incident management and business continuity planning and tools.

Organisational resilience is most needed when we encounter low frequency and high consequence risks such as those that arise from significant events, disasters and crisis.

Where an event occurs of such magnitude that incident or emergency management cannot best describe the response requirements, Business Continuity becomes the driving mechanism by which Allconnex Water can successfully recover from a disaster or crisis. The recovery is based upon six nationally endorsed principles:

- **understanding the context:**
Successful recovery is based on an understanding of the customer and community context.

- **recognising complexity:**
Successful recovery acknowledges the complex and dynamic nature of emergencies and customers.

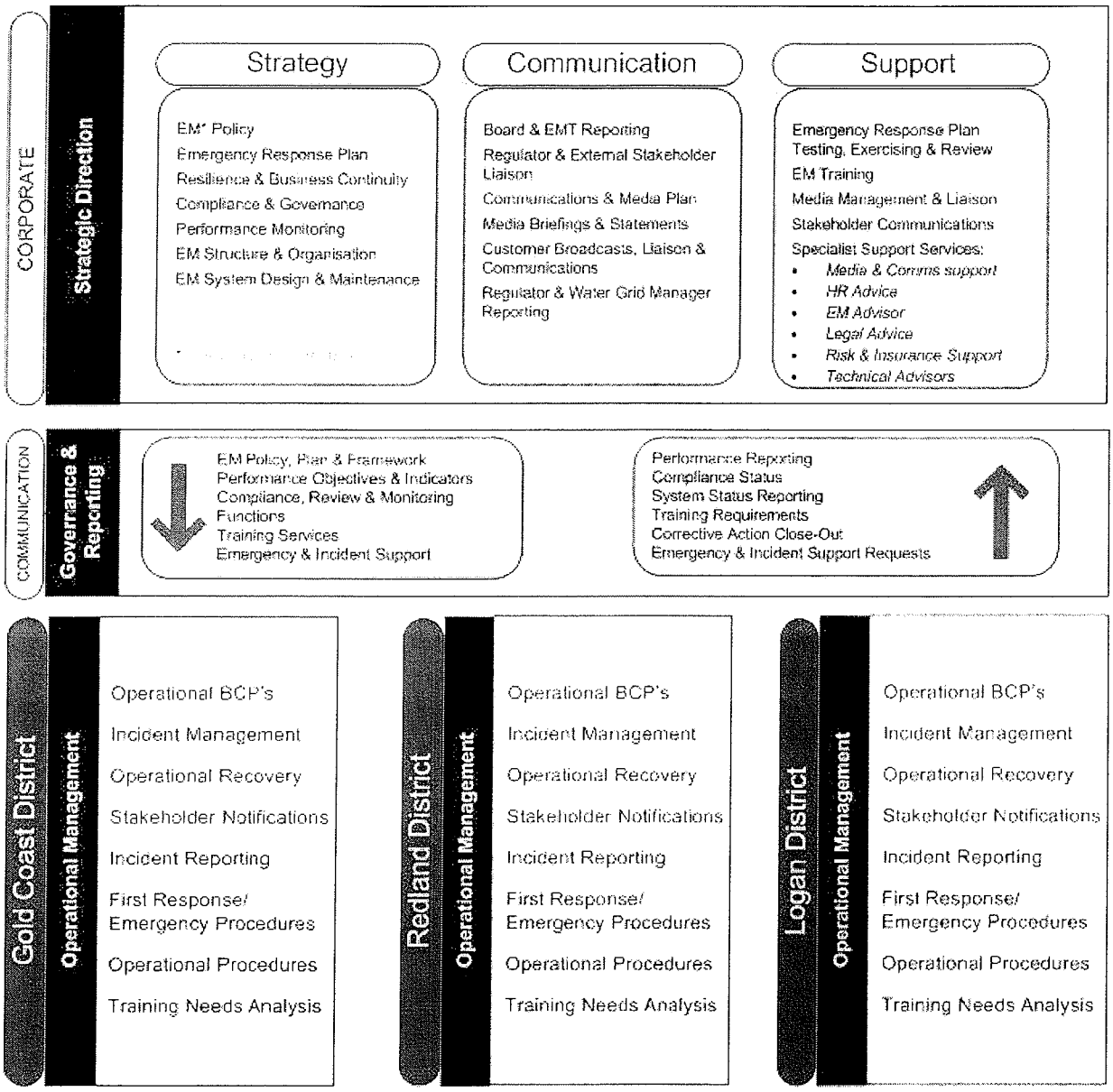
- **using people-led approaches:**
Successful recovery is responsive and flexible, engaging people and empowering them to move forward.

- **ensuring coordination of all activities:**
Successful recovery requires a planned, coordinated and adaptive approach based on continuing assessment of impacts and needs.

- **employing effective communication:**
Successful recovery is built on effective communication with affected customers and other stakeholders.

- **acknowledging and building capacity:**
Successful recovery recognises, supports and builds on community, individual and organisational capacity.

vii. Elements & Structure of the Emergency Management Framework



viii. Critical Infrastructure

Critical infrastructure is defined, by the National Guidelines for Protecting Critical Infrastructure, as:

"those physical facilities, supply chains, information technologies and communication networks which, if destroyed, degraded or rendered unavailable for an extended period, would significantly impact on the social or economic wellbeing of the nation, or affect Australia's ability to conduct national defence and ensure national security"

The SEQ Water Grid as a whole is deemed 'critical infrastructure' under the Queensland Plan for the Protection of Critical Infrastructure from Terrorism. Certain assets under Allconnex Water are also deemed to be 'critical infrastructure'.

Allconnex Water has obligations to protect critical infrastructure under the Queensland Infrastructure Protection and Resilience Framework as well as the SEQ Water Market Rules. The Critical Infrastructure Security Plan provides Allconnex Water with compliance to these obligations.

ix. Training

All employees who may potentially be involved in an incident response must be trained in their responsibilities. In particular, employees likely to act in any of the key roles identified in this plan must receive detailed training on their responsibilities. This training is part of the staff training procedure and attendance is to be recorded.

Emergency Management Training for Allconnex Water staff is provided at 3 levels:

- **Incident Awareness**
  Compulsory, induction level training designed to provide a general awareness for new staff of the emergency management arrangements that are in place within Allconnex Water.

- **Incident Participant**
  Designed for those staff specifically identified within Allconnex Water who may be required to be a member of an Incident Management Team (IMT) or provide a support function to an IMT.

- **Incident Management**
  Advanced incident management training for Allconnex Water staff that may be expected to manage an Incident Management Team or provide high level input or direction to an IMT. The training provides a focus across several areas including operational command and control, strategic support, emergency management, communications & media and the requirements of statutory regulators including the SEQ Water Grid Manager.

x. Testing & Review of Emergency Response Plans

Emergency response arrangements shall be regularly tested using simulations and desktop exercises so that relevant personnel have an opportunity to practise the requirements of this plan and incident management critical decision making under simulated incident situations.

The Emergency Response Plan is to be tested at least once each year to ensure validity, appropriateness and effectiveness of the plan as well as providing staff with opportunities to maintain their skills in a simulated environment.

Allconnex Water is required to participate in at least one exercise with the Water Grid Manager and/or other Grid Participants to allow the incident classification assessment, notification procedures and communication protocols to be practiced. Appropriate resources and logistical arrangements shall be made available to enable this participation.

Additionally Allconnex Water will participate in relevant State and National exercises.

xi. Roles & Responsibilities

Chief Executive Officer, in conjunction with Executive Management Team

Ensuring the emergency management objectives are achieved. Ensuring the availability of resources and information necessary to support the operation and monitoring of emergency management processes including emergency capability development.

General Counsel

- Instituting timely review of the policy.
- Establishing processes and standards for the effective management and recovery from incidents and emergencies that may impact upon Allconnex Water.
- Emergency identification, mitigation measures and planning to ensure continuity and quality of services, including priorities for the restoration of services.
- Implementation of disaster resilience measures.
- Insurance cover for assets, stock, business interruption and loss of income.
- Provision of legal support to Incident Management Teams

Policy & Systems Group

Responsible for developing and coordinating the implementation of a consistent approach to emergency and incident management across the whole of Allconnex Water.

This includes the governance of corporate and district emergency management plans, operational business continuity planning and associated training and capability development programs.

The Policy & Systems Group recommends to the Executive Management Team business wide policy, objectives, targets, performance measures, frameworks, systems and tools for the above areas of responsibility, and to report corporately the performance of such in an open and consultative manner.

The Group assists the Incident Manager by providing suitably trained and qualified staff to undertake the role of Emergency Response Advisor during Level 3 and above emergencies.

The Group is responsible for providing support to Incident Management Teams through the provision of technical advise relating to Product Quality, Environmental Management, Critical Infrastructure Security and Emergency Management.

The Group will also liaise and communicate with Regulators and the Water Grid Manager as required.

Marketing & Brand Management Group

Responsible for external communication plans relating to emergency and incident management. This includes media management and communications related liaison with Water Grid Manager.

Specific responsibilities include:

- Support the CEO/EMT
- Support the Incident Management Team.
- Provide relevant media advice, strategy support and assistance to the Incident Management Team, Operations Team and Site Team as required.
- Coordinate the management of the Communications involvement in the incident in consultation with the Group Manager, Marketing & Brand Management.

- Authorise the use and involvement of external media consultants if necessary
- Prepare all external communication materials as required
- Develop emergency communications and media plan
- Establish communication protocols under the SEQ Water Grid Emergency Response Plan
- Liaise with Water Grid Manager Communications Coordination Team.

Customer Contact Group

- Coordinate the management of the Call Centre involvement in the incident.
- Advise if alternative call handling procedures are to be used.
- Provide relevant feed back to the Incident Manager, Operational / Incident Coordinator and Site Teams on the tenor, content and volume of general public enquires in relation to the incident.
- Logging all direct inquiries from critical users, key accounts, community and staff.
- Logging details of all calls taken and returning calls where actions require follow-up.
- Ensuring that any new information coming in from the critical users, key accounts, community and staff is noted and passed on to the Incident Management Team, or the Operations Team as appropriate.

Customer Liaison Team.

- Responsibilities include
- Coordinating on the ground customer response
- Draft and prepare any notices and/or correspondence for customers
- Draft and prepare any information needed for door knocks as required
- Door knock affected customers, deliver notifications and provide temporary customer support such as bottled water, alternative accommodation etc
- Assist customers with accessing their insurance companies
- Arrange access to private property for field crew, lab staff, etc for any purpose as required
- Attend to any on the ground customer issues, questions, queries for any reasons including access to property.
- Visit affected customers on an ad hoc basis as directed by the Incident Manager Operational/Incident

Emergency Response Plan Advisor

Convene with the Executive Management Team, District Managers and Incident Managers to provide input into the formulation of the strategic direction to be taken with the overall management of an emergency in terms of contemporary incident management practices and specific regulatory compliance obligations. The Group Manager, Policy & Systems will undertake the role of Emergency Response Plan Advisor during Level 3 and above emergencies.

- Provide advice and guidance to the Executive Management Team, District Managers and Incident Managers on requirements pertaining to the SEQ Water Grid Manager Emergency Response Plan.
- Contribute to the formulation of an effective organisational response to Level 3 emergencies and above by ensuring Allconnex Water has an appropriate Emergency Management framework in place.
- Ensure the ongoing development and delivery of emergency management training courses for all staff.

District Operations (through the appointment of an Incident Manager)

Responsible for managing the overall operational response to an incident or emergency through the coordination and provision of the necessary people and resources to cover all aspects of the response and recovery. This includes co-ordination of both functional and technical support, and with the following priorities:

- Protection of human life
- Trauma reduction
- Maintenance of system safety
- Ensure system supply
- Protection of the environment, assets and commercial arrangements
- Maintaining our reputation

District Operations are responsible for ensuring all staff attending the scene of an incident or emergency understand that the first consideration is ALWAYS safety.
Responsible for requesting the assistance of corporate support and technical services during an incident.

Allconnex Water Staff

All staff are responsible for the reporting of incidents and emergencies if they are the first person aware and providing support to Incident Management Teams where requested.

xii. Incident –v– Emergency

This Plan frequently uses the terms Incident Management and Emergency Management. Simplified, the intent of both terms is to provide a management response that will enable the recovery from a specific event. All emergencies are incidents however not all incidents are emergencies and there is a subtle difference between the two terminologies that may impact upon the incident management lifecycle components such as Respond, Assess, Notify, Command & Control and Manage.

The differences between Incident and Emergency are best described below:

	INCIDENT	EMERGENCY
DEFINITION	Any occurrence that has resulted in, or has the potential to result in adverse consequences to our Customers, People, Systems, Reputation, Community Health, the Environment or Property.	A situation or occurrence that happens as a consequence of an incident and demands immediate action. Normally a time of intense, difficult danger or criticality with a potentially short life span and may need specialist skills, knowledge, personnel or resources to respond and recover from the event.
GENERAL NATURE	Physical event usually tangible *(e.g. Broken water main)*	Broader impact, other stakeholders impacted, public and customer relations interface - may be physical and/or intangible. *(e.g. Adverse media exposure impacting on consumer confidence due to reduced water pressure from broken main)*
LOCATION	Site-based	Not specifically location-based
MANAGEMENT	Operational – physical rectification	Corporate/supporting services – e.g. media

FOCUS		communications, Water Grid Manager coordination, insurance/legal support
ASSOCIATED SEVERITY LEVELS	Alert, 1, 2 , 3, 4, 5	3, 4, 5

An incident usually requires an operational, site based physical rectification to recover. An Emergency will usually require both an operational recovery component as per an incident, but also a corporate or supporting function such as coordination and communication with external stakeholders like the Water Grid Manager, DERM and Queensland Health; media management and customer liaison etc.

Incident

- Incident management within this plan is defined as 'any event that is not part of the standard operation of a service and which causes or may cause an interruption to, or a reduction in the quality of that service'.
- It is likely to, or has the potential to result in adverse consequences to our customers, our people, our systems, our reputation, community health, the environment, damage to property or a combination of these.
- The incident can last for some time and does not necessarily require intense, difficult responses of a complex nature.
- Minor events (Severity Classification Level 1 and 2) can be considered as incidents.

Emergency

- A situation or occurrence that happens as a consequence of an incident and demands immediate action.
- Normally a time of intense, difficult danger or criticality with a potentially short life span and may need specialist skills and knowledge or personnel to respond.
- May arise from an incident that if not contained within a timely and effective manner, escalates to a situation that has significant impact upon assets, staff, customers or stakeholders.
- Major events and Crisis (Severity Classification Level 3, 4 or 5) are considered to be emergency situations. i.e. Confirmed detection of *E.coli* in drinking water.

xiii. Reference Sources

The Emergency Response Plan has been developed from a suite of interlinked plans and information sources including:

- Allconnex Water Risk Management Plan
- Allconnex Water Business Continuity Management Plan(s)
- Allconnex Water Critical Infrastructure Security Plan
- Allconnex Water First Response/Emergency Procedures
- Redland Water Incident Management Plan
- Logan Water Incident Management Plan
- Gold Coast Water Emergency Response Plan
- Local Disaster Management Plan(s)
- Queensland State Disaster Management Plan
- South East Queensland Water Grid Emergency Response Plan

- South East Queensland Water Market Rules
- Queensland Disaster Management Act 2003
- Australian National Audit Office – Business Continuity Management
- Business Continuity Institute Good Practice Guidelines: BCI GPG (2007)

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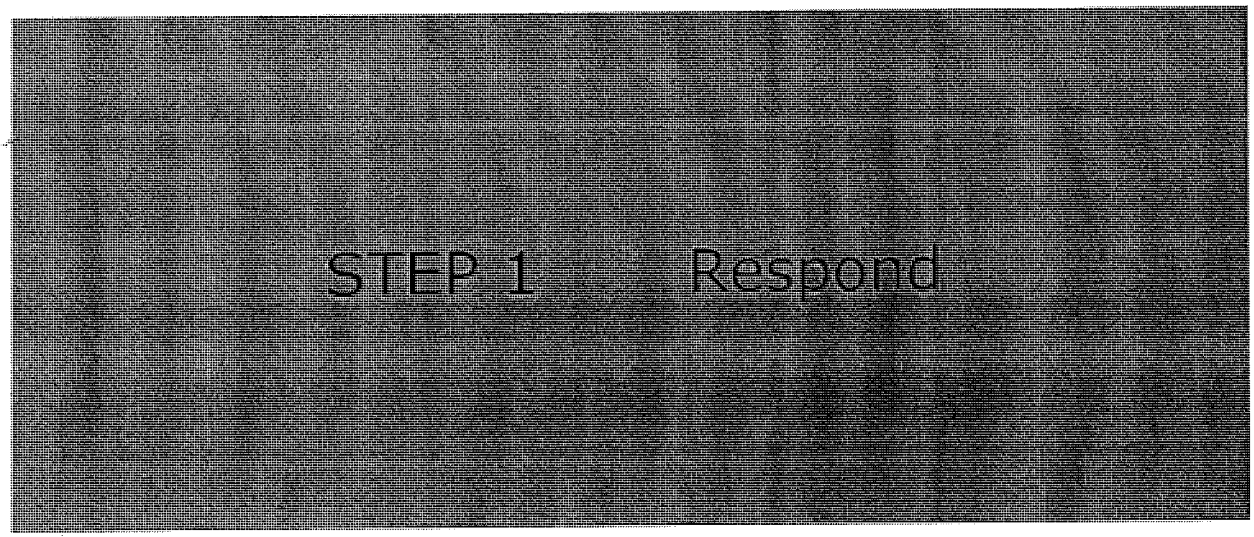
STEP 1 Respond

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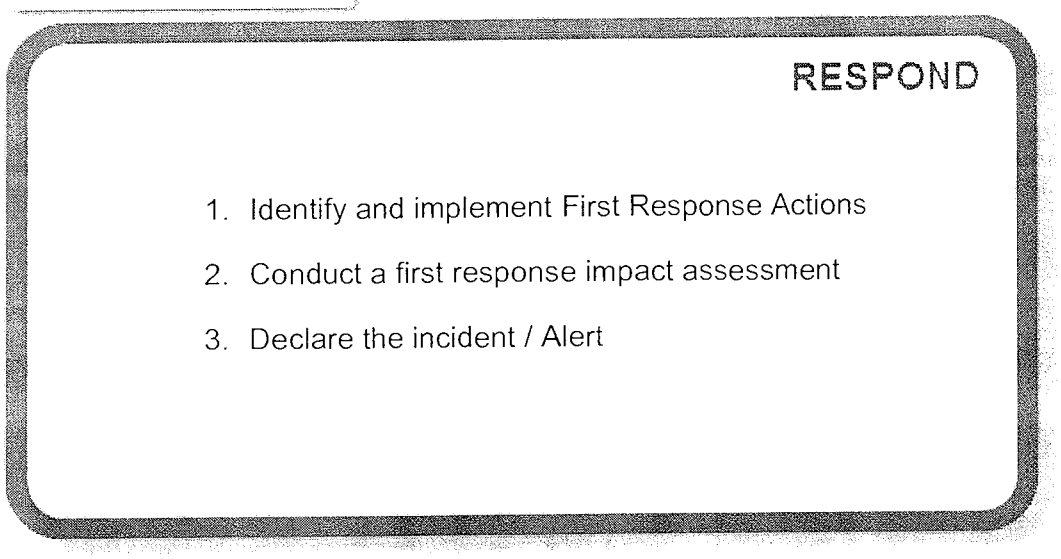


1.1 Emergency Response

Emergency response involves actions taken in anticipation of, during and immediately after an emergency to ensure that its effects are minimised and that people affected are given immediate relief and support. The response to an emergency is managed first at the local level. As the situation progresses, assistance is provided through the incident management chain, from field response staff, to Supervisor, Incident Coordinator and Incident Manager. A response may include:

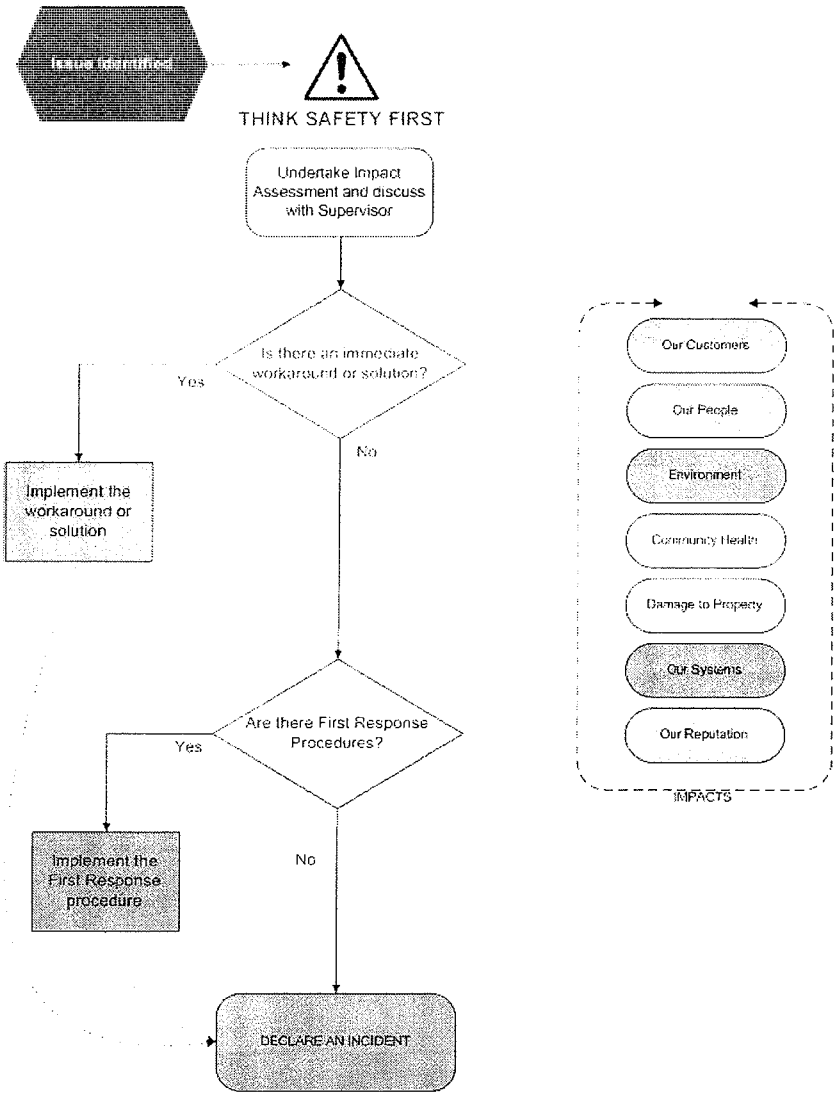
- implementing a workaround solution
- undertaking a temporary repair
- containing or bunding, reducing impacts
- carrying out First Response or Emergency Procedures
- providing warning messages and public information
- evacuating people or communities
- fire fighting
- hazardous materials neutralisation and containment
- rectifying and deodorising waste water spills
- providing first aid
- assisting emergency services
- establishing an incident coordination centre
- assessing damage.

1.2 First Response Actions

When an incident has or is about to occur, it is often the actions taken in the first critical minutes that define the subsequent extent of the impact. Early and effective intervention immediately following an event can significantly reduce the level of impact or even negate the need to implement the incident management and recovery process.

The first consideration on attending the scene is **ALWAYS** safety. (See Initial Safety Checklist)

In order to assist in reducing the impact, the incident management system allows for first response actions prior to a formal alert or incident being declared and communicated. The following decision tree defines the first response process:



1.3 First Response / Emergency Procedures (FRPs)

Risk analysis has identified a number of event types that require a specific and consistent response should they eventuate. Each District shall have defined emergency response procedures specific to the type of emergency. For example, Site Evacuation Procedures, Fire Emergency, Gas Leak, Intruder Response, Interruption to Power Supply etc.

Certain events however may require the use of multiple FRPs. e.g.: A chemical spill at Elanora Waste Water Treatment Plan of a magnitude that requires employees to evacuate the site. In this case, there would be a need to refer to the following FRPs:

FRP 102 (Chemical or Fuel Spill)
FRP 100 (Evacuation Plan)
FRP 100-02 (Elanora Evacuation Map)

First Response Procedures are currently maintained through each District's document control system until an integrated document management system is implemented across the business. Hard copies of ALL First Response / Emergency procedures shall be made available at the point of use and additional copies retained by key stakeholders.

Currently, the following FRPs have been identified:

DESCRIPTION	DM CODE
After Hours Response to Intruder Alarm	FRP-145
Beenleigh Site Evacuation Map	FRP -100-00
Chlorine Gas Leak	FRP -110
Coombabah Site Evacuation Map	FRP -100-03
Daylight Response to Intruder Alarm	FRP -145-01
Elanora Site Evacuation Map	FRP -100-02
Evacuation Plan	FRP -100
Fire Emergency	FRP -101
Interruption to Power Supply	FRP -106
Liquid Chemical or Fuel Spill	FRP -102
Merrimac Site Evacuation Map	FRP -100-05
Molendinar Site Evacuation Map	FRP -100-01
Off Lot Cross Connection	FRP-147
Off Lot Cross Connection (out of hours)	FRP-148
Pimpama RWTP Site Evacuation Map	FRP-100-80
Potable Water SCADA System Computer Failure	FRP-133-02
SCADA System Computer Failure at Treatment Plants	FRP-133
Wastewater SCADA System Computer Failure	FRP-133-01

Additional emergency response procedures within Logan and Redland districts are being identified.

1.4 First Person Aware

The first person aware of a potential or actual incident should respond immediately and appropriately to the event with the following priorities in mind:

- Protection of human life
- Reduction of trauma
- Maintenance of system safety
- Ensure system supply
- Protection of the environment, assets, commercial arrangements and reputation

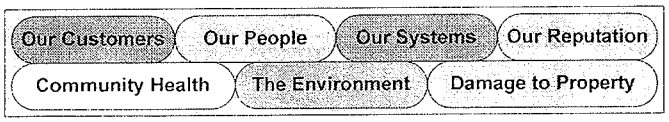
They should undertake an initial assessment of the incident and provide a verbal report to the site supervisor.

Whatever actions are required by the first persons at the scene they should always consider what impacts their actions may result in – based on the impacts noted in section 1.5 below.

Other actions could include directing media or customer enquiries to stakeholder services, acting in command of the site until a supervisor can arrive and assisting the incident coordinator at the scene.

1.5 Impact Assessment

Where an incident has occurred or is highly likely to occur, the actual or potential impact of the event needs to be assessed. This can usually be identified in terms of impact upon:



Consider immediate actions and workarounds that will help reduce the impact, even for a short term, to allow the incident management team to form and identify longer term recovery strategies.

The dynamic and evolving nature of incidents means that an impact assessment should be considered during every step of the incident life-cycle to ensure that strategies are being devised to reduce or eliminate harmful impacts.

1.6 Declare the Incident/Alert

Any person within Allconnex Water is authorised to declare an incident where an impact assessment has identified negative consequences.

The assignment of a severity classification level will be undertaken by the Incident Manager assigned to the Alert or Incident and this process is detailed in 'Step 2 - Assess'.

The process used to declare an incident or alert is fully defined in the 'Incident Declaration Procedure'.

Incidents & Alerts shall be declared within set timeframes as detailed in Section 3.2 below.



TOOLKIT – RESPOND

Procedures

QP-19-01	Declaring Incidents/Alerts Procedure
FRP's	First Response/Emergency Procedures

Forms

Incident Notification Email
Alert Notification Email
Incident SMS Notification

Checklists & Lists

Initial Safety Checklist
First Person Aware Checklist
Site Supervisor Checklist
Emergency Contact List

Other References



SECTION CHECKLIST – RESPOND

1	Have Initial Safety needs been considered?	☐	S1.2 / Checklist
2	Have First Person Aware priorities been considered?	☐	S1.4
2	Is there a First Response/Emergency Procedure for the event and has it been used?	☐	S1.3
3	Are emergency services on site or been called?	☐	S1.1
4	Has an immediate, work around solution(s) been identified and implemented?	☐	S1.2
5	Has an immediate impact assessment been conducted?	☐	S1.5
6	Has the Incident / Alert been declared in accordance with the Incident Declaration Procedure?	☐	S1.6

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STEP 2 Assess

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1. Determine the Severity Classification Level (SCL)
2. Identify additional 'first response' actions
3. Determine if a Business Continuity Plan should be activated
4. Consider SEQ Water Grid Manager requirements
5. Monitor and escalate or de-escalate the severity classification as required

2.1 Severity Classification Levels

The severity classification is a measure of the actual or potential consequences of the incident in terms of impact. By effectively classifying the severity level of an incident or alert the Incident Management Team (IMT) will be able to determine a number of critical response requirements, including:

- The extent to which this ERP needs to be activated
- Notification triggers for external authorities and internal stakeholders
- Whether Potable Water is impacted to the extent that the incident requires involvement from the SEQ Water Grid Manager
- Resource requirements including people, equipment and financial
- Roles and responsibilities that will need to be assigned under QP-19 (i.e., Communications Officer, Logistics Officer etc)
- Whether a specific Business Continuity Plan (BCP) needs to be activated

In order for incident managers to adequately assess the severity level, examples of incident criteria and their direct impacts has been prepared for each severity level. (See Severity Classification Matrix – Attachment A)

2.2 Continuous Reassessment

The manner in which incidents and emergencies evolve is usually very dynamic in nature and therefore the severity level is likely to change during the incident lifecycle. For this reason, risk assessment needs to be a continuous process throughout the incident lifecycle and escalated / de-escalated as impact consequences change.

The initial incident severity classification may require adjustment as the incident and its wider impacts evolve and are better understood.

For example, a waste water spill may start as a Level 2 incident but after the on-call environmental officer inspects the scene and conducts an impact assessment, this may be upgraded to a Level 3 incident.

Note:

Where the incident involves drinking water the SEQ Water Grid Manager;

- reserves the overriding right to call, escalate or de-escalate emergencies
- will be responsible for de-escalating Level 3 (Moderate) and above emergencies

It is possible however that Allconnex Water may remain at Level 3 in order to operationally manage this incident whilst the Water Grid Manager de-escalates their incident status internally.

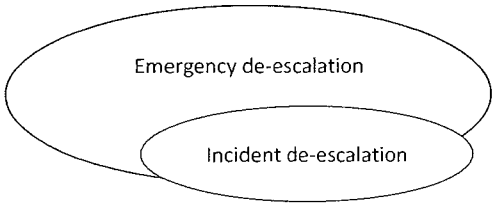
2.3 Escalation

Prompts for the escalation to a higher level include:

- the available people and resources associated with the original incident severity level are inadequate to manage the incident
- more information is known about the incident, justifying a reclassification
- an upward trending pattern of the initial incident (i.e. a domino effect), which may result in escalation of the incident
- emergency services are required to assist
- potential for secondary issues to develop and be more damaging than the original incident
- potential for major asset damage or loss
- drinking water and recycled water quality and supply issues or environmental issues require notification to the Queensland Water Commission, Department of Environment and Resource Management or Queensland Health
- actual or potential impact on the SEQ Water Grid, our customers, community and environment is more widespread
- increased attention by the media, regulators, or Members of Parliament

2.4 De-Escalation

There are two elements of de-escalation in the emergency response context:



As shown, incident de-escalation is a sub-set of emergency de-escalation.

Incident de-escalation relates to incident management, and the status of the physical event. Allconnex Water is therefore responsible for incident de-escalation.

Emergency de-escalation takes into account a broader range of factors including emergency coordination and management, which may continue well after the incident that caused the emergency has be rectified. As such, it is possible that the emergency may stay ongoing after Allconnex Water has de-escalated their incident. For level 3 and above water related incidents, only the Emergency Manager can de-escalate the Water Grid emergency.

2.5 Authority to Classify Incidents

In most circumstances the declaring authority will nominate the incident manager and this person will, with relevant input from subject matter experts, assess and classify the severity level of the incident.

The incident manager will also monitor and review the assigned classification and escalate or de-escalate as the incident life-cycle progresses.

2.6 Severity Levels

The SEQ Market Rules requires Allconnex Water to align our Emergency Response Plans with the SEQ Water Grid Emergency Response Plan. To ensure this alignment a consistent approach shall be taken to the Severity Levels used within Allconnex Water. These are:

Severity Level	Plan Activation
Alert	Declare Alert & Activate ERP
Level 1 - Insignificant	No declaration and managed by normal business operations
Level 2 - Minor	Incident declared and ERP activated
Level 3 - Moderate	Incident declared and ERP activated
Level 4 - Major	Incident declared and ERP activated
Level 5 - Catastrophe	Incident declared, ERP activated to manage the activation of relevant Business Continuity Plans

Please refer to Attachment A: Severity Classification – Allconnex Water

2.7 Alert Level

The Alert level is used when an incident has not yet occurred but a greater level of operational awareness needs to be focused onto the emerging situation. This criteria includes:

- A situation where the event has not occurred but is considered highly likely or imminent and could result in an Incident.
- Where drinking water is impacted, a Level 2 incident is declared within Allconnex Water but an advisory 'Alert' is notified to the SEQ Water Grid Manager as a courtesy.
- A workplace health and safety issue that requires timely preventative or corrective action to prevent the issue being realised.

Example 1 – *The Bureau of Meteorology issue a severe storm alert for the Gold Coast region. An alert is sent out to the Allconnex Water Incident Management Group and an advisory warning to the DL Allconnex Water email distribution list.*

Example 2 – *An initial test of a water storage reservoir indicates the presence of E. coli. An alert is declared and the SEQ Water Grid Manager informed awaiting the results of a second test.*

Example 3 – *The Division of Workplace Health & Safety (QLD) issue an urgent advisory notice relating to the safe use of a particular type of angle grinder used by Allconnex Water. An alert is declared so the plant or equipment can be taken out of service until a risk assessment can be undertaken or rectifications made.*

Example 4 – *A gravity main is in very poor condition and could collapse at any time. Urgent repairs are required and a contingency plan needs to be put into place in the event it does collapse prior to the repair. An alert is declared to proactively focus the relevant attention onto the issue.*

2.8 Business Continuity Plans

The purpose of business continuity planning is to detail the arrangements for the coordination and management of our response in the event of disaster or major crisis. As not every single disaster or major crisis that could affect Allconnex Water can be adequately identified, BCP's seek to manage the **outcome and impacts** of events including:

- Loss of people
- Loss of infrastructure
- Loss of ICT

Allconnex Water has operational BCP's in place and currently undertaking a review of Business Continuity requirements across the business.

Current plans detail specific triggers that would determine whether a specific BCP event has occurred. These are defined by the Maximum Allowable Outage (MAO) timeframe. Should the assessment indicate that the loss of people, infrastructure or ICT breach the MAO then the BCP will be activated.

To activate a BCP, a Level 5 emergency is declared under this Emergency Response Plan and the Incident Management Team then activate the relevant BCP.

Example Scenario –

- *A severe storm has impacted the Gold Coast and caused an outage to the power grid in the southern Gold Coast area.*
- *Energex report power to priority infrastructure will not return for at least 48 hours.*
- *The Elanora wastewater treatment plant has experienced extensive damage.*
- *The on-site backup generator needs major repairs that will take approximately 36 hours to complete.*

The Maximum Allowable Outage (MAO) of the waste water treatment service at Elanora WWTP for loss of infrastructure is 24 hours therefore the Wastewater Treatment, Transport and Recycled Water BCP is activated.



TOOLKIT – ASSESS

Procedures

Incident Declaration Procedure

Forms

Checklists & Lists

Severity Classification Matrix Attachment A

Other References

Business Continuity Plans: Redland & Gold Coast

Water Grid Manager – Emergency Response Plan



SECTION CHECKLIST – RESPOND

1	Have you assigned a Severity Classification Level using the matrix at Attachment A?	☐	s2.1 Attachment A
2	Have you considered additional first response actions following the severity assessment?	☐	s2.2
3	Have you considered the Water Grid Manager ERP classification levels?	☐	s2.5 WGM ERP
4	Have you considered whether a Business Continuity Plan applies to the incident?	☐	s2.7 BCPs
5	Have you considered the SEQ Water Grid Manager requirements concerning Level 3 emergencies involving potable water?	☐	s2.1
6	Have you considered whether notifying the Water Grid Manager either as a courtesy for Level 2 incidents or by way of an Alert if the incident could escalate?	☐	s2.6
7	Have you considered how the incident management team will review the severity level during the course of the incident in order to escalate or de-escalate?	☐	s2.2/s2.3

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STEP 3 Notify

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1. Identify then inform internal and external stakeholders
2. Identify and undertake mandatory reporting requirements
3. Nominate a primary point of contact for communication with stakeholders
4. Ensure correct templates / forms are completed and used for notifications

3.1 Notification Triggers

In the event of an incident or alert there are a number of internal and external stakeholders that may require notification of the event and the process can be complicated by what circumstance triggers the type of notification. The following triggers are some of the considerations when considering notification requirements:

- The severity classification is assessed at Level 3 or above
- Drinking water is impacted by the event
- Recycled water is impacted by the event
- A development approval licence condition has been breached
- Requirements or control limits under a management plan has been exceeded
- Australian Drinking Water Guidelines breached
- Public health has been or may be impacted by the event
- The event involves a reportable injury
- The event involves environmental impact
- Another grid participant is impacted by the event

Generally, notification requirements can be broken down into three primary areas:

- Internal Stakeholders
- External Authorities and Regulators (Mandatory Reporting)
- External Stakeholders

It should also be noted that as an incident progresses, additional notification and reporting requirements may emerge and the Incident Team will assess this need on an ongoing basis during the incident lifecycle.

It is mandatory that Incident Managers, incident site supervisors and field crews declare the incident appropriately. This ensures that key stakeholders both internal and external to Allconnex Water are informed in a timely and accurate manner so that senior staff can provide the necessary support and resources for a successful recovery from the incident or emergency.

3.2 Internal Stakeholders

Internal stakeholders refers to those positions within Allconnex Water that may be required to have knowledge of the incident because it either impacts on their area of responsibility, there is a need for them to provide specialist input or advice or they are required to report the status and outcomes of the incident.

Internal stakeholders may include:

- Board of Allconnex Water
- CEO & members of the Executive Management Team
- Media & Communications Group
- Laboratories
- Other Allconnex Water Districts that may be impacted
- Technical specialists such as Product Quality, Environmental Management, Safety, Trade Waste, Network Operations, Customer Liaison Team, other teams within Allconnex Water
- Allconnex Water staff



The Emergency Contact List can help you identify additional stakeholders

Declaring an incident using the Incident Declaration Procedure will ensure that internal stakeholders are notified of the incident or emergency promptly. An Alert/Incident/Emergency shall be declared based upon the following severity levels:

Alert
Level 1
Level 2
Level 3, 4 & 5

3.2.1 On-Call Arrangements

Allconnex Water maintains an on-call roster to support the Emergency Response Plan after hours. The roster includes an on-call

- Gold Coast District Group Manager and Operational Coordinator
- Logan District Group Manager
- Redland District Group Manager
- District Supervisors and Field Crews
- Environmental Officer
- Customer Liaison Officer

All on-call positions and contact details can be can be located in the Emergency Contact List (ECL) at Annexure C together with other key contacts who may be required to respond to an incident or alert.

In the case of an incident situation occurring after hours, the rostered Operational Coordinator or Supervisor will assume the role of interim Incident Manager / Coordinator. This Incident Manager / Coordinator role may be transferred to another officer as the incident continues into business hours.

The Operational Coordinator shall inform the rostered on-call Manager should an incident be declared after hours. Operational Coordinators can source support services from all other on-call positions should the need arise.

Major incidents and critical issues shall be elevated to the rostered on-call Manager as and when required.

All incidents that attract media attention or enquiries shall be elevated to a Level 3 moderate incident and the Media & Communications Group informed.

The CEO and all members of the EMT MUST be informed of all Level 3 and above incidents – this can be achieved through the Incident Declaration Procedure which involves sending notification of the incident to the Incident Management Group email and includes the CEO and EMT. This is the fastest way to advise the business of an actual or impending event.

3.3 External Key Stakeholders

There are a number of external agencies that Allconnex Water deals with during our normal course of business operations.

Mandatory reporting to these and other agencies may be required during an incident or emergency and this reporting requirement is usually triggered by the particular type or scale of event. Some agencies have specific templates or forms to use for reporting and updating and these are to be referred to during incidents.



Consult with the Policy & Systems Group specialist staff on notification requirements

Notification requirements can be quite complex and confusing in terms of when we need to notify, how we notify and within what timeframes. As a result, technical input may be required from different areas of the business to determine whether a notification requirement has been triggered.

To understand the notification process, the following tables provide an overview of mandatory notification requirements for individual authorities.

3.3.1 SEQ Water Grid Manager

The SEQ Water Market Rules (Market Rules) details the requirement for mandatory reporting to the SEQ Water Grid Manager for drinking water related incidents and emergencies. The SEQ Water Grid Emergency Response Plan provides detailed information on notification requirements.

Trigger:	Any Alert, Incident or Emergency that has or may impact upon drinking water that has a severity classification of Level 3 or above.
When:	Level 3 – By phone & email Incident Notification Form within 2 hours of incident declaration Level 4 or 5 – By phone & email Incident Notification Form within 1 hour of incident declaration Alert Level – By phone & email Incident Notification Form within 2 hours of incident declaration
Who:	SEQ Water Grid Duty Manager and SEQ Water Media Duty Manager

How:	Telephone: SEQ Water Grid Duty Manager – 0429 068 886 SEQ Water Grid Media Duty Manager – 0458 249 365 Email: notifications@seqwgm.qld.gov.au / media@seqwgm.qld.gov.au
What:	QP-1907 - SEQ WGM Incident Notification Form QP-1913 - Drinking Water Quality Incident Report Form – Part A
Other:	Where there is a requirement under this plan to notify the SEQ Water Grid Manager as detailed above, the Incident Manager shall nominate a primary and secondary point of contact to provide a communications channel for the Water Grid Manager/Emergency Management Team. This primary point of contact shall be a member of the Incident Management Team who is available for contact 24 hours a day. They are to be nominated by the Incident Manager and their contact details communicated to the Water Grid Manager, in the first place verbally at the time of incident notification, and then confirmed when submitting QP-1907 Incident Notification Form. The secondary point of contact will usually be a member of the Media & Communications Group who will have a direct line of communication to the Water Grid Manager communications team. Additional points of contact may be communicated to the Water Grid Manager where an incident may span a duration of several days or a full 24 hour period to allow for staff rotation.
Specialist Advice:	Group Manager – Policy & Systems Group, Legal Counsel & Support Services

3.3.2 Department of Environment and Resource Management (DERM)

Under s270 and s630 of the Water Supply (Safety and Reliability) Act 2008 Allconnex Water has a statutory obligation to notify the Department of Environmental & Resource Management (DERM) of breaches to both potable water quality parameters, recycled water quality parameters and any non-compliance with relevant Allconnex Water's Recycled Water Management Plans. In the event that either a breach occurs or an event that may lead to a potential breach the Office of the Water Supply Regulator within DERM is to be advised immediately via verbal communications. The Product Quality team will usually be responsible for initial communication of incidents to the Department unless an Incident Management Team (IMT) has already been established, in which case the Incident Manager may delegate responsibility to a member of the IMT for notification.



Nominate a primary point of contact within the IMT for communications with external regulators and authorities

Allconnex Water is required to report breaches of its Development Approval (DA) licences as well as any events or potential events that could impact upon the environment and cause a breach of the Environmental Protection Act (QLD). These reports are made by the on-call environmental management officer to Environmental Services, South East Region within DERM.

a) Drinking Water (Quality)

Trigger:	• Detection of Escherichia coli (*E. coli*) • Detection of a pathogen • Detection of chemical parameter that does not meet a health guideline value in Australian Drinking Water Guidelines • Detection of radioactivity exceeding gross alpha and gross beta screening values in Australian Drinking Water Guidelines • Detection of parameter for which there is no guideline value in the Australian Drinking Water Guidelines • An event or series of events likely to affect drinking water quality or will cause difficulty in ability to adequately treat drinking water
When:	• Immediately*—all instances where the health-related drinking water quality criteria are not met (i.e. detection of *E. coli*, pathogen or other health-related guideline value specified in the ADWG, and fluoride and radiological chemicals above a specified value). • Within 24 hours—if a parameter is found for which there is no guideline value in the ADWG. • As soon as practicable—for an event or series of events likely to affect drinking water quality or that will cause difficulty in the ability to adequately treat or provide drinking water (e.g. flood or bushfire). *Immediately means reported by telephone within three hours, followed by a written confirmation by fax or email within 24 hours.
Who:	All incident reports must be made directly to the Drinking Water section, Office of the Water Supply Regulator within DERM.
How:	Telephone: Facsimile: Email: [redacted] Additional protocols for incident reporting are detailed in DERM's 'Incident Reporting protocol flowcharts' on their website – www.derm.qld.gov.au
What:	QP-1913 Drinking Water Quality Incident Report Form
Other:	For Level 3 incidents and above, the Incident Manager shall provide the OWSR with a primary point of contact for the duration of the incident. The regulator works closely with Queensland Health to ensure the protection of public health. They will usually contact QH direct to advise them of incidents involving public health, however Allconnex Water may also inform Queensland Health of the incident.
Specialist Advice:	Product Quality Team

b) Recycled Water (Quality)

Trigger:	Unless there is a reasonable excuse, once a RWMP has been approved or exemption granted, a recycled water provider must notify the regulator immediately of: • instances where water quality does not comply with criteria set out in the approved RWMP or granted exemption • details of the non-compliance and why it occurred.
When:	As soon as possible after becoming aware of the non-compliance. If this is reported verbally, then Allconnex Water must supply the regulator with the required information on the approved form as soon as possible.
Who:	All non-compliance reports must be made directly to the Recycled Water section, Office of the Water Supply Regulator within DERM.
How:	Telephone: [redacted] Facsimile:
What:	QP 1912 Non Compliance Notice
Other:	For Level 3 incidents and above, the Incident Manager should provide the OWSR with a primary point of contact for the duration of the incident.
Specialist Advice:	Product Quality Team

c) Environmental Incidents

Trigger:	Any event where environmental harm has been caused (Incident) or may be threatened (Alert). (Note Environmental Management team can provide further advice)
When:	As soon as possible after becoming aware of the event.
Who:	Environmental Services, South East Region, DERM
How:	On-call Environmental Officer will report via reporting Hotline [redacted] and follow up with written report.
What:	Refer to QP-43 Wastewater Spill Management procedure QP-4303 DERM Spill Report form
Other:	For all environmental incidents, the Incident Manager should ensure that DERM has the contact details for the on-call environmental officer. The on-call environmental officer will become the primary point of contact between

	Allconnex Water and DERM during the incident.
Specialist Advice:	Environmental Management Team

d) Queensland Health

Trigger:	Incidents that may impact upon Public Health
When:	When it has been confirmed that Public Health may be impacted by the incident.
Who:	Director Environmental Health Services Ph: [redacted] Senior Environmental Health Officer Ph: [redacted]
What:	Verbal updates and written Situation Reports (Sitreps) as required throughout the incident.
Other:	For all Public Health related incidents, the Incident Manager should ensure that QH has the contact details for the primary contact on the Incident Management Team.
Specialist Advice:	Product Quality Team.

e) Workplace Health & Safety (Queensland)

Trigger:	• Dangerous Event, • Dangerous Electrical Event, • Serious Bodily Injury (work injury where lost time exceeds 4 days, distinct loss of a persons body, or death), • Serious Electrical incident (any incident resulting in medical treatment for an electric shock), • Major Accident under the Dangerous Goods Safety Management Act (emission, fire explosion or release of energy that causes death, impairment involving hospital stay, costs >$50k to repair or correct) • Work Caused Illness.
When:	Fatality – Immediately via Hotline (Follow up with Form 3) Notifiable Injury – Within 24 hours on Form 3
Who:	Division of Workplace Health & Safety
How:	Hotline – [redacted]

What:	Form 3 – Available from www.deir.qld.gov.au
Specialist Advice:	The reporting of safety related incidents is the responsibility of the Workplace Health & Safety Group within the HR department. Further advice relating to safety incidents should be sought from the Group Manager, WHS.

Alert Level	Allconnex Water Incident Management Group, EMT, CEO	Allconnex Water Incident Management Group, EMT, CEO, Board	Queensland Water Commission / Department of Environment and Resource Management	Other Seqwater Grid Participants	Office of the Water Supply Regulator	Queensland Health (Major drinking water health related incident)	Queensland Police Service	Department of Community Safety (Emergency Services)	Department of Employment, Economic Development and Innovation
1				•			As required	As required	As required
2	•			•					
Alert	•		•	•	•	•			
3	•	•	•	•	•	•			
4	•	•	•	•	•	•			
5	•	•	•	•	•	•			

3.4 External Stakeholders

There are a number of external stakeholders that Allconnex Water may deal with during the incident management lifecycle. Their involvement may not necessarily be mandatory, but will likely provide significant input and assistance to recover from the event.

External stakeholders may include:

- Emergency Services
- State and Local Disaster Management Groups
- Councils Disaster Coordination Centre
- Premiers Department
- Federal and State Members of Parliament
- Plant, Equipment Chemical suppliers
- Other SEQ Water Grid Participants
- Customers
- Members of the Public
- Relevant councils

Specific roles and responsibilities are detailed in Step 4 – Command & Control. Key contact information is provided in the Emergency Contact List.



TOOLKIT – NOTIFY

Procedures

QP-19-07	On Call Roster Procedure
QP-43	Wastewater Spill Management Procedure

Forms

QP-1907	WGM Incident Notification Form
QP-1909	DERM Drinking Water Quality Incident Report Form
QP-4303	DERM Spill Report Form
QP-1913	DERM Drinking Water Quality Incident Report
QP-1912	DERM Recycled Water Non Compliance Notice

Checklists & Lists

Emergency Contact List

Other References



SECTION CHECKLIST – RESPOND

1	Have you identified all on-call positions that need to be notified?	☐	s3.2.1
2	Have you identified all internal stakeholders that may need to be informed?	☐	s3.2
3	Assess whether the incident has triggered any regulatory reporting and notification requirements.	☐	s3.3
4	Do you know the reporting timelines, who to report to and what tools you need to use for reporting.	☐	s3.3
5	If you need to notify the Water Grid Manager, have you nominated a primary point of contact as well?	☐	s3.3.1
6	Have you identified any other external stakeholders that need to be informed?	☐	s3.4
7	Has all completed notification forms been saved in the Incident Management folder?	☐	-

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STEP 4 Command & Control

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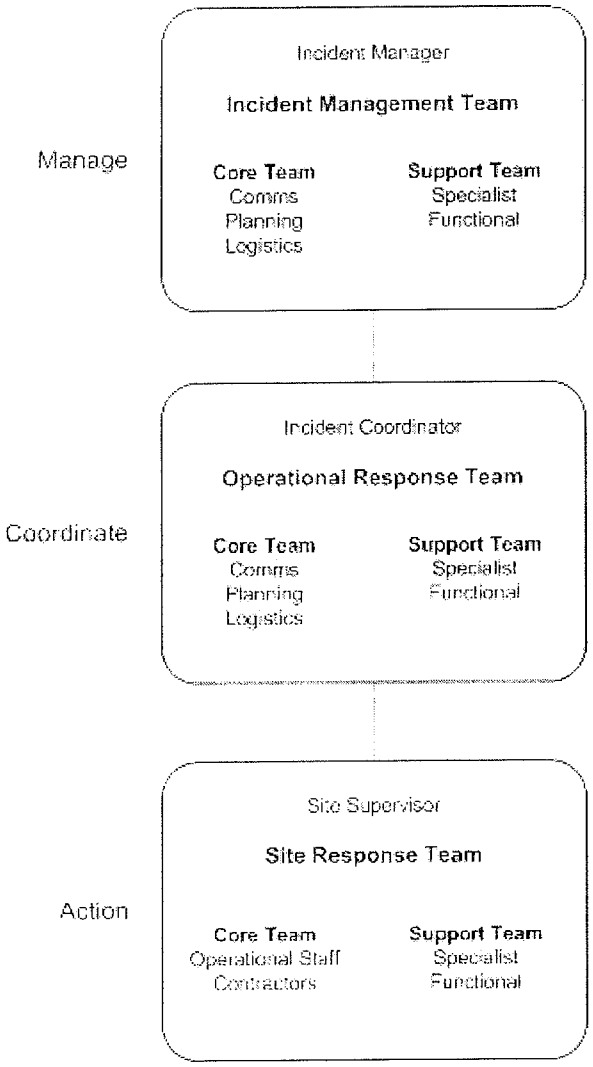
1. Identify and establish the appropriate Incident Management Structure using Incident Management, Operational Response and Site Response Teams.
2. Appoint core elements, support elements and specialist support including technical and functional staff.
3. Ensure a Roles & Responsibilities checklist has been provided to all members of the Incident Management team.
4. Consider command & control functions if SEQ Water Grid Manager is involved.

4.1 Incident Management Structure

The essential feature of a good command and control structure is the need to escalate information upwards and communicate decisions downwards during the course of the incident or emergency. To achieve this Allconnex Water operates a flexible and scalable command and control structure that provides appropriate support to each level depending on the severity of the incident.

For lower level incidents (Level 1) there will be no need to activate an Incident Management Team (IMT), whilst for Level 2 incidents there may only be a need to activate the Incident Management Team (IMT) and Site Response Team (SRT). The Operational Response Team would normally only be activated in significant emergencies such as Level 3 and above where their needs to be a coordination function between the IMT and SRT.

The following diagram depicts the relationship between the various teams including:



4.2 Command Functions

The Incident Management Structure (4.1 above) consists of 3 teams that provide the appropriate level of response:

4.2.1 Incident Management Team (IMT)

The Incident Management Team manages the incident from a strategic perspective and:

- manages the strategic requirements and communications (including media management)
- manages key stakeholder relationships
- ensures that the Operational Team and Site Teams have adequate support and resources
- maintains the overall morale of Allconnex Water and the welfare of its staff

The Incident Manager (IM) leads the IMT and reports to the relevant Department General Manager

4.2.2 Operational Response Team (ORT)

The Operational Response Team coordinates and supports the operations of one or more Site Teams and has responsibility:

- to ensure the safety of the overall operational response
- to maintain the integrity of the operating systems
- to ensure that the Site Teams have adequate support and resources
- to minimise the impact to customers, the community and the environment
- to ensure the Incident Manager is provided timely information
- to provide a line of communication between the IMT and SRT.

The Operational Incident Coordinator (OIC) leads the ORT and reports to the Incident Manager.

4.2.3 Site Response Team (SRT)

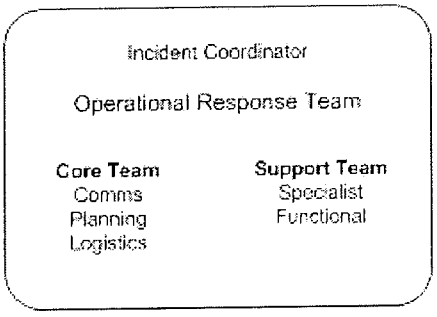
The Site Team is a field based team operating at the incident site. It is under the control of the designated Site Supervisor whose immediate priorities are:

- to ensure the safety of all persons on the site
- to restore services with minimum disruption to customers, community and the environment
- to ensure the Incident Coordinator is provided timely information

The Site Supervisor leads the SRT and reports to the Incident Coordinator. Some incidents may require multiple SRT's to be formed.

4.3 Team Functions

Each team is composed of two primary elements – Core and Support. For the majority of incidents the core element position structure will remain the same, whilst the support element may change based upon the type of incident.



4.3.1 Core Element

Depending on the incident impact, severity and nature, the core element will normally be made up of the following positions or functions:

- District Manager
- Incident Manager
- Operational Incident Coordinator (OIC)
- Emergency Response Plan Advisor
- Business Continuity & Incident Management Officer
- Site Supervisor
- Communications & Media (Minor)
- Logistics
- Planning
- Log Keeper

[illegible]upport Element

Support elements are composed of specialist and functional positions that may be called upon during the course of an incident. They may operate at one or more command function levels (s4.3 above) and be required for all or part of the incident lifecycle.

Specialist Support
Specialist support is technical and other support provided by subject matter experts within Allconnex Water to assist the teams to complete their tasks. Technical specialists are assigned as required, from the following list:

- Network Operations
- Product Quality
- Waste Water System
- Waste Water Treatment Plant
- Customer Liaison Team
- Environmental Management
- Trade Waste
- Workplace Health & Safety Advisor
- Asset Management

Functional Support
Functional support is staff support that provides assistance to support the incident impacts and incident management lifecycle rather than the technical recovery.

Functional support includes:

- Administrative tasks
- Media Communications (Senior)
- Community engagement and communication
- Call Centre Management
- Human resources
- Information technology
- Legal & Insurance services
- Mapping, modelling and data services

Other support may also be sourced from outside the organisation where required such as Alliances, primary contractors, plant and equipment providers, bulk printing, delivery and publication services etc.

4.4 Roles & Responsibilities Checklist

For each core and support element a roles and responsibilities checklist has been developed. These checklists are important tools that act as a roadmap or guide for staff as an incident progresses and their input is called upon. It is of great benefit for staff that may not have participated on an Incident Management Team for some time and provides a refresher on their responsibilities.

Incident Managers have the option of systematically running through each checklist during incident meetings or alternatively, request IMT members review and complete their relevant checklists individually. Either way, Incident Managers can be assured that all IMT members have been provided a mechanism to recall what actions they may need to take or considerations identified.



Allocate roles and responsibilities at the first incident meeting and provide them with a role checklist.

It is the responsibility of the Incident Manager to ensure that every member of the team is provided with the appropriate checklist – at the commencement of the incident.

It is recommended this be provided at the very first incident meeting. The Incident Management & Business Continuity Officer can provide the required checklists when requested.

Roles and responsibilities checklists have been developed for the following IMT positions:

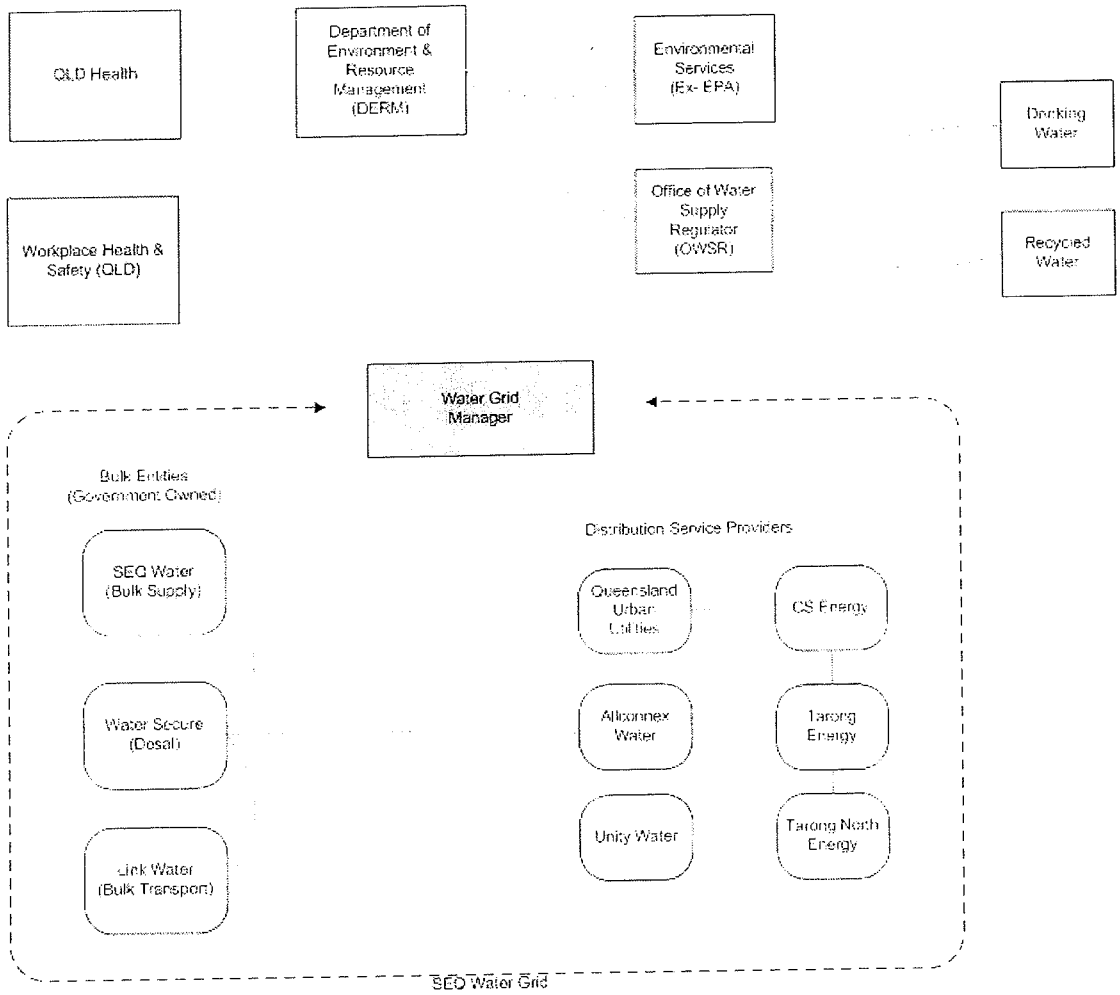
Core Element	Specialist Support Element	Functional Support Element
• First Person Aware	• Network Operations	• Group Manager
• Site Supervisor	• Product Quality	• Customer Service Centre Call Handling
• Operational Incident Coordinator	• Waste Water System	• Media Relations
• Incident Manager	• Environmental Management	• Media Communications
• District Manager	• Trade Waste	• Planning Officer
• Emergency Response Advisor	• Waste Water Treatment Plant	• Customer Service Centre Coordinator
• Business Continuity & Incident Management Officer	• Workplace Health & Safety Advisor	• Customer Liaison Officer
• Communications Officer		• Media Officer
• Logistics Officer		• HR Officer
• Administration & Log Keeper		• Relatives Response Staff Members

4.5 SEQ Water Grid Manager – Command & Control Functions

Function	Agency	Team	Team leader	Team members
Incident management	Allconnex Water	Incident Management Team	Incident Manager	• Allconnex Water staff
Technical coordination	Water Grid Manager	Technical Coordination Team	Deputy Emergency Manager - Operations	• Water Grid Manager staff • Allconnex Water staff
Communications coordination	Water Grid Manager	Communications Coordination Team	Deputy Emergency Manager - Communications	• Water Grid Manager staff • Allconnex Water staff
[illegible]	Water Grid Manager	Emergency Management Team	Emergency Manager	• Water Grid Manager staff • Allconnex Water executive staff • Communications staff
	Queensland Health	Emergency Management Team based on Major Water Incident Management Group	State Health Incident Coordinator (Chief Health Officer)	• Senior Health Officer Queensland Health • CEOs of Water Grid entities • Premier's Department • Ministerial staff • Communications staff • State regulators • Specialist advisors, as needed
	Emergency Services/ State Disaster Management Group	Emergency Management Team based on State Disaster Management Group	State Disaster Manager	

The SEQ Water Grid Manager Emergency Response Plan provides detailed information concerning the command and control structure that would be activated ***if a Level 3 or above emergency is declared that impacts upon drinking water within the SEQ Water Grid.***

4.5.1 SEQ Water Grid Structure



As defined in the SEQ Water Market Rules, Allconnex Water is a Grid Participant within the SEQ Water Grid structure.

When an incident is declared, regardless of the level, Allconnex Water will remain in operational command of the incident and assigned resources.

4.5.2 SEQ Water Grid Manager Role

In the event of an incident, the Water Grid Manager is effectively a Grid Participant, albeit with a specific role.

The Water Grid Manager is **not** to:

- manage the on-site response to the incident itself (incident management).

The Water Grid Manager **is**, for an 'Alert' or level 3 incident and above, to:

- conduct emergency coordination for both the technical and communication streams
  - liaise with the Incident Management Team established by Allconnex Water
  - undertake modelling for the Water Grid and issue new Grid Instructions, if required
  - mutual assistance as agreed between the Water Grid Manager and other Grid Participants

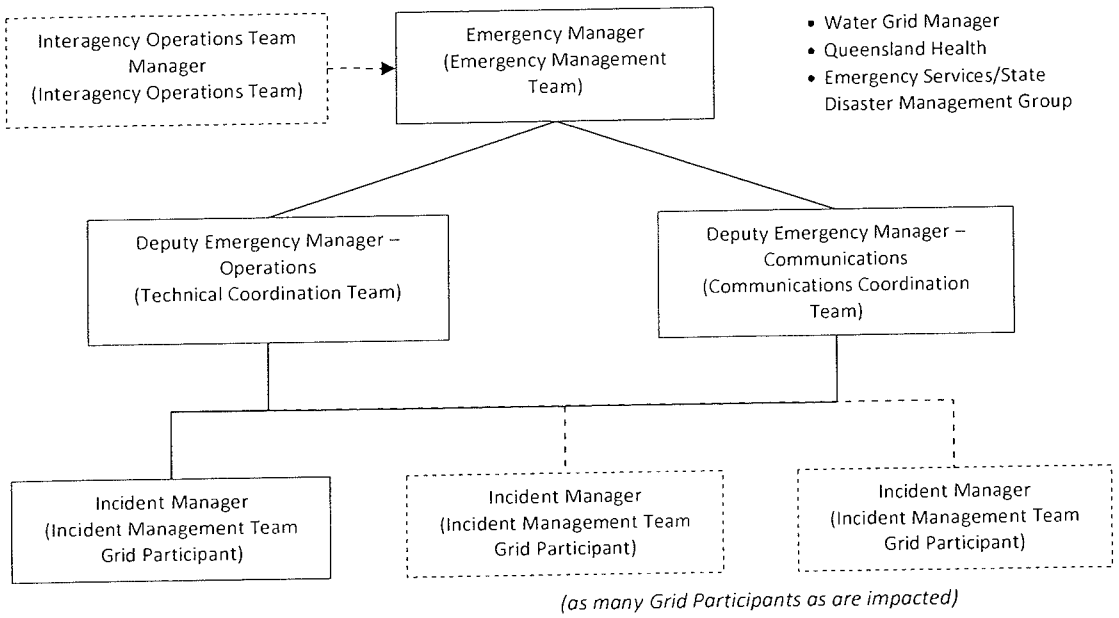
- conduct emergency management—unless another Emergency Manager is put in place
  - coordinate the combined Emergency Management Team
  - be the coordination point (conduit) for communications about the incident
  - facilitate debriefings of incidents at level 3 or above as part of the recovery and close-out process.



The SEQ Water Grid Managers Emergency Response plan only applies to Drinking Water incidents of Level 3 and above.

Allconnex Water will always remain in operational control of managing our response and recovery from the event.

4.5.3 SEQ Water Grid Manager – Emergency Response Structure



4.5.4 SEQ Water Grid Manager ERP – Functions & Responsibilities

Functions include:

- Incident Management
- Technical Coordination
- Communication Coordination
- Emergency Management

The function roles and responsibilities are fully defined within the SEQ Water Grid Manager Emergency Response Plan. The intent of the information in this section is to provide an overview of the Emergency Management functions and responsibilities. In the event of a Level 3 or above water emergency being declared incident managers should refer to the Water Grid Manager ERP for further information. The ERP Advisor's role shall provide the Incident Manager with information concerning the specific requirements and methodologies of the WGM's ERP.

FUNCTION	DESCRIPTION	KEY RESPONSIBILITIES
Incident management	Managing the physical incident on-site	Actions undertaken to manage the incident under Allconnex Water's internal Emergency Response Plan, including both the operational response and the supporting staff functions, including legal, insurance, human resources, security, Allconnex Water operability and liabilities etc.
Technical coordination	Coordinating whole-of-Grid operations and support	• Assist the Emergency Manager • Facilitate interagency liaison • Facilitate resource sharing and mutual assistance among Grid Participants from an operations perspective • Seek and share additional expert advice • Remodel the water security position • Issue Grid Instructions and Emergency Operating Instructions, as necessary • Facilitate close-out debrief • Prepare Technical Operations Strategy for Emergency Management Team approval
Communications coordination	Coordinating Water Grid internal and external communications	• Assist the Emergency Manager • Internal stakeholder management • Facilitate interagency liaison • Prepare all internal and external communications materials as required • Issue all internal communications • Facilitate resource sharing and mutual assistance among Grid Participants from a communications perspective • Seek and share additional expert advice • Prepare Communications Strategy for Emergency Management Team approval
Emergency management	Strategic command and key stakeholder management	• Strategically manage response to the emergency • Determine risk management strategy • Coordinate investigations • Single contact point (Emergency Manager) for the emergency unless this is delegated to other Emergency Response Team member/s • Key stakeholder management • Approve all external communications: • Briefings • Media releases • Public interface • Approve Technical Operations and Communications Strategies • Issue all external communications

FUNCTION	OWNER	CIRCUMSTANCES
Incident management	Allconnex Water	Always
Technical coordination	Water Grid Manager	Always
Communications coordination	Water Grid Manager	Always
Emergency management	Water Grid Manager	Most emergencies – 'default' Emergency Manager The Water Grid Manager will combine the emergency management and emergency coordination functions unless another agency with an overriding interest assumes the emergency management function. As a guide the EMT is likely to consist of the Emergency Manager and executive member from each impacted Grid Participant and Water Grid Manager staff.
	Office of the Water Supply Regulator	May assume the emergency management function for emergencies involving water quality
		The Water Grid Manager will contact the Office of the Water Supply Regulator in the event of a relevant emergency to establish who will take the emergency management role
	Queensland Health	Will assume the emergency management function for major drinking water health-related emergencies, as the organisation best able to manage public health risk

FUNCTION	OWNER	CIRCUMSTANCES
		The Water Grid Manager will contact Queensland Health in the event of a health-related emergency to establish who will take the emergency management role
	Premier's Department	May assume the emergency management function for Level 4 and 5 emergencies that are particularly severe incidents or have attracted a particularly high level of public interest
		The Premier's Department will be briefed on the emergency via the Department of Environment and Resource Management, and will advise the Water Grid Manager if it decides to take the emergency management role
	Emergency Services/ State Disaster Management Group	May assume the emergency management function for Level 4 and 5 emergencies that require a very large-scale response or which fall under the Queensland Disaster Management System (e.g. terrorism, natural disasters)
		The Water Grid Manager will contact Emergency Services/State Disaster Management Group in the event of a relevant emergency to establish who will take the emergency management role

Incident Management Team (IMT)

The IMT is derived from Allconnex Water staff in accordance with Section 4.1 (Incident Management Structure) of this document. The IMT is responsible for the operational recovery from the incident or emergency.

Technical Coordination Team (TCT)

The function of the TCT is to coordinate and manage implementation within the Water Grid actions required b the Emergency Management Team (EMT). The TCT is composed of staff resources within the Water Grid Manager, but may also draw upon technical and operations staff of Allconnex Water.

Communications Coordination Team (CCT)

The function of the CCT is to coordinate and manage internal and external communication actions issued by the EMT. It will rely on staff resources within the Water Grid Manager, but may also draw upon communications and media staff within Allconnex Water.

Emergency Management Team (EMT)

The function of the EMT is to strategically manage the Water Grid response to the emergency.

The structure will vary depending on the type of emergency, however an executive officer from Allconnex Water will be verbally requested to be part of the EMT.

- Strategically manage response to the emergency
- Determine risk management strategy
- Coordinate investigations
- Single contact point (Emergency Manager) for the emergency unless this is delegated to other Emergency Response Team member/s
- Key stakeholder management
- Approve all external communications:
- Briefings
- Media releases
- Public interface
- Approve Technical Operations and Communications Strategies
- Issue all external communications

Communications and media

The Emergency Management Team is responsible for managing recovery communications across the Grid Participants and to external stakeholders such as Grid Customers and relevant parts of government. The Emergency Management Team is also responsible for issuing a close-out statement/media release, if appropriate.

Emergency coordination

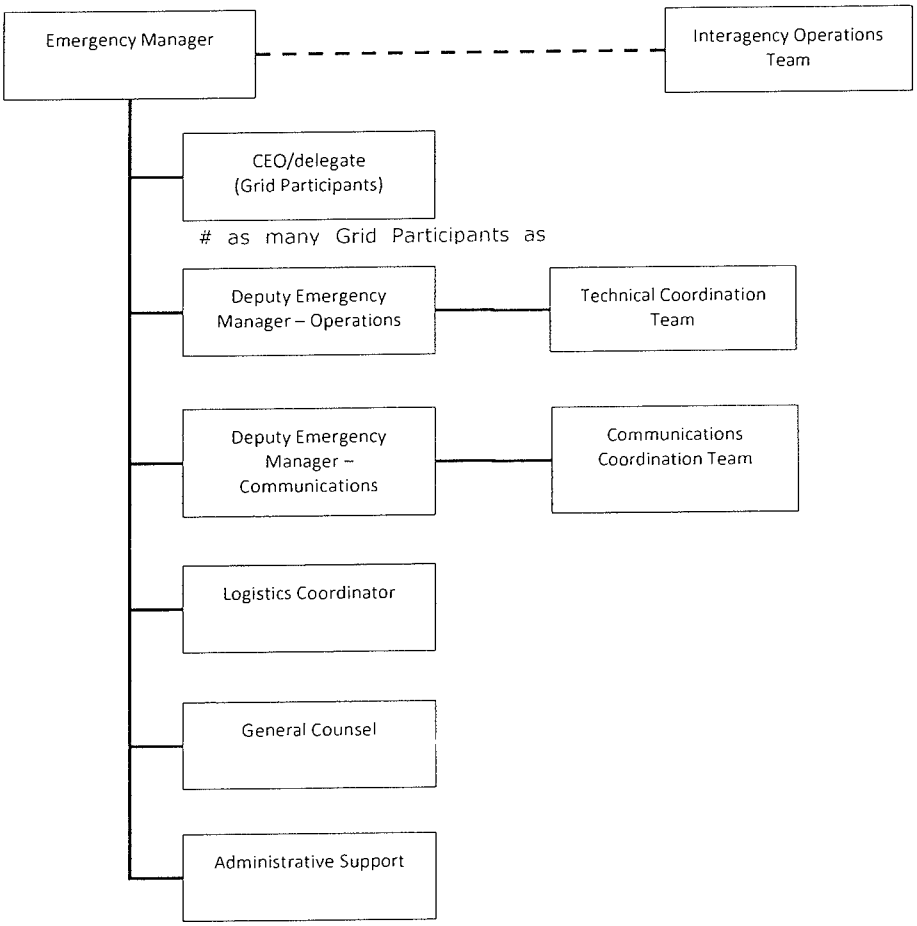
The Water Grid Manager is responsible for establishing the Technical and Communications Coordination Teams. A range of coordination activities will be required to facilitate the total emergency response and to ensure whole-of-Grid operations maintain supply (as distinct from managing the incident at the entity or asset level).

These coordination activities include:

- liaison between Allconnex Water, other Grid Participants and other interested agencies
- facilitating resource sharing among Grid Participants
- seeking and sharing additional expert advice
- assisting the Emergency Manager, when this function has been transferred to another agency
- coordinating and preparing key communications (both internal and external)
- issuing Grid Instructions and Emergency Operating Instructions, as necessary.

For most emergencies, the Water Grid Manager will combine the emergency coordination and emergency management functions. However, when the emergency management function is transferred to another agency, its associated activities, including a range of communication activities, are transferred with it.

An indicative, default structure is shown below.



 # This is an indicative structure. Depending on the emergency situation, it may require some changes to effectively manage the response.

In certain circumstances the EMT may call upon independent experts to assemble and provide technical or specialist advice and recommendations on any aspect of managing the emergency, for example chemicals advice. When formed, the group will be referred to as the Interagency Operations Team and will contain skills not readily available within the Water Grid.

Team Locations

FUNCTION TEAM	LOCATION
	As directed by Allconnex Water Incident Manager
Incident management	In the event of a level 3 or above emergency being declared Allconnex Water will activate the Incident Management Room located within the Nerang Administration Building.
Technical coordination	As directed by the Deputy Emergency Manager – Operations. It will be an appropriate location to achieve efficient situational awareness
Communications	Water Grid Manager's office Level 15, 53 Albert Street, Brisbane
Emergency management	Water Grid Manager's incident room Level 15, 53 Albert Street, Brisbane
Interagency Operations Team	As directed by the Emergency Manager



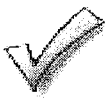
TOOLKIT – COMMAND & CONTROL

Lists
Emergency Contact List

Roles & Responsibilities Checklists
First Person Aware
Site Supervisor
Operational Incident Coordinator
Incident Manager
District Manager
Emergency Response Advisor
Business Continuity & Incident Management
Communications Officer
Logistics Officer
Administration & Log Keeper
Workplace Health & Safety Advisor
Relatives Response Staff Members
Planning Officer
HR Officer
Network Operations
Product Quality
Waste Water System
Environmental Management
Trade Waste
Waste Water Treatment Plant
Group Manager

Customer Service Centre Call Handling
Media Relations
Media Communications
Media Officer
Customer Service Centre Coordinator
Customer Liaison Officer

Other References
Water Grid Manager – Emergency Response Plan



SECTION CHECKLIST – RESPOND

1	Have you established the Incident Management Team, Operational Response Team and Site Response Team where necessary?	☐	s4.3
2	Have the following core roles been assigned: Incident Coordinator Emergency Response Plan Advisor Site Supervisor Communications Officer Logistics Officer Planning Officer Log Keeper	☐	s4.3
3	Have you identified and appointed Specialist Support requirements?	☐	s4.3.2
4	Have you identified and appointed Functional Support requirements?	☐	s4.3.2
5	Do SEQ Water Grid Manager command and control functions apply to this incident?	☐	s4.5 / WGM ERP
6	Have you provided all Core and Support Team members with their Roles and Responsibilities Checklist?	☐	s4.4 / Toolkit

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STEP 5 Manage & Recover

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ACTIONS

MANAGE & RECOVER

1. Implement actions to recover from the event
2. Manage consequences arising from incident
3. Determine media and customer communications strategies
4. Ensure administrative requirements are undertaken.

5.1 Initial Considerations for the Incident Management Team

The Incident Manager shall ensure the following actions have or are being undertaken after the declaration of an incident:

- That the first consideration has been the safety of people.
- First response actions to minimise the impact of the event have been undertaken.
- Consideration has been given to an immediate workaround solution that can be put in place to rectify the situation immediately.
- Impacts of the incident has been adequately assessed to produce the correct severity classification level.
- Relevant notifications for internal and external stakeholders has taken place.
- Consideration has been given to the establishment of Incident Management, Operational Response and Site Response Teams and they are in place where applicable.
- Communication between all relevant incident teams has been established.

5.2 Incident Site Supervisor

The Incident Manager, through the Operational Incident Coordinator shall appoint an Allconnex Water staff member to undertake the role of Incident Site Supervisor. All site activities are to be directed through this role.

The Incident Site Supervisor will be responsible for, amongst other things:

- Overall coordination of all site activities
- Controlling of access to the site
- Recording of people on the site

- Recording of time spent by people on the site
- Erection of appropriate warning signs and barricades
- Undertaking and recording of site hazard and risk assessments

5.3 Manage Operational Aspects of the Incident

The Operational Incident Coordinator (OIC) shall manage the operational aspects of the incident supported by the Incident Manager (IM) and Incident Management Team (IMT) who will source and allocate the necessary resources, functional and specialist support and manage the overall incident at a strategic level.

The nature and level of the incident will indicate where the OIC is placed. Complex incidents requiring a large site based presence will likely require the OIC to be field based and smaller [illegible] will likely see the OIC co-located with the Incident Management Team.

Some incidents may be assigned a high severity classification but only require an Incident Manager and IMT to manage the incident. In these circumstances the Incident Manager will effectively become the OIC.

Escalating incidents often see the OIC, in the initial stages, as a part of the Incident Management Team but as the incident escalates may be required to shift to a site based role for more effective communications and control of the situation.

5.3.1 Incident Communication Protocols

The flow of timely information is the lifeblood of incident management and therefore it is crucial that effective communication takes place not only across each team, but also vertically between the IMT, ORT & SRT.

The OIC has a pivotal role to play when all three teams are activated and the OIC is located external to the IMT. The OIC must ensure regular situation reporting to the IMT is undertaken and that they have the logistics and resources for effective communication.

".....information flows up the incident management chain whilst information and support flows down to where it is required."

5.3.2 Manage external aspects and stakeholders

The Incident Management Team is responsible for ensuring the proper management of external aspects and stakeholders. These may include media and public information, customer relations, other Councils, Government agencies and businesses. For Level 3 and above incidents the Media & Communications Group will embed a senior communications officer into the Incident Management Team to assist with the communications strategy.

5.4 Media, customer and public communications

Effective communication plays a major part in successfully managing emergencies. All interested parties in the emergency response need to focus on providing and supporting communications which:

- are timely
- are up-to-date
- are accurate
- include a caution or indication of confidence based on the completeness of the information

available

- assist the overall emergency management effort
- create a single voice, to avoid confusion and conflicting messages
- maintain public and stakeholder confidence
- do not adversely affect insurance cover, where possible.

The Group Manager of Marketing and Brand Management is responsible, through the incident manager, for delivery of effective media, communication functions.

If a Level 1 or 2 incident escalates to a Level 3 and above, or if media becomes involved in a Level 1 or 2 incident, the MBM will directly assist the Incident Manager with media, and public communication functions..

The following functions make up the incident communication response:

- Group Manager, Marketing and Brand Management
- Media relations
- Customer Service Centre Coordination
- Customer Liaison Officers
- Media Officers

5.4.3 Media relations and communications

Allconnex Water generates press releases by making direct approaches to the media in order to have information about programs, issues (e.g. Illegal sewerage connections, wise use of water) and initiatives publicised. Allconnex Water also receives requests for information from the print and electronic media.

This section outlines Allconnex Water's protocols for dealing with the media.

- Allconnex Water's media contact in the event of an incident is the Manager of External Communications. If they are unavailable then the Group Manager of MBM will assume the role. Allconnex Water authorised spokesperson is the CEO or their dominated delegate.
- This practice has been communicated to all staff and should be reinforced from time to time.
- The Marketing and Brand Management Stream will draft media releases, attributing comments to the CEO, Allconnex Water or his nominated spokesperson.
- The name of the Manager External Communications shall be noted, along with the relevant phone, fax and mobile contact numbers, at the foot of the media release as the contact for further information regarding the content.

Management of public information and the release of timely accurate information are key issues in managing an event. These guidelines and procedures are provided to assist in dealing with the media in an incident and should be used in conjunction with Marketing and Brand Management Plans. and Customer Service Plans.

An assessment of how the incident has or may affect the **general public** is important. This assessment plus effective response actions to assist, or simply to allay fears, are a critical priority for the Executive Management Team.

Advice on handling media calls:

- Take time to keep abreast of the current information about the incident.

- Answer all calls promptly and courteously with "Allconnex Water this is, [your first name] speaking". While there is no reason not to give the caller your name, you should not give them your regular position in Allconnex Water if it might encourage unavoidable technical questions about operations.
- Identify the caller before proceeding and log this information on the Log Sheet.
- Refer the media caller to the Manager External Communications, without making comment on the incident.
- Record important information, quotes and questions on the log sheet

Press releases
A **press release** is often the first opportunity Allconnex Water has to state its case. It provides details about an incident in an accurate, controlled manner, in order to:

- convey Allconnex Water's concern or regret
- present the facts and offset any potentially damaging false rumours
- allay fears of public safety
- state that everything possible is being done to help those affected
- indicate the actions being taken to control or rectify the situation, and prevent a recurrence

The timing of the release will be influenced by the nature of the incident and by media deadlines. Some releases occur well after an event has commenced and others immediately (e.g. a "holding statement" acknowledging a major fire, contamination or spillage.) In preparing the initial statement, the key principles include:

- stick to the facts – what, where, when
- expressing regret, if appropriate, but be positive and do not admit liability
- indicate whether the situation is over, or the steps under way to respond and to restore control
- emphasise whether or not there is danger to the public
- withhold names of people involved until officially confirmed and families notified
- provide Allconnex Water contacts for further information

Allconnex Water fact file
Journalists may not be familiar with Allconnex Water or the water industry. It is often advisable to issue background information at the time of a press release or contact in order to help them better understand the nature of the incident.

A separate Allconnex Water fact file should be available for speedy distribution, covering:

- Allconnex Water background and history
- Facts about the Allconnex Water sites including images
- Facts about Allconnex Water operations and service delivery
- Key Allconnex Water policies regarding safety, environment, certified systems etc

Press conferences
In the event of a complex incident, it may be necessary to conduct a **press conference** to clarify the facts of the incident, the Allconnex Water response and to address key issues.

Thorough preparation for such events is essential, including:

- selection of venue and provision of facilities
- invitations to members of the media
- briefing of Allconnex Water CEO, or nominated spokesperson
- rehearsal and anticipation of questions

The key elements of a successful press conference include:

- controlling the process:
  - introducing the team or spokesperson
  - setting the ground rules
  - controlling questions
  - closing the meeting after a pre-determined period

- following an agreed format:
  - introductions
  - reading a prepared statement
  - inviting and taking questions through the conference chairman
  - making use of reference material

- recording the proceedings.

Interviews

- Only the CEO or their nominated delegate will conduct media interviews on behalf of Allconnex Water.

5.4.2 Media checklists

To assist Incident Managers and participants with the media and communications requirements that may arise during the course of an incident, key messaging may be referred to:

i. Key messaging A – early actions

ii. Key messaging B – ongoing actions

5.5 Communications Plan – SEQ Water Grid Manager

Where the incident is classified as a Level 3 or above severity and relates to impacts upon drinking water, the SEQ Water Grid Manager ERP provides relevant information on communication protocols to be employed during the incident.

The Emergency Management Team is responsible for managing most communication functions. The Emergency Management Team will use the Communications Coordination Team in supporting this role. Refer to Section 4.5 for an outline of the SEQ Water Grid Manager emergency management role.

Any information advised to the Emergency Management Team for use in briefing the Minister's office must be authorised by Allconnex Water CEO.

Allconnex Water Incident Managers shall:

- Establish communications protocols in consultation with SEQ Water Grid Manager and the SEQ WGM Emergency Response Plan (ERP)
- Do not make comments on whole of grid security position, refer this to the Water Grid Manager
- Ensure any information passed to the WGM Emergency Management Team for use in briefing the relevant State Ministers office has been authorised by the CEO, Allconnex Water

The following **Internal & External Communication** Roles are provided for within the SEQ Water Grid Manager ERP in the event of a water related, Level 3 and above emergency.

Internal Communication Roles (Level 3 & above, water related incidents only)

LEVEL	COMMUNICATION	INCIDENT MANAGEMENT TEAM (ALLCONNEX WATER)	COMMUNICATIONS COORDINATION TEAM (WATER GRID MANAGER)	EMERGENCY MANAGEMENT TEAM (WATER GRID MANAGER OR OTHER)
1–2	Notification	Notify internal key stakeholders in accordance with Allconnex Water ERP	No involvement	No involvement
	Stakeholder briefings	Notify internal key stakeholders in accordance with Allconnex Water ERP	No involvement	No involvement
3–5	Notification	Notify internal key stakeholders in accordance with Allconnex Water ERP	Water Grid Manager Duty Manager to notify Minister's office	Water Grid Manager Duty Manager to notify Minister's office
	Stakeholder briefings	Manage internal key stakeholders in accordance with Allconnex Water ERP	No involvement	No involvement
	Liaison/support	Liaise with other impacted Grid Participant/s	No involvement	No involvement
	Notification	Notify Water Grid Manager Notify Office of the Water Supply Regulator and other Regulatory authorities if required (i.e. – Department of Workplace Health & Safety QLD) Notify internal key stakeholders in accordance with Allconnex Water ERP (Advise WGM which stakeholders have been notified)	Notify other relevant stakeholders, as appropriate: • Water Grid Manager CEO • Responsible Minister/s office • Other Grid Participants • Water Grid Manager Board • Queensland Water Commission • Department of Environment and Resource Management • Queensland Health • Premier's Department • Emergency Services	

LEVEL	COMMUNICATION	INCIDENT MANAGEMENT TEAM (ALLCONNEX WATER)	COMMUNICATIONS COORDINATION TEAM (WATER GRID MANAGER)	EMERGENCY MANAGEMENT TEAM (WATER GRID MANAGER OR OTHER)
	Stakeholder briefings	Proactively provide information to Emergency Manager/Emergency Coordinator to enable preparation of briefings Assist Emergency Manager Teams in preparation and approval of briefings. Forward approved briefings to internal stakeholders as required Do not issue briefings independent of Emergency Manager/Emergency Coordinator	Proactively provide information to Emergency Manager to enable preparation of briefings Assist Emergency Manager in preparation and approval of briefings Forward approved briefings to internal stakeholders, as required Do not issue briefings independent of Emergency Manager	Manage preparation and approval of briefings, as appropriate (including SITREPs) Issue briefings Respond to enquiries about briefings and other stakeholder enquiries Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of briefings, etc.
	Liaison/support	Proactively provide information and support to the Emergency Management Teams Provide SITREPs to summarise available information, as requested by the Emergency Manager/Emergency Coordinator	Proactively provide information and support to the Emergency Manager Coordinate liaison and communications support across the emergency response teams	Manage preparation and approval of briefings, as appropriate (including SITREPs)

External Communication Roles *(Level 3 & above, water related incidents only)*

LEVEL	COMMUNICATION	INCIDENT MANAGEMENT TEAM (ALLCONNEX WATER)	COMMUNICATIONS COORDINATION TEAM (WATER GRID MANAGER) #	EMERGENCY MANAGEMENT TEAM (WATER GRID MANAGER OR OTHER)
1–2	Strategy and messaging	Undertake strategy and messaging in accordance with Allconnex Water ERP and other internal plans	Provide whole-of-Grid messaging, if required	No involvement
	Public face	Undertake public communications in accordance with Allconnex Water ERP and other internal plans	No involvement	No involvement
	Liaison/support	Liaise with other impacted Grid Participant/s	No involvement	No involvement
	Media management Public information and enquiries	Undertake media management in accordance with Allconnex Water ERP and other internal plans *May only comment on the incident as it relates to their assets* *No comment to be made on whole-of-Grid issues*	Manage comments on the Water Grid, if required	No involvement
Alert	Strategy and messaging	Undertake strategy and messaging in accordance with Allconnex Water ERP and other internal plans	Provide whole-of-Grid messaging, if required	No involvement
	Public face	Undertake public communications in accordance with Allconnex Water ERP and other internal plans	No involvement	No involvement
	Media management Public information and enquiries	Undertake media management in accordance with Allconnex Water ERP and other internal plans *May only comment on the incident as it relates to their assets* *No comment to be made on whole-of-Grid issues*	Manage comments on the Water Grid, if required	No involvement

LEVEL	COMMUNICATION	INCIDENT MANAGEMENT TEAM (ALLCONNEX WATER)	COMMUNICATIONS COORDINATION TEAM (WATER GRID MANAGER) #	EMERGENCY MANAGEMENT TEAM (WATER GRID MANAGER OR OTHER)
3–5	Strategy and messaging	Work with the Emergency Manager to develop the communications strategy for the emergency response, and key messages for inclusion across all communications	Work with the Emergency Manager to develop the communications strategy for the emergency response, and key messages for inclusion across all communications	Conduct risk assessment and incident verification Manage development of a communications strategy for the emergency response, and key messages for all communications Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of messaging, etc.
	Public face	Support spokesperson, as requested Do not present public face independent of Emergency Manager	Support spokesperson, as requested Do not present public face independent of Emergency Manager	Designate spokesperson
	Media management Public information Public enquiries	Assist Emergency Manager in preparation and approval of media releases and other public information Disseminate finalised and approved media releases, and other public information Forward media/public enquiries to Emergency Manager Do not issue releases or information independent of Emergency Manager	Assist Emergency Manager in preparation and approval of media releases and other public information Disseminate finalised and approved media releases, and other public information Forward media/public enquiries to Emergency Manager Do not issue releases or information independent of Emergency Manager	Manage preparation and approval of media releases and other public information, as appropriate Issue media releases (initial statement and further releases as appropriate) and other public information (Grid Participant websites, call centres, etc.) Respond to media/public enquiries Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of media statements, etc.

5.6 Emergency Management Team (EMT)

The Emergency Management Team is responsible for directing the whole-of-Grid recovery process. This is primarily achieved by outlining the recovery objectives and the subsequent priority of work.

This process may involve input and assistance from a number of other government departments and stakeholders such as:

- Grid Participants
- Queensland Treasury
- Department of Community Safety (Emergency Services)
- Department of Premier and Cabinet
- Department of Infrastructure and Planning
- Grid Customers
- Queensland Health
- Department of Employment, Economic Development and Innovation
- Queensland Water Commission
- Department of Environment and Resource Management

5.7 Administrative Requirements

5.7.1 Retention of Information

The Incident Manager is responsible for ensuring an Incident Folder is created when an incident or alert has been declared. The folder will be identified in the form of yyyy-mm-dd (date the incident commenced) followed by the incident name and located electronically within each District. e.g. "2010-07-01 pump station P24 overflow". All logs, documents and information pertaining to the incident or alert shall be saved electronically to the incident folder.

5.7.2 Incident Costs

All costs associated with an incident are to be captured as part of the incident management process. These costs will include labour, materials and services that are associated with the incident and post incident activities including meetings.

At the commencement of the incident (Level 3 incidents and above) the Incident Manager shall request the Incident Management
Officer contact the Financial Department to provide a dedicated project number for the incident. The date identifier and incident name shall be used as the project title.

Direct costs relating to the incident are to be captured and allocated to the project number by Incident Teams at each level.

5.7.3 Record Keeping

The Incident Management Team will ensure a comprehensive log of events is maintained throughout the incident. The log is to be maintained individually by members of the Incident Management Team (including field supervisors and coordinators). Where no actual field teams are deployed and the incident management team are co-located a log keeper can be utilised to maintain a rolling record of all log events.

Log events include occurrences, communications, meetings, actions and outcomes and must be in sufficient detail for a subsequent 3rd party to understand the sequence of events, actions undertaken and interactions that took place during the incident.

As a minimum, logs should contain:

- Entry date and time
- Type – e.g. phone call, email, meeting, event, action
- Meeting participants if required

- Location if required
- Description
- Actions arising.

5.7.4 Incident Resources

Allconnex Water has a designated Incident Management Room that can be activated in the event of major or prolonged incidents. This facility is located in the Black and White meeting rooms within the Nerang administration building.

Significant resources are available, including:

Laptops
Data Projector
Network Access
Hands Free landline telephones (2)
UHF 2-way transponder radios (30)
Mapping
Whiteboard

The Incident Manager shall direct the Business Continuity & Incident Management Officer to activate and set up the Incident Management Room in accordance with QP-19-08.

5.7.5 Admin Support

For Minor (Level 1 and 2) incidents, the Incident Manager shall nominate a member (or members) of the Incident Management Team to assist with administrative tasks such as note taking, incident log, provision of administrative logistics, meeting bookings etc.

Major incidents (Level 3 and above) produce a considerable amount of documentary requirements including communication despatch / receipt, preparation of incident reports, notification forms and compilation of incident logs. In the event of a Level 3 incident or above the Incident Manager should consider nominating a full time administrative resource to the Incident Management Team.

5.8 Tools & Checklists



TOOLKIT – MANAGE & RECOVER

Procedures

QP-19-03	Control of Incident Sites
QP-19-06	Emergency Response Administration
QP-19-08	Emergency Response Room Activation

Forms

QP-1902	Alert/Incident Log
QP-1904	Incident Meeting Minutes
QP-1905	Incident Meeting Agenda

Checklists & Lists

Media Checklist A – Early Actions

Media Checklist B – Ongoing Actions

Other References

Water Grid Manager – Emergency Response Plan

SECTION CHECKLIST – RESPOND

1	Has the IMT undertaken initial considerations & requirements?	☐	s5.1
2	Has an Incident Site Supervisor been appointed and briefed on their responsibilities?	☐	s5.2 QP-19-03
3	Has the IMT considered where the Operational Response Team is to be located?	☐	s5.3
4	Has logistical arrangements and strategies been made for effective communication between and across the IMT, ORT & SRT?	☐	s5.3.1
5	Has a Media, Customer & Public Communications strategy been considered?	☐	s5.4
6	Are pre-prepared media releases, key statements or other communications relative to the incident available or being prepared?	☐	s5.4.1
7	Has Media Checklists been referred to?	☐	s5.4.2
8	Has the involvement of Corporate Communications branch and Legal Services been considered?	☐	s5.4.3
9	Has communication protocols been established with the SEQ Water Grid Manager? (Level 3, Drinking water incidents only)	☐	s5.5
10	Has the IMT been briefed not to make any public statements relating to the whole of grid security position? (Level 3, Drinking water incidents only)	☐	s5.5
11	Has the CEO, Allconnex Water or nominated proxy approved any information released to the WGM Emergency Management Team for briefing the relevant Minister? (Level 3, Drinking water incidents only)	☐	s5.5
12	Has the IMT considered the SEQ Water Grid Managers ERP for internal and external communications? (Level 3, Drinking water incidents only)	☐	s5.5
13	ADMIN – Has an incident folder been created and communicated to the IMT for storing key documentation?	☐	s5.6.1 QP-19-06
14	ADMIN – Has a project number been assigned to the incident and provided to the IMT for capturing labour, material and service costs?	☐	s5.6.2
15	ADMIN – Has an Incident Log been established using Form QP-1902?	☐	s5.6.3
16	ADMIN – Has activation of the Incident Management Room been considered?	☐	s5.6.4
17	ADMIN – Do the incident teams have adequate administrative and logistical resources to effectively manage the incident?	☐	s5.6.4
18	ADMIN – Level 1 & 2 Incidents – Has a member of the IMT been nominated to assist with Admin tasks including log keeping? ADMIN – Level 3 & above Incidents – Has the IM considered nominating a full time administrative resource to assist the IMT?	☐	s5.6.5

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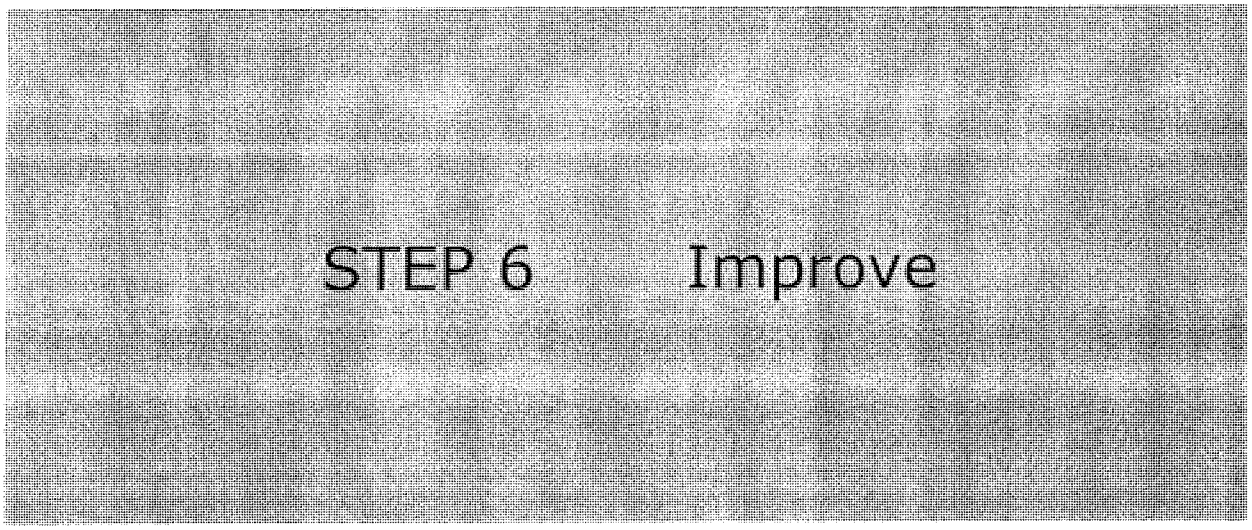
STEP 6 Improve

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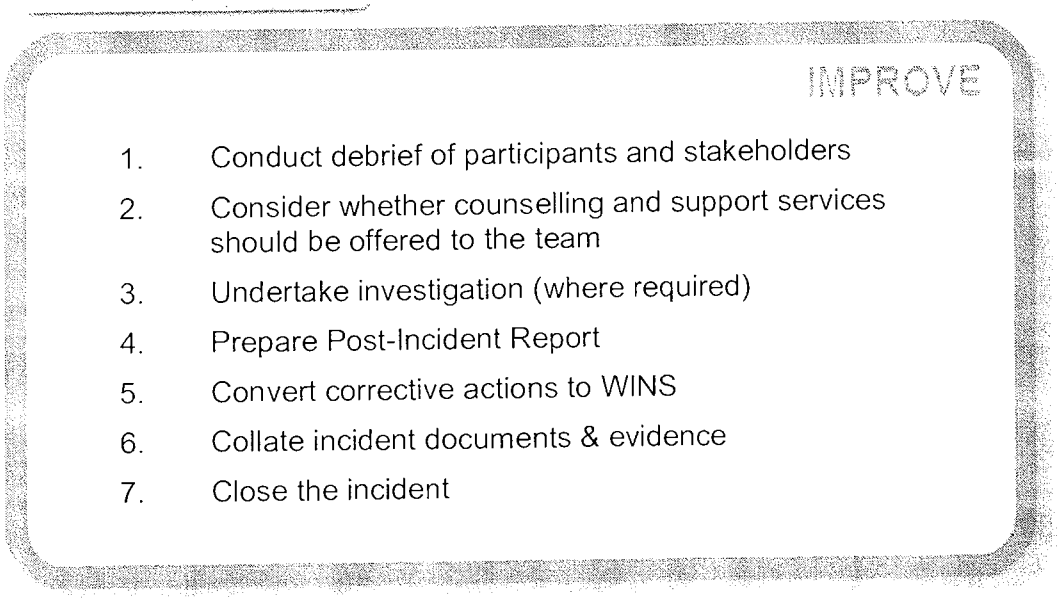

6.1 Purpose

The purpose of Post-Incident investigation and reporting is to ensure that factors which may have initiated the event has been identified and preventative actions implemented so that future occurrences are reduced or eliminated.

Post incident investigation and reporting is not dependant upon an incident being declared. There are circumstances where investigation and corrective actions may be required following an Alert declaration or workplace event that does not involve an incident.

Example – *A staff member needs to undertake maintenance on a Clarifier that is displaying signs of an electrical fault. To access the electrical junction box, she must crawl onto a girder beneath the clarifier walkway. Upon reaching the junction box a wire is found to be loose and reconnected – automatically causing the Clarifier to energise and start moving with the staff member still on the Clarifier girder. The staff member is able to operate a 'plough' switch that de-energised the equipment allowing her to exit the girder without injury.*

The example above is a 'near-hit' event that had the potential to injure or harm a staff member. Clearly, the equipment should not have been able to energise whilst being maintained. In this example, it is appropriate to conduct a post-incident investigation to identify the cause of the near-hit and prevent further occurrences.

This could be achieved by sending out an Alert to the Incident Management Group to prevent further occurrences of this event whilst investigations are being undertaken. The investigation team will then use this section of the Emergency Response Plan to guide them through the process of completing the investigation and root cause analysis of the event producing appropriate corrective actions.

6.2 Conduct Hot & Cold Debriefs

When the Post-Incident Management phase of this plan is activated, the following actions are undertaken, as required:

- Conduct hot and cold debrief of key participants and stakeholders
- Collate incident documents
- Undertake Investigation
- Undertake Root Cause Analysis Investigation if requested
- Prepare Post Incident report
- Raise Workplace Improvement Notices and corrective action recommendations
- Transfer responsibility for WIN / Corrective Actions to designated Group Manager

Every incident is an opportunity for improvement and usually each person involved in the incident may have different perceptions of what happened, the actions taken and suggestions for the future. It is critical that we capture that information as part of our continuous improvement cycle to prevent future recurrences.

Each person should be given the opportunity to contribute to a debrief. Other stakeholders – including those external to Allconnex Water should also be consulted.

- **Hot Debrief** – Informal debriefing held as soon as practicable following the final incident meeting to capture immediate learning's, incident detail and recommendations. (Should be held same day as the final incident meeting)

- **Cold Debrief** – Formal debrief that seeks to identify improvement opportunities in the way the incident was managed as well as formally capture the root cause of the incident and formulate corrective actions and improvement recommendations. The Cold Debrief may be broken down into two distinct meetings – one to examine the way in which the incident was managed and the second to discuss the root cause or technical investigation findings.

Debriefs, both hot and cold, must be documented in detail as the information obtained will form the basis for compiling a post-incident report.

Debriefs should have an element of structure to them as a basis to prompt discussion, but not necessarily need follow a strict meeting structure style. Capture the information first and then categorise and sort later. Debriefs are to be documented and a copy placed in the incident folder.

LEVEL	INCIDENT MANAGER ALLCONNEX WATER	EMERGENCY MANAGER (WATER GRID MANAGER OR OTHER) [8]
1 , 2 and Alert	The Incident Manager will conduct the debriefing	No involvement
	Carry out 'hot' debrief – informal debriefing which must occur as soon as practicable following the event to capture immediate learning's and details	Water Grid Manager to facilitate a 'cold' debrief including all entities involved in the emergency response in order to: • carry out a root cause analysis • capture and disseminate experiences and lessons learnt throughout the incident • enable process improvements and modifications

6.2.1 SEQ Water Grid Debrief

Where the incident occurred within the potable water distribution network and was declared as a Level 3 emergency or above, the Water Grid Manager will facilitate the Cold debrief of the emergency as part of the recovery and close-out process. Allconnex Water will facilitate the Hot Debrief as described above.

6.3 Managing Incident Related Stressors

Major incidents often place staff into stressful situations outside their normal operating boundaries. Stressors include

- Environmental (time pressure, level of risk, imagery, trauma)
- Organisational (bureaucracy, appropriateness of information, decision support, management systems)
- Operational (incident command, decision making, interagency liaison, media, customer management).

The impacts of stress on the Incident Management Team needs to be considered. Hot and Cold debriefs provide staff with a forum for sharing experiences, voicing frustrations and allowing a transitional fulcrum between critical incident management and daily business tasks.

At the end of major incidents where trauma has been involved, Incident Managers should consider what support and counselling services may be required for the team.

6.4 Investigation

The purpose of investigating incidents is to ascertain both the immediate and underlying causes and to put in place measures to prevent a recurrence.

The process of investigation involves a methodical, systematic, unemotional examination to collect and interpret information about an event to establish why it happened and to analyse the processes involved to minimise the risk or prevent a recurrence. The investigation will normally result in the preparation of a logical, sequential report of the event with recommended preventative strategies.

The type and depth of any investigation will be guided by the significance of the incident. An important consideration is not only the actual consequences of the incident but also the potential outcome. A "near hit" by way of example may not result in any injury or damage. However, if that near hit had the potential to injure people severely or damage property, then a detailed investigation will be warranted.

6.4.1 Investigation Process

The following steps form the investigation process:

- Convene the investigation team and define the scope of the investigation
- Identify and source resources, develop an action plan and timelines
- Collect Information & Data
- Facilitate information and data gathered by others (e.g. Alliances, Contractors)
- Analyse data & identify direct cause and contributing factors
- Develop corrective actions & assign responsibility for implementation
- Compile Investigation Report

Investigations need to be pre-planned. The investigation team should have all of the tools and equipment accessible that they may require at short notice, and be prepared to commence an investigation immediately. The investigation is a methodical examination of the incident site (if applicable); the physical evidence of what happened; the people who have first hand knowledge of facts, related directly or indirectly to the event; and any records, papers etc., that may contribute to the outcomes of the investigation.

After this examination has been undertaken and photographs taken, sketches made, witnesses interviewed and exhibits collected, there will need to be research into: other similar incidents; existing work practices and procedures; and other relevant matters. This research will be necessary to establish the deeper causal factors. When all of this information is available the investigation team will be able to analyse the event to establish causal factors, for which they will develop preventative strategies to reduce the risk of a recurrence of the circumstances surrounding the event.

At the conclusion of these steps it will be necessary for the investigator to commit their investigation details and conclusions to writing, in the form of a report of the event and recommendations for preventative strategies.

6.4.2 Root Cause Analysis

The Executive Management Team, District Manager or Incident Manager may request a root cause analysis investigation as a result of the incident. A root cause analysis is a specialist tool used to assist the investigation process where deeper or complex analysis is required of causal factors that may arise from the investigation.

6.5 Post-Incident Report

The final report should cover the incident from the time the first person became aware until the incident is terminated. It is the sole basis for recommendations and actions arising from the event. The post incident report is to be documented on form QP-1901.

Where extensive investigations have been undertaken it may be appropriate to prepare a detailed Investigation Report either as an attachment or detached from the post-incident report.

6.5.1 SEQ Water Grid Incident Closure

Where the incident occurred within the potable water distribution network and was declared as a Level 3 emergency or above, a completed Incident Close-out Report (Attachment J of the Water Grid Manager ERP) shall be forwarded to the Water Grid Manager, subject to the provisions in 6.5.2 and 6.5.3 below.

6.5.2 Release of Documents & Information

Post-Incident reports, investigation reports and technical finding reports may contain information not intended for general release outside of Allconnex Water. Incident Managers should therefore consider obtaining advice from Legal Counsel prior to the release of any information or documentation outside of the business, including other Statutory authorities and Government bodies.

6.5.3 Legal Professional Privilege

Legal professional privilege protects confidential communications between a lawyer and client, including communications through their servants or agents, made for the dominant purpose of:

(a) seeking or giving legal advice or professional legal assistance,

or (b) use, or obtaining material for use, in legal proceedings that had commenced, or were reasonably anticipated, at the time of the relevant communication

Legal professional privilege also protects confidential communications between the client or the client's lawyers (including communications through their servants or agents) and third parties, provided the communications were made for the dominant purpose of use, or obtaining material for use, in legal proceedings that had commenced, or were reasonably anticipated, at the time of the relevant communication.

In the event any document is placed under Legal Professional Privilege, they shall be stored in a limited access, Legal Privilege folder. Custodian of this folder is the Group Manager, Policy & Systems to whom access requests should be forwarded.



General Counsel should be consulted before acting upon any information related to Legal Professional Privilege.

6.6 Risk Register

Recommendations arising from the debriefing process and Post-emergency Report must be forwarded to the Group Manager Legal, IP and Risk for inclusion in Allconnex Water's Risk Registers, as appropriate.

6.7 Corrective Action Procedures

Agreed corrective actions that arise from the post incident findings or investigation should be captured by raising a WIN to ensure the transition from incident to mainstream business operations. As part of our normal business process, WINs are reviewed on a regular basis and action officers are requested to report the current progress and completion status. The procedure for raising a WIN is contained within QP-1302

6.8 Collate Incident Documents

All documents that relate to the incident, the response and the recovery should be collated and filed together for future reference. A hard copy of all incident information is to be collated by the Incident Manager and forwarded to the Incident Management & Business Continuity Officer within the Policy & Systems Group.

Once the incident is finalised the Incident Manager in consultation with the Incident Management and Business Continuity Officer is responsible for ensuring the *Incident Folder* that was created when the incident/alert was declared is amended from yyyy-mm-dd (date the incident commenced) followed by the incident name to FINALISED yyyy-mm-dd (date the incident commenced) followed by the incident name, e.g. FINALISED 2007-01-08 Western Force Main.

6.9 Closing Incidents

Once all administrative tasks have been completed, the incident should be formally closed. This can be done at a final incident meeting, or alternatively by sending a copy of the Post-Incident

report to each of the Incident Team members, thanking them for their efforts and any additional incident closure requirements.

6.10 Tools & Checklists



TOOLKIT – IMPROVE

Procedures

QP-19-02	Post-incident Debrief Meeting
QP-19-06	Emergency Response Administration
QP-1302	Raising a WIN

Forms

QP-1901	Post Incident Report
QP-1906	Root Cause Analysis

Checklists & Lists

Other References

Water Grid Manager – Emergency Response Plan

Water Grid Manager – Attachment J Incident Close-out Report



SECTION CHECKLIST – IMPROVE

1	Have conducted a hot debrief for the Incident Management Team?	☐	s6.2
2	Have you conducted a cold debrief and recorded it on Form QP-1904?	☐	s6.2
2	Is there a need for the Water Grid Manager to facilitate a cold debrief?	☐	s6.2.1
3	Have you considered the management of incident related stressors for the team?	☐	s6.3
4	Have you undertaken an investigation to determine the direct causes?	☐	s6.4
5	Have you considered the requirement for a Root Cause Analysis if the investigation has multiple underlaying causes as well as direct?	☐	s6.4.2
6	Has a post-incident report been completed?	☐	s6.5
7	Does the post-incident report need to be sent to the Water Grid Manager?	☐	s6.5.1
8	Have you obtained advice from General Counsel on whether to release post-incident reports, information and documentation to external parties?	☐	s6.5.2 s6.5.3
9	Have you initiated corrective action procedures?	☐	s6.6
10	Have incident documentation been collated and the folder appropriately finalised?	☐	s6.7
11	Has the Incident Management Team been notified of the incident closure?	☐	s6.8

PART TWO Reporting & Performance Standards

Reporting Standards

Regular reporting on the status, type and severity of incidents that may impact upon Allconnex Water is required to ensure the Emergency Management Framework is operating effectively and suits the needs of the business.

Additionally, reporting provides the Executive Management Team with an opportunity to understand risks that may impede operational efficiencies, opportunities for improving service delivery and exposure potential to regulatory oversight and penalty.

The following reporting standards shall be maintained:

Monthly	Qty of Level 2 and above Alerts & Incidents for month	District Operations
Monthly	Category of Alerts & Incidents declared for month	District Operations
Monthly	Nature of Alerts & Incidents declared for month	District Operations
Quarterly	Incident Manager appointed & qty of incidents managed	Policy & Systems
Quarterly	Status of open/closed incidents & alerts	Policy & Systems
Quarterly	Aged report for open Incidents & alerts	Policy & Systems
Quarterly	Emergency Management Framework – Audit Report	Policy & Systems
Bi-Annual	Incident Costs (Level 3 and above)	Policy & Systems
Annual	Emergency Management System – Compliance & Status Report	Policy & Systems
Annual	Emergency Management System – Management Review	Policy & Systems

Performance Standards

The Emergency Management Framework provides a critical function within Allconnex Water and must be regularly reviewed to ensure it remains relevant, appropriate and effective to the needs of the business.

This is achieved through regular monitoring, updating and auditing with findings being used to drive a cycle of continuous improvement.

Annual Review
The Emergency Management Framework may coincide with the annual review of the SEQ Water Grid Manager Emergency Response Plan to ensure adequate alignment and currency.

Auditing
The Manager, Quality Systems shall ensure the inclusion of the Emergency Management Framework in the annual quality systems audit schedule. Audits shall be a desktop review of documentation to ensure that Incidents and Alerts are being managed in accordance with the Emergency Response Plan.

The following minimum performance standards are to be maintained:

STANDARD	TARGET	RESPONSIBILITY
Notification – Incidents & Alerts Declared via Emergency Response Plan.	• Severity Level 1 - No declaration required • Severity Level 2 - 85% of Alerts & Incidents declared in accordance with ERP • Severity Level 3, 4 & 5 - 100% of Alerts & Incidents declared in accordance with ERP	**District Operations**
Records – Incident log maintained for Level 2 and above incidents.	• Incident Log Maintained – 100% of Level 2 incidents and above.	**Incident Manager**
Post incident report completed for Level 3 incidents and above.	• Post Incident Report – 100% for Level 3 incidents and above.	**Incident Manager**
Audit – Desktop audit undertaken of incident file against ERP.	• Submission of 12 audit reports per annum to Group Manager, Policy & Systems.	**Policy & Systems Group**
Training – Staff training initiatives undertaken at 3 levels: Awareness, Participant, Manager	• 90% of all staff receive awareness training in first 6 months of commencing employment. • Minimum 6 Participant level training courses delivered per annum. • Minimum 4 Manager level training courses delivered per annum.	**Policy & Systems Group**
Review – Annual review of ERP	• New version of Emergency Response Plan released annually.	**Policy & Systems Group**
Reporting - Data submitted relating to quantity, category and type of Alert/Incidents above Level 2 for month.	• Data provided to Senior Officer, Incident Management by 3rd working day each month.	**District Operations**
Board reporting for Water & Environmental incidents submitted each month	• Finalised report submitted to Board by instructed timeline.	**Policy & Systems Group**

Attachment A - Severity Classification

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Severity Classification Matrix

Alert Level

General principles	Incident criterion	Examples
• A workplace health and safety issue that requires timely preventative or corrective action to prevent the issue being realised • Incidents with a possible severity of 2-5 where the consequences have not yet occurred • A potential level 2-5 incident is considered highly likely to be imminent • An incident has occurred with severity below level 3, however, the Allconnex Water has notified the responsible Minister/s of media interest or other circumstances of interest, and therefore must also notify the Water Grid Manager • The Water Grid is on standby to manage he potential incident • When the incident eventuates, reclassify its severity level in accordance with this plan	**Water quality**	• *E. coli has been detected, and an alert is raised while a retest is carried out to confirm the contamination event* • *Another grid participant has called an alert or notified due to water quality issues*
	Service Delivery	• *Planned shutdown or maintenance of major or significant infrastructure* • *An up-stream grid participant is experiencing operational difficulties or reduced capacities.* • *A gravity main is in very poor condition and could collapse at any time. Urgent repairs are required and a contingency plan needs to be put into place in the event it does collapse prior to the repair. An alert is declared to proactively focus the relevant attention onto the issue.*
	Security and natural disaster	• *Natural disaster, such as cyclone, flood, fire is imminent, or in progress and likely to cause an impact, though this has not yet happened* • *National counter-terrorism alert level is raised one level* • *The Bureau of Meteorology issue a severe storm warning for Logan, Redland or Gold Coast regions. An alert is sent out to the Allconnex Water Incident Management Group*
	Public reassurance	• *Negative media coverage relating to an operational issue that has not been elevated to an incident.*
	Environmental	• *There is a potential for environmental harm or damage to occur.*
	Health & Safety	• *Workplace Health & Safety (QLD) issue an urgent advisory notice relating to the safe use of a particular type of angle grinder used by Allconnex Water. An alert is declared so the plant or equipment can be taken out of service until a risk assessment can be undertaken or rectifications made.*

Level 1—Insignificant

General principles	Incident Category & Criterion		Examples
• Little disruption to normal operations, low increase in normal operating costs • Localised incident with impact limited to a minor asset within Allconnex Water. Overall system impact limited to temporary or no reduction in capacity • Minor or no impact on potable water supply • Can be managed by internal resources at a Team Leader or Coordinator level within Allconnex Water.	**Quality**	• No illness/ injuries. • Minor aesthetic impact (taste, colour or odour)	
	Service Delivery & Supply	• Minor unplanned asset failure – no facility output affected • Limited or no impact on bulk Grid Customers • Minor short-term disruption to retail Grid Customer	Potable water • Unplanned asset failure for up to 3000 properties with average duration of 2 hours Class A+ recycled water • Unplanned asset failure to A+ recycled water scheme for multiple customers for less than 12 hours Non A+ Recycled water • Up to 3 days interruption to entire recycled water supply scheme • *Early indications of blue-green algae – storage being monitored*
	Security and natural disaster	• Localised natural disaster damage	• *Minor storm damage to asset*
	Public reassurance / Reputational	• Lack of public interest (e.g. reporting, not front page) in suburban newspapers	• No significant increase (<20%) in the average number of community contacts (200 per day) • No media articles • *Single adverse local report* • *Call centre receives a number of complaints but limited to small area, e.g. a street or two*
	Environment	• Brief pollution event but no environmental impact. Insignificant risk of breaching environmental regulatory requirements	• Insignificant/negligible environmental impact is noted or expected • *Minor spike in discharge concentrations*
	Health and safety of employees or public	• Superficial injury requiring simple first aid only. • Superficial injury sustained to a member of public which requires first aid only, with incident relating to Allconnex Water's duty of care.	
	Economic	• <1% of EBIT	
	Legal & Regulatory	• Low level legal issues managed internally.	

Level 2—Minor

- Minor impact on Customers
- Cannot be fully handled within the scope of normal operating systems within Allconnex Water.
- Internal resources are sufficient to manage recovery from the incident.
- Minor breaches of licences or control limits
- Impact on a small geographical area for a short duration.

Quality	• Isolated health impact for a chronic health related parameter • Localised aesthetic impact – potential taste, colour or odour impact over a suburb	
Service Delivery/Supply	• Unplanned asset failure and reductions to asset output, less than or equal to one day duration where: - supply is reduced, but not lost - supply can be sourced from elsewhere if necessary • Single raw water supply source within the Water Grid is showing indications of failure	Potable water • Unplanned asset failure between 3000 and 5000 properties with average duration of 2 hours Class A+ recycled water • Unplanned asset failure to A+ recycled water scheme for multiple customers for between 12 and 24 hours Non A+ Recycled water • Between 3 days and 1 week interruption to entire recycled water supply scheme • *Blue-green algae bloom or major turbidity event occurs whereby use of a single supply source needs to be reduced*
Security and natural disaster	• Localised natural disaster damage	• *Storm causes minor interruptions due to loss of power supply*
Public reassurance	• Public questioning of Water Grid operations and decisions for local assets (e.g. local newspaper) • Public questioning of Allconnex Water operations and decisions for local assets (e.g. local newspaper)	• Minimal community consultation or participation required (media briefing or website update), &/or 20% greater than average community contacts (200 per day) • 1-2 articles in local media or single Board request • *Call centre receives a number of complaints, but limited to one suburb*
Environment	• Minimal on-site environmental impact that is easily controlled • No local area impact • No external area impact	
Health and safety of employees or public	• Injury requiring medical attention • Short-term (less than one month) negative health effects • Medical attention required by a member of public., with incident relating to Allconnex Water's duty of care.	
Economic	• 1-7.5% of EBIT	
Legal & Regulatory	• Minor legal issues including non-compliance issues, breach of legislation and/or action in the Magistrates Court or • Issue of warning by regulator.	

Level 3—Moderate

General principles	Incident Category & Criterion		Examples
• Minor impact for a large population • Major impact for small population • Potable water supply or quality issue affecting a specific area or region. • May be able to be dealt with within operating protocols but not 'normal' protocols • Single Grid Participant may be impacted but not severely. • The Water Grid Manager may issue new Grid Instructions	**Quality**	• Australian Drinking Water Guidelines health values confirmed as exceeded • Repeated health impact for a chronic health related parameter • Significant aesthetic impact. - taste or odour impact over multiple suburbs but manageable through modification to operations	• *Chlorine in a service reservoir is low and E. coli has been detected, re-sampled and confirmed* • *A chronic health guideline value is exceeded, e.g. total trihalomethanes, with no associated public health risk*
	Service Delivery/Supply	• Significant unplanned asset failure and reductions to asset output greater than one day duration, and may impact Grid Contract obligations being met • Any single supply source failure • Single raw water supply source within the Water Grid is out of service whereby supply is affected by >20% of Grid Instruction volume	Potable water • Unplanned asset failure to 5000 -10000 properties for duration of 2-8 hours Class A+ recycled water • Unplanned asset failure to A+ recycled water scheme for multiple customers for greater than 24 hours Non A+ Recycled water • 1-2 week interruption to entire recycled water supply scheme • *Single raw water supply source taken offline due to blue-green algae or other event* • *The period to rectify the problem exceeds 12 hours or is likely to result in low levels in the local storage reservoirs*
	Security and natural disaster	• Natural disaster or security event that would disrupt operations and/or service delivery	• *Poison containers found near access to water distribution network*
	Public reassurance	• Public questioning of Water Grid operations and decisions for local assets (e.g. regional newspaper, regulator enquiry) • Public questioning of Allconnex Water operations and decisions for local assets (e.g. regional newspaper, regulator enquiry)	• An event which is likely to cause: political interventions, media attention, criminal investigation or legal action • Moderate community consultation required (letterbox drop) or 50% greater than average number of community contacts (200 per day) • Greater than 2 articles in local media or Board request • Media enquiries eventuate as a result of a Level 2 Incident or Alert • *Medium term adverse media at a regional or state level, such as large increase in volume of adverse calls to call centre*
	Environment	• Significant release of pollutants with mid-term recovery • High risk of environmental regulatory requirements breach with the potential to affect drinking water supply works	• Moderate on-site impact e.g. little or no local area impact • No external area impacts

	• Notification of an incident to a regulator	• *Exceedance of a concentration limit whereby the Queensland Manufactured Water Authority cannot access water from a waste water treatment plant* • *Exceedance of a discharge licence where discharge is likely to make its way to a drinking water source* • *Environmentally or community sensitive area*
Health and safety of employees or public	• A severe injury or multiple casualties requiring hospitalisation or more than 4 days lost time. • Long term (one month or more) negative health effecting one or more individuals (less than five people). • Serious injury to a single member of public resulting in hospitalisation, with incident relating to Allconnex Water's duty of care.	
Economic	• 7.5-14%% of EBIT	
Legal & Regulatory	• Moderate breach of legislation. Litigation in the District or Magistrates Court or • Penalty notice received.	

Level 4—Major

General principles	Incident Category & Criterion		Examples
• Single or multiple regions affected. Multiple Grid Participants and the Water Grid Manager with State departments involved or on standby • Minister may issue a Water Supply Emergency Declaration • Moderate impact for a large population or major impact for a small population • Significant publicity and exposure emerging as a result of incident. • Significant financial commitment required to recover. • Situation escalating and further internal or external resources need to be brought into the incident.	**Quality**	• Localised, significant health impact for an acute health related parameter (no declared outbreak expected) • Sustained, major impact for small population.	• *Cryptosporidium event at a minor water treatment plant only supplying an isolated small town, which results in a boil water notice being issued* • *There are repeated exceedences of a chronic health guideline value affecting a small population, e.g. total trihalomethanes, where Queensland Health or the regulator determines that there may be a risk to public health*
	Service Delivery/Supply	• Major unplanned asset failure leading to service interruptions – days to weeks to rectify • Impacts on Grid Contract obligations or multiple Grid Customer disruptions • Drought trigger is reached within any Water Grid supply reserves	Potable water • Unplanned asset failure to 10000 to 30000 properties for 8-48 hours Non A+ Recycled water • >2 weeks asset failure to entire recycled water supply scheme • *Future drought declaration – restrictions implemented*
	Security and natural disaster	• Localised natural disaster or security event	• *Flood, fire, cyclone or tsunami significantly impacts on a wastewater treatment plant or major pump station* • *Credible threat to major infrastructure received by Allconnex Water or Government* • *Australian pandemic alert phase 6a, 6b or 6c 3*
	Public reassurance	• Public confidence in Water Grid operations diminished and looking to validate information decisions (e.g. national TV news and/or regulator investigation) • Public confidence in Allconnex Water operations diminished and looking to validate information decisions (e.g. national TV news and/or regulator investigation)	• Greater than 2 state negative media articles on two consecutive days, and/or Board requests. • Major community consultation required (door knock, media management) or 75% greater than average community contacts (200 per day) • *Adverse state-wide or national media attention* • *Call centre receives a number of complaints related to multiple suburbs or two or more retailers*
	Environment	• Significant long-term environmental effects with the potential to affect drinking water supply works • Significant risk of breaching environmental requirements long-term (weeks)	• High level on site impact e.g. moderate local area impact, minimal external impact. • *Major wastewater spill to a water course.* • *Major wastewater spill upstream of a water treatment plant*
	Health and safety of employees or public	• An incident resulting in extensive/ permanent injury or illness • Long term (one month or more) severe health effects on multiple people or moderate effects on significant numbers of people (e.g. entire work group)	

	• Serious injury to multiple members of the public resulting in hospitalisation with incident relating to Allconnex Water's duty of care
Economic	• 15-24% of EBIT
Legal & Regulatory	• Major breach of legislation or litigation with consequences including large financial penalties and/or sanctions.

F645

Level 5—Catastrophe

General principles	Incident Category & Criterion		Examples
• Large-scale impact across South East Queensland, other utilities affected. Requires government intervention at state and federal levels to manage the incident • Minister is likely to issue a Water Supply Emergency Declaration • Major impact for large populations, complete failure of systems • An emergency incident or combination of incidents with the potential for large-scale short-term and long-term impacts to human well-being and the environment including terrorism impacts or natural disasters • State or Local Disaster Management Groups activated directly impacting upon water supply or wastewater treatment.	**Quality**	• Major impact for large population, extreme volume of complaints • Complete failure of systems • Significant health impact for an acute health related parameter (declared outbreak expected). • Sustained, major health impact for large population	• *Cryptosporidium event within the water distribution network which results in a boiled water notice being issued for a District.* • *There are repeated exceedences of a chronic health guideline value affecting a large population, e.g. total trihalomethanes, where Queensland Health or the regulator determines that there may be a risk to public health or a public health risk is confirmed*
	Service Delivery/Supply	• Extreme unplanned asset failure – weeks to months to rectify • Major rectification works to re-establish water supply • Drought supply reserves are reaching the emergency volumes	Potable water • Unplanned asset failure to more than 30000 properties for more than 48 hours • *Extreme restrictions apply and emergency supply projects instigated*
	Security and natural disaster	• Extreme natural disaster or security event • A security incident that attracts Federal and/or State Governments' interventions	• *Bomb blast impacts major asset* • *Flood, fire, cyclone or tsunami extensively impacts on a wastewater treatment plant or major asset* • *Australian pandemic alert phase 6a, 6b or 6c*
	Public reassurance	• Widespread concerns expressed by public and loss of trust in Water Grid operations (e.g. international TV news headlines and/or government investigation) • Widespread concerns expressed by public and loss of trust in Allconnex Water operations (e.g. international TV news headlines and/or government investigation)	• Extensive, national negative media coverage over a number of weeks • Extensive community consultation required post disaster mitigation and/or 100% greater than average community contacts (200 per day) • *Adverse national or international media attention* • *Call centre receives an extreme number of serious complaints across multiple Districts*
	Environment	• Catastrophic, long-term environmental impacts with the potential to affect drinking water supply works • Extreme risk of breaching environmental regulatory requirements. Immediate notification of relevant authorities	• Serious environmental harm e.g. high local area impact and/moderate external impact.
	Health and safety of employees or public	• An incident resulting in single or multiple staff fatalities • Long-term severe health impact in significant numbers of people (e.g. entire work group) • Any fatality or permanent impairment to a member of public with incident relating to Allconnex Water duty of car	
	Economic	• >25% of EBIT	
	Legal & Regulatory	• Major litigation including class actions in the Supreme Court. • Criminal culpability leading to custodial sentence	

Attachment B - Activation & Escalation Model

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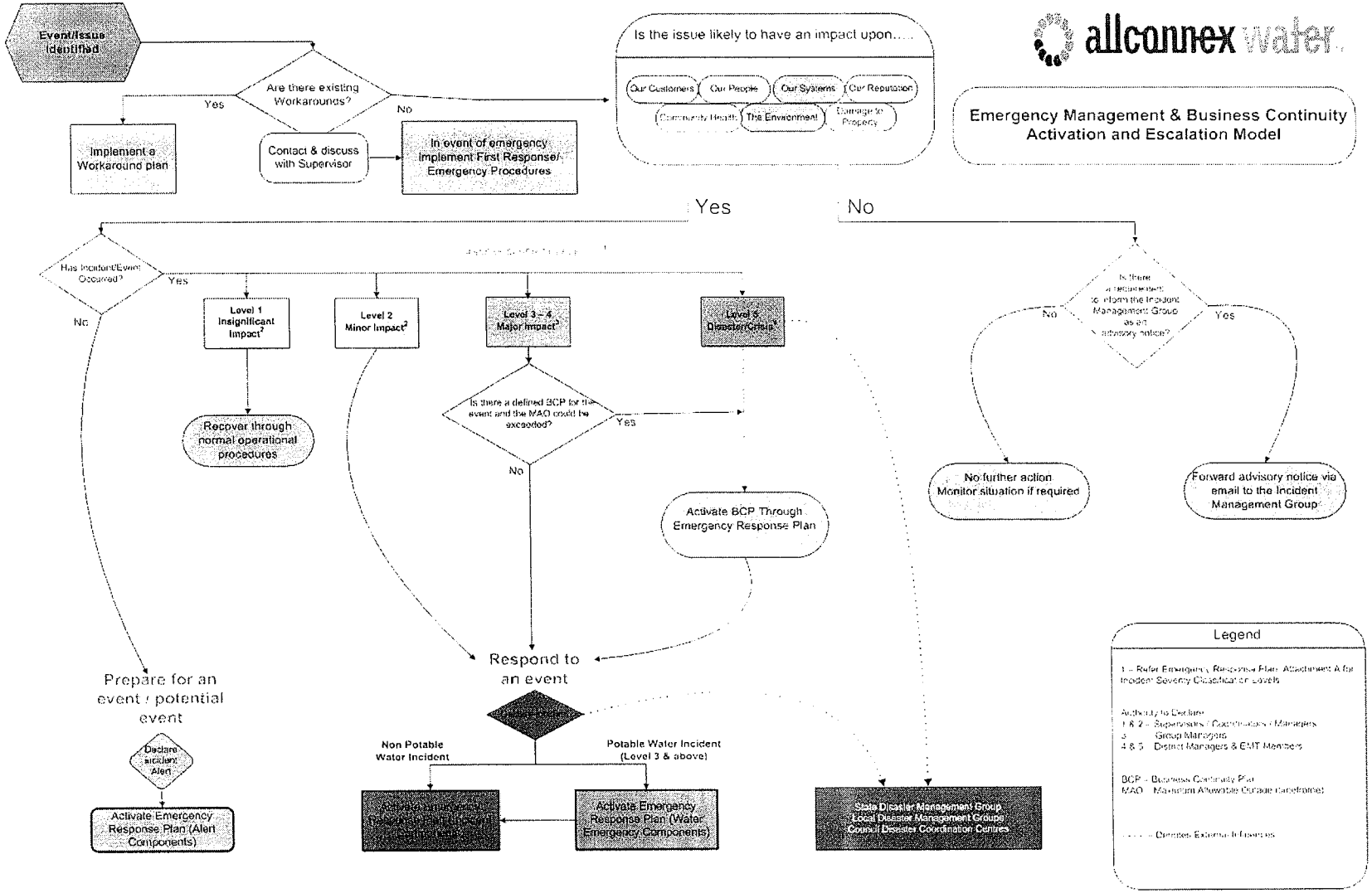
Activation & Escalation Model



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Attachment C - Emergency Contact List

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Emergency Contact List

Internal Stakeholders

ALLCONNEX WATER				
ROLE	CONTACT PERSON	TELEPHONE	MOBILE	EMAIL
REDLAND DISTRICT				
District Manager (1st contact for incidents)				
Mgr Treatment Ops (2nd contact for incidents)				
Mgr Reticulations Operations				
Customer Relations Officer *(For Comms/Media)*				
Cleveland WWTP				
Capalaba WWTP				
Victoria Point WWTP				
Thorneside WWTP				
Mount Cotton WWTP				
Point Lookout WWTP Dunwich WWTP				
Pump Station Office				
LOGAN DISTRICT				
District Manager				
Duty Operator				
Control Room				
Duty Officer				
Operations Manager				
Treatment Manager				
Snr Maintenance Engineer				
Snr Operations Engineer				
GOLD COAST DISTRICT				
District Manager – Gold Coast				
Operations & Maintenance Branch				
Manager Operations & Maintenance				
Coordinator Business Support – OM				
Supervisor Network Operations				
ROLE		TELEPHONE	MOBILE	EMAIL

ALLCONNEX WATER	
Coordinator Mechanical Electrical	[redacted]
Coordinator Civil Works	
Field Safety Officer	
Field Safety Officer	
Supervisor Beenleigh WRF	
Duty Operator Beenleigh	
Supervisor Coombabah WWTP	
Duty Operator Coombabah	
Supervisor Elanora WWTP	
Duty Operator Elanora	
Supervisor Merrimac WWTP	
Duty Operator Merrimac	
Supervisor Pimpama RWTP	
Duty Operator Pimpama	
Supervisor Stapylton RWTP	
Gold Coast District 24hr Network Ops Centre	
Policy & Systems Group	[redacted]
Manager Environment	
Coordinator Safety Management System	
Senior Officer Incident Management	
Group Manager Policy & Systems	
Manager Product Quality	
Manager Quality Systems	
Customer Contact	[redacted]
Group Manager Marketing & Brand Management	
Cust Contact Training & Liaison Manager	
Gold Coast District Customer Contact Centre	
Other Gold Coast District Branches	[redacted]
Manager Service Delivery	
Manager Infrastructure Delivery	

GOLD COAST DISTRICT ON-CALL CONTACTS

POSITION	[redacted]	
On-Call Manager		These numbers divert to relevant on-call officer
On-Call Operational Coordinator		
On-Call Environmental Officer		
On-Call Customer Service		
On-Call Civil Works Supervisor		
On-Call Network Ops Supervisor		
On-Call Mech/Elec		
On-Call WWTP Supervisor		
On-Call Network Ops – Water		
On-Call Network Ops – Wastewater		
On-Call Scientific Services		

GCCC DISASTER MANAGEMENT CONTACTS

SERVICE	POSITION	TELEPHONE	MOBILE
Council Wide Disaster Coordinator	Exec Coord Disaster Mgmt	[redacted]	
Equipment, Machinery, Power Generators, Boats	Manager Fleet & Plant		
Legal Advice	Senior Lawyer		
Plans (As built and others)	Print Services Team Leader		
Communication with community	Exec Coord Community Relations		
Media Liaison	Manager Corporate Communications		
Alternate Call Centre	Manager Financial Services		

GCCC INTERNAL SERVICE PROVIDERS

SERVICE	POSITION	TELEPHONE	MOBILE
Plant, e.g. Trucks, Sweepers etc	Fleet Technical Supervisor	[redacted]	
	Operations Coordinator		
	Fleet Supervisor Heavy Vehicles		
	Heavy Plant Supervisor		
Small Plant	Small Plant & ancillary Supervisor		
Stores	Coordinator Supply Services		
	Supervisor Stores & Inventory		

GCCC INTERNAL SERVICE PROVIDERS			
IT Services	Manager IT Operations	5581 6308	0414 180 083

External Authorities & Regulators

FIRST PRIORITY CONTACTS				
ROLE	CONTACT PERSON	TELEPHONE	MOBILE	EMAIL
[redacted]				
Duty Manager	1st point of contact			
Chief Exec Officer	Barry Dennien			
Director Risk & Technology				
Director Operations	Dan Spiller			
Risk Program Manager				
Media Duty Manager				
Director Communications				
Risk and Emergency Manager				
[redacted]				
General Water & Catchment Services	Debbie Best			
General Manager Urban Water				
GM, Client Communications and information				
Office of Water Supply Regulator	Drinking Water Incidents			
Office of Water Supply Regulator	Recycled Water Incidents			
Director Dam Safety – Office of Water Supply	Peter Allen			
To report pollution incidents (24hrs)	EPA Hotline			
Dept of QLD Health – Population Health Unit				
Director of Water Quality Unit				
Water Quality Unit Emergency Contact				
Forensic & Scientific Services Lab				
Dept of Employment, Economic Development & Innovation				
Workplace Health & Safety (24hrs)	Accident Notification			

External Stakeholders

GRID PARTICIPANTS - FIRST PRIORITY CONTACTS				
ROLE	CONTACT PERSON	TELEPHONE	MOBILE	EMAIL
[redacted]				
Control Room (24/7)	1st Point of contact	[redacted]		
[redacted]				
Senior Operations Manager	Philip Surtees			
[redacted]				
Coord Incident & Emergency Management	David Roberts			

GRID PARTICIPANTS - ADDITIONAL CONTACTS				
ROLE	CONTACT PERSON	TELEPHONE	MOBILE	EMAIL
[redacted]				
Executive Director	Karen Waldman	[redacted]		
[redacted]				
Duty General Manager	On call & 1st point contact	[redacted]		
GM Operational Services	Andrew Moir			
Corporate Communications Manager	Stacey Renouf			
Call Centre				
[redacted]				
Chief Exec Officer	Keith Davies	[redacted]		
Manager Comms & External Relations	Paul Rees			
Operations Manager Purified Recycled Water				
Operations Manager Desal				
Call Centre – Western Corridor Recycled Water				
Call Centre – Gold Coast Desalination Plant				
[redacted]				
Exec Gen Manager Operations	Jim Pruss	3035 5716	0418 983 357	jpruss@seqwater.com.au
Coastal Operations Manager		[redacted]		
Central Operations Manager				
Water Quality Product Manager				
Incident Management Hotline				
ROLE	CONTACT PERSON	TELEPHONE	MOBILE	EMAIL

GRID PARTICIPANTS - ADDITIONAL CONTACTS	
Veolia Water Australia	
Dir Ops Tugun Desal & West Cor RW	[redacted]
Media & Corporate Affairs Manager	
Call Centre (24hrs)	

OTHER KEY STAKEHOLDER CONTACTS				
ROLE	CONTACT PERSON	TELEPHONE	MOBILE	EMAIL
Emergency Services				
Emergency Management Queensland	State Disaster Coord	[redacted]		
QLD Fire & Rescue	Head Office			
QLD Fire & Rescue	Media Liaison			
Chemical Hazards & Emerg Mnmt	(Chem)			
QLD Police Service	Head Office			
QLD Police Service	Counter Terrorism			
QLD Police Service	Media & Public Affairs			
QLD Police Service – Water Police	Brisbane			
QLD Police Service – Water Police	Wynnum			
QLD Police Service - Counter Terrorism Strategic Policy Branch	Peter Hallinan			
QLD Police Service – Security Intelligence Branch				
State Government				
MINISTERS' OFFICES				

Do not contact Ministers' Offices directly other than that of the Minister for Natural Resources, Mines and Energy - who will contact the Premier and other Ministers as necessary.

MINISTER FOR NATURAL RESOURCES, MINES & ENERGY	
Policy Advisor	[redacted]
Media Advisor	
Principal Advisor	

OTHER KEY STAKEHOLDER CONTACTS

ROLE	CONTACT PERSON	TELEPHONE	MOBILE	EMAIL
State Government				
Departments				
DEPT OF PREMIER & CABINET - SECURITY PLANNING & COORD				
Principal Project Officer	[redacted]			
DEPT OF TREASURY				
Assistant under Treasurer				
Treasury Advisor				
DEPT OF TRANSPORT & MAIN ROADS				
Transport, Snr Advisor Emerg Mgmt	[redacted]			
Main Roads, Snr Advisor Incident Coord				
Local Government				
QUEENSLAND URBAN UTILITIES (QUU)	[redacted]			
West Duty Officer	West Control Room			
Media Duty Manager	24/7 Communications and Media Duty Manager			
Manager – Source Control & Product Quality	Water quality contact			
COO	Robin Lewis			
CEO	[redacted]			

Emergency contact for East QUU incident management room (when activated)

[redacted]

Email contact for West QUU incident Management room (when activated)

[redacted]

Email contact for West QUU Emergency Management room (when activated)

[redacted]

THESE EMAILS ARE ONLY MONITORED WHEN AN INCIDENT OR EMERGENCY HAS BEEN DECLARED AND THE ROOM/S ACTIVATED

UNITYWATER				
Duty Shift Officer	Network Operations Control Room	[redacted]		
Southern Region (Moreton Bay Regional Council Area)				
Principal Engineer Network Control	[redacted]			
Senior Manager Network Operations				
Executive Manager Operations South				
Northern Region (Sunshine Coast Regional Council Area)				
ROLE	CONTACT PERSON	TELEPHONE	MOBILE	EMAIL

OTHER KEY STAKEHOLDER CONTACTS	
Network Operations Control Room (North)	Duty Shift Officer
Network Operations Manager	[redacted]
Manager Operations	
Executive Manager Operations North	
Head Quarters	
Customer Service Team	Call Centre
Manager Communications & Marketing	[redacted]
Coordinator Business Resilience	
Manager Business Sustainability	
CEO	
CFO & Dept CEO	
CS ENERGY	
Coal & Water Resources Mgr	[redacted]
Swanbank Power Station (3 ph lines)	
Swanbank P.S. Ops Superintendent	
TARONG ENERGY CORPORATION	
Acting Manager Operations	[redacted]
Snr Communications Advisor	
Community Relations Mgr	
TOOWOOMBA REGIONAL COUNCIL	
Director Water Services	Kevin Flanagan
Manager Water Operations	Alan Kleinschmidt

EXTERNAL CONTACTS & SERVICE PROVIDERS			
SERVICE	COMPANY	TELEPHONE	MOBILE
Poison Information	QLD Poisons Information Centre	131 126	
Power	Energex	5583 8568	
Power - General Enquiries	Energex	131 253	
Power - Loss of Power	Energex	136 262	
Phones	Telstra	132 203	
SERVICE	COMPANY	TELEPHONE	MOBILE
Phones	Optus	1300 300 332	

EXTERNAL CONTACTS & SERVICE PROVIDERS

Hire-Generators, Lighting Towers, Pumps etc	Coates Hire	5593 8222
SCADA Support, Sewer System	Parasyn	
SCADA Support, Water System	Radtel	02 9479 3900
SCADA Support, Elanora WWTP	Yokogawa Control Systems	
Waste Removal	Zappaway Liquid Waste Removalists	3803 6288
Waste Removal	Transpacific	3489 5900
Waste Removal	Wastetrans	3804 6329
Concrete	Nucon	5573 6399
Restoration materials	Currumbin Garden Centre	5525 5688
Restoration materials	Labrador Landscaping Supplies	5532 7841
Restoration materials	Preston Landscaping Supplies	5578 1394
Restoration materials	Mudgeeraba Earthmoving Landscaping Supplies	5530 2359
Chemical Supply	BOC Gases	3212 4363
Chemical Supply "polyelectrolyte"	CIBA Chemicals	02 4350 3200
Chemical Supply "sodium hypochlorite"	Elite Chemicals	3893 7500
Chemical Supply "hydrated lime"	Unimin Australia	3275 9807
Chemical Supply "methanol"	Recochem	3308 5200
Chemical Supply "liquid alum", "citric", "sulphuric acid"	Omega Chemicals	5539 3499
Chlorine Container Leak	Orica Australia	1800 033 111
Gas	All Gas Ray Tony	5525 5920 5525 5920 5525 5920
Traffic Control	Guardrite	5597 5527
Roads	Dept Main Roads	5583 8379
Divers	Waters Marine	5529 5082
Divers, Dirty water	Gilbert Diving	1300 602 664
Police	Counter Terrorism Liaison Officer	
Police	Sergeant GC District Intelligence Officer	5570 7911
Police	Local Police Station - Beenleigh WWTP	3807 7770
Police	Local Police Station - Pimpama WWTP	5519 5555
Police	Local Police Station - Commbabah WWTP	5537 5099
SERVICE	COMPANY	TELEPHONE
Police	Local Police Station - Molendinar	5503 8999
Police	Local Police Station - Merrimac WWTP	5559 3888

EXTERNAL CONTACTS & SERVICE PROVIDERS	
Police	Local Police Station – Elanora WWTP
Security	Nitestar Security Group
Security	Instant Security Alarms
Security	GCCC Surfers Security Operations Centre
Security Gates (WWTPs, Tugan, Benowa, WPPs)	Technet Systems, Peter Technet Systems, Brian

[redacted]

Attachment D – Isolated Supply Schemes – Contingency Plans

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Contingency for securing alternate water supply

The isolated water supply areas within the Allconnex Water North service area are:

- ☐ Dunwich – approximately 461 customers
- ☐ Amity Point – approximately 394 customers
- ☐ Point Lookout – approximately 775 customers

1 Isolated water supply area detail

1.1 Dunwich

Maximum total storage capacity is 2.23 ML. Minimum operating capacity is maintained at 48% capacity or a minimum of 1.07 ML
Dunwich water consumption is approximately 0.48 ML per day. Storage capacity will therefore provide between 2.2 and 4.6 days normal usage if supply is interrupted.

1.2 Amity Point

Maximum total storage capacity is 1.14 ML. Minimum operating capacity is maintained at 71% capacity or a minimum of 0.8 ML
Amity Point water consumption is approximately 0.32 ML per day. Storage capacity will therefore provide between 2.5 and 3.5 days normal usage if supply is interrupted.

1.3 Point Lookout

Maximum total storage capacity is 2.42 ML. Minimum operating capacity is maintained at 80% capacity or a minimum of 1.9 ML
Point Lookout water consumption is approximately 0.9 ML per day. Storage capacity will therefore provide between 2.1 and 2.6 days normal usage if supply is interrupted.

2 Infrastructure failure

In cases of reticulation system failure causing serious interruption to supply the incident will be managed in accordance with Allconnex Water service response protocols.

3 Reservoir failure

In the event of a reservoir being taken off line because of damage or unspecified water contamination that cannot be corrected by additional chlorination.

a. The incident will be escalated and managed in accordance with the Allconnex Water's Emergency Response Plan.
b. As an immediate short term remedy water tankers may be sited at the reservoir and filled from the normal trunk main reservoir feed

4 Bulk supply failure

Seqwater are responsible for the supply of bulk water to the Allconnex Water network:

a. The incident will be escalated and managed in accordance with the Allconnex Water's Emergency Response Plan, Seqwater's Incident Management Plan and the Grid Manager's Emergency Management Plan.
b. It is expected that such an event would constitute a Water Grid emergency and therefore assistance from the Grid Manager may be expected in sourcing alternate supplies of drinking water. Information on alternate water sources is contained in section 6.
c. Reservoir levels must not drop below emergency fire fighting levels. Action will need to be triggered in time to avoid reservoirs reaching lower than safe levels
d. It may take some time to assemble tankers therefore reservoir storage capacity will be used initially

5 Communications

Allconnex Water Communications Branch will be responsible for keeping the affected community informed. Information provided to the community may include:

- the nature of the problem
- who is affected
- the expected duration
- how the community will be affected
- what the community can do
- what Allconnex Water are doing:
  - about the problem
  - to supply water

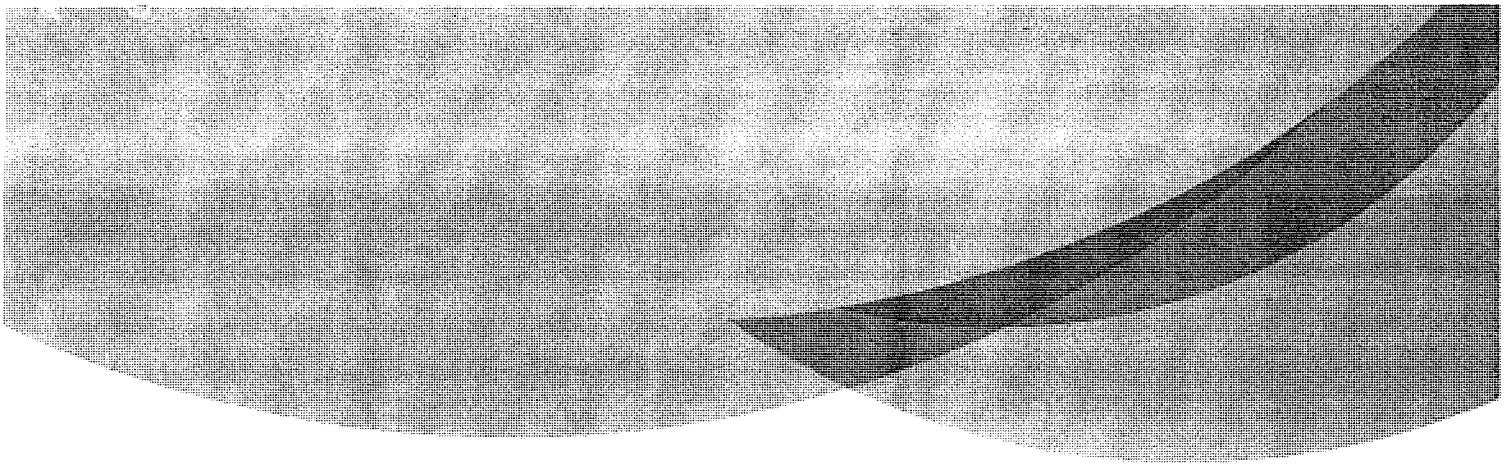
Information will need to be regularly updated.
Information may be provided by means of:

- Local news outlets (TV, radio, press)
- Leaflet drops
- Door knocks
- Allconnex Water's customer call centre and the Regional Council's call centre
- Allconnex Water's website

6 Alternate Sources of Water

a. Reservoir levels must not drop below emergency fire fighting levels. Action will need to be triggered in time to avoid reservoirs reaching lower than safe levels.
b. In most areas, should there be a supply interruption and the outage is expected to last long enough to cause storage in the reservoirs to drop below safe levels, water may be carted by tanker and pumped into the distribution network via a suitably located fire hydrant or directly into the reservoirs. Health requirements must be fully met during this operation.
c. The method and location of introducing tankered water into the system will depend on the circumstances at the time.
d. The number of tankers required would depend on the capacities of available tankers.

Table 1: Domestic Water CarriersWater Carter	Telephone	Capacity (kL)
Trainor Transport Pty Ltd 135 BAYLISS ROAD HERITAGE PARK QLD 4118	[redacted]	8
Queensland Water Transport Pty Ltd PO Box 80 WAMURAN QLD 4512		20
Watertank Hire Service 143-155 Duncan Road SHELDON QLD 4157 Craig Surawski		15
APL Water 1-23 Wandearah Road LOGAN VILLAGE QLD 4207		13



all connected all for you all the time

allconnex water™

PO Box 8042
Gold Coast MC 9726
1300 000 WATER
(1300 000 928)
info@allconnex.com.au
www.allconnex.com.au

[redacted]
Wednesday, 19 January 2011 5:38 PM
Barry Dennien; Dan Spiller; [redacted]
Fwd: debrief plan
Attachments: SEQWGM Flood debrief prop 2011.pdf; ATT00001.htm

T10

Per our meeting this evening, pls find attached outline plan from MC2. Will you pls provide feedback - by lunch Thursday, so I can get a costed proposal and retain them asap

Thanks

SD

Sent from my iPad

Begin forwarded message:

From: [redacted]
Date: 18 January 2011 10:14:54 AM AEST
To: [redacted]
Subject: debrief plan

[redacted]
Good to chat briefly yesterday, to clarify potential requirements. Have attached as promised a few thoughts on how you might go about the process to derive maximum benefit, and look forward to your feedback (then can discuss timing / input level / costings as required).
Confirm that we could be around next week (or [redacted] could even make end of this week if required - given that Australia Day cuts into next week).
Await your call / instructions - probably best on mobile - [redacted]
Cheers

[redacted]

MC² Pacific

Lvl 3, 68 Alfred Street
Milsons Point NSW 2061
[redacted]

Mr Scott Denner
SEQWGM

January 18, 2011

[redacted]

Emergency Response Debrief

Following our discussions, we set out below both our credentials to assist in the debrief process, and a range of considerations regarding how this might best be approached to replace or complement the originally planned exercise program.

In framing these suggestions we are cognisant that there will be significant other pressures in terms of both recovery tasks and investigations, but also that it will be important to capture while information is still fresh in minds, all the different experiences, perceptions, and key lessons from Grid Participants, other stakeholders and related essential services, as well of course as Government and the public.

Credentials

Quite apart from the emergency planning and exercise capabilities of MC²Pacific which you know, we have been intimately involved in the investigation, review, or debrief of a number of major emergencies, including

- Leading the Board level review of the Sydney giardia contamination crisis in the late 90's on behalf of Sydney Water
- Coordinating the review of the gas supply crisis and distribution issues in Melbourne after the Longford disaster, on behalf of the Victorian Energy Networks Corporation
- Investigating the handling of several prolonged power outages along the eastern seaboard on behalf of NEMMCO
- Conducting investigations and debriefs following the major storms and water supply disruptions on the NSW Central Coast in 2007, on behalf of Gosford City Council and Hunter Water

In addition we have handled the post incident review of many major natural and man made disasters on behalf of such individual organisations as Shell / Sydney Ports (oil spill), Caltex (fire / explosion), and Powerlink / Energex (summer storms / power outages). We are therefore confident we are well equipped to plan and help coordinate the WGM review and debrief process.

Exercise implications

While it seems sensible to defer the envisaged 'MATRIX 2' exercise, given both the current demand on Grid Participants and the practice / learnings which may be derived from the Flood disaster, we should highlight that:

- Not all the Grid ERP key processes will have been fully tested, such as level 4 command and control, use of all the emergency facilities and systems, issue of public information – several of which would have been overtaken by events or taken over by higher authorities
- Not all Grid Participants will have been fully involved in the strategic and technical response and communications processes that took place during the 2011 flood event

It may therefore be prudent, rather than replace MATRIX 2 with the debrief, to postpone the planned exercise until later in the year, and perhaps change / simplify the format to a desktop session, in order to achieve all the original objectives.

Debrief key principles

In planning the debrief process, we believe there are several overriding issues which will need to be addressed in the short term including recognition that in addition to the extensive recovery activities:

- There are likely to be several other related external initiatives being launched, including the Government Commission of Inquiry, internal Participants' debriefs, and Emergency Services / Regulatory Authorities' reviews – all of which might impact on the WGM review or identify information requiring to be provided
- The value of a hot debrief would be enhanced if based on some initial feedback from Participants which can be collated and shared in advance, rather than starting from a blank sheet. It will therefore be important to capture early, information from each of the Grid Participants, in a standard template which facilitates identification of key findings, issues, and lessons with regard to each of the six phases of the ERP
- Perceptions and feedback regarding the Grid preparedness, issue identification, response, and communications / information flow, from other parties will also be important, including from Government, other stakeholders and response agencies, other utilities, neighbouring water networks, Mutual Aid providers, and the general public This information will also have to be captured before the final debrief and report

These factors have been reflected in the staged methodology / approach summarised below.

Proposed Methodology

We would propose a staged approach as follows:

Stage 1 – Planning and data capture

- Review the Grid Manager / EMT response information, logs etc to provide a basic overview of events from an agreed starting date, and highlight the key Grid-wide issues which will need to be explored
- Review activities conducted against the technical and communications protocols in the SEQ Water Grid Emergency Response Plan (ERP)
- Identify information that is likely to be required by the Government inquiry

- Develop and distribute a simple standard assessment and report template to provide consistent basic input by Grid Participants in advance of the debrief meeting

Stage 2 – " Hot" Debrief meeting

- Collate the Grid Participants' reports and assessments and highlight key issues for discussion
- Agree debrief meeting format and develop / issue agenda, along with the above overall findings and issues summary
- Arrange and conduct the debrief and capture all comments, issues, and suggestions

Stage 3 – Follow-up and Report

- Draft key debrief outcomes, focussing on overall response / ERP effectiveness, including recommendations in relation to the six ERP stages
- Interview all key Participants, even if only involved in a support role, along with EMT teams, in order to clarify and expand on the meeting outcomes
- Obtain feedback / perceptions from external stakeholders
- Expand and finalise draft report for discussion with the Water Grid Manager
- Issue summary of draft report for discussion at the full debrief

Stage 4 – Full ("Cold") Debrief meeting

- Using the outline report as a basis, conduct full debrief meeting with selected nominees from each of the Grid Participants, regulators and key external parties to discuss the findings, make further comment, and receive updates in relation to any Government inquiry. (This meeting may be extended to encapsulate the views of Grid Participants on submitting to Government recommendations for infrastructure upgrades that have been identified as essential to counter an event equal to the 1974 or 2011 floods in the future.)

Stage 5 – Way forward

- Using the comments and observations made at the meeting, MC^{2}Pacific would finalise the report and discuss with the Grid Manager any actions required. Taking into account our earlier remarks in relation to Exercise MATRIX 2, we would also plan to discuss with the Grid Manager the ways and means by which a postponed exercise could be used to test and embed the agreed recommendations.

Next steps

If this approach meets requirements and gets the support of the WGM and Grid Participants, we suggest the next steps should include:

- Expanding the preparatory tasks and drafting / issuing the agreed report template

- Establishing the overall schedule and developing a timetable for data collection, interviews, reports etc
- Organising the initial "Hot Debrief" session during the next few weeks

We trust this helps clarify requirements and look forward to your feedback on the best way forward.

Yours sincerely



[redacted]

From: [redacted]
Sent: Thursday, 20 January 2011 9:19 AM
To: Barry Dennien; Dan Spiller; [redacted]
Subject: RE: debrief plan

Categories: T10

Barry

They will only be able to cost it once we confirm the scope of works - I won't independantly authorise it until there costing is agreed by Jo/you. My intent is to bring it in within the budget for Ex MATRIX II.

The hot debrief (first part) can be tailored to suit the personnel available. The full debrief will take place after recovery, when staffing is less of an issue.

[redacted]

From: Barry Dennien
Sent: Thursday, 20 January 2011 8:52 AM
To: [redacted] Dan Spiller; [redacted]
Subject: RE: debrief plan

[redacted]

Two things:
1. I would like to know how many people and who and how long, would be required from other organisations, I am very mindful of time constraints in the coming weeks, especially, QUU and Seqwater.

2. Estimated cost.

Barry

From: [redacted]
Sent: Wednesday, 19 January 2011 5:38 PM
To: Barry Dennien; Dan Spiller; [redacted]
Subject: Fwd: debrief plan

Per our meeting this evening, pls find attached outline plan from MC2. Will you pls provide feedback - verbal is fine, by lunch Thursday, so I can get a costed proposal and retain them asap

Thanks

[redacted]

Sent from my iPad

Begin forwarded message:

From: [redacted]
Date: 18 January 2011 10:14:54 AM AEST
To: [redacted]
Subject: debrief plan

[redacted]

Good to chat briefly yesterday, to clarify potential requirements. Have attached as promised a few thoughts on how you might go about the process to derive maximum benefit, and look forward to your feedback (then can discuss

timing / input level / costings as required).
Confirm that we could be around next week (or [redacted] could even make end of this week if required - given that Australia Day cuts into next week).
Await your call / instructions - probably best on mobile - [redacted]
Cheers

[redacted]

[redacted]

From: [redacted]
Sent: Thursday, 20 January 2011 3:36 PM
To: Martin Mitchelson
Cc: Barry Dennien; Dan Spiller; [redacted]
Subject: Re: debrief

Categories: T10

[redacted]

With aspects of the emergency still under management it is difficult to actually diarise next Thu/Fri at present, however all of the exec team will be here and you will definitely be able to grab each of us for an hour or two.

The other key staff from a WGM perspective will be those that manned our Emergency Management Room - [redacted] I may be spelling a few of them at that time, however I will ensure that those at work are available.

t may also be useful to interview some of the Comms staff - you will probably get a better idea of that after you have spoken with their Director, Michael Lyons

Regards

[redacted]

Sent from my iPad

On 20/01/2011, at 2:41 PM, '[redacted] wrote:

> [redacted]
> Good to talk again today. As discussed I'll rejig the approach and
> provide costings, tentative schedule etc tomorrow, but I do think it's
> important we start with getting a good understanding of events /
> response / issues from the WGM perspective, plus agree on approach to
> Grid Participants. With that in mind, could you please check
> availability of key WGM staff, including of-course yourself and Barry,
> for next Thur / Fri, before trying to meet any of the other entities over the following couple of
> veeks?
> Thanks
> [redacted]
>
>

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Trim Ref: D/2010/6787

21 October 2010

[redacted]
Chief Executive Officer
Unitywater
[redacted] King St
Caboolture Qld 4510

Dear [redacted]

Unitywater Incident Management Plan Review

We received your Incident Management Plan on 29 September 2010 for our review in accordance with Section 4.30 of *The Market Rules SEQ Water Market*. Our review confirms that your Incident Management Plan is broadly consistent with the SEQ Water Grid Emergency Response Plan and *The Market Rules SEQ Water Market*. As such, your plan is approved.

In accordance with Section 4.30 (b) of *The Market Rules SEQ Water Market*, we have provided comment by way of recommendations (see enclosed comment sheet). These recommendations should be included in Unitywater's Incident Management Plan over the next 12 months as part of the regular review process.

I would like to take this opportunity to thank you for the enthusiastic involvement of your staff throughout this process – their professionalism has been of great credit to Unitywater. As the SEQ Water Grid matures, evolutionary improvement of the SEQ Water Grid Emergency Response Plan is expected. We welcome, and strongly encourage the ongoing collaboration and cooperation by Unitywater throughout this process.

If you have any further enquiries please contac[redacted], Risk and Emergency Manager, on telephone [redacted] or via email at [redacted]

Yours sincerely

Barry Dennien
Chief Executive Officer

Enclosed: Emergency Response Plan Comment Sheet

ERP Comment Sheet

SEQ Water Grid manager

Distribution Service Provider:	Unitywater		
DSP contact officer:	[redacted]	**Contact number:** **Email:**	[redacted]
TRIM numbers:	D/10/6245		
Date received:	29.09.10	**Date due to be received:**	25.10.10
Date by which SEQWGM comments to be received (20 bus days after receipt):	26.10.10	**SEQWGM Action Officer:**	[redacted]

Prepare response Comments for signature:

❑ CEO ❑ Director ❑ Officer: .....

❑ Copy to: .....

Workflow actions:

		Required by:	*Date completed:*	*Initial:*
❑	Draft response:	18.10.10	18.10.10	
❑	Quality Check:	20.10.10		
❑	Approval for issue:	21.10.10		
❑	Date issued:	22.10.10		

Comments: (Acceptable, Recommendation, Remedy Notice)

Market Rules 4.30 (a) (i)

Consistency with Water Grid Emergency Response Plan - Summary

The Unitywater Incident Management Plan of September 2010 is **ACCEPTED** subject to recommendations being acknowledged for consideration during the next review cycle (or earlier if desired). Recommendations are made where there is general alignment with the Water Grid Emergency Response Plan but there is further opportunity for improvement.

Recommendations are made against five areas as detailed at **attachment 1**. No Remedy Notice is issued against the Unitywater Incident Management Plan.

Attachments

1. Unitywater Incident Management Plan review outcomes

ERP Comment Sheet

Adapted from Water Grid Emergency Response Plan - Attachment D: Grid Participant Emergency Response Plan approval requirements

These approval requirements have been used by the Water Grid Manager to ensure Unitywater's Incident Management Plan is consistent with, and meets the objectives of the SEQ Water Grid Emergency Response Plan.

Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
4.30 (a) (i)	General	To facilitate effective interaction during an emergency, Grid Participant emergency response plans should mirror the six-step process detailed in the SEQ Water Grid Emergency Response Plan.	Recommended	5	Section 11, from page 25	ACCEPT	
	Governance and policy	A Testing and Review Plan aligned with that detailed on page 7 of the SEQ Water Grid Emergency Response Plan is to be included.	Required	17	35	ACCEPT	
		A Training Plan aligned with that detailed on page 8 of the SEQ Water Grid Emergency Response Plan is to be included.	Required	8	5	ACCEPT	

ERP Comment Sheet

SEQ Water Grid manager

Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		The general responsibilities of Grid Participants detailed on page 14 of the SEQ Water Grid Emergency Response Plan are to be included.	Required	14	35	**RECOMMEND**	General responsibilities should include reference to 'utilise the Emergency Response IT Solution when implemented for all Emergency Response related activities'. OCA implementation should be considered in the next review of Unitywater's Incident Management Plan
	❶ Identify and assess incident severity	Table 3 (Incident severity classification levels) is to be reproduced verbatim.	Required	19-24	37-42	**ACCEPT**	
		The trigger levels contained within ❶ must be reproduced, with Grid Participant information for action on Level 1, 2 and Alert incidents included as appropriate.	Required	18-24	36	**ACCEPT**	
	Notify	Table 4 (Notification responsibilities) is to be reproduced with the Grid Participant emergency contacts substituted as appropriate.	Required	26	43	**ACCEPT**	
		Contact details for the Water Grid Manager, Duty Manager and Media Duty Manager to be reproduced within the body of the Plan in the section on notifications as well as in the contacts list in the annexes to the Plan.	Required	56	43	**ACCEPT**	

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ERP Comment Sheet

SEQ Water Grid manager

[illegible] Ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		A key stakeholder notification table, similar to Table 5 (Key stakeholder notification) but specific to the Grid Participant is to be included	Required	28	72	ACCEPT	
		The Plan is to specify that records are to be kept in accordance with the instruction on record keeping in [illegible].	Required	29	18	RECOMMEND	There is an opportunity to improve record keeping by including a response or follow-up action column as part of the personal log template. Consider as an improvement opportunity in the next review of Unitywater's Incident Management Plan
	Establish command and control	Table 7 (Command and control function responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	Required	31	44-46	ACCEPT	
		Figure 3 (Emergency Response Team structure) is to be reproduced with Grid Participant details substituted as appropriate.	Required	33	45	ACCEPT	
		Table 9 (Function teams membership) is to be reproduced with Grid Participant details inserted as appropriate.	Required	34	44-45	ACCEPT	
		A description of the structure, role and management of the Incident Management Team, the Interagency Operations Team and the Emergency Management Team are to be included and aligned with the detail in [illegible].	Required	34-36	9-14,44-45 & 61	ACCEPT	

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ERP Comment Sheet

SEQ Water Grid manager

Market Rules ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
		Table 11 (Normal emergency response function team locations) is to be reproduced with Grid Participant details inserted as appropriate.	Required	36	15	ACCEPT	
		The Plan is to include the continuous reassessment process in .	Required	37	56	ACCEPT	
		The Plan is to include the escalation process in .	Required	37	48	ACCEPT	
	Manage the emergency	The Plan is to note that incident management is carried out by the Grid Participant.	Required	39	35	ACCEPT	
		The Plan is to note the emergency coordination functions carried out by the Water Grid Manager as detailed in .	Required	39	49	ACCEPT	
		Table 12 ('Internal' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	Required	43	50	ACCEPT	
		Table 13 ('External' communication roles) is to be reproduced with Grid Participant details inserted as appropriate.	Required	45	51	ACCEPT	

ERP Comment Sheet

SEQ Water Grid manager

[illegible] ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
	Manage the recovery	Incident de-escalation and emergency de-escalation are to be included in the Plan as detailed in .	Required	48	52	ACCEPT	
		The requirement for an Incident Close-out Report as detailed in is to be included in the Plan.	Required	49	52	ACCEPT	
		The role of the Emergency Management Team in managing the recovery as detailed in is to be included in the Plan.	Required	50	53	ACCEPT	
	Improvement actions	Table 14 (Debriefing responsibilities) is to be reproduced with Grid Participant details inserted as appropriate.	Required	52	53	RECOMMEND	It may be useful to include detail on position or business area responsible for debriefing the incident to make clear debriefing responsibilities. Consider as an improvement opportunity in the next review of Unitywater's Incident Management Plan
		Post-emergency Report and Risk Register actions as detailed in are to be included in the Plan.	Required	53	53,54	RECOMMEND	While this section replicates what is in the Water Grid ERP, it would be useful to specify Unitywater's internal process. Consider as an improvement opportunity in the next review of Unitywater's Incident Management Plan

ERP Comment Sheet

SEQ Water Grid manager

Market Clause ref	Components	Component description	Recommended (best Practice) OR Required (compulsory)	WG ERP Pg Ref	Participant ERP Pg Ref	Result	Comments
4.29 (d)		All isolated supply schemes are to be identified in an annex to the Plan, with a suitable contingency plan for the provision of an alternate water supply detailed for each.	Required	-	112-123	**RECOMMEND**	Where tankering water is not feasible, develop site emergency management plans (or reference plans if they already exist) for a contamination or asset failure which may include continuity arrangements, mutual aid requirements, water drop locations and expected community response. Reference in the next review of Unitywater's Incident Management Plan.

OCO-0003 - Business Resilience Manual Part 3:

Incident Management Plan

Plan Manager:

[redacted]
Manager Business Sustainability

Sept 2010

Plan Sponsor:

[redacted]
Executive Manager Corporate and Sustainability

Sept 2010

Approved by:

[redacted]
CEO
Sept 2010

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Document Details

This document is uncontrolled when printed

Amendment Record

Version Number	Description	Date
1.0	Draft	May 2010
1.1	First Adopted Version	Aug 2010
1.2	Updated incorporating SEQWG ERP amendments	Sept 2010

Issue Record:

Issued to (person / position / site)	date

Update Record

Update version	date	updated by	position	signature

References

Ser	Title
A	Unitywater Risk Management Manual
B	Unitywater Business Resilience Manual

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1 Introduction

Despite the best risk management strategies, operating procedures and precautionary measures, unexpected incidents may eventuate and impact Unitywater. Under the *Market Rules*, the SEQ Water Grid Manager is required to develop and manage the SEQ Water Grid Emergency Response Plan. In turn, the SEQ Water Grid Manager requires Unitywater, as a member of the SEQ Water Grid, to develop, maintain and test an incident management plan.

This Incident Management Plan is part of the Unitywater Business Resilience Manual and describes Unitywater's approach to managing incidents of any scale and type. It details the management structures and procedures that will be put into effect in the event of an incident and outlines the roles and responsibilities of key appointments.

The incident management arrangements outlined here have been prepared to ensure that, in the event of an incident, Unitywater can rapidly respond to any operational and reputational issue and bring it under control, limiting impacts on staff, the community, the environment and operations

1.1 Aim

The aim of the Incident Management Plan is to outline command, control and communication processes and procedures to respond efficiently and effectively to any incident while eradicating or minimising impacts on Unitywater employees, customers, the environment, assets and reputation.

1.2 Objectives

The Incident Management Plan is designed to:

a. Provide procedures for reporting and assessing incidents accurately in order to apply the appropriate response before they escalate;

b. Ensure there is an agreed procedure to manage incidents;

c. Provide procedures to mobilise Incident Response Teams;

d. Provide procedures to mobilise the Critical Incident Management Team (CIMT);

e. Guide the members of the incident management teams by detailing their roles and responsibilities;

f. Ensure communication with stakeholders is carried out in accordance with Unitywater communication policy; and

g. Provide a number of resources and tools to assist and guide incident management teams.

1.3 Application

The processes and procedures in the Incident Management Plan are used to respond to an incident once it has been reported. The procedures, structures and guides in this Plan are flexible and scalable, noting that a key aspect of a successful incident management is the ability to adapt to any type of situation and recover from it as quickly as possible.

The following are examples of different types of incidents Unitywater may be faced with:

a. Break of a trunk water main or damage to a reservoir with possible water loss, loss of water supply, scouring, or property damage;

b. Illegal access to a water reservoir or water pump station (e.g., access hatch to a reservoir is opened without authorisation or because of vandalism);
c. Water quality monitoring program identifies noncompliance with the Australian Drinking Water Guidelines (ADWG);
d. A fire causing damage to Unitywater offices or facilities;
e. An accident resulting in harm to members of a field crew;
f. A major loss of IT systems;
g. Broken sewerage pressure main;
h. A service management issue resulting in a major impact to reputation;
i. Sewerage pump station overflow; or
j. Large volume of sewerage overflows to a sensitive public environment.

As a result of the State Government's water reform and the establishment of separate authorities or participants within the Water Grid, this Plan does not cover incidents associated with the following, as they are the domain of the SEQ Water Grid Manager or other Grid Participants:

a. Raw water catchments;
b. Matters associated with non-Unitywater water treatment plants and their clear water storages; and
c. Bulk water transport systems and infrastructure.

1.4 Incident categorisation

Incidents are events or situations that require the conduct of immediate and/or emergency response by incident response personnel. Incidents generally occur unexpectedly and interrupt or interfere with normal operations. Most incidents generate emergency response directed at protecting human health and safety, eradicating or minimising damage to property, and maximising protection of the environment.

Incidents also have the potential to develop into a catastrophic event. A catastrophic event arises when an incident impacts, or has the potential to have serious impact, on the viability, operability, or credibility of those involved, or poses or have the potential to pose, a significant environmental, economic, or legal liability to the business, its customers, and any Water Grid Participants.

It is essential that when an incident occurs personnel are able to categorise the relative severity of the incident so that appropriate actions and plans can be enacted. Incidents are categorised into the following five broad categories:

a. Insignificant,
b. Minor,
c. Moderate,
d. Major, and
e. Catastrophic.

1.4.1 Incident Assessment Guide

The Incident Assessment Guide (Annex C) provides typical examples of the characteristics associated with Insignificant, Minor, Moderate, Major and Catastrophic events, and these will act as a guide to enable determination of incident levels and categorisation.

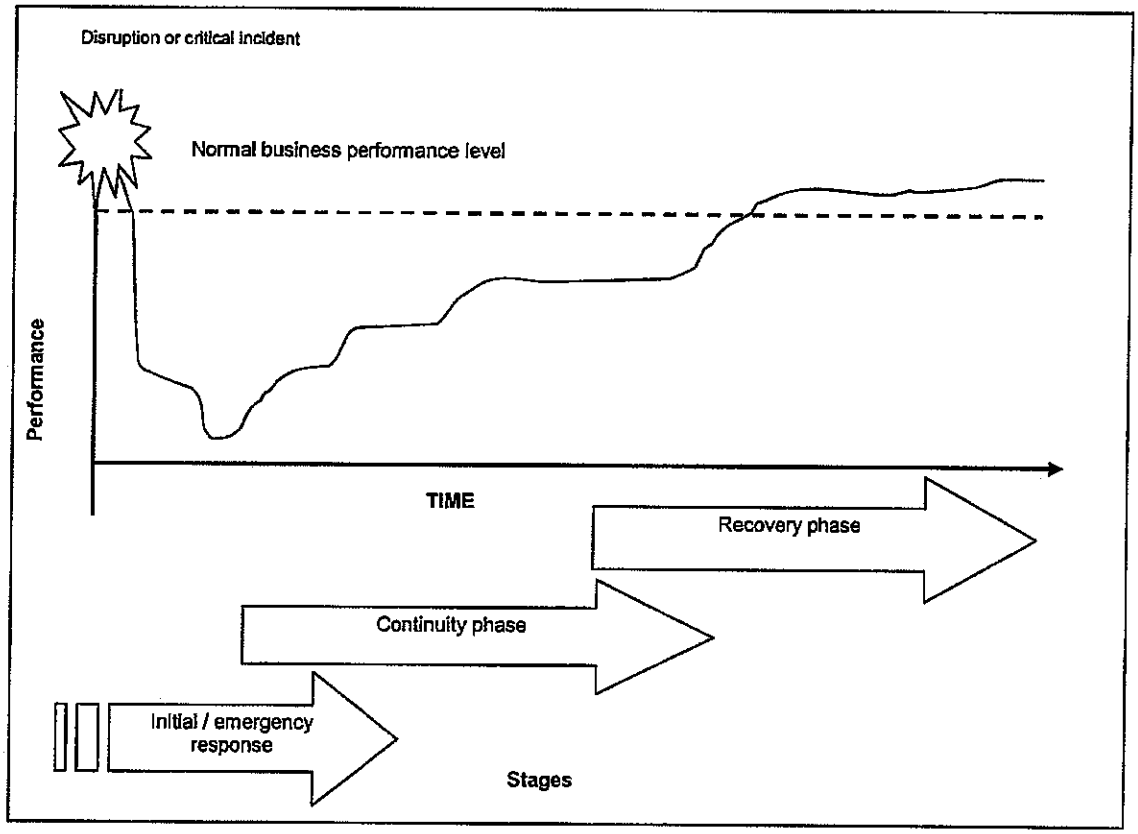
1.5 Incident phases

Management of an incident occurs over three intersecting stages:

a. Response
b. Business continuity
c. Recovery.

The timeframe for each stage varies depending on the type of critical incident affecting the business. For example, a fire may only require a short emergency response (1-3 hours), but if the fire destroys a vital business function or asset, the business continuity measures and the recovery phase may take weeks or months. These stages are illustrated in Figure 1.

Figure 1 – Incident stages



1.6 Incident management organisation

The Unitywater incident management organisation consists of three tiers to allow a graduated response to incidents. Each tier of the organisation has a team with defined roles and responsibilities commensurate with the knowledge, experience and levels of authority of the people allocated to the team.

The structural diagram below outlines the different teams in the Unitywater incident management organisation.

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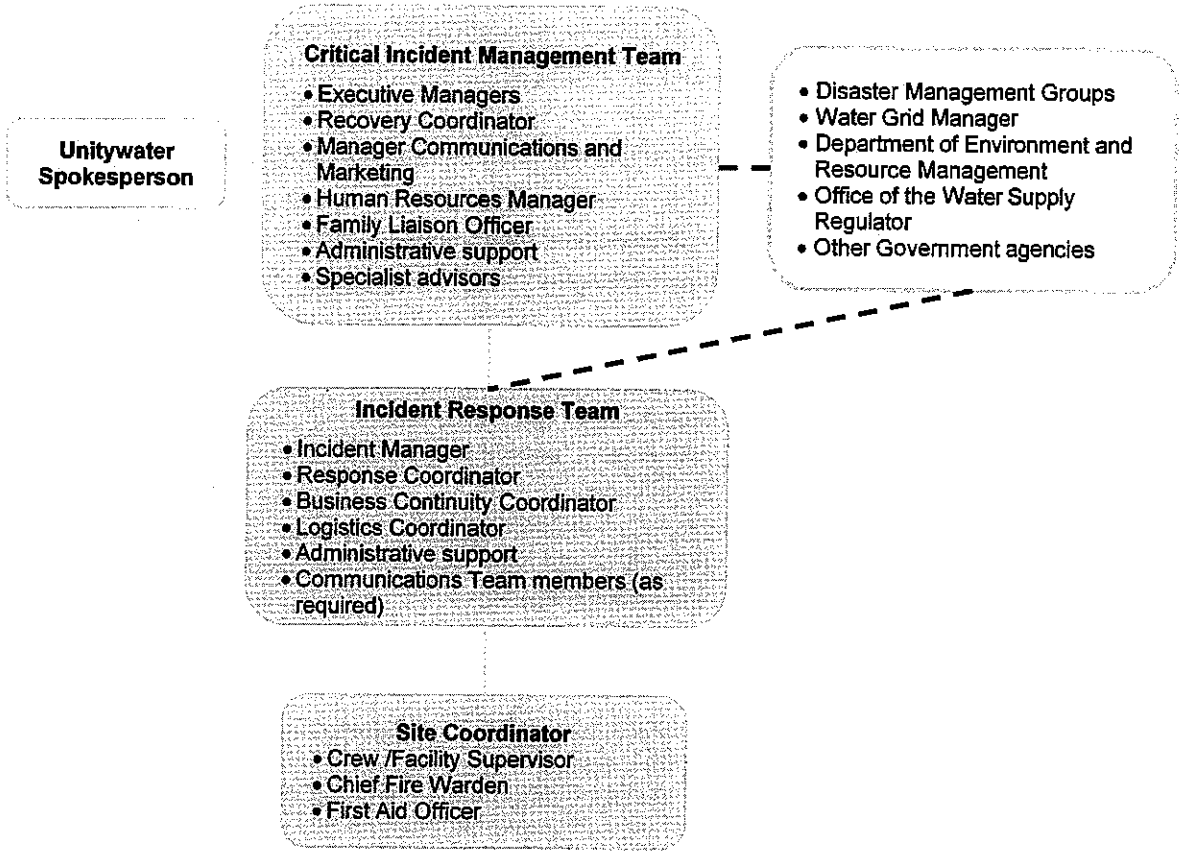
Figure 2 – Unitywater Incident Management Organisation



It is important to remember this structure is flexible and, depending on the type and scale of the incident; additional staff may be required or some roles may not be filled. The individuals or teams that respond to an incident will be the best available at the time, depending on the nature and scale of the situation.

Detail on the roles and responsibilities of each team and key appointments are contained in section 3.

1.7 SEQ Water Grid Manager requirements

Unitywater, being a distribution-retail authority of the SEQ Water Grid, has obligations to maintain delivery of water to its consumers and, accordingly, account and report on activities of these operations. Some incidents affecting Unitywater may impact on other SEQ Water Grid business and infrastructure, requiring communication and coordination with the SEQ Water Grid Manager or associated grid participants.

This Incident Management Plan is designed to meet the requirements of the SEQ Water Grid Manager with regard to incident management. Section 11, describes Unitywater's approach to meeting those requirements and contains stipulated elements of the SEQ Water Grid Manager's Emergency Response Plan.

This Incident Management Plan also accounts for sewerage incidents occurring in Unitywater sewerage service operations and the related reporting requirements.

1.8 Maintenance and review

The Incident Management Plan should be reviewed and updated as follows:

a. Every year to undertake a gap analysis between this plan and the Grid Manager Emergency Response Plan.

b. Every two years to ensure the objectives of the plan remain up-to-date and relevant to the organisation.

The Incident Management Plan should also be reviewed when:

a. The organisation has undergone a structural change;

b. The organisation relocates to new offices and plans to use new locations for incident management;

c. Equipment or facility changes are likely to impact on incident response capability;

d. Following a real incident or exercise that highlighted a weakness in incident management measures; and

e. Following major reviews of security plans or Business Continuity Plans to ensure new measures and the Incident Management Plan don't contradict each other or cause issues with interdependencies.

1.9 Training and testing

Training on this plan will be in accordance with the Unitywater Business Resilience Manual Introduction section 3.1. Unitywater shall ensure all relevant staff from across the Authority have a sound knowledge and understanding of the Incident Management Plan. Unitywater will also ensure key staff are aware of the requirements of the SEQ Water Grid Emergency Response Plan. Ongoing review and training of changing staff is required to maintain competencies in delivery of the Unitywater Incident Management Plan and/or understanding of SEQ Water Grid Resilience framework risk management plans.

Unitywater shall conduct regular desktop and mock exercises to test the procedures outlined in this Incident Management Plan. Additional detail on the training and testing requirements is contained in the Introduction to the Business Resilience Manual.

Unitywater shall also commit to ongoing training, awareness and exercise management that the Water Grid Manager may arrange or deliver from time to time.

Training and testing will include at least once a year:

a. Participating in at least one exercise with the Water Grid Manager and/or Grid Participants, allowing incident classification assessment, notification procedures and communication protocols to be practiced
b. Ensuring members of the Unitywater Incident Management Team understand their roles and responsibilities
c. Ensuring the Unitywater Incident Management Team take part in any emergency management planning activities that are undertaken within the Water Grid
d. Circulating a receipted copy of the formally documented results from any audits or reviews to all Grid Participants.

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2 Key processes and tools

Unitywater incident management involves the following key processes and procedures:

a. Incident reporting, escalation and activation;
b. Incident assessment;
c. Key stakeholder notification;
d. Communication protocols; and
e. Duty cards.

2.1 Incident reporting, escalation and activation

The Unitywater reporting, escalation and activation process is designed to ensure that once an incident has occurred, the relevant response team is established and the relevant plans are enacted to assist in subsequent management of the event.

Once an incident is reported, messages quickly pass to key appointments that have the knowledge and experience to assess the incident and activate response teams at their level and/or escalate to a more senior level if necessary.

For the purposes of this plan, incident reporting does not include Workplace Health and Safety Incident Reporting and Recording, which is managed under Unitywater's Workplace Health and Safety policy and procedures.

2.1.1 Unitywater employees

Incident reporting involves an initial report from the person witnessing the incident to their supervisor or, for field staff, to Network Operations. A guide for taking a message regarding an incident is contained in Annex A, Incident Report Form, to assist with collecting sufficient information to make an informed assessment of the situation.

2.1.2 General public

A water supply or sewerage incident reported by the public will first go to the Unitywater call centre. The call taker will record the incident details and pass the message to Network Operations who will record the incident details and pass it on to relevant Unitywater appointments.

2.1.3 Emergency Services and other Government agencies

In some situations, Emergency Services and State or Local Government agencies may be the first organisations aware of the situation. It is anticipated they will notify Unitywater as quickly as they can through established relationships with senior managers.

In instances such as a terrorist attack, natural disaster or industrial accident affecting Unitywater infrastructure, Emergency Services are likely be the lead agency and establish primacy over management of the event. In these situations, the Incident Manager or Critical Incident Management Team (CIMT) Leader will establish teams to deliver on ground actions and provision of support.

2.1.4 Activation and escalation flowchart

The Activation and escalation flowchart (see Annex B) provides an overview of the activation and escalation process from the initial report through to activation of an Incident Response Team or the Critical Incident Management Team, as required. It outlines the times when an incident is assessed using the Incident Assessment Guide (Annex C) and who is responsible for carrying out the assessment.

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2.2 Incident assessment

Unitywater's approach to incident management is based on a layered response depending on the scale and complexity of the situation at hand. Therefore, it is important Unitywater has a clearly defined process for assessing incidents to ensure they are categorised consistently across the organisation.

The Incident Assessment Guide is based on Unitywater's risk management policy and assists people to determine the classification of incidents and identify the appropriate level of response. At various stages throughout the activation and escalation process key appointments will use the Incident Assessment Guide to determine the appropriate level of response and activate the relevant teams.

It is important to note that while an incident may require a response from senior or executive managers within Unitywater, it may be beneficial to respond to the incident under normal management arrangements and not activate an incident management team.

The Incident Assessment Guide is attached at Annex C.

2.2.1 Key external stakeholder notification

There are a number of key stakeholders that must be notified of various types of incidents within defined timelines and in identified formats or report forms.

Unitywater's identified key stakeholders include:

a. Minister for Environment and Resource Management;
b. Morton Bay Regional Council;
c. Sunshine Coast Regional Council;
d. SEQ Water Grid Manager (for water incidents, the SEQ Water Grid Manager has notification requirements and timelines that Unitywater must adhere to. Detail on these notification requirements is contained in Section 11);
e. Office of Water Supply Regulator, Department of Environment and Resource Management (incidents involving water quality also require a special report to the Office of the Water Supply Regulator. The Office of the Water Supply Regulator water quality reporting form can be obtained from the DERM website);
f. Queensland Water Commission;
g. Queensland Health;
h. Other Grid participants; and
i. Media outlets.

A guide to key stakeholder notifications is contained in Annex J2.3Communication protocols

During a major incident, Unitywater will be required to communicate with a range of internal and external stakeholders. Communication protocols are designed to ensure communication is managed in a controlled, timely and effective manner and in accordance with existing policies. The protocols outline key actions and processes to be followed during an incident so that information is disseminated clearly and accurately to stakeholders in a coordinated and timely manner.

Detail on communication during an incident is contained in Section 6, Communication.

2.4 Duty cards

The duty card system provides an effective, timely response to an incident by helping to guide team members through their specific activities. Duty cards detail key activities that shall be undertaken by each identified key appointment, on activation, during an incident and

after the incident is declared over. They also enable other employees to more easily replace a designated team member when they are unavailable or during long-running incidents. The duty cards are located in Annex X.

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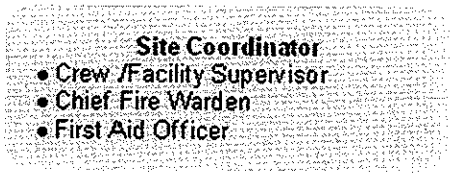
3 Roles and responsibilities

Section 1.6 outlined the incident management organisation. This section outlines the roles and responsibilities within the organisation. Indicative appointments are at Annex D.

3.1 Site Coordinator

Figure 3 – Site Coordinator



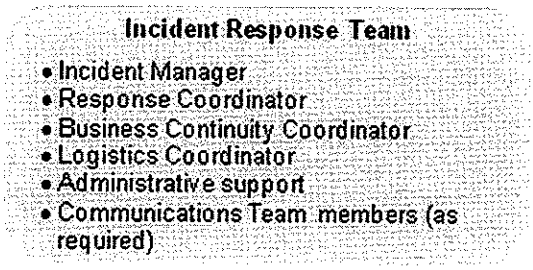
The primary role of the Site Coordinator is to deal with the physical impacts of the incident and manage the response at the scene of the incident. For an incident in the field, the Site Coordinator is the normal operating crew at a facility or the field person or team assigned to attend a site on the request of Customer Service or works orders issued via established systems. For other incidents, the Site Coordinator is typically the most senior person at the incident scene.

Once an incident is declared, and depending on the nature and scale of the incident, the initial staff at the scene may be replaced or augmented by more senior or specialist trained staff. In the event of large scale or long lasting incident, a Supervisor or other appropriate person will assume the role of Site Coordinator.

Detail on the roles and responsibilities of the Site Coordinator are contained in duty card 14.

3.2 Incident Response Team

Figure 4 – Incident Response Team



The primary role of the Incident Response Team is to respond to the immediate impacts of the incident and maintain continuity of any impacted services. The Incident Response Team is responsible for ensuring safety of Unitywater staff and the community and supporting staff at the incident scene (in the field or at a facility).

The Incident Response Team may be required to communicate with State or Local Government organisations on technical matters involved with incidents impacting water supply and sewage services.

The team is led by the Incident Manager, who is typically a senior appointment of the affected function or area. The roles and responsibilities of the Incident Manager are contained on duty card 7.

The Incident Manager is supported by an Incident Room Coordinator and/or Scribe, as required. The Incident Room Coordinator and Scribe roles are explained in detail in paragraph 3.3.1, Administrative support.

The team is divided into four functional areas, each responsible for a discreet element of the incident management. The four functional areas are:

a. Response
b. Business Continuity
c. Logistics
d. Communication.

3.2.1 Response

The Response Group is led by the Response Coordinator who is appointed by the Incident Manager. The Response Coordinator is responsible for actions taken to respond directly to the incident, such as evacuating injured staff, cleaning environmental spills or conducting basic repairs to damaged equipment. The Response Coordinator will provide guidance and support to Site Coordinators or deploy to the scene and manage the incident directly.

The Response function is also responsible for collecting, evaluating and distributing information from the incident scene to the Incident Response Team.

The Response Coordinator will be supported by staff they identify as necessary to deal with the situation. If they require staff outside of their chain of command, they are to request their assistance through the Incident Manager.

Additional detail on the roles and responsibilities of the Response Coordinator is contained in duty card 8. Detail on incident response procedures is outlined in section 7, Incident response procedures and contingency plans.

3.2.2 Business Continuity

The Business Continuity Group is led by the Business Continuity Coordinator, who is allocated by the Incident Manager. While the Response Coordinator focuses on the incident itself, the Business Continuity Coordinator is responsible for dealing with the impacts to Unitywater business and continuing essential services. For lower level incidents, a Business Coordinator may not be required as the Site Coordinator and Response Coordinator will be able to implement response and business continuity actions concurrently.

The Business Continuity Coordinator will be supported by staff they identify as necessary to deal with the situation at hand. If they require staff outside of their chain of command, they are to request their assistance through the Incident Manager.

Additional detail on the roles and responsibilities of the Business Continuity Coordinator is contained in duty card 9. Detail on implementing Business Continuity measures during in incident is contained in Section 8, Business Continuity.

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3.2.3 Logistics

The Logistics Group is led by the Logistics Coordinator, who is appointed by the Incident Manager. They are responsible for sourcing and providing material and logistics support services to the remainder of Incident Response Team, as requested. This includes equipment, machinery, stores and specialists to assist the Response and/or Business Continuity functional groups.

The Logistics Coordinator will be supported by staff they identify as necessary to deal with the situation at hand. If they require staff outside of their chain of command, they are to request their assistance through the Incident Manager.

Additional detail on the roles and responsibilities of the Logistics Coordinator is contained in Duty Card 10.

3.2.4 Communications

The Communications function in the Incident Response Team and CIMT is led by the Manager Communications and Marketing, who is supported by the Media and PR Manager for external stakeholder and media communications and the Communications Manager for internal and staff-related communications.

The Manager Communications and Marketing is responsible for developing and implementing the communication response to the incident, overseeing all internal and external communication and providing advice and support on media and stakeholder management. The Manager Communications and Marketing is also responsible for determining the necessary stakeholder notifications, based on the nature of the incident, and developing initial communication strategies and activities in accordance with Unitywater communication protocols. The Communications Team, made up of the above roles, is responsible for ongoing communication to key stakeholders on behalf of the Incident Response Team throughout the incident response.

Key responsibilities include:

a. advising relevant government organisations of significant issues in accordance with stakeholder notification requirements;

b. conducting stakeholder assessments;

c. deploying Communication Advisors to Incident Response Teams or the incident site, as required;

d. developing communication materials for internal and external release; and

e. coordinating communication activities with SEQ Water Grid Manager, Local Disaster Management Groups and other government organisations, as required.

Members of the Communications Team are likely to operate remotely to the Incident Response Team, however, if the situation requires on-site advice, members of the team may deploy to the Incident Response Team or Site Coordinator's location. Typically this is due to a large amount of stakeholder interest focussed on the scene of the incident, particularly if the incident has occurred in a public place and has media on site.

In the event of a major incident and the CIMT is activated, the Media and PR Manager and/or Communications Manager will report to the Manager Communications and Marketing in the CIMT to ensure all communication is coordinated and accurate across the whole organisation and all stakeholders.

The Manager Communications and Marketing is responsible for ensuring accurate and up-to-date contact lists are maintained for stakeholders. Anyone wanting access to the contact list is to request this through the Communications and Marketing area.

Detail on the roles and responsibilities of the Manager Communications and Marketing are contained in duty card 5. Detail on the roles and responsibilities of the Communications Team are contained in duty card 11.

More detail on communication during an incident is contained in Section 6, Communication.

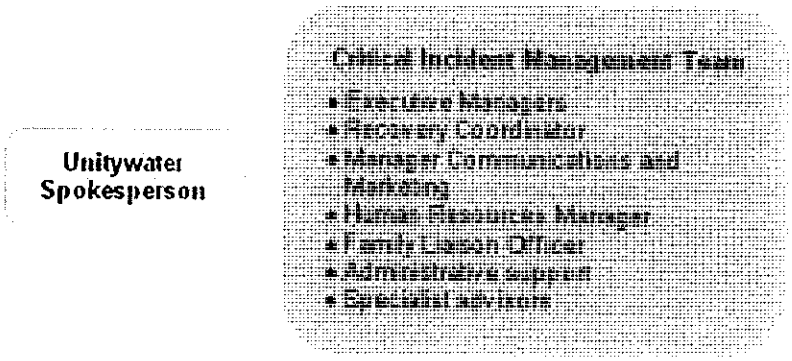
3.2.5 Communication representative for SEQ Water Grid Manager

For major incidents involving water issues, a member of Unitywater's Communications and Marketing team may be required to deploy to the Water Grid Manager Emergency Management Team. The CEO or CIMT Leader, in consultation with the Communications and Marketing Manager, will select who will fulfil this role based on the nature and scale of the incident at hand.

Additional detail on when this role is required is contained in Section 11, Water Grid Manager Requirements.

3.3 Critical Incident Management Team

Figure 5 – Critical Incident Management Team



The primary role of the CIMT is to provide leadership, management, communication and commercial guidance to all elements of Unitywater throughout a major incident.

The CIMT is responsible for overseeing and supporting Incident Response Teams established to respond to the incident and determining whole of business strategies to recover the business to pre-incident levels. Throughout the response and recovery phases of an incident, the CIMT is responsible for facilitating effective communication with all internal and external stakeholders, including State and Local Government organisations, based on approved key messages and statements.

The team is led by the CIMT Leader, who will be a member of the Executive Management Team and is appointed by the CEO. Detail on the roles and responsibilities of the CIMT Leader are contained in duty card 2.

3.3.1 Administrative support

The CIMT Leader and Incident Manager may allocate people to provide them administrative support during an incident. There are two roles nominated to provide administrative support

during a crisis, the Incident Room Coordinator and the Scribe, however more staff may be allocated to this function if required.

The Incident Room Coordinator is allocated by the CIMT Leader or Incident Manager, where relevant, and is responsible for the set-up, ongoing management and shutting down of the Incident Room.

These responsibilities include:

a. assisting with preparation and coordination of briefings and meetings;
b. maintaining accurate and up-to-date information boards;
c. maintaining of an effective working environment in the Incident Room;
d. ensuring only necessary personnel are in the Incident Room; and
e. security (including access, information and equipment).

When the incident is declared over, the Incident Room Coordinator is responsible for ensuring the Incident Room is refurbished to its normal state and all incident management materials are replenished for use in a future event.

Detail on the Incident Room Coordinator roles and responsibilities is contained in duty card 3.

The Scribe is allocated by the CIMT Leader or Incident Manager, where relevant, and is responsible for maintaining an accurate log of the events, actions and decisions of the team. This is known as the central log, which is essentially minutes of all team meetings. The central log is explained in more detail in Section 5.

Detail on the roles and responsibilities of the Scribe are contained in duty card 4.

3.3.2 Spokesperson

The Unitywater Spokesperson is the Authority's authorised representative to the general public and is responsible for addressing media during incidents.

The CEO is the primary spokesperson for Unitywater, however other people may be called on to speak on some issues where their experience and knowledge is relevant. Additional Spokespersons are selected by the CEO in consultation with the Manager Communications and Marketing. It is recommended that the CIMT Leader is not appointed as the primary spokesperson as the two roles can be extremely demanding. All people nominated as a potential Spokesperson are to complete formal media training.

The Manager Communications and Marketing and the Communications Team will support the Spokesperson with statements, key messages and, if time permits, practice and coaching. Detail on media management is contained in Section 6.

3.3.3 Recovery

The Recovery Group is led by the Recovery Coordinator who is nominated by the CIMT Leader. The Recovery Coordinator is responsible for conducting impact assessments and developing recovery strategies in accordance with the CIMT Leader's recovery objectives.

This role is typically activated for major incidents impacting across the organisation and requiring significant recovery activity to return to normal operations. In smaller scale incidents, Incident Response Team Business Continuity Coordinators will be able to maintain continuation of Unitywater essential services and coordinate minor repairs.

The size, composition and expertise of the Recovery Group will vary depending on the nature of the incident, its location and the extent of Recovery actions required. The Recovery

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Coordinator will work closely with activated Business Continuity Coordinators to ensure recovery planning does not impact on business continuity measures.

The recovery plan may also involve the development of stakeholder engagement strategies to rebuild reputation and impacts to the Unitywater brand. It is anticipated the Recovery Manager will work closely with the Manager Communications and Marketing if this is the case, to provide the Communications Team with details on anticipated times for the return of normal services.

Detail on the roles and responsibilities of the Recovery Coordinator are contained in duty card 6. Additional detail on Recovery planning is contained in section 9, Recovery Planning.

3.3.4 Human Resources Manager

The Human Resources (HR) Manager is responsible for coordinating HR activities conducted in response to an incident. They are appointed by the Executive Manager Workforce Capability and Change on activation of the CIMT. The HR Manager is supported by staff from Workforce Capability and is responsible for appointing Family Liaison Officers, in consultation with the Executive Manager Workforce Capability and Change.

The HR Manager is also responsible for assisting the Communications Team with the delivery of messages to staff and contractors.

Additional detail on the HR Manager role and responsibilities is contained in duty card 12.

3.3.5 Family Liaison Officer

Family Liaison Officers are appointed by the HR Manager, in conjunction with the Executive Manager Workforce Capability and Change. Family Liaison Officers are responsible for chaperoning family members of Unitywater employees that arrive at a Unitywater office or site following an incident.

Family Liaison Officers are responsible for taking family members to the nominated family room, providing them with approved messages, listening to their queries and requests, and passing them onto the HR Manager in CIMT.

Additional detail on the role and responsibilities of the Family Liaison Officer are contained in duty card 13.

3.3.6 Representative for SEQ Water Grid Manager

For major incidents involving water issues, a member of the Unitywater Executive Management Team may be required to deploy to the Water Grid Manager Emergency Management Team. The CEO or CIMT Leader will select who will fulfil this role based on the nature and scale of the incident at hand.

Additional detail on when this role is required is contained in Section 11, Water Grid Manager Requirements.

4 Incident Room

4.1 Purpose and location

Incident Response Teams and the Critical Incident Management Team (CIMT) will set up Incident Rooms to operate from during an incident. The Incident Room is the location for conducting briefs, maintaining the team central log and information boards (explained in Section 8).

The Incident Room is not where everyone involved in the situation works from, all the time. It is expected that during briefings, the large majority of people will work in nearby break-out rooms or their normal workspace.

The Incident Room location is determined by the CIMT Leader or Incident Manager on activation of the CIMT or Incident Response Team. Location of incident rooms will be dependent on the situation and where the majority of team members are located at the time.

Preferred locations have been identified as likely Incident Rooms for different incident management teams, based on proximity to team members, equipment and functional suitability. These rooms are identified in the table below.

Table 1 – Incident Room Location

Room	Location	Alternate
Incident Room for Critical Incident Management Team	Level 1 Head Office	Meeting Room, Weier Road, or Meeting Room, Maud Street
Incident Room for Incident Response Team – Operations North	Meeting Room Maud Street	Wises Road Depot
Incident Room for Incident Response Team – Operations South	Meeting Room Weier Road Depot	Petrie Depot, or Redcliffe Depot
Incident Room for Incident Response Team – Business Functions	Meeting Room Weier Road Depot	Hired venue (eg MBRC meeting room)

4.2 Incident Room management

The Incident Room Coordinator is responsible for the set-up, ongoing management and shutting down of the Incident Room. These responsibilities include:

a. assisting with preparation and coordination of briefings and meetings;

b. maintaining accurate and up-to-date information boards;

c. maintaining of an effective working environment in the Incident Room;

d. ensuring only necessary personnel are in the Incident Room; and

e. security (including access, information and equipment).

Once the CIMT or Incident Response Team has been stood down, the Incident Room Coordinator should refurbish the room to a normal state and replenish incident management materials for use in a future event.

Detail on the roles and responsibilities of the Incident Room Coordinator is contained in paragraph 3.3.1.

4.3 Ad hoc Incident Room

In the event that these locations are unavailable the CIMT or Incident Response Team may have to set-up an ad hoc Incident Room in another location. Depending on the situation, this may be in a non-Unitywater facility such as a local hall or conference venue.

If an ad hoc Incident Room is necessary, the equipment list at Annex G will provide a list of recommended equipment requirements.

4.3.1 Activation packs

An activation pack is a prepared folder containing duty cards, copies of relevant log sheets, checklists and other items required immediately upon activation of the CIMT or Incident Response Team. These packs are designed to guide team members in fulfilling their duties and responsibilities.

The matrix contained in Annex O details the contents of each Activation Pack.

5 Managing information

The success of the response and implementation of business continuity and recovery strategies will be determined by the way the teams plan and manage information. The CIMT Leader or Incident Manager must ensure clear and unambiguous directions are given to their teams and the decision-making rationale is systematic and easily supported by the facts at hand. By doing this, the CIMT Leader or Incident Manager will ensure the situation is controlled as quickly as possible. It will also enable decision makers to account for their decisions during subsequent investigations.

5.1 Situation assessment

The first step in responding to an incident is accurately assessing the situation at hand. The CIMT Leader or Incident Manager has overall responsibility for analysing the information available and developing and delivering an initial brief to their team.

5.2 Initial brief

As soon as an incident management team convenes, an initial team briefing should be held using the Initial team briefing guide (Annex E). The CIMT Leader or Incident Manager facilitates the initial briefing.

The objectives of this initial meeting are to:

a. confirm what has happened;
b. assign functional coordinators;
c. establish and communicate team objectives;
d. identify and communicate initial tasks;
e. determine the resources currently committed to the incident and identify additional resources required;
f. provide an opportunity for questions;
g. determine known critical reporting and notification timings for external stakeholders and government departments;
h. determine initial communications to key stakeholders (E.g. customer call/service centres); and
i. set a time for the next meeting.

5.3 Establishing team objectives

During an incident, Unitywater objectives are developed according to the following priorities:

a. Protect life
b. Protect the environment
c. Maintain operations
d. Protect assets
e. Protect reputation.

Once this has been achieved, the CMT will be in an ongoing management cycle until the response phase of the crisis is declared over. This cycle is made of the following two elements:

a. Maintaining an accurate understanding of the situation through effective information management and communications; and

b. Planning and implementing activities in order to respond rapidly to changes in the situation.

The tools explained below are designed to assist with information management throughout the incident response.

5.4 Team update briefs

Update briefs are used to keep all team members informed of the incident, the progress of the response and any new developments. The CIMT Leader or Incident Manager will be required to conduct update briefings throughout the response, up to the transition to recovery. It is recommended these are conducted half hourly in the early stages and then less regularly once the situation stabilises. A guide for update briefs can be found in Annex F.

5.5 Information boards

During an incident, a great deal of information will be gathered and shared by team members. In order to accurately capture, display and record this information, standardised information boards will be posted in the Incident Room. These may be maintained electronically and displayed using projectors or printed as large posters and written on by hand.

The Incident Room Coordinator is responsible for ensuring information boards are maintained with the latest information. The Incident Room Coordinator is also responsible for recording information from the information boards at regular intervals. This can be done by saving the file with the time and date, if the boards are maintained electronically, by taking a digital photo of hand written information boards, or printing the screen from electronic whiteboards.

The recommended layouts of information boards are in Annex H.

5.6 Personal and central logs

Team members must maintain a personal log from the moment they are notified that the incident has been declared, to the moment they are stood down by the CIMT Leader or Incident Manager. The personal log should contain all information received and actions taken by the team member. A copy of the personal log is contained in Annex P.

In addition to personal logs, it is crucial that a central team log is maintained. The Incident Room Coordinator or Scribe is responsible for ensuring that the central log is maintained. The central log is essentially meeting minutes from the initial brief and update briefs, focussing on key events, decisions, tasks and timings. The personal log form is also used for the central log.

By the conclusion of the Incident all relevant logs must be consolidated to form an official record of the incident. Copies of personal logs shall be forwarded to the Business Resilience Coordinator for debriefing, learning and record keeping purposes."

5.7 Shift hand-over procedures

Some incidents may extend over a long period of time. In these cases, team members must be substituted to avoid fatigue. This will normally occur when the response operations last more than one day or when team members are showing signs of stress or fatigue.

To ensure information is not missed or not passed on during handover to alternates, a written and verbal handover brief should be provided to replacement personnel. Responsibility for managing replacement staff lies with all team members and is conducted in accordance with direction by the CIMT Leader or Incident Manager.

It is important that team member handover times are staggered to avoid the entire team changing at the same time. Continuity of knowledge and process will be better retained in this manner. The change over for the Incident Management Team and the Incident Response Team should also not take place at the same time.

A shift hand-over checklist is detailed in Annex S.

6 Communication

Communication during a major incident is critical to protecting and enhancing Unitywater's reputation and to achieving a quick and effective recovery across the Authority. This section of the Incident Management Plan provides guidance on the following activities:

a. Stakeholder assessment
b. Internal communication
c. Family engagement
d. Dealing with regulatory authorities
e. Media engagement.

During an incident the Manager Communications and Marketing will coordinate communication with all stakeholders (except reporting and notifications to key stakeholders, such as the Water Grid Manager) and provide guidance on messaging and information distribution, however, the actual delivery of communication may be made by other groups of the organisation. For example, communication with the family of an injured employee is likely to be managed by Workforce Capability staff, however the message and timing of notification is coordinated through the Communication Manager.

6.1 Activating the Communication group

On being notified of a major incident, the Manager Communications and Marketing will determine who they require to assist them and notify them of the situation. This will most commonly be the Media and PR Manager (external) and Communications Manager (internal).

The Manager Communications and Marketing will inform them of the time and place for the first Communication Team briefing. The initial brief is where the Manager Communications and Marketing will identify critical tasks and allocate responsibilities, such as notifying key stakeholders.

A checklist for the immediate actions of the Communication Group is contained in Annex I.

6.2 Stakeholder assessment

Once activated, the Manager Communications and Marketing will lead the group through a thorough stakeholder assessment to identify who may need to be communicated with throughout the course of the incident and into the future. The nature and scale of the incident will determine the range of stakeholders Unitywater is expected to communicate with. Likely stakeholders include:

a. Staff
b. Family of staff
c. Internal groups (e.g. HR)
d. Media
e. Police and emergency services
f. Government agencies and regulatory authorities, including Councils
g. Customers (residents, business owners)
h. Suppliers
i. Neighbours
j. The general public

k. Related utility companies
l. Unitywater's insurers
m. Unions.

A key stakeholder notification guide is at Annex J.

During a major incident it is important that stakeholders relevant to the situation are identified as quickly as possible and strategies are put in place to maintain open and effective communication with them.

6.3 Approval process

All communication material is subject to standard Unitywater approval processes.

6.4 Internal communication to staff

Communication to staff during an incident is critical to containing the situation and minimising fallout with some stakeholder groups. It is important staff are sufficiently informed to protect them, avoid panic and instil faith in Unitywater's ability to respond to the incident.

When communicating with staff, the following principles apply:

a. Make them aware of any matters that may be relevant to their safety and health
b. Ensure they receive information before (or at the same time) as the media
c. Maintain an open communication policy with them at all times
d. Communicate all the facts of the situation whenever possible
e. Ensure open communication with union representatives through appropriate channels (e.g. Workforce Capability staff)
f. Be attuned to miscommunication and rumours circulating, they must be identified and corrected as quickly as possible
g. Let them know what actions are being undertaken to manage and control the situation
h. If counselling is available, encourage them (and possibly affected family members) to make use of the service
i. Listen closely to their concerns
j. Thank them for their ongoing support and cooperation.

The Manager Communications and Marketing will advise on the message and timing, however, it is recommended that normal line managers communicate with their staff during an incident and if possible, the CEO should make a statement to employees directly.

Another key component of internal communication is providing staff with advice on how to deal with enquiries from the public and media. This advice should contain contact telephone numbers for:

a. Who to direct media enquiries to
b. Who to direct enquiries from of employees' family members to
c. Who to direct enquiries from government agencies to.

6.5 Emergency services

Depending on the nature of the incident, emergency services may respond to the scene. In this case they will coordinate the communication with media. During a multi-agency

response, the Police Media Relations will coordinate the media communication. The Manager Communications and Marketing will ensure dialogue with emergency services is established so that information regarding Unitywater and Unitywater services released by them is accurate and up-to-date.

6.5.1 Disaster Management Groups

In an event where a disaster has been declared and local, district or state Disaster Management Groups have been activated, they will coordinate communication with the wider public. Unitywater will be expected to keep the local or district Disaster Management Groups informed of the state of Unitywater services and current and planned actions. The CIMT Leader will determine who is responsible for establishing and maintaining communication links with Disaster Management Groups. This may be coordinated through the CIMT or delegated to an Incident Response Team.

It may be desirable for a senior Unitywater representative to represent Unitywater at the Disaster Management Group Coordination Centre. The Duty Executive Officer, CEO or CIMT Leader will make this appointment depending on the nature of the emergency and the commitments of Unitywater staff in the emergency. It will usually be a member of either the Communications Branch or the Operations Branch.

The first point of contact from Disaster Management Groups is the Network Control Room (South). The operator shall advise the Duty Executive Officer, or CIMT Leader if activated, of the contact.

6.5.2 Process for handling enquiries from other government organisations

Enquiries from government departments (including Local, State or Federal) should be directed to Communication staff, who will log the call and take detailed messages. They will then notify the CIMT Leader, who will direct it to a relevant member of the CIMT or other Unitywater employee.

6.6 External Communication

Communication with anyone external Unitywater except for staff family members, such as the public and stakeholders outside of the Water Grid, Local and government stakeholders, is referred to as external communication. It is important this is controlled and coordinated at all times.

6.6.1 Authorised Spokesperson

In accordance with the Unitywater Media Protocol, the authorised Spokespersons for Unitywater are:

a. CEO
b. Manager Communications and Marketing
c. Board Chair.

The Manager Communications and Marketing and Media and PR Manager will support the Spokesperson with statements, key messages and, if time permits, training and coaching.

Under no circumstances are other Unitywater staff to issue statements or answer questions from the media.

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6.6.2 Dealing with media

Unitywater's approach to dealing with the media seeks to ensure that all media enquiries are managed professionally and efficiently, assisting the organisation in building and maintaining positive relationships with the media. The general approach is for all Unitywater employees to either send media enquires directly to Communication staff or to take a message and pass on the details to Communication staff. At no stage should Unitywater employees address the media unless they are authorised.

The Communication Group, under the control of the Communication Manager, will deal with media enquiries and issue approved information in accordance with the Unitywater Media Protocol.

The Manager Communications and Marketing is responsible for overseeing the development and approval of information for release to the media. They also advise the Spokesperson on statements and key messages to be delivered during interviews or press conferences.

Media releases will be updated as required and for as long as is necessary.

6.6.3 Telephone enquiries from the media

When handling media telephone enquiries Unitywater staff are to adhere to the following guidelines:

a. Inform the journalist you are not the authorised spokesperson
b. Note the journalist's name and telephone number
c. Advise them that a member of the Communications team will assist them with their enquiry
d. The correct response is "I am not authorised to comment, but I will pass your enquiry onto a Unitywater spokesperson. If you provide me with your details I will ensure they return your call as soon as possible."
e. Immediately contact Communications staff or your supervisor and provide details of the contact you had with the media
f. Supervisors are to forward the details to the Incident Response Team or the CIMT.

The Communications Team is to provide information to the reception and call centre for handling media calls. A start point for this information is the Unitywater Media Protocol.

6.6.4 Media on site

If media arrive at the incident scene or a Unitywater facility, Unitywater employees are to ask them to stay clear of the area for their own safety. Unitywater employees are not to issue statements or answer questions from the media. If asked questions by the media, Unitywater employees should not say "no comment", instead follow these guidelines:

a. Inform the journalist you are not the authorised spokesperson
b. If a member of the Communications Team has been deployed to your location, take the journalist to them
c. If a member of the Communications Team is not in your location, note the journalist's name and telephone number
d. Advise them that a member of the Communications Team will assist them with their enquiry

e. Immediately contact Communications staff or your supervisor and provide details of the contact you had with the media

f. Supervisors are to forward the details to the Incident Response Team or the CIMT.

Refer to Annex L for guidance for employees handling media enquiries.

6.6.5 Establishing a media room

During a major incident where media interest is expected, a media room should be established to host media in a controlled manner. The Communication Manager, in consultation with the CEO, will determine if a media room is required and oversee its establishment. The following locations have been earmarked as potential media rooms:

a. Xxxxxx
b. xxxxxx

A guide to establishing a media room is contained in Annex N.

6.6.6 Calling a media conference

If deemed appropriate by the CEO, the Manager Communications and Marketing will call a media conference to be addressed by the Spokesperson. Media conferences will be scheduled for late morning/early afternoon to assist media in meeting their deadlines. A location will be determined by the Manager Communications and Marketing in consultation with the CEO.

6.7 Relatives and friends

Relatives and friends of Unitywater employees should be shown care and compassion when communicating with them. Remember, they probably don't know much about the incident and heard about it through media or word of mouth. They want to know if their loved one was involved at all and may be distraught and difficult to deal with. Below are some guidelines that will assist with the management of family and friends of staff and students.

6.7.1 Handling enquiries from relatives and friends

Enquiries from concerned relatives and friends of staff and students regarding the status of their loved one should be directed to Workforce Capability staff in the first instance.

The person receiving the call is to:

a. Establish the caller's relationship to the employee
b. Demonstrate care and concern
c. Stay calm, listen carefully and talk through their concerns
d. Reassure them that all necessary actions are being undertaken to manage and control the situation (e.g. "The health and safety of Unitywater staff is our number one priority. We are taking all necessary actions to ensure their safety").

Annex L contains more guidance on handling enquiries from relatives and friends.

The Executive Manager Workforce Capability and Change is responsible for coordinating and overseeing all contact with relatives of Unitywater employees. In some cases, other employees may be quite close to the family of an injured or deceased employee and may want to notify the family themselves. This should never occur under any circumstances, for the following reasons:

a. The details of the person injured or deceased may not be confirmed and could be incorrect, causing more pain when the correct message has to be passed on later

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b. Workforce Capability staff know what services and assistance Unitywater is able to offer to the family
c. The message to family members must be coordinated with notification to other groups
d. If the employee in question is deceased, only the police may notify the family.

6.7.2 Notifying relatives of an injury

If a serious injury occurs to an employee as a result of a work related incident, the employee's nominated emergency contact should be notified as quickly as possible. If the emergency contact is nearby, it is recommended a senior representative from Unitywater visit the person and notify them face-to-face. Depending on the nature of the injury, it may be best to notify the person over the phone to save time.

Prior to the notification, it is important to confirm exactly what will be said and what assistance Unitywater is willing to offer to the family. This should include:

a. detail on the injured employee's status
b. where they are now
c. what hospital they are going to
d. offering assistance with transport to the hospital
e. offering assistance with children (collecting them from school or day care)
f. offering counselling services.

6.7.3 Notifying next of kin of a death

It is important to remember that notification of death can only be made by the police. However, if it is at all possible, the CEO or a senior representative from Unitywater, and the deceased person's immediate supervisor should coordinate with police to visit just after the time of notification. If this is not possible, the Unitywater representatives should visit the relative as soon as possible and make a formal statement to them.

Refer to Annex M for guidelines on how to notifying of a fatality.

6.7.4 Dealing with relatives and friends on site

Relatives and friends of Unitywater employees affected by the incident that arrive at a Unitywater location should be assigned a Family Liaison Officer to stay with them at all times. The Executive Manager Workforce Capability is responsible for providing Family Liaison Officers to remain with family members of staff. Guidelines for performing the role of Family Liaison Officer are contained in duty card 13.

If required, family members will be taken to a family room where the Spokesperson or another senior representative of Unitywater can provide them with information concerning their loved ones. The family room should be quiet and comfortable. It should not be located near to the Incident Room or the media room.

When providing information to family it is important to remember that only direct family members (i.e. wife or husband, children, siblings, de-facto wife or husband or parents) can be advised of a person's status and that only police are able to inform family of a deceased person.

6.8 SEQ Water Grid Manager

For water incidents involving a response from the Water Grid Manager, communication is coordinated through the Water Grid Manager Emergency Management Team. Detail on working with the Water Grid Manager for communication activities is contained in Section 11.

6.9 Communication debrief

At the conclusion of the response phase, the Manager Communications and Marketing should conduct a communication debrief with appropriate group members to consider:

a. Drafting letters for Unitywater staff who made a significant contribution to the response effort
b. Contacting suppliers and customers that were affected by the situation
c. Drafting letters expressing gratitude for support from emergency services or community organisations (if relevant)
d. A family and friends follow up process for people personally affected by the incident
e. An internal communication plan to outline follow-up actions to staff covering what will be happening in the near future, with particular attention on counselling and other support services.

This opportunity should also be used to identify any lessons learnt for inclusion in the overall CIMT post-incident review.

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7 Incident response procedures and contingency plans

Response Coordinators and Site Coordinators have a number of detailed incident procedures and contingency plans to assist them to respond to incidents. These procedures and plans have been developed to respond to specific types of incidents or for specific work areas and facilities. They include the following:

a. Fire evacuation plans

b. Field crew incident response procedures

c. Site based management plans

Incident procedures and contingency plans are typically maintained by the facility or area manager. The facility or area manager is responsible for ensuring copies of incident procedures are readily available during an incident.

The Unitywater Business Resilience Coordinator is responsible for maintaining the list of Unitywater incidents procedures and contingency plans, ensuring they are accessible on the Authority's intranet.

8 Business continuity

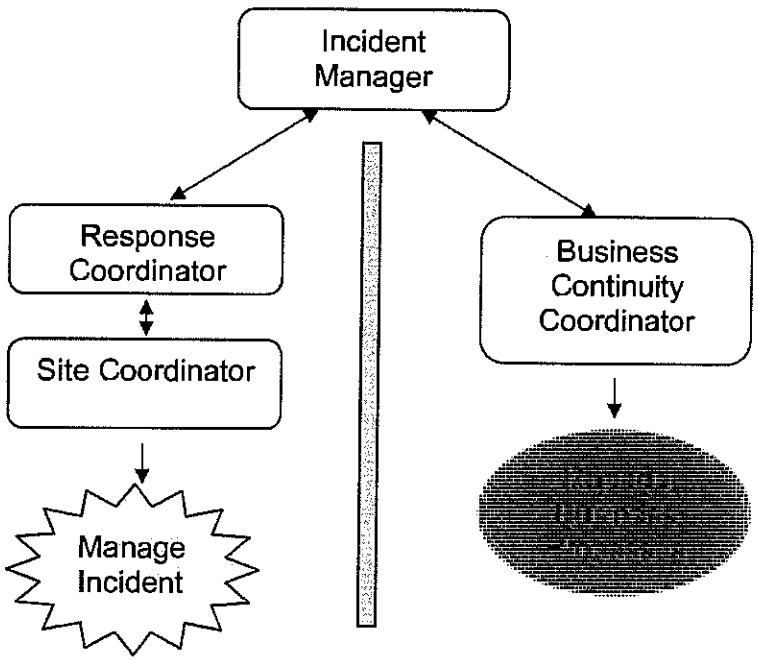
8.1 Overview

During most incidents, business continuity will be managed concurrently with the incident response to minimise disruptions to Unitywater services to the community. This is achieved by separating the response function from the business continuity function and having a coordinator allocated to each role within the Incident Response Team.

The primary focus of the Business Continuity Coordinator is on the impacts to operations of the business, whereas the focus of the Response Coordinator will be on the management of the incident. In many instances, particularly for Minor and some Moderate Incidents, the Business Continuity Coordinator may not be required and business continuity will be achieved by responding to the incident or can be done by the Site Coordinator or Response Coordinator.

While the roles of these appointments are different, they are all part of the Incident Response Team so that the Incident Manager can coordinate activity across the two functions and reduce the potential for inefficient management.

Figure 6 – Response Coordinator and Business Continuity Coordinator roles



8.2 Business Continuity Plans

Unitywater's Business Resilience Coordinator is responsible for maintaining a register of BCPs and making them available on the Authority's intranet.

8.3 Ad hoc Business Continuity Plans

In some situations there may not be a prepared BCP for the type of disruption. In this case it is the responsibility of the Business Continuity Coordinator to develop and implement ad hoc continuity measures when the incident occurs.

9 Recovery Planning

When planning recovery strategies it is essential that the CIMT uses a logical planning process to ensure careful examination of the situation and rational decision making. The planning and decision–making can be considered to take place in four steps:

a. Conduct of an impact assessment
b. Determination of objectives
c. Determination of recovery plan options
d. Decide, develop and implement the plan, including communications strategies.

A guide for developing the recovery plan is contained in Annex Q.

9.1 Impact assessment

Once the CIMT is mobilised and managing the immediate response and communication issues, the Recovery Manager's first task is to assess the extent of the damage and impact on Unitywater through an impact assessment.

The impact assessment is not simply a damage assessment tool focused on the impacts on people and the physical infrastructure, but is also focused on the impacts to Unitywater's business, customers and suppliers.

The effects of the incident should be reviewed by examining each area of the business that has been affected and assessing the impact on key business processes, assets and resources. Interdependencies between business processes should also be examined.

The types of impacts which need to be assessed can be broadly divided into two categories, financial and non-financial. Examples of these impacts are summarised below.

Table 2 – Impact categories

Financial Impacts	Non-financial impacts
Opportunity cost	Corporate reputation and brand
Increased operating costs	Adverse publicity and media scrutiny
Loss of revenue	Legal, contractual or regularity liabilities
Losses due to physical damage / injuries	Delivery and service standards
Capital value and depreciation	Political interest and comment
Increased expenses during the recovery period	Stakeholder confidence and goodwill
Contract and service level agreement penalties	Staff morale and wellbeing

It is useful to assess the level of impact over different periods of time, as this will guide Unitywater on when to implement recovery strategies for different areas of the business. Impacts to business functions and processes should be examined over the following periods:

a. Less than 24 hours
b. Less than 48 hours
c. Less than one week
d. One to four weeks
e. More than one month.

In addition to determining the level of impact on Unitywater, the impact assessment should also lead to the prioritising of resources and the planning of recovery strategies for the most critical functions, assets and resources.

9.2 Determining objectives and priorities

Once the impact assessment has taken place and the Recovery Manager has a good understanding of the organisation-wide ramifications of the disruption, it is important that objectives for recovery are set to guide the planning process.

An objective should be set for the level of recovery that is desired and when this should be achieved by. This should be articulated in a simple statement as an aim for the recovery of the affected area.

Depending on the type of disruption, and importantly the scope of impacts, it may be necessary to conduct a critical path analysis when determining recovery planning priorities.

9.3 Planning recovery options

For each impacted business function, resource or asset, a separate 'options analysis' may need to be undertaken. The process is as follows:

a. Each option is identified
b. Resources required to carry out the option are listed
c. Assumptions or prerequisites (including critical path requirements) are determined
d. A cost/benefit analysis is undertaken.

It is essential that the Recovery Manager and activated Business Continuity Coordinators communicate during this process to ensure that preferred recovery options do not impact on business continuity measures. Annex R is used to identify and analyse possible courses of action or options.

9.4 Decision

The Recovery Manager should provide the CIMT Leader with a comprehensive brief on why the preferred options have been chosen. The brief should outline how the options contribute to achieving the overall recovery objectives set by the CIMT Leader. Once the CIMT Leader has approved the various plans and options, the Recovery Manager should brief the entire CIMT on the plan(s).

The Recovery Manager will then lead detailed planning for each of the recovery strategies chosen.

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10 Transitioning to recovery

10.1 Determining when to end the response effort

The response phase ends when the CIMT Leader or the Incident Manager is satisfied that a coordinated incident response is no longer required, or that there can be no further effect on Unitywater's people, infrastructure or the environment. While response efforts may cease, continuity activities may continue until full recovery can be achieved. The Incident Manager, or CIMT Leader, will determine when to declare the response phase over based on the checklist at Annex T.

For an incident that requires the Critical Incident Management Team, the CIMT Leader will ensure sufficient continuity measures are in place and allocate responsibility for their ongoing management, until normal operations can be reinstated. The CIMT Leader will also identify the recovery strategy, if required, and allocate responsibilities its implementation.

This will allow the remainder of the CIMT, and Incident Response Teams, to stand-down and conduct post-incident actions.

For incidents requiring an Incident Response Team only, the Incident Manager will determine what actions are required to maintain continuity and return to normal operations. The Incident Manager will then stand-down the Incident Response Team and ensures post-incident actions are carried out.

It is important that people allocated responsibility for managing the recovery strategy are given a thorough handover from any activated incident management teams. The handover should include a documented account of the incident (a copy of the team's log will suffice) and a detailed state of the stabilised operational elements affected by the incident event.

10.2 Post-incident actions

Post incident actions include:

a. Reporting, legal and accounting
b. Debriefing and counselling
c. Post-crisis review.

The CIMT Leader or Incident Manager is responsible for determining scheduling of post-incident actions. It is recommended post-incident actions commence as soon as possible, in particular the post-incident review should be conducted within 48 hours to ensure lessons are captured while still fresh in people's minds. If a large number of key appointments are required to manage the recovery, then post-incident actions may have to be conducted when time permits throughout the recovery phase.

10.2.1 Reporting, legal and accounting

The CIMT Leader or Incident Manager will advise their team members of the reporting and accounting requirements on stand down of their team. This should include a detailed analysis of the potential cause of the incident (typically a formal investigation) and reporting obligations to regulatory authorities such as Workplace Health and Safety Queensland and the Department of Environment and Resource Management (DERM).

In some instances external specialist advisors may be allocated the responsibility to coordinate investigations, or assist authorities with their investigations. The CIMT Leader or Incident Manager will allocate specialist advisors to investigation teams as required. For

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incidents requiring investigation by authorities, the CIMT Leader or CEO is responsible for deciding if legal assistance or representation is required.

All accounting reporting requirements are to be in accordance with standard Unitywater fiscal reporting requirements and accounting processes.

10.2.2 SEQ Water Grid Manager recovery planning and reporting requirements

For incidents that involve activation of the elements of the Water Grid Manager emergency response, the Water Grid Manager will have active involvement in the recovery planning and implementation. Details on this are contained in Section 11.

Water incidents that meet certain criteria will also require a specific report to the completed and submitted to the Water Grid Manager. Detail on the criteria and report layout is contained in Section 11.

10.2.3 Office of the Water Supply Regulator

For all incidents that have required the Grid Participant to submit Part A of the form 'Drinking water quality: incident reporting' to the Office of the Water Supply Regulator, the Grid Participant should also submit Part B of the form on close-out in addition to the Water Grid Incident close-out report sent to the Water Grid Manager.

10.2.4 Individual debriefing and counselling

Individual debriefing is the process of meeting one-on-one with people involved in the incident to make sure they feel comfortable with returning to work or whether they would like to seek assistance, including counselling. Counselling is the provision of personal support and management to people who have been exposed to potentially stress causing environments or situations.

Individual debriefs are best conducted by trained counsellors, potentially sourced through the Employee Assistance Program. They may also be conducted by a person's immediate supervisor and a representative from Workforce Capability. A post-incident debrief from is at Annex U. This form should be completed and added to employee files along with follow-up counselling reports, as required.

All people exposed to physical, psycho-social and social impacts of an incident must be debriefed and offered counselling once the incident is declared over.

If a significant number of people require counselling immediately after a traumatic event, Unitywater may approach emergency services for assistance.

10.2.5 Post-incident review

Post-incident reviews aim to capture lessons learnt throughout the incident for the purpose of continuously improving Unitywater's incident management capability. Unlike debriefing, which is conducted on an individual basis, post-incident reviews are a group activity.

The post-incident review should be conducted as soon as is practical and should include all people involved in incident management teams and the on-site incident management. The CIMT Leader or Incident Manager or an external specialist should facilitate the post-incident review.

The recommended method for conducting the post-incident review is for each person in the review to provide a number of both positive and negative observations. The actual number of observations is at the review facilitator's discretion and should be balanced by the number of people in the review.

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These observations are then discussed as a group to confirm there to confirm the majority of people agree with the observation and to identify possible solutions for negative observations. Solutions do not necessarily have to be found during the review and sometimes it is best to let the issue be investigated further rather than force a decision there and then.

It is important that before the post-incident review is over people are allocated responsibilities and timelines to implement solutions that are identified during the review or to investigate unresolved issues further. The findings of the review should be compiled in a report and shared with staff across Unitywater.

An example post-incident review form is attached as Annex V.

10.2.6 SEQ Water Grid Manager debriefing requirements

Water incidents that meet certain criteria will require a debrief with the Water Grid Manager in attendance. Detail on the criteria and timelines for completing the debrief are contained in Section 11.

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11 SEQ Water Grid Manager requirements

11.1 Responsibilities under the SEQ Water Grid ERP (Emergency Response Plan)

Under the Emergency Response Plan, all Grid Participants have the following general responsibilities:

a. develop an Emergency response plan that is consistent with this Emergency response plan and the Market Rules

b. manage the response to incidents and emergencies in accordance with this plan and more detailed plans specific to each Grid Participant, including Business continuity, Emergency response, Risk management, and other risk management mechanisms

c. manage incidents

d. communicate, inform and liaise during incidents as appropriate to:

   i. the relevant emergency authorities, where applicable

   ii. the Water Grid Manager

   iii. the relevant regulator

   iv. responsible Ministers, Mayors or Chief Executive Officers, where applicable

   v. other affected Grid Participants

e. manage the recovery from incidents and support whole of grid recovery

f. work cooperatively with the Water Grid Manager Emergency Coordination Team and any appointed Emergency Manager.

11.2 Summary of SEQ Water Grid Emergency Response Functions

The following table outlines the key functions for each of the key players that are involved in responding to an incident and/or emergency at each level.

Table 3

SEQ Water Grid Incident Level	Incident Management (Impacted Grid Participant)	Grid Emergency Co-ordination	Command, Control & Co-ordination of Consequential Emergencies (Emergency Services)
1	Manage incident under own Incident Management Plan	SEQWGM has no involvement in the management and resolution of the incident	n/a
2	Manage incident under own Incident Management Plan	SEQWGM has no involvement in the management and resolution of the incident	n/a
Alert	Manage incident under own Incident Management Plan Must be reported to SEQWGM as soon as practicable but not more than 2 hours of incident being declared (following notification to relevant emergency services if required) as the incident may escalate to a level 3 (emergency) Impacted Grid Participant(s) liaise with Emergency Services	SEQWGM notified. SEQWGM has no involvement in the management and resolution of the incident	Emergency Services and Local Disaster Co-ordination Group may be alerted or placed on a watching brief
[redacted]	Manage incident under own Incident Management Plan Must be reported to SEQWGM as soon as practicable but not more than 2 hours of incident being declared (following notification to relevant emergency services if required) as the incident may escalate to a level 4 (emergency) Impacted Grid Participant(s) liaise with Emergency Services	SEQWGM has limited involvement in the management and resolution of the incident Duty manager notified and on alert It may be necessary to issue new Grid Instructions	Emergency Services and Local Disaster Co-ordination Group may be alerted or placed on a watching brief
[redacted]	Manage incident under own Incident Management Plan Must be reported within 1 hour to the relevant emergency services, District Disaster co-ordination Group and SEQWGM Impacted Grid participant(s) liaise with Emergency Services If the incident relates to events of Interest to the State Disaster Management System (e.g. terrorism, natural disasters etc) notify the State Disaster Co-ordination Centre and Local Disaster Management Group	It is likely that SEQWGM may need to issue new or amended Grid Instructions in order to maintain supply to Grid Customers Mobilising SEQ Water Grid Emergency Co-ordination Team	Where a response to an emergency has involved Emergency Services, they are responsible for managing the consequential emergency incidents in accordance with their own command, control and co-ordination framework
[redacted]	Manage Incident under own Incident Management Plan Impacted Grid Participant(s) liaise with Emergency Services If the Incident relates to events of interest to the State Disaster Management System (e.g. terrorism, natural disasters etc) notify the State Disaster Co-ordination Centre and Local Disaster Management Group	Mobilising SEQ Water Grid Emergency Co-ordination Team Issuing new Grid Instructions if necessary	Where a response to an emergency has involved Emergency Services, they are responsible for managing the consequential emergency incidents in accordance with their own command, control and co-ordination framework There may be a real or potential impact of the incident escalating to the point that a Government department decides to intervene in normal market operations by direction under emergency powers

11.3 Assess incident severity

In addition to assessing incidents using the Unitywater Incident Assessment Guide, water incidents must be assessed using the incident severity classification table (shown below).

Table 4

- **Level 1 – Insignificant**

General principles	Incident criterion – direct impacts on water supply		Examples
• Little disruption to normal operations, low increase in normal operating costs • Local incident with impact limited to a single facility within one Grid Participant Overall system impact limited to temporary or no reduction in capacity • No effect on monthly Grid Instruction volumes • Minor or no impact on bulk Grid Customers • Minor short-term impact on a small number of retail Grid Customers • Managed by the resources of the affected Grid Participant without the need to notify other Grid Participants, Emergency Services or the Water Grid Manager • These incidents occur as part of normal operations and are managed by a site supervisor or relevant duty officer as part of their normal responsibilities	• Water quality	• A critical control point alert exceeded but within critical limits • Insignificant impact, little disruption to normal operation	• Local water quality incident isolated to a zone; possibly caused by valve change
	• Water asset failure	• Minor unplanned asset failure – no facility output affected	• Localised pump breakdown; minor burst in a suburban street within distribution
	• Water quantity	• Limited or no impact on bulk Grid Customers • Minor short-term disruption to retail Grid Customers	• Early indications of blue-green algae – storage being monitored
	• Security and natural disaster	• Localised natural disaster damage	• Minor storm damage to asset
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	• Health and safety of employees or public	• Employee minor injury sustained requiring first aid • Slight injury or health affects • Low risk of other injuries	• Slip or fall resulting in lacerations requiring first aid
	• Environment	• Brief pollution event but no environmental impact. Insignificant risk of breaching environmental regulatory requirements	• Minor spike in discharge concentrations
	• Public reassurance	• Lack of public interest (e.g. reporting, not front page) in suburban newspapers	• Single adverse local radio report • Call centre receives a number of complaints but limited to a small area, e.g. a street or two

Level 2 – Minor

General principles	Incident criterion – direct impacts on water supply		Examples
• Minor or no impact on bulk Grid Customers • Minor short-term impact on a small number of retail Grid Customers • The incident has no effect on monthly Grid Instruction volumes • Can be handled within the scope of normal operating protocols between Grid Participants • Can be dealt with by the resources of the affected Grid Participants	Water quality	• Critical control point limits exceeded, even with corrections in place: o still within *Australian Drinking Water Guidelines (2004)* health values o minor impact for small population, some manageable operation disruption	• Turbidity increased to 1.2 NTU due to lime dosing but reduced to 0.8 at exit of clear water storage
	Water asset failure	• Unplanned asset failure and reductions to asset output, less than or equal to one day duration where: o supply is reduced, but not lost o supply can be sourced from elsewhere if necessary	• A mechanical failure occurs at a water treatment plant and the estimated time to repair the failure exceeds the current endurance of the clear water storage. Seqwater contacts the Distribution Service Provider who reduces the water demand from the water treatment plant to allow time for the rectification works
	Water quantity	• Single raw water supply source within the Water Grid is showing indications of failure	• Blue-green algae bloom or major turbidity event occurs whereby use of a single supply source needs to be reduced
	Security and natural disaster	• Localised natural disaster damage	• Storm causes minor interruptions due to loss of power supply
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Employee medical attention required – restricted work duties or limited lost work time. Public injury • Inherent risk for more injuries. Immediate action to be taken at Grid Participant level to ensure public safety	• Slip or fall resulting in broken limbs, lacerations requiring stitches or hospitalisation.
	Environment	• Minor transient environmental impact • Low risk of breaching environmental regulatory requirements • Grid Participant level corrective action	• A spike in discharge concentrations but unlikely to exceed 95 percentile licence limits
	Public reassurance	• Public questioning of Water Grid operations and decisions for local assets (e.g. local newspaper)	• Short-term adverse media at a local level • Call centre receives a number of complaints, but limited to one suburb

Alert		
General principles	**Incident criterion**	**Examples**
• Classification for incidents with a possible severity of 3–5 where the consequences have not yet occurred • A potential Level 3–5 incident is considered highly likely to be imminent • An incident has occurred with severity below Level 3, however, there is a possibility that further deterioration of the situation will breach a Level 3–5 threshold • An incident has occurred with severity below Level 3, however, the Grid Participant has notified the responsible Minister/s of media interest or other circumstances of interest, and therefore must also notify the Water Grid Manager • The Water Grid is on standby to manage a potential incident • Where possible, relevant Grid Participants/Water Grid Manager take action in advance to prepare for the incident eventuating • When the incident eventuates, reclassify its severity level in accordance with this Plan	Water quality	• *E. coli* has been detected, and an Alert is raised while a re-sample is carried out to confirm the contamination event (see 'Attachment E: *E. coli* Alert escalation process')
	Security and natural disaster	• Natural disaster, such as cyclone, flood, fire, etc., forecast or in progress and likely to cause an impact, though this has not yet happened • National counter-terrorism Alert level is raised one level
	Public reassurance	• Any incident or potential incident that has /could attract media interest, making negative coverage a possibility

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Level 3 – Moderate

General principles	Incident criterion – direct impacts on water supply		Examples
• Minor impact for a large population • Major impact for small population • Minor impact for retail Grid Customers • The Water Grid Manager may issue new Grid Instructions • Can be dealt with within operating protocols but not 'normal' protocols	Water quality	• *Australian Drinking Water Guidelines (2004)* health values confirmed as exceeded [1, 2] • Aesthetic impact for large population, but manageable through modification to operations	• Chlorine in a service reservoir is low and *E. coli* has been detected, re-sampled and confirmed • The reservoir is required to be dosed with chlorine and mixed with fresh water for dilution • A chronic health guideline value is exceeded, e.g. total trihalomethanes, with no associated public health risk
	Water asset failure	• Significant unplanned asset failure and reductions to asset output greater than one day duration, and may impact Grid Contract obligations being met • Any single supply source failure	• Unplanned halt to production by water treatment plant for longer than 24 hours, resulting in failure to meet Grid Contract obligations and interruption to customer supply to a small population for less than 8 hours
	Water quantity	• Single raw water supply source within the Water Grid is out of service whereby supply is affected by >20% of Grid Instruction volume	• Single raw water supply source taken offline due to blue-green algae or other event • The period to rectify the problem exceeds 12 hours or is likely to result in low levels in the local storage reservoirs
	Security and natural disaster	• Natural disaster or security event that would disrupt operations and/or service delivery	• Poison containers found at water storages • Large fire occurs in a major catchment area
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Single fatality involving an employee or a member of the public • Significant risk of further injuries • Immediate corrective action by Grid Participant	• A drowning occurs within the assets of a Grid Participant
	Environment	• Significant release of pollutants with mid-term recovery • High risk of environmental regulatory requirements breach with the potential to affect drinking water supply works • Notification of an incident to a regulator	• Exceedence of a concentration limit whereby the Queensland Manufactured Water Authority cannot access water from a sewage treatment plant • Exceedence of a discharge licence where discharge is likely to make its way to a drinking water source
	Public reassurance	• Public questioning of Water Grid operations and decisions for local assets (e.g. regional newspaper, regulator enquiry)	• Medium- term adverse media at a regional or State level, such as large increase in volume of adverse calls to call centre

Level 4 – Major			
General principles	**Incident criterion – direct impacts on water supply**		**Examples**
• Single or multiple regions affected. Multiple Grid Participants and the Water Grid Manager with State Government departments involved or on standby • Minister may issue a Water Supply Emergency Declaration • Moderate impact for a large population or major impact for a small population • Major impact for Grid Customers • The Water Grid Manager is likely to issue new Grid Instructions (depending on the type of incident) • The Water Grid Manager may need to access the Seqwater or LinkWater control (or incident) rooms to obtain real time data and information • Impacts on drinking water regarded as relatively short-term, but involving multiple Water Grid entities and government agencies	Water quality	• Major impact for small population, systems significantly compromised and operation ceased or abnormal • Significantly enhanced level of monitoring required	• *Cryptosporidium* event at a minor water treatment plant only supplying an isolated small town, which results in a Boil Water Notice being issued • There are repeated exceedences of a chronic health guideline value affecting a small population, e.g. total trihalomethanes, where Queensland Health or The Regulator determines there may be a risk to public health
	Water asset failure	• Major unplanned asset failure leading to service interruptions – days to weeks to rectify • Impacts on Grid Contract obligations or multiple Grid Customer disruptions	• Any water treatment plant that cannot produce water to serve the local community and the Water Grid cannot fully meet demand, resulting in interruption to customer supply for over 8 hours. Local area needs to go on restrictions, e.g. water treatment plant supplying isolated local government area
	Water quantity	• Drought trigger is reached within any Water Grid supply reserves	• Future drought declaration – restrictions implemented
	Security and natural disaster	• Localised natural disaster or security event	• Fire has destroyed a single water treatment plant • Credible threat to major infrastructure within the Water Grid received by a Grid Participant or the Government • Australian pandemic Alert phase 6a, 6b or 6c [3]
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Multiple fatalities	• Accident caused by water craft on recreational waters resulting in multiple fatalities
	Environment	• Significant long-term environmental effects with the potential to affect drinking water supply works • Significant risk of breaching environmental requirements long-term (weeks)	• Major release of water treatment plant sludge into a water course • Major sewage spill upstream of a water treatment plant
	Public reassurance	• Public confidence in Water Grid operations diminished and looking to validate information decisions (e.g. national TV news and/or regulator investigation)	• Adverse State-wide or national media attention • Call centre receives a number of complaints related to multiple suburbs or two or more retailers

Level 5 – Catastrophe			
General principles	**Incident criterion – direct impacts on water supply**		**Examples**
• Large-scale impact across South East Queensland, other utilities affected. Requires Government intervention at State and Federal levels to manage the incident • Minister is likely to issue a Water Supply Emergency Declaration • Major impact for large populations, complete failure of systems • An emergency incident or combination of incidents with the potential for large-scale short- and long-term impacts to human well-being and the environment including terrorism impacts or natural disasters	Water quality	• Major impact for large population, extreme volume of complaints • Complete failure of systems	• *Cryptosporidium* event at a major water treatment plant which results in a Boil Water Notice being issued for a region • There are repeated exceedences of a chronic health guideline value affecting a large population, e.g. total trihalomethanes, where Queensland Health or the Regulator determines that there may be a risk to public health or a public health risk is confirmed
	Water asset failure	• Extreme unplanned asset failure – weeks to months to rectify • Major rectification works to re-establish water supply	• Dam wall breach
	Water quantity	• Drought supply reserves are reaching the emergency volumes	• Extreme restrictions apply and emergency supply projects instigated
	Security and natural disaster	• Extreme natural disaster or security event	• Bomb blast impacts major asset • Flood, fire and cyclone impacts on multiple assets • Australian pandemic Alert phase 6a, 6b or 6c [4]
	Incident criterion – ancillary impacts associated with water supply		**Examples**
	Health and safety of employees or public	• Multiple fatalities • Extreme risk of further fatalities and injuries leading to a Declared State of Emergency	• Breach of dam wall causing flooding and multiple casualties
	Environment	• Catastrophic, long-term environmental impacts with the potential to affect drinking water supply works • Extreme risk of breaching environmental regulatory requirements. Immediate notification of relevant authorities	• Any incident causing the loss of a water source for more than one month, or the loss of an entire ecosystem
	Public reassurance	• Widespread concerns expressed by public and loss of trust in Water Grid operations (e.g. international TV news headlines and/or government investigation)	• Adverse national or international media attention • Call centre receives an extreme number of serious complaints related to multiple retailers

[4] Depending on Water Grid impacts assessment

11.3.1 Notification responsibilities

The essential notification responsibilities upon detection of an incident are summarised in the following table.

Table 5

Incident level	Grid Participant emergency contact		Water Grid Manager Duty Manager		
1 and 2	Yes	As per Grid Participant internal Incident Management Plan and operating protocols	No		
Alert	Yes	As per Grid Participant internal Incident Management Plan and operating protocols	Yes	phone email	Within 2 hours of incident detection Email Incident Notification Form within 2 hours of incident detection
3	Yes	As per Grid Participant internal Incident Management Plan and operating protocols	Yes	phone email	Within 2 hours of incident detection Email Incident notification form within 2 hours of incident detection
4 and 5	Yes	As per Grid Participant internal Incident Management Plan and operating protocols	Yes	phone email	Within 1 hour of incident detection Email Incident notification form within 1 hour of incident detection

SEQ Water Grid Manager must be notified by phone and by email.

SEQ Water Grid Manager: [redacted]

SEQ Water Grid Media Duty Manager [redacted]

11.3.2 Grid Participant emergency contact

The Grid Manager requires each Grid Participant to nominate a single point of contact to receive formal notification of incidents and to liaise initially with the Water Grid Manager. The Unitywater nominated contact is the Network Control Room (South), [redacted]

The Network Control Room (North) is the secondary point of contact.

11.4 Establish command and control functions

The four key functions for command and control of an emergency are as follows:

Table 6

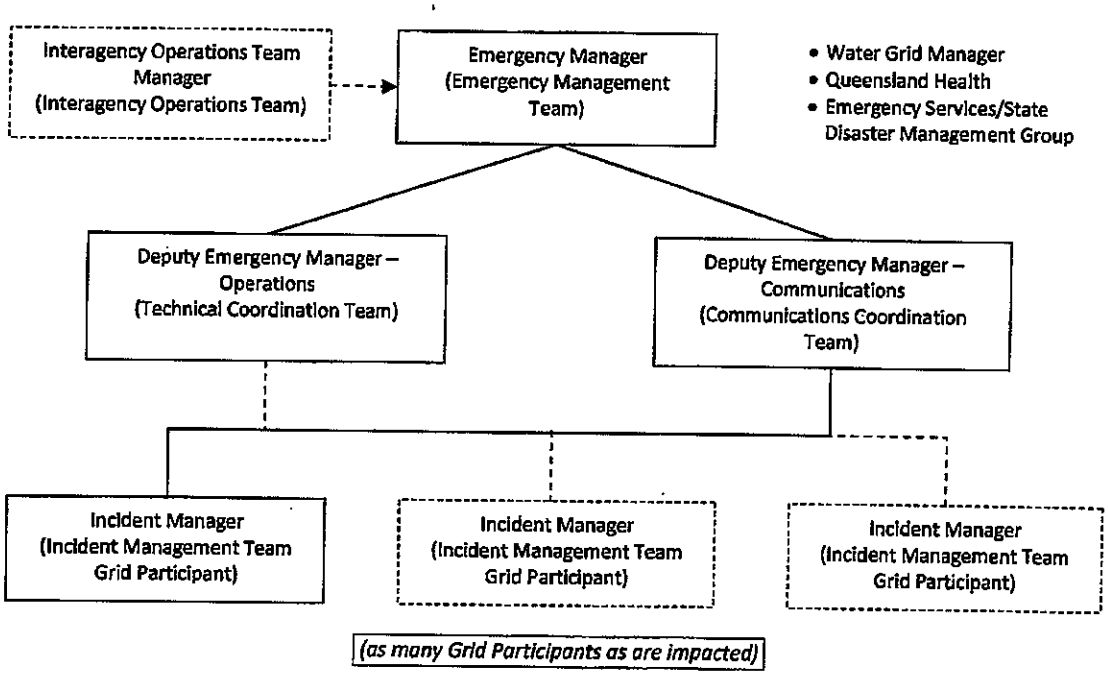
Function	Description	Key responsibilities
Incident management	Managing the physical incident on-site	Actions undertaken to manage the incident under Grid Participant's internal Emergency Response Plan, including both the operational response and the supporting staff functions, including legal, insurance, human resources, security, Grid Participant operability and liabilities etc.
Technical coordination	Coordinating whole-of-Grid operations and support	• Assist the Emergency Manager • Facilitate interagency liaison • Facilitate resource sharing and mutual assistance among Grid Participants from an operations perspective • Seek and share additional expert advice • Remodel the water security position • Issue Grid Instructions and Emergency Operating Instructions, as necessary • Facilitate close-out debrief • Prepare Technical Operations Strategy for Emergency Management Team approval
Communications coordination	Coordinating Water Grid internal and external communications	• Assist the Emergency Manager • Internal stakeholder management • Facilitate interagency liaison • Prepare all internal and external communications materials as required • Issue all internal communications • Facilitate resource sharing and mutual assistance among Grid Participants from a communications perspective • Seek and share additional expert advice • Prepare Communications Strategy for Emergency Management Team approval

Emergency management	Strategic command and key stakeholder management	• Strategically manage response to the emergency • Determine risk management strategy • Coordinate investigations • Single contact point (Emergency Manager) for the emergency unless this is delegated to other Emergency Response Team member/s • Key stakeholder management • Approve all external communications: • Briefings • Media releases • Public interface • Approve Technical Operations and Communications Strategies • Issue all external communications

11.4.1 Emergency Response Team structure

Based on the above functions and their 'owners', the Emergency Response Team structure will be as follows:

Figure 7



11.4.2 Function teams membership

In general terms, the function teams shown above will be made up as follows:

Table 7

Function	Agency	Team	Team leader	Team members
Incident management	Unitywater	Incident Management Team	Incident Manager	Unitywater staff
Technical coordination	Water Grid Manager	Technical Coordination Team	Deputy Emergency Manager - Operations	Water Grid Manager staff Grid Participant staff
Communications coordination	Water Grid Manager	Communications Coordination Team	Deputy Emergency Manager - Communications	Water Grid Manager staff Grid Participant staff
Emergency management	Water Grid Manager	Emergency Management Team	Emergency Manager	Water Grid Manager staff Grid Participant executive staff Communications staff
	Queensland Health	Emergency Management Team based on Major Water Incident Management Group	State Health Incident Coordinator (Chief Health Officer)	Senior Health Officer Queensland Health CEOs of Water Grid entities Premier's Department Ministerial staff Communications staff State regulators Specialist advisors, as needed
	Emergency Services/ State Disaster Management Group	Emergency Management Team based on State Disaster Management Group	State Disaster Manager	

11.4.3 Emergency Coordination Team

The structure and composition of the Emergency Coordination Team will be in accordance with the Water Grid Manager's Emergency coordination plan. It will largely rely upon staff resources from within the Water Grid Manager, but may also draw upon the Interagency Operations Team for specialist advice.

The Water Grid Manager will appoint a manager to lead the Emergency Coordination Team. The function of the Emergency Coordination Team is to coordinate and manage implementation within the Water Grid of actions required by the Emergency Management Team. For straightforward emergencies, the Emergency Coordination Team may be combined with the Emergency Management Team.

It will be normal, where an Interagency Operations Team is formed, to include at least one member of the Emergency Coordination Team.

11.4.4 Emergency Management Team

The structure and composition of the Emergency Management Team will vary according to the emergency situation and the entity undertaking this function. As a guide, for incidents in which no external entities are involved, the Emergency Management Team is likely to consist of the Emergency Manager, an executive from each impacted Grid Participant and Water Grid Manager staff. All invitations will be made by the Emergency Manager, by phone or face-to-face. Email is not to be solely relied upon.

The Emergency Manager will be the single point of contact for the emergency, unless this function is delegated to other team member/s.

Normally a staff member from the Water Grid Manager will be appointed as the Deputy Emergency Manager – Communications for the emergency response. A staff member from the Water Grid Manager will be appointed as the Deputy Emergency Manager – Operations as well. The appointment of these positions will be confirmed by the Emergency Management Team at its first meeting. For very straightforward emergencies, the Emergency Management Team may consist of a single manager from the Water Grid Manager.

For most emergencies, the Water Grid Manager will combine this function with its emergency coordination roles. The Emergency Management Team will therefore be the same as the Emergency Coordination Teams.

Where Queensland Health undertakes this function, the Emergency Management Team structure and composition will be in accordance with the 'Queensland Health protocol for the management of major drinking water health-related incidents'. The team will include senior representatives from the Water Grid.

Where the State Disaster Management Group undertakes this function, it will be in accordance with the *State Disaster Management Plan*.

The Emergency Management Team may draw upon the Interagency Operations Team for specialist advice, if required.

11.4.5 Interagency Operations Team

The Interagency Operations Team is an expert reference panel assembled by the Water Grid Manager when required to provide technical, operational and risk assessment advice and recommendations on any aspect of managing a given emergency, for example, a water quality specialist group. Its size and composition are not fixed, as these will be determined for each event in view of the technical knowledge or expertise required. The Emergency Manager will designate a Grid Participant or external agency whose staff member is to be the manager of the Interagency Operations Team.

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11.4.6 Reporting and escalating

The Incident Manger or CIMT Leader must monitor the response of the rectification works and report to the SEQ Water Grid Incident Manger on a regular basis to update the resolution times on a frequency as follows:

Level 1	60 mins
Level 2	60 mins
Level 3	60 mins
Level 4	10 mins
Level 5	10 mins

Each incident is to be escalated to the SEQ Water Grid Incident Manger if not resolved within the following times and the Incident owner notified of the status of their incident.

Level 1	40 hours
Level 2	40 hours
Level 3	24 hours
Level 4	8 hours
Level 5	4 hours

The escalation of an incident through to Level 5 is based on a combination of factors including:

- the consequence of the incident to:
  - water quality
  - water assets
  - water quantity
  - security
  - public health
  - the environment
  - public confidence
- the ability of the deployed people and resources to manage the consequence.

The appropriate person within a Grid Participant, e.g. Grid Participant Duty Manager, has the authority to escalate an incident to a higher level and send appropriate notification to the Water Grid Manager corresponding to the escalation. The Water Grid Manager reserves an overriding right to escalate emergencies.

Prompts for the escalation to a higher level include:

- actual or potential impact on the Water Grid, its Grid Customers, community and environment is more widespread
- the available people and resources associated with the original incident severity level are inadequate to manage the incident
- more information is known about the incident, justifying a reclassification
- an upward trending pattern of the initial incident (i.e. a domino effect), which may result in the escalation of the incident
- emergency services are required to assist
- water quality issues require notification to the Queensland Water Commission, Department of Environment and Resource Management and/or Queensland Health

- potential for secondary issues to develop and be more damaging than the original incident
- widespread attention by the media, regulators, or Members of Parliament
- potential for major asset damage or loss.

11.4.7 Emergency coordination

The Water Grid Manager is responsible for establishing the Technical and Communications Coordination Teams. A range of coordination activities will be required to facilitate the total emergency response and to ensure whole-of-Grid operations maintain supply (as distinct from managing the incident at the entity or asset level).

These coordination activities include:

- liaison between Grid Participants and other interested agencies
- facilitating resource sharing among Grid Participants
- seeking and sharing additional expert advice
- assisting the Emergency Manager, when this function has been transferred to another agency
- coordinating and preparing key communications (both internal and external)
- issuing Grid Instructions and Emergency Operating Instructions, as necessary.

For most emergencies, the Water Grid Manager will combine the emergency coordination and emergency management functions. However, when the emergency management function is transferred to another agency, its associated activities, including a range of communication activities, are transferred with it

11.4.8 'Internal' communication activities

Among members of the Water Grid and government stakeholders.

Table 8

Level	Communication	Incident Management Team (Impacted Grid Participant/s)	Communications Coordination Team (Water Grid Manager)	Emergency Management Team (Water Grid Manager or other) [5]
1–2	Notification	Notify internal key stakeholders as required, e.g. CEO, Mayor, Board Notify other impacted Grid Participant/s	No involvement	No involvement
	Stakeholder briefings	Manage internal stakeholders at own discretion	No involvement	No involvement
	Liaison/support	Liaise with other impacted Grid Participant/s	No involvement	No involvement
Alert	Notification	Notify internal key stakeholders as required, e.g. CEO, Mayor, Board Notify other impacted Grid Participant/s. Notify Water Grid Manager Notify Office of the Water Supply Regulator, if required	Water Grid Manager Duty Manager to notify Minister's office (use Attachment I template)	Water Grid Manager Duty Manager to notify Minister's office (use Attachment I template)
	Stakeholder briefings	Manage internal stakeholders at own discretion	No involvement	No involvement
	Liaison/support	Liaise with other impacted Grid Participant/s	No involvement	No involvement
3–5	Notification	Notify Water Grid Manager Notify Office of the Water Supply Regulator, if required Notify internal key stakeholders as required, e.g. CEO, Mayor, Board Confirm with the Water Grid Manager which stakeholders have been notified	Notify other relevant stakeholders, as appropriate: • Water Grid Manager CEO • Responsible Minister/s office • Other Grid Participants • Water Grid Manager Board • Queensland Water Commission • Department of Environment and Resource Management • Queensland Health • Premier's Department • Emergency Services	
	Stakeholder briefings	Proactively provide information to Emergency Manager/Emergency Coordinator to enable preparation of briefings Assist Emergency Manager Teams in preparation and approval of briefings. Forward approved briefings to internal stakeholders as required, e.g. Grid Participant senior management, CEO, Mayor, Board Do not issue briefings independent of Emergency Manager/Emergency Coordinator	Proactively provide information to Emergency Manager to enable preparation of briefings Assist Emergency Manager in preparation and approval of briefings Forward approved briefings to internal stakeholders, as required Do not issue briefings independent of Emergency Manager	Manage preparation and approval of briefings, as appropriate (including SITREPs) Issue briefings Respond to enquiries about briefings and other stakeholder enquiries Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of briefings, etc.
	Liaison/support	Proactively provide information and support to the Emergency Management Teams Provide SITREPs to summarise available information, as requested by the Emergency Manager/Emergency Coordinator	Proactively provide information and support to the Emergency Manager Coordinate liaison and communications support across the emergency response teams	Manage preparation and approval of briefings, as appropriate (including SITREPs)

11.4.9 'External' communication activities

Directed at the public and stakeholders outside Water Grid and government stakeholders.

Table 9

Level	Communication	Distribution Service Providers Incident Management Team (Impacted Grid Participant/s) #	Communications Coordination Team (Water Grid Manager) #	Emergency Management Team (Water Grid Manager or other) [6]
1–2	Strategy and messaging	Formulate any appropriate communications strategy messaging at their discretion	Provide whole-of-Grid messaging, if required	No involvement
	Public face	Designate spokesperson	No involvement	No involvement
	Media management Public information and enquiries	Manage media at their own discretion Respond to media/public enquiries May only comment on the incident as it relates to their assets No comment to be made on whole-of-Grid issues	Manage comments on the Water Grid, if required	No involvement
Alert	Strategy and messaging	Formulate any appropriate communications strategy messaging at their discretion	Provide whole-of-Grid messaging, if required	No involvement
	Public face	Designate spokesperson	No involvement	No involvement
	Media management Public information and enquiries	Manage media at their own discretion Respond to media/public enquiries May only comment on the incident as it relates to their assets No comment to be made on whole-of-Grid issues	Manage comments on the Water Grid, if required	No involvement
3–5	Strategy and messaging	Work with the Emergency Manager to develop the communications strategy for the emergency response, and key messages for inclusion across all communications	Work with the Emergency Manager to develop the communications strategy for the emergency response, and key messages for inclusion across all communications	Conduct risk assessment and incident verification Manage development of a communications strategy for the emergency response, and key messages for all communications Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of messaging, etc.
	Public face	Support spokesperson, as requested Do not present public face independent of Emergency Manager	Support spokesperson, as requested Do not present public face independent of Emergency Manager	Designate spokesperson
	Media management Public information Public enquiries	Assist Emergency Manager in preparation and approval of media releases and other public information Disseminate finalised and approved media releases, and other public information Forward media/public enquiries to Emergency Manager Do not issue releases or information independent of Emergency Manager	Assist Emergency Manager in preparation and approval of media releases and other public information Disseminate finalised and approved media releases, and other public information Forward media/public enquiries to Emergency Manager Do not issue releases or information independent of Emergency Manager	Manage preparation and approval of media releases and other public information, as appropriate Issue media releases (initial statement and further releases as appropriate) and other public information (Grid Participant websites, call centres, etc.) Respond to media/public enquiries Unless another organisation takes the Emergency Manager role, the Water Grid Manager's responsible Minister has final approval of media statements, etc.

All SEQ Water Grid communication activities for the State-owned entities are coordinated through the SEQ Water Grid Communications Unit, including levels 1, 2 and Alert level incidents.

11.5 Manage the recovery

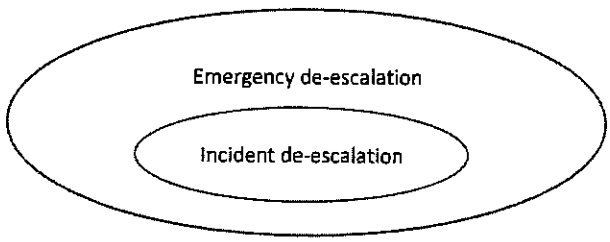
11.5.1 Context

Recovery begins immediately once an incident has been contained. The focus is on maintaining continuity of operations while restoring the Water Grid to normal status. The Water Grid Manager's 'strategic Water Grid management' function provides direction as to the approach to be applied.

11.5.2 De-escalation

There are two elements of de-escalation in the emergency response context:

Figure 8



As shown, incident de-escalation is a sub-set of emergency de-escalation.

Incident de-escalation relates to incident management, and the status of the physical event. The impacted Grid Participant is therefore responsible for incident de-escalation. Each Grid Participant is to have a procedure which details the process to close-out an incident once it has been rectified.

Emergency de-escalation takes into account a broader range of factors including emergency coordination and management, which may continue well after the incident that caused the emergency has be rectified. As such, it is possible that the emergency may stay ongoing after the Grid Participant has de-escalated their incident. As a result, only the Emergency Manager can de-escalate the Water Grid emergency.

11.5.3 Incident Close-out Report

For all level 3, 4 and 5 incidents, the impacted Grid Participant/s must complete the Incident close-out report provided at Annex W, including the results of any investigation and rectification procedures performed, and copy to the Water Grid Manager (and Emergency Manager, if this is not the Water Grid Manager).

11.5.4 Emergency Coordination Team (Water Grid Manager)

The Emergency Coordination Team assists the Emergency Management Team in coordinating the whole-of-Grid recovery process, based on recovery objectives and subsequent priority of work provided by the Emergency Management Team.

The Emergency Coordination Team must work with Grid Participants to determine the most effective method of implementing the recovery objectives. The Water Grid Manager will then issue Grid Instructions to Grid Participants, if required, in accordance with the recovery priorities and at a frequency which assists the recovery.

11.5.5 Emergency Management Team (Water Grid Manager or other)

The Emergency Management Team is responsible for directing the whole-of-Grid recovery process. This is primarily achieved by outlining the recovery objectives and the subsequent priority of work.

This process may involve input and assistance from a number of other government departments and stakeholders such as:

a. Grid Participants
b. Queensland Health
c. Queensland Treasury
d. Department of Employment, Economic Development and Innovation
e. Queensland Water Commission
f. Department of Environment and Resource Management.
g. Department of Community Safety (Emergency Services)
h. Department of Premier and Cabinet
i. Department of Infrastructure and Planning
j. Grid Customers.

11.5.6 Debriefing

The Emergency Manager will decide if a formal debriefing process is to be carried out, based on the nature of the incident.

The following table outlines responsibilities for carrying out debriefings following incident close-out.

Table 10

Level	Incident Manager (Impacted Grid Participant)	Emergency Manager (Water Grid Manager or other)
1 and 2	Refer to Grid Participant's internal Emergency Response Plan	No involvement
3, 4 and 5	Carry out 'hot' debrief—informal debriefing which must occur as soon as practicable following the event to capture immediate learning's and details	Water Grid Manager to facilitate a 'cold' debriefing including all entities involved in the emergency response in order to: carry out a root cause analysis capture and disseminate experiences and lessons learnt throughout the incident enable process improvements and modifications

11.5.7 Post-emergency report

The Post-emergency report functions as a summary of information and feedback on an emergency and as a cover form for the file of associated documentation. It is a vehicle for information consolidation, analysis and formalised recommendations.

It should be completed by the Emergency Manager or Emergency Coordinator following a thorough debriefing process.

The Emergency Manager/Emergency Coordinator will distribute copies of the Post-emergency report to all entities involved in the emergency response.

11.5.8 Risk Register

Recommendations arising from the debriefing process and Post-emergency report must be forwarded to Grid Participant Risk Managers for inclusion in the entities' Risk registers, as appropriate.

The impacted Grid Participant/s are responsible for incorporating recommended actions addressing their own assets and systems. The Water Grid Manager is responsible for incorporating recommendations which address:

a. whole-of-Grid systems and continuous improvement

b. learning's from the experience that have value for all Grid Participants, and should be shared with others not involved in this incident.

Following risk assessment in accordance with the Grid Participants' internal Risk management plans, recommendations and mitigations will flow through to update operational documentation such as:

a. operational procedures

b. training schedules

c. Water quality improvement plans

d. Asset improvement plans.

ANNEX A: INCIDENT REPORT FORM

1.0 Who is reporting the Emergency? *(Callers details)*

Call received by:

Name:	Location:	Contact Number:	Fire Alarm:
.....	.....	.....	YES / NO

2.0 Particulars of the Emergency *(Please complete appropriate section)*

Date and time	Location of Emergency	Number of people involved:	Number of Fatalities/ Injuries:
...../...../..... ....hrs.	.....	.....	.....

3.0 Assets Destroyed/ Damaged/ or Failed & Extent of Damage or Failure

4.0 Further Description of the emergency

5.0 Help Required (Circle Requirements)

FIRE RESCUE AMBULANCE POLICE

6.0 Is the incident? (Circle)

STABLE or ESCALATING

Affecting:

COMMUNITY or
OTHERS:.....

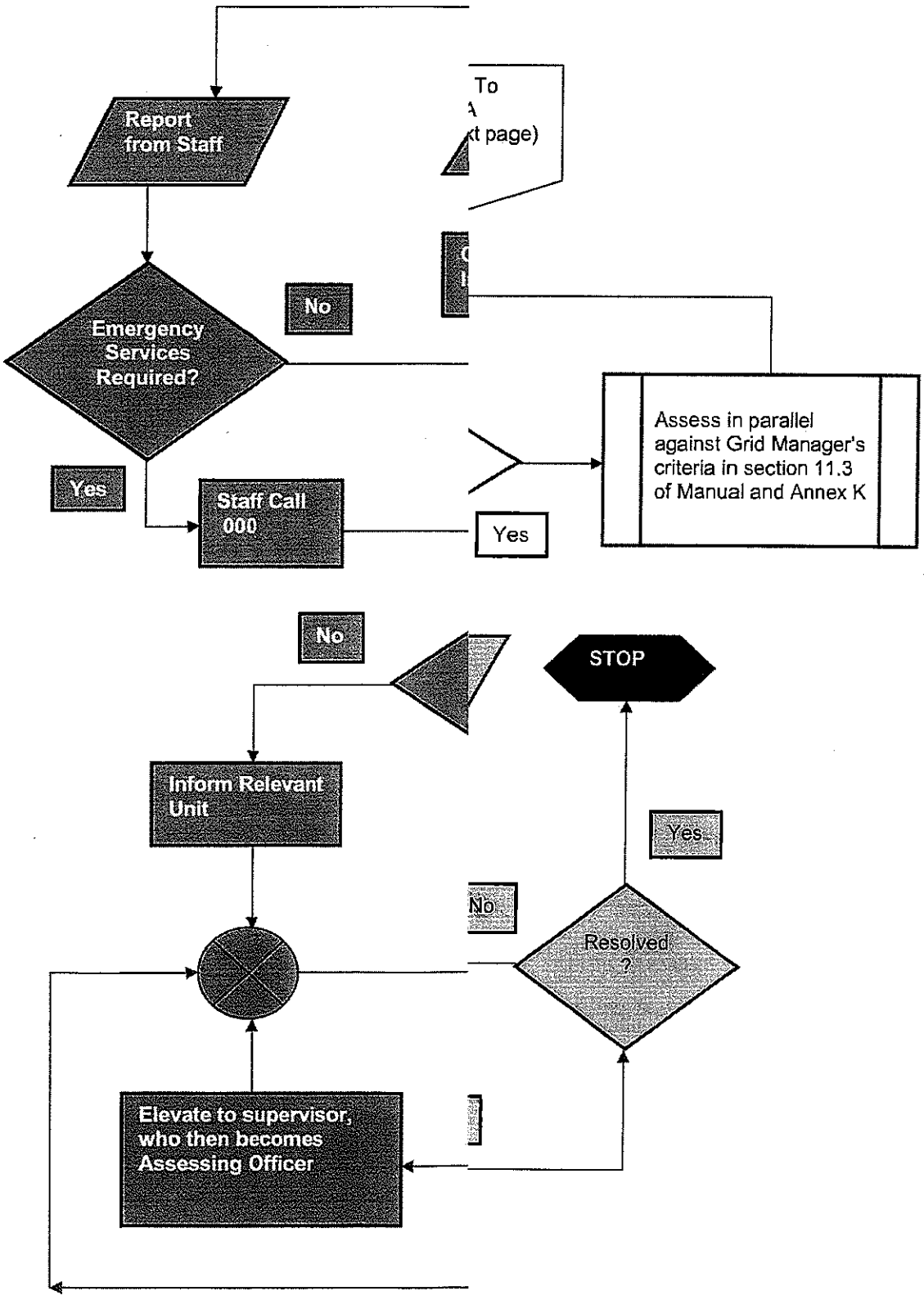
7.0 The following immediate actions are completed on recieving an emergency report.

If not contacted already, phone 000, or instruct caller to phone 000, if required

Record in network operations log

Notify manager of the affected area

Deploy resources available to respond to incident



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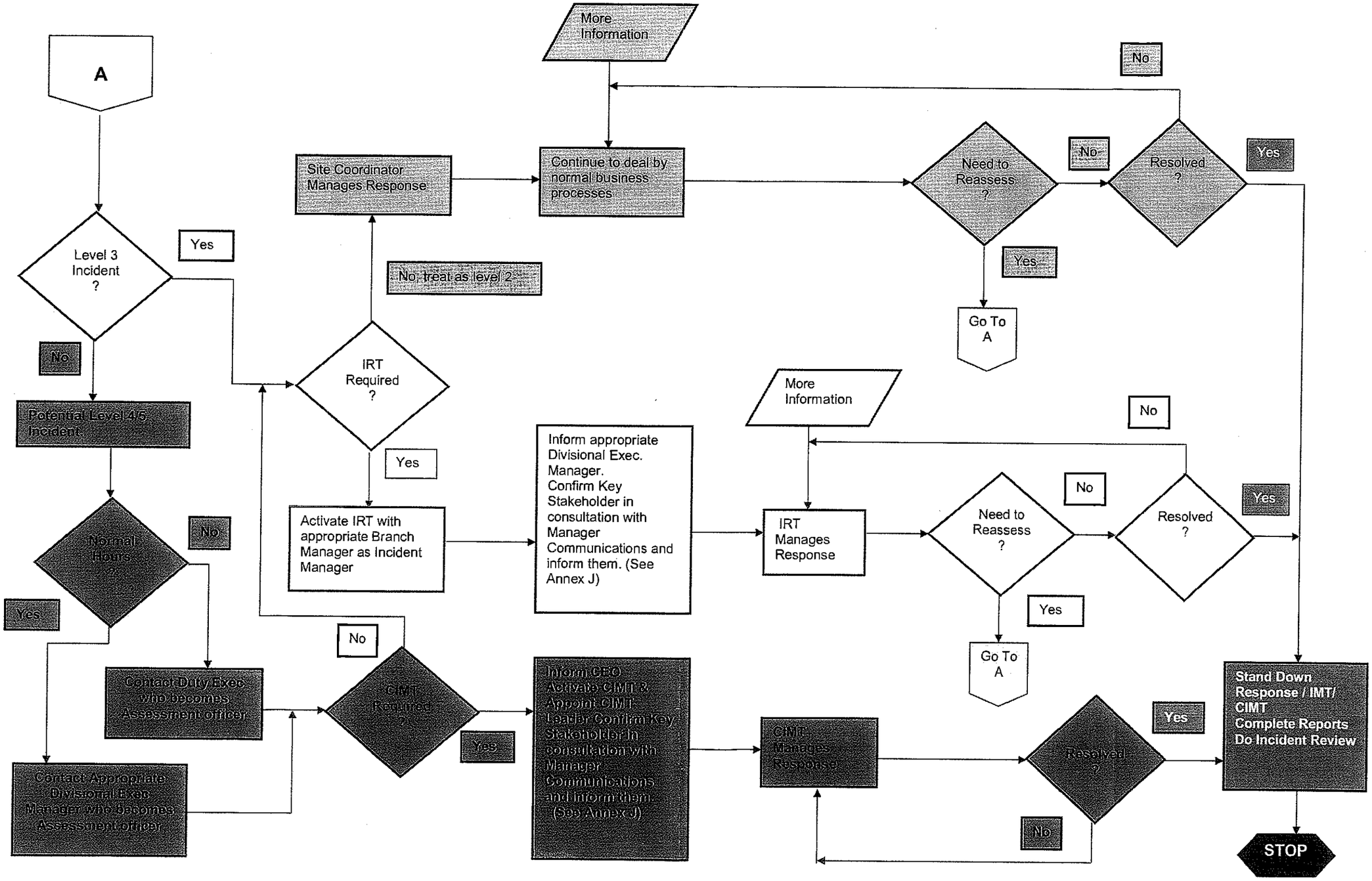
ANNEX B: ACTIVATION AND ESCALATION (continued)



ANNEX C: INCIDENT ASSESSMENT GUIDE

Impact Areas and Consequence Descriptors

Severity and Response Level	Harm to People	Business functions interruption	Environmental damage	Asset damage	Damage to reputation / Community
First responders – All Staff; Site Coordinator / Supervisor; IMT – Manager of a Business Branch; CMT – EMT Catastrophic Level 5	Fatalities Very serious injury Permanent disability	Loss of critical functions for a day or more. May require support from external service providers.	Long-term, large scale damage to habitat or environment. Serious or repeated breach of legislation or licence conditions. Cancellation of licence. Prosecution for serious infringement.	Significant permanent damage to assets or infrastructure, greater than $1m	Significant adverse national / international media / public attention Total blockage of transport link of State importance
Major Level 4	Injuries requiring hospitalisation and/or emergency evacuation	Loss of critical functions for up to 6 hours. Issue repairable within a day or overnight.	Severe impact requiring remedial action and review of processes to prevent reoccurrence. Penalties or compliance order incurred. Prosecution for minor infringements	Significant damage to assets or infrastructure, $250k to $1m	High level of attention from multiple media outlets and/or heightened concern by local community Total blockage of transport link of City importance
Moderate Level 3	Injury requiring medical treatment (not an emergency – e.g. Doctor check on possible sprain)	Loss of critical functions for up to 4 hours. Some data may be lost or corrupted. Issue may require specialist resources to resolve.	No long-term or irreversible damage to environment. May incur cautionary notice or infringement notice.	Damage to assets or infrastructure $100k to $250k Moderate damage that may require specialists contracts or equipment to repair or replace	Moderate, adverse local public or media attention and complaints Extended disruption to arterial road/rail link
Minor Level 2	Injuries requiring first aid treatment	Loss of critical functions for up to 2 hours. Issue repairable using normal arrangements and resources	Minor localised impact: one-off situation easily remedied.	Minor loss or damage, to assets or infrastructure. $50k to $100k Some repairs may be required	Public concern restricted to local complaints, possibly to local media Local traffic disrupted
Insignificant Level 1	Reportable incidents and near miss with no medical treatment required	Short-term loss of critical functions, able to be repaired / reinstated within 1 hour	Minor breach of environmental policy or practices. Negligible environmental impact.	No significant damage to assets or infrastructure. Damage value < $50k	Very little impacts to reputation at all. One or two complaints.

Severity and Response Level	Impact Areas and Consequence Descriptors **Recycled Water** For loss of supply use water supply services descriptors in next table
First responders – All Staff; Site Coordinator / Supervisor; IMT – Manager of a Business Branch; CMT – EMT Catastrophic Level 5	Serious health impacts on multiple customers or loss of life attributable to recycled water.
Major Level 4	Recycled water used illegally affecting drinking water supply to a large population of customers (Environment Protection Agency and Public Health Regulation 2005) Advice from competent third parties of health problems attributed to recycled water. Confirmed contamination by illegal discharge of toxic trade waster
Moderate Level 3	Recycled water used illegally affecting potable water supplies to a small number of customers. Repeated exceedance of a critical control point "critical limit" Exceedance of recycled water quality criteria in the Public Health Regulations, 2005. Reported Contamination by illegal discharge of toxic trade waste.
Minor Level 2	RW critical control point/limit exceeded – RWMP refer. Repeated exceedance of a RWMP alert level/limit.
Insignificant Level 1	Isolated exceedance of RW critical control point "Alert Limit" but within critical limit – RWMP refers.

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Impact Areas and Consequence Descriptors

Severity and Response Level	Water supply services (see note * below)	Sewerage services (See note # below)
Catastrophic Level 5	System-wide(north or south) disruption to water supply System-wide (north or south) Microbiological non-conformance: E. Coli – Confirmed positive result for more than 10 discrete samples. Protozoa/viruses – positive results for more than 10 discrete samples Physical/Chemical non-compliance with National Health Research Council Guidelines affecting whole system Advice from doctors/medical centres regarding immediate life threatening health concerns related to water supply	Release of untreated sewage / sludge, >10ML Serious Failure of treatment processes that result in an ongoing breach of maximum limit at STPs that is likely to continue over a lengthy period. Life threatening contamination of wide area system supply or threat of contamination to a public water supply Life threatening health concerns resulting from a sewerage system failure having impacts on a large area of the serviced population
Major Level 4	Disruption to water supply affecting >500 properties Interruption affects hospital or other critical facilities Microbiological non-conformance: E. Coli –Confirmed positive result for more than 5 discrete samples. Protozoa/viruses – positive results for more than 10 samples Physical/Chemical non-compliance with National Health Research Council Guidelines affecting >500 properties Advice from doctors/medical centres regarding health problems related to water supply Grid participant notifies of contamination or possible contamination to water supply	Release of untreated sewage / sludge, >1ML Failure of treatment processes that result in an ongoing breach of maximum limit at STPs. Roof failure of an anaerobic digester and potential for a gas explosion Advice from third parties re health problems related to reuse of treated effluent Major failure of treatment processes resulting in breach of licence conditions Odour complaints at a suburb level
Moderate Level 3	Disruption to water supply affecting 100 - 500 properties ADWG health value exceeded. More than 100 customer complaints regarding taste/odour/clarity Microbiological non-conformance: E. Coli – Confirmed positive result for 1sample (on retest) Protozoa/viruses – positive results for 4 to 10 samples Failure of a significant part or all of SCADA / control systems Failure of chlorination system of more than 4 hours to repair Power outage of more than 8 hours expected Notification of a backflow into system from industry	Significant release of untreated sewage, 50 – 1000kL. Failure of reticulation resulting in breach of licence Failure of treatment processes that result in an isolated breach of maximum limit at STPs. Power outage of up to 8 hours Failure of disinfection system requiring more than 5 hours to repair Failure of a significant part or all of SCADA/telemetry system control functions Odour complaints from a street or parts of a few streets. Notification of illegal trade waste dump from industry which may lead to a breach of licence conditions
Minor Level 2	Disruption to water supply affecting 20 – 100 properties ADWG health value critical control point exceeded. Up to 100 customer complaints regarding taste/odour/clarity Isolated microbiological non-conformance: Total Coliforms - positive for results from > 10 samples Protozoa/viruses – positive results from up to 3 samples Samples of treated water failing guidelines for colour/turbidity/Fe/Mn for up to 100 properties Minor failure of chlorination system, repairable in 4 hours	Small release of untreated sewage, 1 – 50 kL and contained Isolated odour complaint (2 – 10 customers) Failure of disinfection system likely to be repaired in less than 5 hours
Insignificant Level 1	Short-term localised interruption to water supply affecting up to 20 properties Isolated customer complaints regarding taste/odour/clarity that is rectifiable by normal operations Isolated and immediate rectifiable microbiological non-conformance: Total Coliforms - positive result from greater than 5 samples. Samples of treated water failing guidelines for colour/turbidity/Fe/Mn but rectifiable by normal operations Minor failure of chlorination system, repairable in 1 hour	Very small release of untreated sewage, less than 5kL and contained Isolated odour complaint Failure of disinfection system likely to be repaired in less than 3 hours

CIMT – EMT

IMT – Manager of a Business Branch

Site Coordinator / Supervisor

First responders – All Staff

* All water supply incidents must also be assessed using the SEQ Water Grid Manager incident severity classification levels table and depending on the incident classification, may require a series of actions under the SEQ Water Grid Manager Emergency Management Plan (the incident severity classification levels table and guidance on the Water Grid Manager's requirements is contained in Section 11).

\# Spill volume triggers are not applicable to wet-weather overflows from STPs. All sewage spills should be assessed concurrently with environmental damage indicators and reputation damage indicators. Notwithstanding the indicative levels based on spill volumes, professional judgement should be used to refine assessments. Severity is downgraded for wet weather, lack of human contact opportunity, remoteness from the urban area, containment and low sensitivity receiving waters. Conversely, severity is upgraded for dry weather, risk of human contact, urban locations, uncontained spills and high sensitivity receiving waters.

ANNEX D – INDICATIVE TEAM APPOINTMENTS

The following personnel have been identified as likely members of the Critical Incident Management Team or Incident Response Team. In the event that the nominated person is unavailable the next most senior person is to assume the role until further notice.

Critical Incident Management Team Position	Appointment	Duty Card
Spokesperson	CEO Member of the EMT with appropriate training	1
CIMT Leader	Member of the EMT	2
Manager Communications and Marketing	Manager Communications and Marketing	5
Recovery Coordinator	Member of the EMT	6
Incident Room Coordinator	Business Resilience Coordinator	3
Scribe	Member of OCEO staff	4
HR Manager	As appointed Executive Manager Workforce Capability and Change	12
Family Liaison Officer	Appointed by HR Manager	13
Specialist advisors	Internal or external subject matter experts	NA

Incident Response Team Position	Appointment	Duty Card
Incident Manager	Manager of affected business branch	7
Response Coordinator	Supervisor / Manager of the affected area Network Operations Group Duty Officer for water and sewerage incidents	8
Business Continuity Coordinator	As appointed	9
Logistics	As appointed	10
Communications Team members	Media and PR Manager and Communications Manager	11
Incident Room Coordinator	As appointed	3
Scribe	As appointed	4
Site Coordinator	The most senior person at the scene (initially)	14

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ANNEX E: INITIAL TEAM BRIEFING GUIDE

This meeting aims to ensure team members understand the situation and initial objectives as directed by the CIMT Leader or Incident Manager.

Step	Elements
What has happened	Provide known facts of the situation. What has occurred? Who was involved? Where has the incident occurred? Which site and specifically where within the site? When did the incident occur? Current level of site response – resources and assets activated Current level of emergency services response, if relevant Is the incident contained? Activities planned at the incident scene What assistance is required at the incident scene How many people/properties affected? Estimated time to repair
Determine team structure	Assign people to roles Allocate alternates as required Scribe record team structure
Determine objective	Develop and record the team objective
Identify initial tasks	Assign initial tasks and delivery timeframes
Resources	Confirm resources currently committed to the incident Additional resources required
Questions	Confirmatory questions for the meeting
Timings	Known reporting and compliance timings Proposed initial response activity timeline Next meeting
Communications	Identify communications focal (supervisors etc.) and the process for communications flow for the incident.

ANNEX F: UPDATE BRIEFING GUIDE

This brief provides the framework for each team update brief. In the early stages of responding to an incident, update briefs should be conducted regularly with the frequency of briefs decreasing as the situation comes under control.

Focus	Element	Who
What has changed? (Consider how the situation has changed since the last report)	Update on incident/issue, other stakeholders involved or affected	Response Coordinator (Manager of affected area) CIMT Leader or Incident Manager
What's been done? (by each team member, at higher or lower levels of the organisation and with key stakeholders)	Key actions over preceding period	All team members
What's going to be done? (Consider personnel, assets, environment, business continuity and reputation)	Activities planned by team members CIMT Leader or Incident Manager's guidance	Team members CIMT Leader or Incident Manager
Critical tasks	Confirm the critical tasks from the full range of tasks Ensure each critical issue has an owner	CIMT Leader or Incident Manager
Information required	Identify critical information requirements Plan information acquisition and allocate tasks	CIMT Leader or Incident Manager

ANNEX G: INCIDENT ROOM EQUIPMENT

Suggested items for an incident management room:

ICT:

a Land line phone system
b Mobile phones
c Mobile phone chargers
d Projector(s) and projection screen(s)
e Photocopier
f Computer(s) and printer
g Fax machine
h Digital camera
i Clock
j AM/FM radio
k Tape recorder
l TV with reception, with pay TV news if possible
m Information boards
n Whiteboards
o Printable whiteboards
p Extension cords and power boards

General office supplies:

q Paper, pencils and pens
r Files and folders
s In/out baskets
t Flip charts
u Markers
v Masking tape
w Two way radio
x Contacts lists
y Storage/filing containers
z Supply of forms(log sheets) and telephone message pads

Reference material:

aa Phone books
bb Other plans and manuals
cc Maps, charts, drawings etc.
dd Tables and chairs
ee Rubbish bins
ff Shredders and classified waste bags
gg Food and water as required.

ANNEX H: INFORMATION BOARDS

Team Appointments

Critical Incident Management Team		
Spokesperson		
CIMT Leader		
Incident Room Coordinator		
Scribe/Log Keeper		
Recovery Coordinator		
Manager Communications and Marketing		
HR Manager		
Family Liaison Officer		

External Advisors		
Company	Name	Contact

Incident Response Team	
Location/Business area	
Incident Manager	
Response Coordinator	
Business Continuity Coordinator	
Media and PR Manager	
Communications Manager	

Incident Response Team	
Location/Business area	
Incident Manager	
Response Coordinator	
Business Continuity Coordinator	
Media and PR Manager	
Communications Manager	

Objective and Tasks board

OBJECTIVE:			
LAST UPDATED:	NEXT UPDATE:		
KEY TASKS / INFORMATION REQUIREMENTS	RESPONSIBLE	DUE	COMPLETED

Situation board

Description: What has happened?	Location: Where has it happened? Time of incident: What time did the incident happen?
	Reported by: Name of person/organisation/community group reporting incident.
Are emergency services at the scene?	Contact details: Contact details of person/organisation reporting incident.

Critical Notifications

Name	Yes/No/NA	Who	When
SEQ Water Grid Manager			
Moreton Bay Regional Council			
Sunshine Coast Regional Council			
Dept of Environment and Resource Management			
Queensland Water Commission			
Office of Water Supply Regulator			
Queensland Health			
Workplace Health and Safety			
Other Grid participants			

Service outages

Location/Area	Impact/Status

Sunshine Coast Local Disaster Management Group activated:

YES / NO

Contact details:

Unitywater primary contact:

Morton Bay Local Disaster Management Group activated:

YES / NO

Contact details:

Unitywater primary contact::

Injured / Missing Employee Management Plan

Name	Organisation	Condition	Verified	Current Location	Police Advised	NOK Notified	Remarks

Annex H - Consolidated Reporting Sheet - Transfer this image to A4 landscape and then print to A1 size

Team Appointments

Critical Incident Management Team		
Spokesperson		
CMT Leader		
Incident Room Coordinator		
Scribe/Log Keeper		
Recovery Coordinator		
Manager Communications and Marketing		
HR Manager		
Family Liaison Officer		

External Advisers		
Company	Name	Contact

Incident Response Team		
Location/Business area		
Incident Manager		
Response Coordinator		
Business Continuity Coordinator		
Media and PR Manager Communications Manager		

Incident Response Team		
Location/Business area		
Incident Manager		
Response Coordinator		
Business Continuity Coordinator		
Media and PR Manager Communications Manager		

Description:
What has happened?

Are emergency services at the scene?

Location:
Where has it happened?

Time of incident:
What time did the incident happen?

Reported by:
Name of person/organisation/community group reporting incident.

Contact details:
Contact details of person/organisation reporting incident.

Critical Notifications

Name	Yes/No/NA	Who	When
SEQ Water Grid Manager			
Moreton Bay Regional Council			
Sunshine Coast Regional Council			
Dept of Environment and Resource Management			
Queensland Water Commission			
Office of Water Supply Regulator			
Queensland Health			
Workplace Health and Safety			
Other Grid participants			

Service Outages

Location/Area	Impact/Status

Sunshine Coast Local Disaster Management Group activated:
Contact details: YES / NO
Unitywater primary contact:

Moreton Bay Local Disaster Management Group activated:
Contact details: YES / NO
Unitywater primary contact:

Injured / Missing Employee Management Plan

Name	Organisation	Condition	Verified	Current Location	Police Advised	NOK Notified	Remarks

ANNEX I: COMMUNICATION FIRST HOUR CHECKLIST

Actions	√	Responsibility
Confirm the facts of the situation with the Incident Manager/Critical Incident Management Team (CIMT) Leader		Manager Communications and Marketing
Determine the key stakeholder notification requirements and commence notifications as required (use the key stakeholder notification guide at Annex J)		Manager Communications and Marketing
Decide the extent to which the Communication Team needs to be activated based on the nature of the incident		Manager Communications and Marketing
Activate members of the Marketing and Communication team		Manager Communications and Marketing
Manager Communications and Marketing brief the Communication Team on the facts of the situation once they have received the initial brief from the CIMT Leader		Manager Communications and Marketing
Deploy a member of the Communication Team to the incident location, if required		Manager Communications and Marketing
Direct the team members to set up a Communication Team room and Media Room, as required		Manager Communications and Marketing
Call media monitoring providers and coordinate immediate notification of all relevant print and electronic stories as they go to air/are printed		Media and PR Manager
Commence log of all stakeholder enquiries received and actions undertaken by the Communication Group		Media and PR Manager
Attend the CIMT initial brief, if activated		Manager Communications and Marketing
Start reviewing the potential risks the incident poses to Unitywater's reputation and ability to operate		Manager Communications and Marketing
Start reviewing stakeholder contact lists, devise a communication strategy and begin planning the type of communication necessary with each stakeholder		Manager Communications and Marketing

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Actions	√	Responsibility
Start drafting key messages and Q&As		Media and PR Manager Communications Manager
Start drafting reception script for call centre staff		Media and PR Manager Communications Manager
Liaise with the Incident Manager and Workforce Capability to ensure call centre and reception staff are briefed on the incident, provided with the reception script, contact numbers for the Communication Group and Human Resources and are charged with the necessary information to manage stakeholder enquiries. Ensure staff are provided with printed copies of the employee guide to handling enquiries at Annex L		Communications Manager
Ensure an email is distributed to all staff reminding them of the communication protocol and that unless authorised, no one is to make comment on behalf of Unitywater		Communications Manager
Commence a record of emerging issues (if appropriate)		Media and PR Manager
Update website (if appropriate)		Media and PR Manager

ANNEX J: KEY STAKEHOLDER NOTIFICATION GUIDE

Who is Informed	Trigger	When	By whom
Unitywater Board Chair	Level '3','4' or '5' on the Unitywater incident assessment guide	1 hour	CEO
Unitywater Board members	Level '4' or '5' on the Unitywater incident assessment guide	2 hours	Executive. Manager Regulatory and Governance, or CEO, or Deputy CEO if Executive. Manager is unavailable.
Office of the Water Supply Regulator (OWSR), and SEQ Water Grid Manager Duty Manager	Water quality incident at "alert level" or higher. Alert level is between Unitywater levels 2 and 3 and in accordance with the Officer of the Water Supply Regulator's requirements (See annex K)	In accordance with OWSR reporting protocol	COO or delegated senior staff tasked with testing and receiving results of water quality tests
SEQ Water Grid Manager Duty Manager	(For incidents not related to water quality) Water Grid Manager incident severity 'Alert' or '3' Water Grid Manager incident severity level '4' or '5'	2 hours 1 hour	Incident Manager CIMT Leader
Morton Bay Regional Council CEO	Unitywater incident level '3', '4' or '5' involving impacts to water and sewage services in the MBRC area	2 hours	CEO, noting request that Council keeps councillors informed
Sunshine Coast Regional Council CEO	Unitywater incident level '3', '4' or '5' involving impacts to water and sewage services in the SCRC area	2 hours	CEO, noting request that Council keeps councillors informed
DERM	Reportable environmental incident	2 hours	Incident Manager
Local State & Federal Member	When required	-	Chairman/CEO

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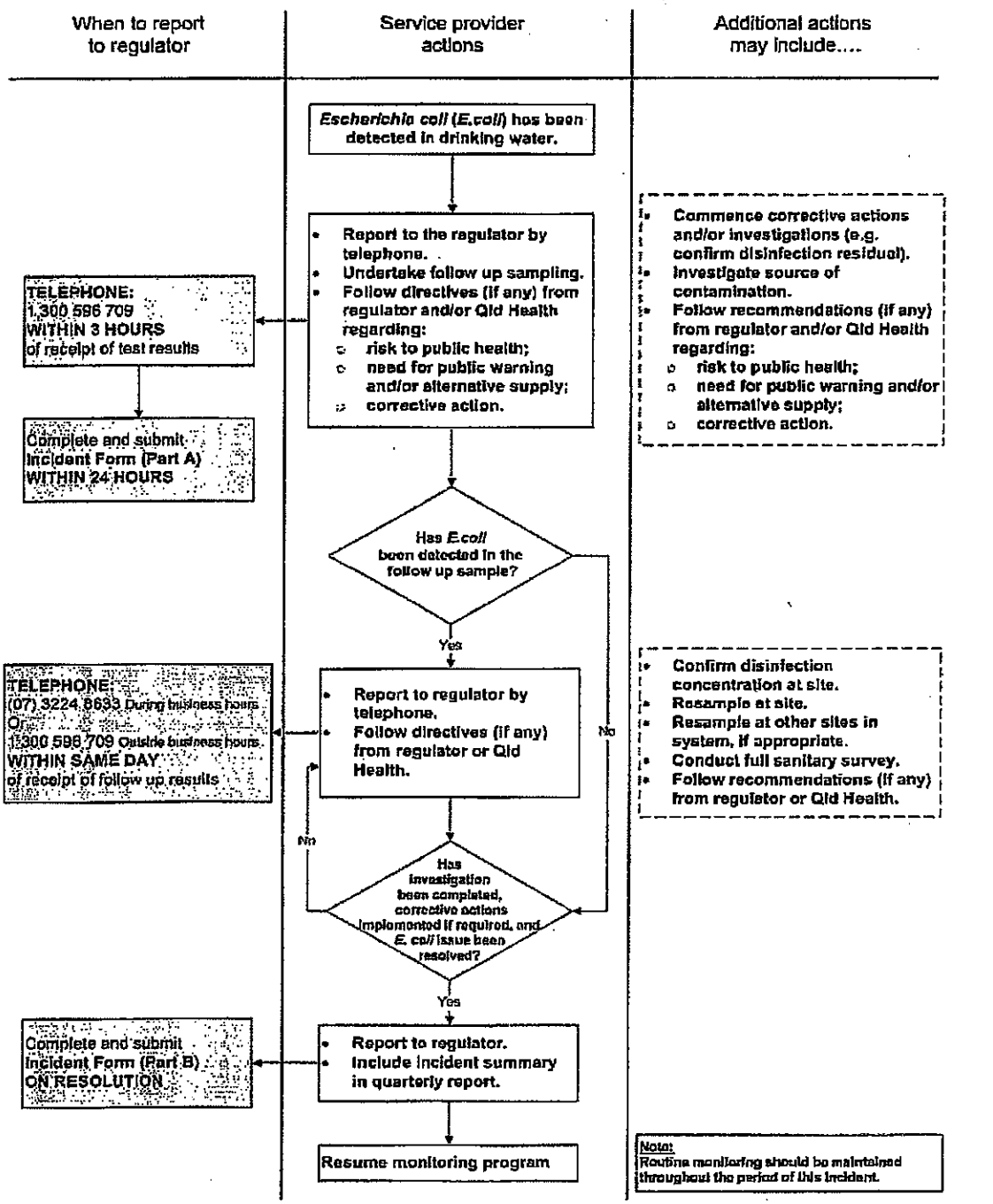
ANNEX K: DERM INCIDENT REPORTING FLOWCHARTS

Incident Reporting Flowchart

Natural Resources and Water
Managing Queensland's natural resources ... for today and tomorrow

Detection of *Escherichia coli* (*E. coli*)



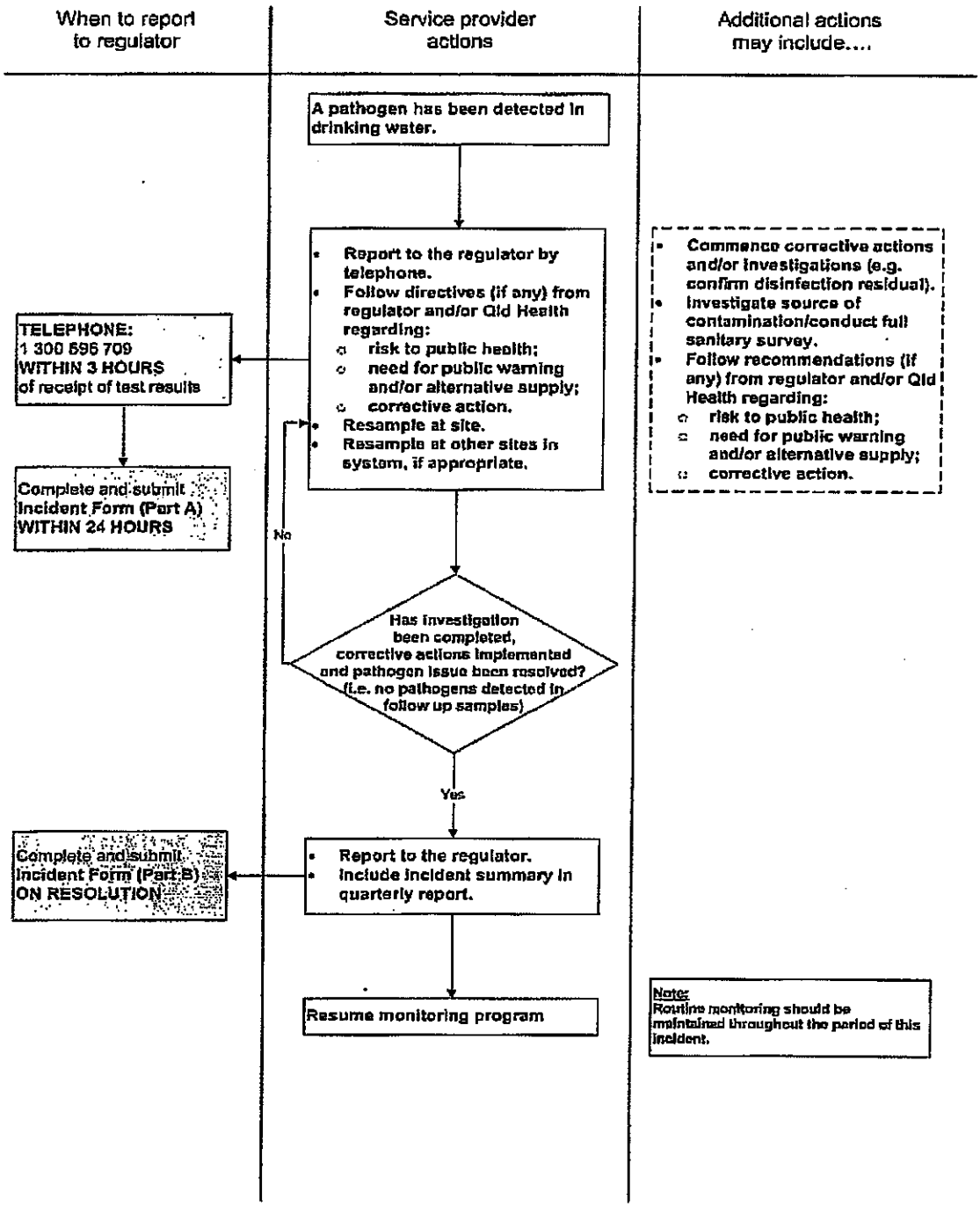
Queensland the Smart State

Queensland Government
Natural Resources and Water

Incident Reporting Flowchart

Natural Resources and Water
Managing Queensland's natural resources
... for today and tomorrow

Detection of a pathogen



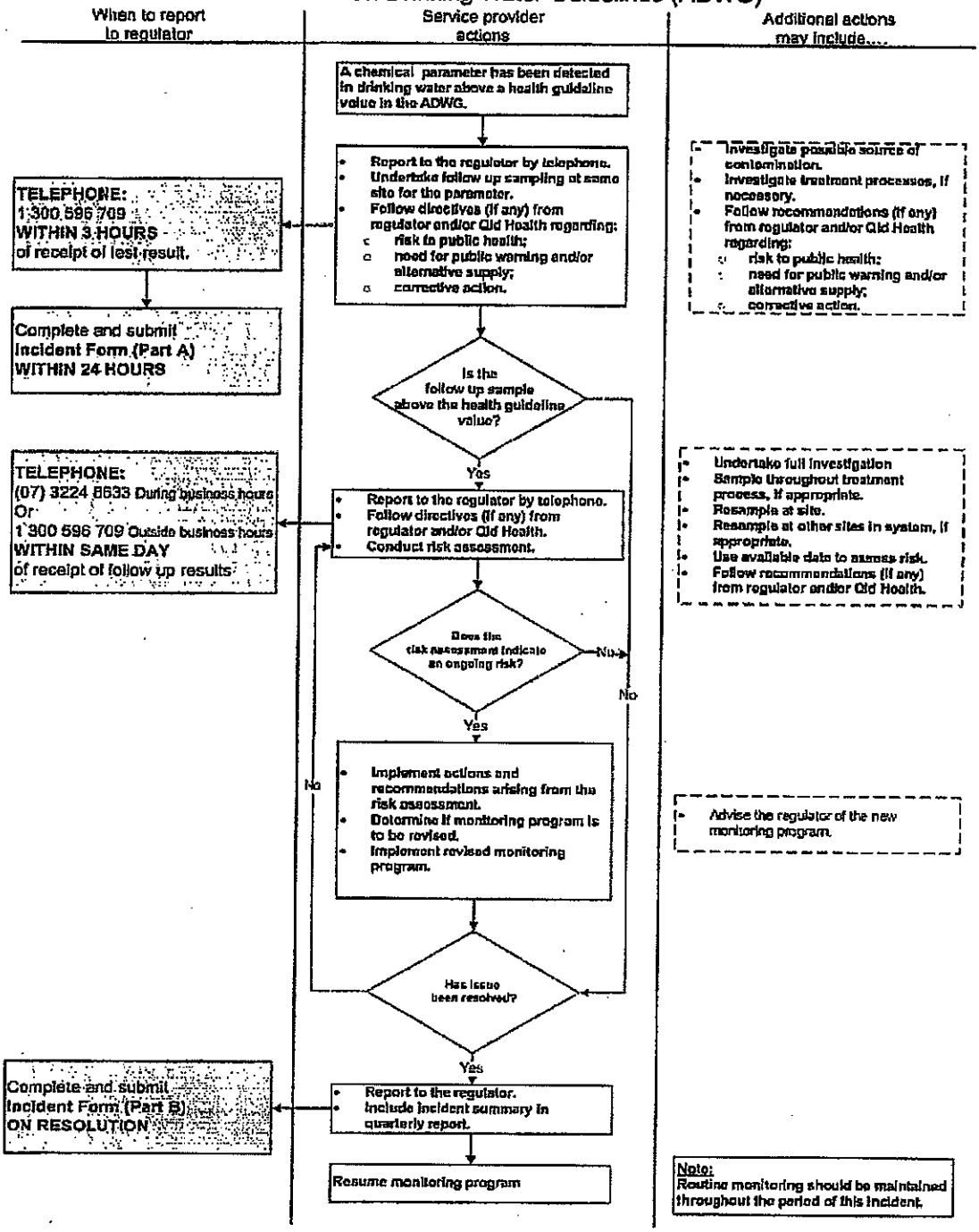
Queensland the Smart State

Queensland Government
Natural Resources and Water

Incident Reporting Flowchart

Natural Resources and Water
Managing Queensland's natural resources
... for today and tomorrow

Detection of chemical parameter above health guideline value in the Australian Drinking Water Guidelines (ADWG)



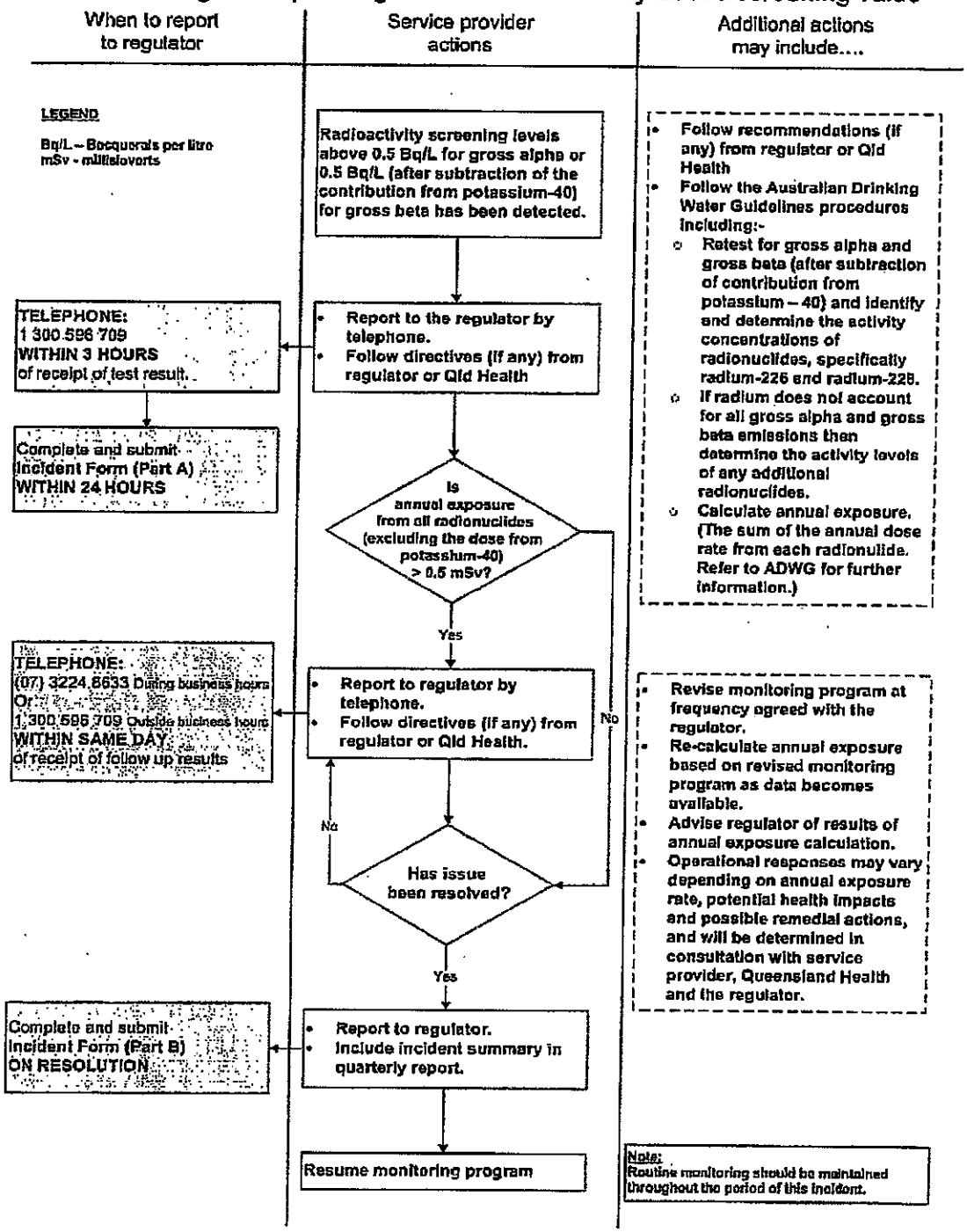
Queensland the Smart State

Queensland Government
Natural Resources and Water

Incident Reporting Flowchart

Natural Resources and Water
Managing Queensland's natural resources
. . for today and tomorrow

Detection of gross alpha or gross beta radioactivity above screening value



Queensland the Smart State

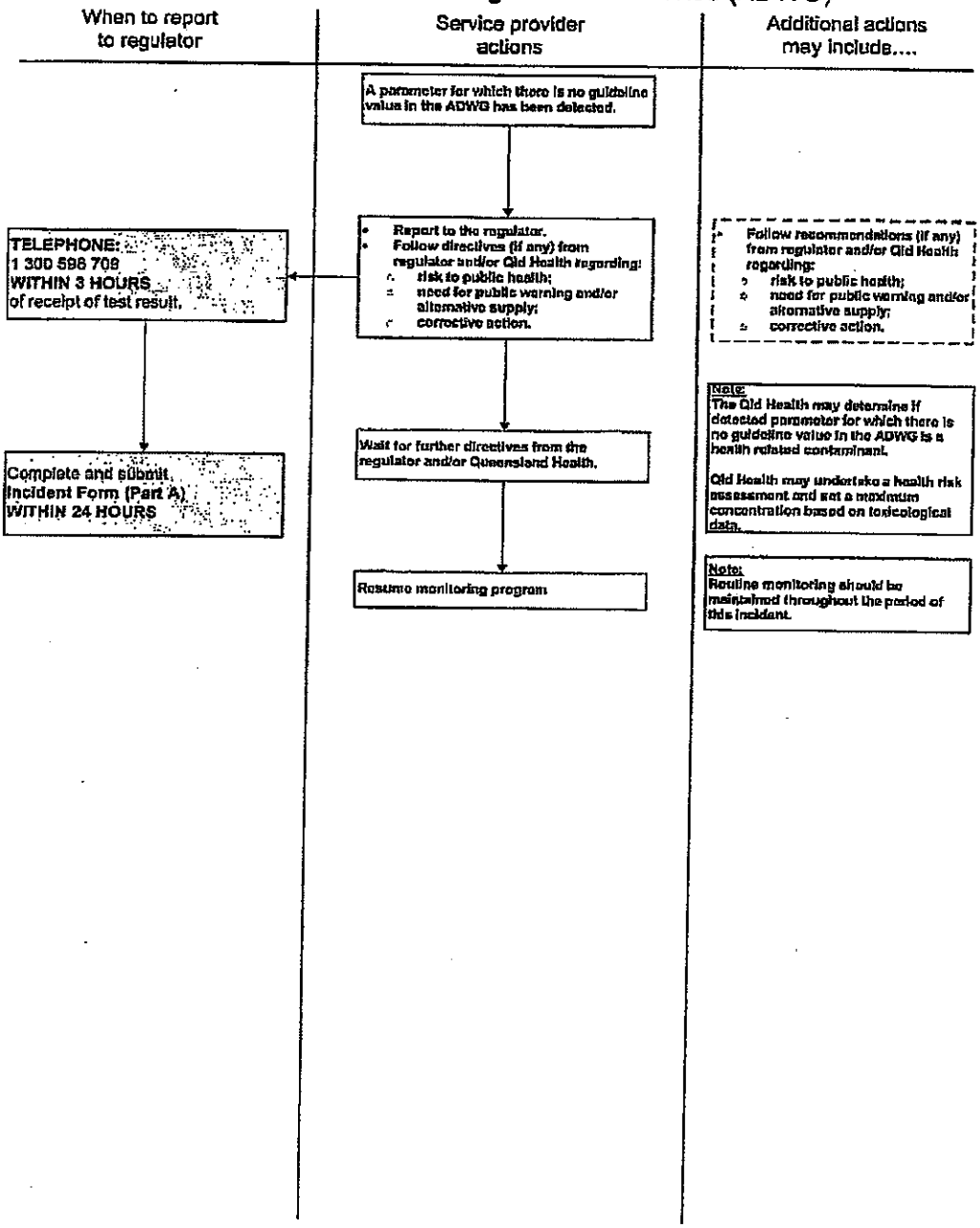
Queensland Government
Natural Resources and Water

Incident Reporting Flowchart

Natural Resources and Water
Managing Queensland's mineral resources
... for today and tomorrow



Detection of parameter for which there is no guideline value in the Australian Drinking Water Guidelines (ADWG)



Queensland the Smart State

Queensland Government
Natural Resources and Water

ANNEX L: EMPLOYEE GUIDE TO HANDLING ENQUIRIES

Next-of-kin enquiries

Demonstrate care and concern. Stay calm, listen carefully, but do not confirm or deny a person's condition

Inform the person that you are not an authorised spokesperson and, as such, not in a position to comment or provide detailed information

Try to transfer the call immediately to the Human Resources team

If unsuccessful, tell the person you will arrange for someone to call them back as soon as possible. Log the information on the enquiry log sheet

Ensure the call is returned as soon as possible – even if it is to tell them you haven't forgotten them.

Media enquiries

Inform the person that you are not an authorised spokesperson and, as such, not in a position to comment or provide detailed information. Never say 'no comment'

Try to transfer the call immediately to the Communication Group in the Critical Incident Management Team (CIMT) on the number they provide (refer to the Unitywater Media Protocol if no information has been issued)

If unsuccessful, ask for the nature of enquiry and deadline for the information. Log the information on the enquiry log sheet

Tell the person you will arrange for someone to call them back as soon as possible.

Government enquiries

Inform the person that you are not an authorised spokesperson and, as such, not in a position to comment or provide detailed information

Try to transfer the call immediately to the Communication Group in the CIMT on the number they provide

If unsuccessful, ask for the nature of the enquiry. Log the information on the enquiry log sheet

Tell the person you will arrange for someone to call them back as soon as possible.

General enquiries

Inform the person that you are not an authorised spokesperson and, as such, not in a position to comment or provide detailed information

Try to transfer the call immediately to a staff member who has been designated to take general enquiries, or the Communication Group in the CIMT on the number they provide

If unsuccessful, ask for the nature of the enquiry and log the information on the enquiry log sheet

Tell the person you will arrange for someone to call them back as soon as possible.

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ANNEX M: NOTIFICATION OF A FATALITY TO NEXT-OF-KIN

NOTIFICATION OF DEATH CAN ONLY BE MADE BY THE POLICE. ONCE POLICE HAVE MADE THE NOTIFICATION, ARRANGE FOR A FACE-TO-FACE MEETING OR ARRANGE TO VISIT WITH THE NEXT-OF-KIN.

FOLLOWING-UP NOTIFICATION BY POLICE

Gather as much information as possible about the incident

Arrange for two people to make the visit

Be certain that the police have made the notification

Make the visit in person (where possible)

Take separate vehicles if possible (one notifier may have to provide transportation while the other remains with family members)

Identify yourself and ask to come into the house

Be certain you are talking to the correct person

Plan to stay long enough to provide information, support and direction.

Making The Visit

Provide human presence and compassion

Speak slowly and carefully. Give any other details that are available

Reassure them that an on-site investigation is underway to determine underlying causes and to develop the necessary actions to prevent recurrence

Demonstrate care and concern – stay calm, listen carefully and talk through their concerns

Answer questions calmly. Write down any questions you can't answer and arrange to get them answered promptly

Say, "I'm sorry this happened"

Accept the emotions of the person you are notifying and your own

Provide assistance or seek medical help if the person suffers from a shock reaction

Offer to call a friend or family member who could come and offer support

Offer to contact others who must be notified and write down the names of everyone you called

Help the next-of-kin take the necessary steps

Advise that counselling is available.

After Making The Notification

Inform deceased employee's supervisor of contact made

Ensure that regular contact is maintained with next-of-kin

Confirm that support offered to next-of-kin has been delivered.

ANNEX N: ESTABLISHING A MEDIA ROOM

During an incident where considerable media interest in expected, a media room should be set up. It is the responsibility of the Manager Communications and Marketing to coordinate and set up an appropriate location for the media room. Should the incident attract media to any of the Unitywater site offices the Communications Team will be responsible for setting up an impromptu media room or area at an appropriate location.

Important to remember is that the media room should:

a. Have the capacity to fit a large number of journalists and their camera operators
b. Be easily accessible for journalists and camera operators
c. Be clean and tidy
d. Be located away from any areas where conversations of staff or senior management may be overheard
e. Not give the media the opportunity to portray negative images of the company in the background.

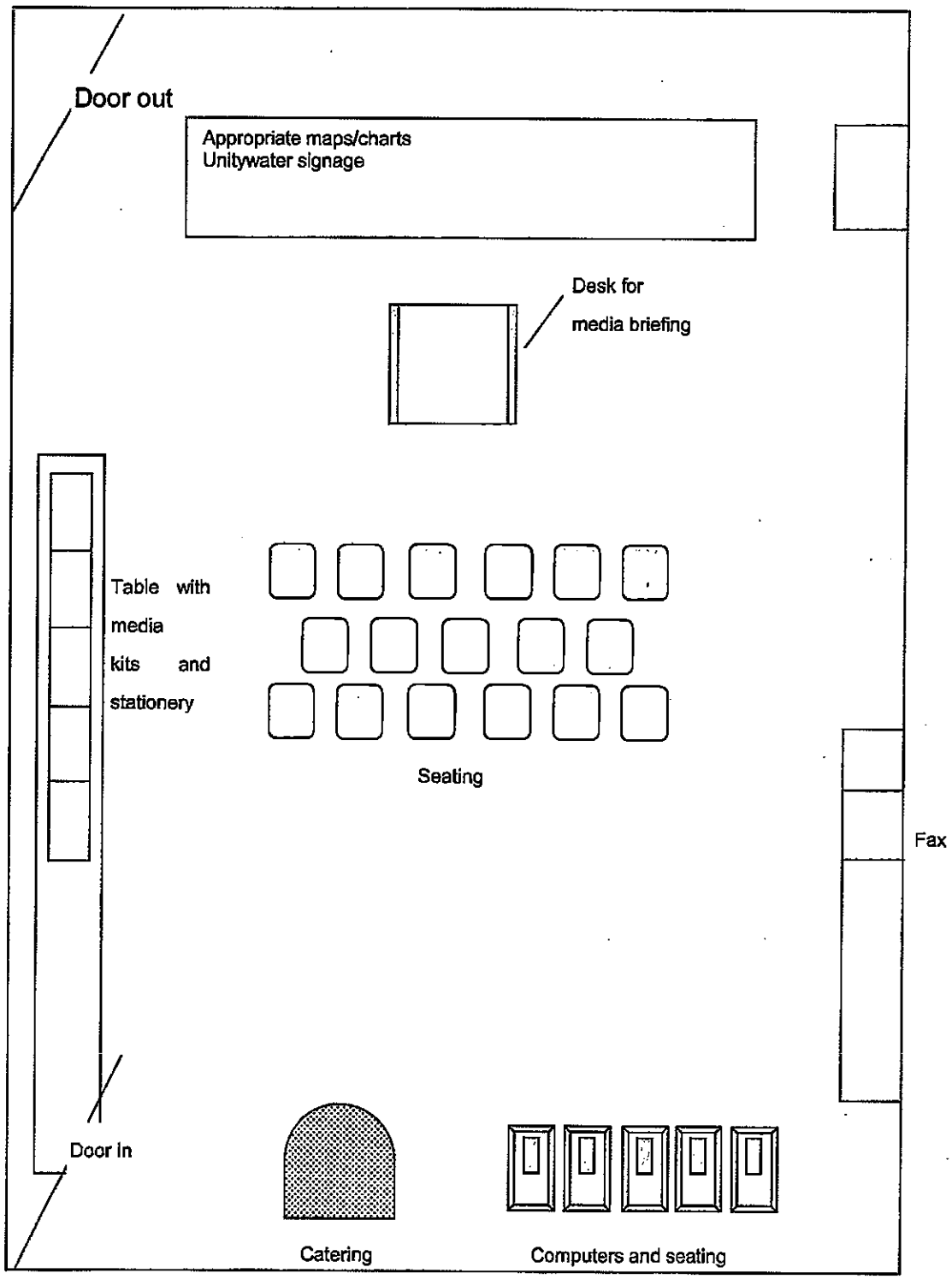
Potential locations for media rooms include:

a. Xxxxxxx
b. Xxxxxxx.

Checklist for setting up a media room

Equipment/requirements	√
The media room (on site or externally) should be equipped with the following:	
Located in close proximity to amenities such as bathrooms, to avoid media walking extensively through the offices or locations where confidential information can be accessed or overheard	
Sufficient desks/seating for spokespeople, journalists, camera operators and sound/microphone technicians	
TV, VCR/DVD player or projector with screen, particularly if the spokesperson would like to show video footage or other graphic material. Extension cords and power boards should also be available	
Fax machine, including fax stream facility	
Tea and coffee-making facilities (or close access to these)	
Large desk at the front of the room, where spokespeople would be seated (to enable radio media to prop up their microphones if necessary)	
Copies of Unitywater corporate information/media kits	
Unitywater banner or signage on the wall	
For Communication Group staff: Stationery Message pads Contact lists Access to computers/laptops with internet and email access, and a printer nearby.	

Sample media room layout



ANNEX O: ACTIVATION PACK CONTENTS MATRIX

	A Incident report form	Activation and escalation	Incident Assessment Guide	Indicative Appointment List	Initial team brief	Update brief	Incident Room checklist	Information boards	Communication first hour checklist	Key Stakeholder Notification	DERM incident reporting flowcharts	Employee guide to handling enquiries	Notification of a fatality to Next-of-kin	Establishing a media room	Personal log (Pad)	Recovery plan development guide	Options analysis	Shift-handover checklist	Checklist for determining when the response phase is complete	Post-incident de-brief	Post-incident review form	Duty cards	Notes
Pack content annex Identifier	A	B	C	D	E	F	G	H	I	J	K	L	M	N	P	Q	R	S	T	U	V		
CEO/Spokesperson/Duty Exec	X	X	X	X	X	X			X	X			X		X	X	X	X	X	X	X	1	+contact list
CIMT Leader	X	X	X	X	X	X			X	X	X		X		X	X	**X**	X	X	X	X	2	+contact list
Recovery Coordinator	X	X	X		X	X									X	X	**X**	X		X	X	6	
Manager Communications and Marketing	X	X	X		X	X			X	X		X	X	X	X			X		X	X	5,11	+contact list
HR Manager	X	X	X		X	X						X	X		X			X		X	X	12,13	
Activation Packs above this break line are only required for CIMT activation (Usually a level 4 or level 5 incident) located in HQ Activation Packs below this break line and above the next break line are required for both CIMT and IMT (Level 3) Activation Located HQ, Maud Street Control & Weier Rd Control																							
Media and PR Manager and Communications Manager	X	X	X		X	X			X	X		X		X	X			X		X	X	11	+contact list
Incident Room Coordinator	X		X	X			X	X				X						X		X		3	+contact list
Scribe / Log keeper	X		X	X			X	X				X			X			X		X		4	
Logistics Coordinator	X	X	X		X	X						X			X			X		X	X	10	
Response Coordinator	X	X	X		X	X					X				X			X		X	X	8,14	
Business Continuity Coordinator	X	X	X		X	X									X	X	**X**	X		X	X	9	
Site Coordinator (Basic Packs)	X	X	X								X	X			X			X		X		14	See note below
Activation Packs below this break line are required for IMT (Level 3) Activation ONLY. Located HQ, Maud Street Control & Weier Rd Control																							
Incident Manager	X	X	X	X	X	X			X	X	X				X	X	**X**	X	X	X	X	7	+contact list. IMT leader for Level 3

Note: Set of Activation packs should include 2 packs for site coordinators. In addition to the basic contents, those packs located in the control rooms can contain specialist documentation prepared by engineering operations to cover such incidents as main breaks, sewage overflows etc.

ANNEX P: PERSONAL LOG

NAME		ROLE	DATE
TIME	ACTIVITY / EVENT		

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ANNEX Q: RECOVERY PLAN DEVELOPMENT GUIDE

Phase	Step	Action		Responsibility
Understand	1	IMPACT ASSESSMENT (Who, What, Where, When and Why)	Review current situation and outline extent of impacts, including impacts from implementing business continuity measures, if applicable	Recovery Manager / CIMT Leader
	2	AIM AND OBJECTIVES	Establish recovery objectives and priorities. State a clear aim for the recovery of each affected area detailing exactly what the end result should be. Example "Restore the damaged building to pre-fire condition within 20 days"	Recovery Manager / CIMT Leader
	3	RECOVERY OPTIONS	Identify available recovery options Confirm available resources Confirm relevant stakeholders and identify 'wider' or 'fringe' issues Identify likely sub-plans, such as: • community engagement • employee rehabilitation • formal investigation	Recovery Manager / CIMT Leader (with input from advisors and business continuity teams, as required)
	4	GUIDANCE	CMT Leader identifies other possible recovery options and removes any options not viable	CIMT Leader / CEO
Select recovery option	5	SCOPE RECOVERY OPTIONS	Review recovery options in detail and identify best option. Consider the following: – financial cost • time	Recovery Manager (with input from advisors and Business Continuity Coordinators, as

Phase	Step	Action		Responsibility
			• legal issues • level of risk • reputation impacts • alignment to corporate strategic goals • alignment to existing long term business plan • potential legacy issues Use Options Analysis, Annex R	required)
	6	DECIDE ON RECOVERY OPTION	Present assessment of recovery options to CIMT Leader CIMT Leader select preferred option and make adjustments as necessary CIMT Leader may be required to seek approval from the CEO	Recovery Manager / CIMT Leader
	7	ALLOCATE TASKS	Assign tasks and deadlines for developing the recovery plan Confirm resource requirements available	Recovery Manager
Draft	8	DRAFTING RECOVERY PLAN	Prepare draft plan including budget and estimates if required Coordinate delivery of capability with the cessation of business continuity measures Prepare sub-plans if required Prepare risk management plan	Recovery Manager (with input from advisors and business continuity teams, as required)
Approve	9	PLAN APPROVAL	Review and approve the plan	CIMT Leader with CEO

Phase	Step	Action		Responsibility
Implement	10	PLAN BRIEF	CIMT briefed on the plan	CIMT Leader
			Responsibilities for implementation are allocated	
			Separate recovery project team identified for implementation, if required	
	11	IMPLEMENTATION OF THE RECOVERY PLAN	CIMT Leader confirms that the response phase is over	CIMT Leader
			Implement the recovery plan	
			Review and adjust the plan to the situation, as required	

ANNEX R: OPTIONS ANALYSIS

Options Analysis				
Impacted business function, asset, resource requiring recovery strategy				
Business Cont. in place? Y/N		Recovery objective	Description	Time
Option	**Option**	**Option**	**Option**	
Resources required				
Assumptions/ considerations/pre-requisites				
Cost versus Benefit Analysis				
Ranking				
Recommendation				

ANNEX S: SHIFT HAND-OVER CHECKLIST

The Incident Response Team and/or CIMT should conduct the handover slightly staggered so both teams don't change at the same time.
The handover should include an hour of overlap to allow all activities to be completed without rushing.

ACTIONS	ACTION COMPLETED
CIMT Leader / INCIDENT MANAGER	
• Determine the handover time and ensure it is offset with the CIMT or Incident Response Team	☐
• Determine whether the change-over is to be simultaneous for all members or staggered	☐
• Arrange transport, if necessary	☐
• Task the call-out of relief staff, stating the time and location at which they will be required	☐
• Ensure a thorough hand-over of tasks and responsibilities is conducted between the departing and in-coming team members	☐
• Provide a situation update to in-coming team members, including the current situation and a broad overview of actions to date	☐
INDIVIDUALS	
• Ensure their relief understands the situation and their duties	☐
• Advise the CIMT Leader once the hand-over is complete	☐
• Confirm when their next shift will commence	☐
• Understand they are to rest, recover and remain available in preparation for further shifts	☐

HANDOVER COMPLETED

Signed:	**Signed:**
Name:	**Name:**
Position held:	**Position held:**
Handed over to:	**Handed over to:**
Time completed:	**Time completed:**

ANNEX T: CHECKLIST FOR DETERMINING WHEN THE INCIDENT RESPONSE IS COMPLETE

Crisis Status	Yes	No
Have all casualties been evacuated to appropriate medical facilities?		
Has the appropriate incident response plan been implemented through to completion?		
Has the source of the incident been contained and has the likelihood of further damage to people, services, assets and the environment been isolated or removed?		
If Disaster Management Groups have been activated, are they standing down or are they happy for you to stand down?		
For water incidents involving the Water Grid Manager, have they stood down their Emergency Management Team (or other response teams) or are they happy for you to stand down?		
For water incidents involving the Water Grid Manager, have you prepared an incident close-out form for the Water Grid Manager?		
Have all media requests been addressed or met? Or is there a plan to manage ongoing media issues?		
Has business recommenced or is it ready to recommence immediately? Or can business continuity measures maintain essential services until full recovery can be achieved?		
If a recovery strategy is required, have roles and responsibilities, and appropriate levels of authority for financial expenditure, been established and communicated?		
Has the Human Resources Manager put in place measures to assist impacted employees to deal with the incident and return to work, as required?		

ANNEX U: INCIDENT DE-BRIEF FORM

Date: Time start: Time finish:

Name:

Debriefing Officer:

Role or involvement in emergency:

Medical check up conducted: Yes / No

Date: Time: Contact:

Further treatment required: Yes / No

Date: Time: Contact:

Counselling: Offered / arranged / conducted

Date: Time: Contact:

Name of support person to be contacted (nominated next-of-kin, family/friends):

Contact details:

Issues/concerns:

Comments:

Signed (Employee): Date:

Signed (Debriefing Officer): Date:

For review by: Reviewed: Yes / No Date:

Further action:

File original in employee personal file on completion.

ANNEX V: POST-INCIDENT REVIEW FORM

This is an example of a method for gathering information during the post-incident review.

	What we did well	What we need to improve	Fix	Who when
Explanation	Actions and decisions that were done well and need to be maintained	Actions and decisions that require improvement	Possible solutions to the 'improve' point raised	Who is responsible for 'fixing' this and by what date?
Sustain				
Improve/fix Who/when				

ANNEX W: DUTY CARDS

DUTY CARD 1 — CEO / Spokesperson Reports to: Board
Role: Lead Unitywater through the incident response and a quick and effective recovery.
IMMEDIATE ACTIONS
On receiving notification, assess incident using the Unitywater Incident Assessment Guide Determine the level of response required and activate the CIMT if necessary Start a personal log Proceed to the Incident Room Allocate the role of CIMT Leader (appoint other positions in the CIMT if necessary) Brief the CIMT Leader, giving strategic guidance and direction; if the team has assembled, deliver the brief to whole team, before handing control to the CIMT Leader Confirm with the Manager Communications and Marketing/Incident Manager (or task the CIMT Leader to do this): c. If key stakeholder notifications have been conducted as per Annex J d. What notifications you have to make, such as the Board Chair or local Mayors Consult with the SEQ Water Grid Manager, for water incidents, if a representative from Unitywater is required in any SEQ Water Grid Manager emergency response teams and allocate responsibility
DURING INCIDENT
Receive regular updates on the crisis from the CIMT Leader Work with the CIMT and provide strategic leadership If appropriate act as the public face of the company during the crisis Oversee planning and provide recovery and business resumption high level guidance Ensure active and on-going engagement with key stakeholders Be prepared to assist the CIMT Leader with briefing: a. SEQ Water Grid Manager (for water incidents) b. Local, District or State Counter Disaster Management Groups c. Government Departments and agencies, such as DERM or Queensland Health With the CIMT Leader, decide when to declare the incident over; ensure external agencies have been consulted before standing down, such as the SEQ Water Grid Manager or Disaster Management Groups.
POST-INCIDENT
Provide leadership and guidance to the Recovery Manager Assist the Manager Communications and Marketing with on-going communication activities Be prepared to act as the spokesperson Deliver messages to the wider workforce and assist with rebuilding employee moral Ensure the post-incident review is conducted and lessons learnt are identified, communicated and implemented Be prepared to attend debriefs with external agencies, such as the SEQ Water Grid Manager.

DUTY CARD 2 — CIMT LEADER Reports to: CEO
Role: assist the CEO with activation of the CIMT, the ongoing management of the response, business continuity and recovery planning. The Leader is the final decision maker in plan development, analysis, selection and execution.
RESPONSIBILITIES
IMMEDIATE ACTIONS
Once notified of the incident, start a personal log and proceed to the Incident Room Obtain a brief from the CEO and be prepared to deliver the initial brief to the CIMT (the CEO may deliver the initial brief) Allocate roles and responsibilities (if the CEO has not done so already) Confirm with the CEO if Unitywater representatives are required for SEQ Water Grid Manager (or other government agencies) Obtain a situation update from the Incident Manager and confirm support requirements Conduct an initial assessment and detail initial response priorities and tasks Ensure key stakeholder notifications have been conducted or are planned to occur within timeframes, as outlined in Annex J and SEQ Water Grid Manager notification responsibilities, section 11 For water incidents, ensure the Incident Manager has completed the incident report form and submitted it to the SEQ Water Grid Manager, as required (Attachment G, SEQ Water Grid Manager Emergency Response Plan) Authorise any additional resources or specialist advisors required.
DURING INCIDENT
Manage the activities of the CIMT and maintain overall control at the operational level Regularly review the response by convening CIMT update briefings at regular intervals Regularly assess the level of the incident and escalate or de-escalate as necessary Approve and authorise implementation of incident specific response, continuity and recovery plans Oversee planning and set recovery and business resumption goals, in conjunction with the CEO Keep the CEO informed of the situation and be prepared to assist them to brief: a. SEQ Water Grid Manager (for water incidents) b. Local, District or State Counter Disaster Management Groups c. Government Departments and agencies, such as DERM or Queensland Health. Ensure active and on-going engagement with all relevant local stakeholders Ensure all actions, decisions and events are accurately recorded and documented in the CIMT Log Manage team handovers for long running incidents Decide when the crisis is over, in conjunction with the Incident Manager and CEO Communicate end of incident response internally.
POST-INCIDENT
Coordinate the conduct of the post-incident review Chair the post-incident review and ensure all lessons learnt are captured Ensure all CIMT members are debriefed and receive feedback (turn over)

DUTY CARD 2 — CIMT LEADER Reports to: CEO
Debrief the CIMT Group Leaders and provide feedback For water incidents, ensure the Incident Manager has completed the incident close-out report and submitted it to the SEQ Water Grid Manager, as required (Attachment J, SEQ Water Grid Manager Emergency Response Plan) Confirm recommended changes to the Business Resilience Manual and other relevant documents have been completed.

DUTY CARD 3 — INCIDENT ROOM COORDINATOR Reports to: CIMT Leader/Incident Manager
Role: ensure the effective operation of the Incident Room. He/she ensures that all resources necessary to support the CIMT/Incident Response Team are provided and ensure information management procedures are followed.
RESPONSIBILITIES
IMMEDIATE ACTIONS
Once notified of an incident, proceed to the Incident Room Ensure the Incident Room is set up as required Hang the information boards (Annex H) Clean information boards and add known information Ensure that the Scribe has commenced the central log Assist the CIMT Leader and CEO/Incident Manager with the CIMT/Incident Response Team initial briefing by sourcing, providing, displaying maps, diagrams or other information relevant to the incident.
DURING INCIDENT
Ensure the information boards are regularly updated Ensure CIMT/Incident Response Team members are present for briefs as required by the CIMT Leader/Incident Manager Ensure that any team member not able to attend a briefing session is updated with the relevant information as soon as possible afterwards Monitor health, fatigue, morale and stress levels of the group and advise the CIMT Leader/Incident Manager as required Coordinate food and drink delivery for team members Ensure the Scribe maintains and accurate central log Regularly print/photograph the information boards and file Monitor the distribution, collection, storage and destruction of sensitive information.
POST-INCIDENT
Ensure allocated post-incident follow up actions are completed Participate in the post-incident review Evaluate the effectiveness of the Incident Room and implement any necessary changes to the room or associated procedures Contribute to the development of the incident report Refurbish the Incident Room back to a 'ready' state.

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DUTY CARD 4 — SCRIBE Reports to: CIMT Leader/Incident Manager and Incident Room Coordinator
Role: Accurately record all actions and decisions made by the CIMT/Incident Response Team. Assist the Incident Room Coordinator to collect notes and information and file.
RESPONSIBILITIES
IMMEDIATE ACTIONS
Once notified of an incident, proceed to the Incident Room Assist the Incident Room Coordinator to set-up the Incident Room Start the central log Attend the CIMT/Incident Response Team initial briefing.
DURING INCIDENT
Maintain the CIMT/Incident Response Team central log by: a. Maintaining a chronological log of key actions and events associated with the incident (pay special attention to times of significant activities and events) b. Maintaining accurate minutes of all meetings and briefings held by the CIMT or Incident Response Team Assist the Incident Room Coordinator to keep information boards up-to-date Regularly collate the notes and personal logs of members of the CIMT or Incident Response team and file Provide administrative, IT and catering support to the CIMT Proactively monitor all communications and record pertinent points as they arise.
POST-INCIDENT
Assist with the collection and filing of all documentation from all groups Ensure allocated post-incident follow-up actions are completed Participate in post-incident review Contribute to the development of the post-incident report Assist with refurbishing the Incident Room back to a 'ready' state.

DUTY CARD 5 — MANAGER COMMUNICATIONS AND MARKETING Reports to: CIMT Leader and CEO
Role: Develop and implement the communication response to the incident, oversee all internal and external communication and provide advice and support on media and stakeholder management.
RESPONSIBILITIES
IMMEDIATE ACTIONS
Once notified of the incident, start a personal log
conduct Manager Communications and Marketing actions outlined in the Communication First Hour checklist
Allocate tasks outlined in the Communication First Hour checklist to Communication staff
Proceed to the Incident Room and attend the initial brief if CIMT is activated
Advise the CEO on their stakeholder notification requirements
Appoint and deploy members of the Communications Team to activate Incident Response Teams or Site Coordinators
Be prepared to advise the CIMT Leader or Incident Manager on key stakeholder reporting as outlined in the key stakeholder notification table, Annex J
Be prepared to advise the CIMT Leader or Incident Manager on SEQ Water Grid Manager Internal and External Communication Activities tables in Section 11, SEQ Water Grid Manager requirements
Lead the Communication Group in the conduct of a stakeholder assessment.
DURING INCIDENT
Serve as the principal advisor to the CIMT Leader and CEO regarding interactions with the media and advise him/her of any pressing media issues, concerns, or problems
Prepare the Spokesperson for media activities
Ensure media activity on the incident is monitored
Establish a media briefing room (if necessary)
Provide contact details for key stakeholders to members of the CIMT
Oversee the development of the communication strategy and communication materials, including: a. media holding statements and releases b. scripts for reception and call centre staff c. internal messages d. website content.
Work closely and coordinate the dissemination of internal messaging with the Human Resources
Be prepared to work closely with communication staff from the SEQ Water Grid Manager and other local or state government organisations
Ensure the initial response plan, BC and recovery plans adequately consider communication and stakeholder issues
Establish and maintain contact with relevant stakeholders
Document all personal actions and decisions on an activity log sheet.
POST-INCIDENT (turn over)

DUTY CARD 5 — MANAGER COMMUNICATIONS AND MARKETING Reports to: CIMT Leader and CEO
Determine ongoing communication requirements and advise the CIMT Leader and CEO of communication requirements for the recovery plan Advise the Incident Manager of post incident communication activities Attend the post-incident review Review and update communication related checklists and tools in the Incident Management Plan.

DUTY CARD 6 — RECOVERY COORDINATOR Reports to: CIMT Leader
Role: Develop the Unitywater recovery plan and coordinate recovery actions with activated Business Continuity Coordinators.
RESPONSIBILITIES
IMMEDIATE ACTIONS
Once notified of the incident, proceed to the Incident Room and start a personal log Once appointed, obtain a brief on recovery planning requirements from the CIMT Leader and/or CEO Determine the Response Group resource requirements and activate staff Identify likely specialist advisors and request through the CIMT Leader Establish contact with activated Business Continuity Coordinators and confirm: the extent of damage to equipment/infrastructure likely period of service disruption If any Business Continuity Plans have been implemented and which ones Any work-arounds currently in play Lead the Response Group to conduct an impact assessment.
DURING INCIDENT
Confirm the impact assessment with the CIMT Leader Determine recovery objectives and priorities Obtain guidance on recovery options from CIMT Leader and conduct a detailed options analysis Identify best recovery option and brief the CIMT Leader Prepare a detailed recovery plan Consult Business Continuity Coordinators on continuity issues relevant to the recovery plan and confirm recovery options don't negatively impact business continuity actions underway or planned Document all personal actions and decisions on an activity log sheet.
POST-INCIDENT
Liaise with the Manager Communications and Marketing on recovery plan communication requirements Implement the recovery plan Work closely with Incident managers or Business Continuity Coordinators during the transition from business continuity to recovery phase. Attend the post-incident review Review and update the recovery plan as the situation requires.

DUTY CARD 7 — INCIDENT MANAGER

Reports to: Business Area Manager / CIMT Leader

Role: Lead the Incident Response Team in responding to the incident itself and the implementation of business continuity measures to deal with incident impacts to Unitywater's business and operations.

RESPONSIBILITIES

IMMEDIATE ACTIONS

Once notified of the incident, assess incident using the Unitywater Incident Assessment Guide and determine the appropriate level of response and start a personal log

Activate the Incident Response Team and proceed to the Incident Room

Appoint roles and responsibilities and deliver an initial brief

Report the incident to key stakeholders according to the key stakeholder guide, Annex J

For water incidents, prepare and send an incident report for the SEQ Water Grid Manager using the Incident Notification Form outlined in Attachment G of the SEQ Water Grid Manager Emergency Response Plan

Advise the Manager Communications and Marketing of the situation (even if the situation does not appear to have communications impacts)

Ensure the appropriate reporting process is followed for water quality incidents, using the DERM incident report flowcharts at Annex K

Ensure environmental incidents are reported to DERM within required time frames (confirm through the DERM website www.derm.qld.gov.au).

DURING INCIDENT

Regularly review the incident using the Incident Assessment Guide and escalate as required

Update the CIMT Leader (if activated) on Incident Response Team actions

Advise the CIMT Leader on likely duration of incident and potential impacts

Liaise with the Communication Advisor or Manager Communications and Marketing (if activated) on communication support required in the Incident Response Team and at the incident scene

Ensure water quality incident reports are completed and delivered to DERM within required times (confirm through the DERM website www.derm.qld.gov.au)

Regularly conduct update briefs with the Incident Response Team

Advise the Response Coordinator on response activities

Advise the Business Continuity Coordinator on business continuity measures

Confirm all details regarding the incident and provide to the Manager Communications and Marketing for the development of approved messages

Discuss resource requirements with the Logistics Coordinator and the Response Coordinator and prioritise during resource conflicts or request additional support from the CIMT (if activated)

Liaise with the Human Resources Manager for issues affecting staff

Determine when the incident response is over; do this in consultation with the CIMT Leader, if activated

Consult activated external agencies prior to declaring the response phase over

Liaise with the Communication Manager or Manager Communications and Marketing (if activated) and the Human Resources Manager on communicating the incident response phase over to the workforce.

POST-INCIDENT

(turn over)

DUTY CARD 7 — INCIDENT MANAGER Reports to: Business Area Manager / CIMT Leader
Provide an incident close out report to the SEQ Water Grid Manager for Water Quality Incidents, as required (Attachment J, SEQ Water Grid Manager Emergency Response Plan)
Assist the Recovery Manager to implement the recovery plan, as required
Conduct an Incident Response Team post-incident review
Debrief the appointed Coordinators from the Incident Response Team (or ensure Human Resources conduct this)
Attend the CIMT post-incident review
Contribute to the post-incident report.

DUTY CARD 8 — RESPONSE COORDINATOR Reports to: Incident Manager
Role: The Response Coordinator communicates with the Site Coordinator and manages incident response actions. They act as a conduit for information flow between Incident Response Team and the incident site. In large scale incidents impacting on multiple areas of Unitywater, the Response Coordinator may deal with multiple Site Coordinators.
RESPONSIBILITIES
IMMEDIATE ACTIONS
Once notified of an incident, proceed to the Incident Room Start a personal log Attend the Incident Response Team initial briefing Once appointed, establish contact with activated Site Coordinator and receive an update on the situation Assist the Incident Manager to conduct an initial assessment of the incident Request any additional resources or specialist advisors immediately required to assist with the incident through the Logistics Coordinator or Incident Manager.
DURING INCIDENT
Ensure communications are maintained with the Site Coordinator Ensure all Response Group members are briefed and understand their responsibilities, and assess the need for additional specialist support Allocate tasks to Response Group members Oversee and monitor activated Site Coordinators' actions Support activated Site Coordinator Coordinate resource and equipment requirements across multiple Site Coordinators Attend Incident Response Team briefs and keep the Incident Response Team informed of Site Coordinator actions Ensure activated Site Coordinators are kept informed of the Incident Response Team actions Document all personal actions, decisions and instructions on a personal log sheet Ensure all response actions, decisions, instructions and events are accurately recorded and documented in the central log.
POST-INCIDENT
Attend the Incident Response Team post-incident review (if one separate to the CIMT review is held) Be prepared to attend the CIMT post-incident review Debrief all Unitywater staff involved in the Response Group and provide feedback to HR Ensure Site Coordinators carryout debriefs and reporting requirements Contribute to the incident report.

DUTY CARD 9 — BUSINESS CONTINUITY COORDINATOR Reports to: Incident Manager
Role: respond to the impacts to Unitywater business caused by an incident and maintain continuity of critical functions and essential services.
RESPONSIBILITIES
IMMEDIATE ACTIONS
Once notified of an incident, proceed to the Incident Room Start a personal log Attend the Incident Response Team initial briefing Once appointed, work with the Response Coordinator to ascertain the full range of impacts to services and identify business continuity requirements Identify a relevant Business Continuity Plan or decide if ad hoc arrangements are required.
DURING INCIDENT
Prepare ad hoc Business Continuity arrangements if required Brief the Incident Manager on ad hoc arrangements Request any additional resources or specialist advisors immediately required to develop or implement Business Continuity arrangements through the Logistics Advisor (if appointed) Advise the Response Coordinator of intended Business Continuity and ensure they will not hinder the incident response activities Decide, in consultation with the Response Coordinator, if the Site Coordinator will implement Business Continuity measures at the incident scene or if a separate team will be deployed Liaise with the Recovery Manager in large scale incidents to inform their recovery planning Regularly advise the Incident Manager of the status of impacted functions, including the expected level of service you will achieve and by when Be prepared to assist the Incident Manager to brief the SEQ Water Grid Manager on the status of impacted functions Maintain a personal log throughout the activity.
POST-INCIDENT
Attend the Incident Response Team post-incident review (if one separate to the CIMT review is held) Be prepared to attend the CIMT post-incident review Debrief all Unitywater staff involved in the Business Continuity Group and provide feedback to HR Ensure Site Coordinators carryout debriefs and reporting requirements Contribute to the incident report.

DUTY CARD 10 — LOGISTICS COORDINATOR Reports to: Incident Manager
Role: sourcing and providing material and logistics support services to the remainder of Incident Response Team, as requested.
RESPONSIBILITIES
IMMEDIATE ACTIONS
Once notified of an incident, proceed to the Incident Room Start a personal log Attend the Incident Response Team initial briefing Once appointed, identify likely resource requirements at the incident scene Assist the Incident Manager to conduct an initial assessment of the incident Mobilise any additional resources or specialist advisors immediately required to assist with the incident.
DURING INCIDENT
Advise the Incident Manager on specialist technical and equipment requirements throughout the response Support the response, business continuity and recovery actions through the acquisition and distribution of necessary human resources, equipment and materials Identify logistics needs and issues including: a. Physical (plant and equipment) b. Administrative (maps, plans, stationery etc) c. Personnel (technical, manpower, security etc) d. Welfare (families, employees, food, water, shelter etc) e. Transport (trucks, forklifts, buses etc) Advise the Incident Manager of logistics issues that should be pushed up to the CIMT, if activated Document all personal actions and decisions on a personal log sheet Other duties as directed by the Incident Manager.
POST-INCIDENT
Complete any follow-up action as directed Contribute to the Incident Response Team post-incident review Attend the CIMT post-incident report, if activated Contribute to the incident report.

DUTY CARD 11 — COMMUNICATIONS TEAM, MEDIA AND PR MANAGER AND COMMUNICATIONS MANAGER Reports to: Manager Communications and Marketing
Role: Provide communication support to the Incident Response Team and/or Site Coordinator.
RESPONSIBILITIES
IMMEDIATE ACTIONS
Once appointed by the Manager Communications and Marketing, start a personal log (both) Receive a brief from the Manager Communications and Marketing on the situation (both) Confirm with the Manager Communications and Marketing which actions outlined in the Communication First Hour checklist are relevant to the situation (both) Establish contact with the Incident Manager and confirm which stakeholders they have notified (M&PR) Ensure relevant key stakeholders have been notified according to the Key Stakeholder Notification Guide, Annex J (M&PR) Confirm with the Incident Manager and Manager Communications and Marketing if you are required to deploy to the Incident Response Team or Site Coordinator, or if you will support from your office (both) Conduct a stakeholder assessment (M&PR).
DURING INCIDENT
Advise the Incident Response Team on media, community and other local external stakeholders (M&PR) Deal with media that arrive at the incident scene or Incident Response Team location (M&PR) Ensure media activity on the incident is monitored (M&PR) Develop material for release to the media or community and take it through formal approval processes (M&PR) Issue approved material to the media and community (M&PR) Advise on messages to employees (CM) Prepare information for the call centre and reception staff (M&PR) Work closely with Workforce Capability to disseminate messages to employees, call centre staff and reception staff (CM) Ensure the Incident Response Team planned actions adequately consider communication and stakeholder issues (M&PR) Establish and maintain contact with relevant stakeholders according the stakeholder assessment (M&PR) Regularly assess the situation from a reputational impact point of view and escalate the incident through the Manager Communications and Marketing if required (M&PR) Maintain a personal log (both).
POST-INCIDENT
Determine ongoing communication requirements and advise the Incident Manager and Manager Communications and Marketing (both) Attend the Incident Response Team post-incident review (both) Brief the Manager Communications and Marketing on the communication response and advise on improvements to incident management systems, processes and procedures related to communications (both) Update contact lists and databases found to be incorrect during the incident (both).

DUTY CARD 12 — HUMAN RESOURCES MANAGER Reports to: CIMT Leader
Role: The Human Resources Manager identifies and tracks all personnel involved in the incident. He/she coordinates and provides feedback to employees, ensures that consistent messages are conveyed to all concerned, advises on union issues and provides counselling services as required. The Human Resources Manager may be required to advise the Incident Response Team, without being formally activated to the CIMT.
RESPONSIBILITIES
IMMEDIATE ACTIONS
Once notified of an incident, proceed to the Incident Room for CIMT activation or establish contact with the Incident Manager for Incident Response Team activation Start a personal log Attend the initial brief for the CIMT, if activated Liaise with the Communication Advisor or Manager Communications and Marketing for information to brief to call centre and reception staff Ensure call centre and reception staff have sufficient information to deal with external requires regarding the incident.
DURING INCIDENT
Provide advice to the CIMT or Incident Response Team on: a. Employee and union relations b. Industrial relations c. Company HR policy Ensure that appropriate resources are available. Consider alerting all employers of personnel working at the site and/or within the asset/operation Consider arrangements for handling/assisting employees, contractors, next-of-kin and public affected by the emergency Ensure that appropriate systems are in place for managing Human Resource issues Arrange grief counselling where needed for employees and families Verify and maintain a record of location and status of persons involved in the incident Establish a next-of-kin room and holding room if necessary Appoint Family Liaison Officers, if required Assist the Communication Advisor or Manager Communications and Marketing with drafting internal messaging Assist the CIMT Leader with distributing internal messages Document all personal actions and decisions on a personal log sheet.
POST-INCIDENT
Complete any follow up actions as directed (in particular employee welfare) Advise the Recovery Manager on Human Resources related aspects of the recovery plan and assist with implementing the plan Contribute to the CIMT post-incident review Contribute to the incident report.

DUTY CARD 13 — FAMILY LIAISON OFFICER Reports to: Human Resources Manager
Role: provide support to Unitywater employees' family and friends during an incident. Family Liaison Officers work closely with the Human Resources Manager and Communication Group in gaining the latest information on the situation to be passed to the families.
RESPONSIBILITIES
IMMEDIATE ACTIONS
Once appointed by the Human Resources Manager, start a personal log Receive a brief Proceed on the situation from the Human Resources Manager Be prepared to assist with the establishment of a family room.
DURING INCIDENT
Collect names of affected employees Verify their names and personal details Collect next-of-kin information from Human Resources DO NOT INITIATE CONTACT WITH NEXT-OF-KIN UNLESS AUTHORISED TO DO SO Facilitate next-of-kin visits to hospital, if requested by the Human Resources Manager Provide support for relatives and friends. Consider: a. Transportation to hospital/point of arrival b. Child care c. Accommodation d. Financial support e. Counselling support (immediately) f. Reassurance, as appropriate NEVER LEAVE FAMILY MEMBERS OR FRIENDS ALONE Document all personal actions and decisions on an activity log sheet Other duties as directed by the CMT Leader and Director Human Resources or Director Student Support Services
POST-INCIDENT
Complete any follow-up action as directed Contribute to the CIMT post-incident review Contribute to the incident report.

DUTY CARD 14 — SITE COORDINATOR
Reports to: Incident Manager (through Response Coordinator)

Role: Lead and coordinate the Unitywater response at the incident scene.

Note: The Site Coordinator is the most senior person nearest the incident scene. Another person may be deployed to the scene by the Incident Manager at a later stage.

RESPONSIBILITIES

IMMEDIATE ACTIONS

Once aware of the incident, ensure work in the area has stopped

Visually inspect the area, look for dangers to yourself and others

Assess the situation and take control of the area

Confirm 000 has been called, if required

Evacuate to a safe are if required

Determine a safe area around hazards and establish a cordon, post sentries if required

Stabilise vehicle / plant or equipment to prevent movement if it safe to do so

Ensure the vehicle / plant or equipment has been turned off

Confirm site First Aider has been called, if required

Confirm Network Operations has been notified (for water and wastewater incidents)

Notify the Manager Communications and Marketing, or request Network Operations notify Manager Communications and Marketing (even if the situation does not appear to have communication impacts)

Contact your supervisor and report details of the incident

Evacuate non-essential people to a safe area.

DURING INCIDENT

Ensure the safety of all Unitywater staff at the incident scene

Consider the safety of the public in or near the incident scene and warn to remain clear of hazards

Coordinate activities with external organisations such as Emergency Services or the Environmental Protection Agency (EPA), if attending the emergency scene

Regularly update the Incident Manager, through the Response Coordinator, on the situation

Evacuate affected personnel as required

Ensure that no one interferes with the incident scene, except when conducting response actions

Coordinate the deployment of resources at the scene and maintain an accurate record of who attends the emergency scene and in what roles

Provide a comprehensive hand over brief should the Emergency Services take control of the emergency

Ensure an accurate log of the situation is maintained throughout the emergency response

Advise the Incident Manager, through the Response Coordinator, when incident response activities are complete.

POST-INCIDENT

(turn over)

Preserve the incident scene, post sentries to prevent access if required
Collect information on the situation and compile a list of witnesses
Ensure personnel have access to counselling and other support services
Assist with individual debriefs of personnel that were involved at the emergency scene
Attend the Incident Response Team post-incident review
Be prepared to contribute to incident investigations and the incident report.

ANNEX X

ISOLATED WATER SUPPLY CONTINGENCY ARANGEMENTS

The isolated water supply areas within the Unitywater service area are:

- Dayboro
- Kenilworth
- Maroochy Baroon Pocket
- Image Flat
- Noosa
- Maleny

1 Isolated water supply area detail

1.1 Dayboro

Maximum total storage capacity is 1.7 ML. Normal storage is maintained at over half reservoir capacity or a minimum of 0.85 ML. A new reservoir is due to come online in 2010 complete with a dedicated trunk water main from WTP to reservoir, further increasing storage capacity and minimising impacts of mains bursts.

Dayboro water consumption is approximately 0.36 ML per day. Storage capacity will therefore provide between 2.3 and 4.7 days normal usage if supply is interrupted.

1.2 Kenilworth

Maximum total storage capacity is 0.45 ML. Normal storage is maintained at between 80% and 90% reservoir capacity or a minimum of 0.36 ML.

Kenilworth water consumption is approximately 200 kL per day. Storage capacity will therefore provide between 1.8 and 2 days normal usage if supply is interrupted.

1.3 Maroochy Baroon Pocket System

Maximum total storage capacity is 90.58 ML. Normal storage is maintained at between 70% and 84% reservoir capacity or a minimum of 63.406 ML.

Maroochy Baroon Pocket water consumption is approximately 24 ML per day. Storage capacity will therefore provide between 2.6 and 3.4 days normal usage if supply is interrupted.

1.4 Image Flat System

Maximum total storage capacity is 63.46 ML. Normal storage is maintained at between 60% and 70% of reservoir capacity or a minimum of 38.08 ML.

Image Flat water consumption is approximately 16 ML per day. Storage capacity will therefore provide between 2.6 and 2.8 days normal usage if supply is interrupted.

1.5 Noosa

Maximum total storage capacity is 24.5 ML. Normal storage is maintained at between 80% and 90% of reservoir capacity or a minimum of 19.6 ML.

Noosa water consumption is approximately 12.3 ML per day. Storage capacity will therefore provide between 1.6 and 1.8 days normal usage if supply is interrupted.

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1.6 Cooroy System

Maximum total storage capacity is 3.84 ML. Normal storage is maintained at 80% of reservoir capacity or 3.07 ML.

Cooroy water consumption is approximately 1.0 ML per day. Storage capacity will therefore provide 3 days normal usage if supply is interrupted

1.7 Maleny System

Note that at this time Maleny is not an isolated supply area, however the assumption is made that SEQwater may decommission the Maleny WTP reducing the Maleny supply to only the Landershute supply main.

Maximum total storage capacity is 2.0 ML. Normal storage is maintained at between 60% and 80% of reservoir capacity or a minimum of 1.2 ML.

Maleny water consumption is approximately 0.45 ML per day. Storage capacity will therefore provide between 2.7 and 3.6 days normal usage if supply is interrupted.

2 Infrastructure failure

a. In cases of reticulation system failure causing serious interruption to supply the incident will be escalated and managed in accordance with the Unitywater Incident Management Plan.

b. Repair protocols provide for priority to be given to supply interruptions, with KPIs showing restoration of services with 2 hours in at least 85%of cases.

c. In cases of trunk mains failure reservoir capacity is sufficient to provide several days supply. If necessary water can in most areas be tankered in. Details of tankering requirements for each of the isolated supply areas are shown in section 6, below.

d. Local residents may need to be kept informed. See section 5 Communications.

3 Reservoir failure

In the event of a reservoir being taken off line because of damage or unspecified water contamination that cannot be corrected by additional chlorination:

a. The incident will be escalated and managed in accordance with the Unitywater Incident Management Plan.

b. Zones may be able to be isolated and back fed from adjacent zones providing a reduced supply.

c. As an immediate short term remedy, water tankers may be sited at the reservoir and filled from the normal trunk main reservoir feed. Two 20,000 litre tankers, supplying the reticulation system, would provide sufficient storage for critical demand. Tankers could be replaced using storage tanks over the longer term. Water cartage companies are listed in section 6, below.

d. Emergency requirements, ie for fire fighting, would need to be supplied by tankers in conjunction with the fire services. Normal operating procedures for advising the Fire Service of water outages should be followed.

e. Local water restrictions may be required depending on demand.

f. Local residents will need to be kept informed. See section 5 Communications.

Use or disclosure of the data contained on this sheet is subject to the restriction on the title page of this document

4 Bulk supply failure

Seqwater and Linkwater are responsible for the supply of bulk water to the Unitywater network:

a. The incident will be escalated and managed in accordance with the Unitywater Incident Management Plan, Seqwater's Incident Management Plan, Linkwater's Incident Management Plan and the Grid Manager's Emergency Management Plan.
b. It is expected that such an event would constitute a Water Grid emergency and therefore assistance from the Grid Manager may be expected in sourcing alternate supplies of drinking water. Information on alternate water sources is contained in section 6.
c. Reservoir levels must not drop below emergency fire fighting levels. Action will need to be triggered in time to avoid reservoirs reaching lower than safe levels
d. It may take some time to assemble tankers therefore reservoir storage capacity will be used initially
e. It may be desirable to keep reservoir levels below normal levels to reduce mains pressure which will in turn help reduce usage.
g. Local water restrictions may be required.
h. Affected residents will need to be kept informed. See section 5 Communications.

5 Water Restrictions

In some areas, in the case of wide spread water supply failure, tanker supplies may not be able to maintain normal supply. Severe water restrictions may be required to ensure an adequate drinking water supply can be maintained. Unitywater Communications Branch would be involved in informing the affected population of the situation.

6 Communications

Unitywater Communications Branch will be responsible for keeping the affected community informed. Information provided to the community may include:

- the nature of the problem
- who is affected
- the expected duration
- how the community will be affected
- what the community can do
- what Unitywater are doing:
  - about the problem
  - to supply water

Information will need to be regularly updated.

c. Information may be provided by means of:
   - Local news outlets (TV, radio, press)
   - Leaflet drops
   - Door knocks
   - Unitywater's customer call centre and the Regional Council's call centre
   - Unitywater's website

6 Alternate Sources of Water

a. Reservoir levels must not drop below emergency fire fighting levels. Action will need to be triggered in time to avoid reservoirs reaching lower than safe levels.

b. In most areas, should there be a supply interruption and the outage is expected to last long enough to cause storage in the reservoirs to drop below safe levels, water may be carted by tanker and pumped into the distribution network via a suitably located fire hydrant or directly into the reservoirs. Health requirements must be fully met during this operation.

c. The method and location of introducing tankered water into the system will depend on the circumstances at the time.

d. The number of tankers required would depend on the capacities of available tankers.

e. Local domestic delivery tankers would be available to commence work almost immediately. Other tankers may take up to several days to prepare and assemble, therefore storage capacity will be used initially.

f. Other means of supplying water to the community, such as bottled water, may be considered depending on the circumstances at the time. Companies supplying bottled water are listed below:

Cooroy Mountain Spring Water
314 Cooroy Mountain Road
Cooroy QLD 4563
T:
F: [redacted]

After hours:
[redacted]

Bottled water available by the pallet (1600 units at 600 millilitres)
For collection within one hour in business hours, allow 24 hours outside business hours.

g. In a severe emergency the Local Disaster Management Group may be activated and may be able to assist in securing tankered or bottled water supplies, water distribution and communication with the public.

F806

Table 1
Community tankering requirements

Locality	Normal daily requirement (approx)	Number of 20,000 litre tanker loads per day	Approximate tanker turnaround time (hours)
Dayboro	0.36 ML	18	2
Kenilworth	0.20ML	10	2
Maroochy Baroon Pocket	24 ML	Tankering is not feasible *	
Image Flat System	16 ML	Tankering is not feasible	
Noosa	12.3 ML	Tankering is not feasible	
Cooroy	1.0 ML	50	2
Maleny	0.45ML	22	2

* Limited supply can be sourced from the Image Flat System at approximately 200 l/s.

Table 2
Domestic water carriers, Moreton Bay area

Water carter	Telephone	Mobile	Delivery area
Dayboro Water Carters	3425 1521	[redacted]	Dayboro
Rob Packer Water Carrying			Samford, Samsonvale, Bunya
Fairview Water Carrying	54971095		Caboolture district
Bill's Domestic	3886 6464		Griffin, Kurwongbah etc
[redacted]			Griffin, Kurwongbah etc
Samford Water Carriers	3289 0023		Samford, Whiteside and Kurwongbah
JK Cartage	3353 1577 3353 3211(Water)		All areas
[redacted]			Camp Mountain, High Vale, Closeburn, Cashmere.
Golden Valley Water Carriers	3284 4122		Samford, Caboolture, Griffin, Kurwongbah
Morayfield Water Supplies	5496 7970		Narangba, Elimbah, Beerburrum, Toorbul, Donnybrook, Ningi, Wamuran, D'agular

Table 3
Domestic water carriers Sunshine Coast area

Old Shire	Carter	Telephone
Maroochy	Aroora Water Services	[redacted]
	Bonnell Brothers	
Caboolture	Caboolture Domestic Water Cartage	
	Clarks Water Supply	
	Fairview Carrying	
Maroochy	Noosa Water Tankers	
Maroochy	Palmwoods Water Supplies & Tank Hire	
	P.B.G. Maintenance	
Maroochy	Pomona Water Cartage	
	Stolenberg Water Carters	
Noosa	Tewantin Water Domestic & Civil	

From: Dan Spiller [redacted]
Sent: Wednesday, January 12, 2011 3:31 PM
To: 'seqwgm@id.ngcomms.net'
Subject: FW: Message from Emergency Manager

From: [redacted]
Sent: Wednesday, January 12, 2011 10:39 AM
To: Dan Spiller
Subject: FW: Message from Emergency Manager
Importance: High

Resources group currently consisting of myself and [redacted] we will not need to engage a large group



[redacted]
Manager Service Delivery

[redacted]

PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL - LinkWater Green Office Program
One ream of paper = 225 litres water & 20kg greenhouse gases & 3kg coal & chemicals & 0.05 fully grown trees

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From: [redacted] **On Behalf Of** Corporate Communications
Sent: Wednesday, 12 January 2011 10:08 AM
To: [redacted] 'Dennien Barry'; [redacted] Dan Spiller
Cc: Water Grid Emergency Manager; [redacted]
Subject: Message from Emergency Manager
Importance: High

This message is being sent on Dan Spiller's behalf:

All,

The flood and impacts on water supply has been declared a Level 4 incident under the Emergency Management Plan.

The purpose of this email is to formalise the arrangements that been implemented to manage the proposed management response.

The Emergency Executive Team is:

- Emergency Manager: Daniel Spiller [redacted]
- Communications Manager: [redacted]
- Coordination Executive: [redacted]

I require each entity to nominate an executive level manager to sit on the Emergency Management Team.

Notification should be to emergency@seqwgm.com.au.

The Emergency Management Team will have twice daily teleconferences at 0730 and 1600 and at other times as required. At this stage, the EMT will be physically based in the Linkwater offices at Level 6, 200 Creek Street. I request that Linkwater and Seqwater representatives be based in the room for the two teleconferences.

[redacted] has formally establish a communications team. This team will also be based at Level 6, in an adjacent room.

Because of the scope and complexity of issues being addressed, I am establishing separate Technical Coordination Teams, as discussed at the teleconference this morning. The teams and Chair organisations are:

- Stand-alone towns (Seqwater)
- Chemical supply management (Seqwater)
- Water quality (Linkwater)
- Coordination of staff resources ([redacted] Linkwater)
- Water balance [redacted] kwater)
- Demand management ([redacted], WGM).

I require each organisation to nominate appropriate representatives and Chairs by 1030.

The Chairs of these groups report to the EMT at the scheduled teleconferences and at other times as required.

The Chairs are to immediately convene groups, as discussed at the teleconference this morning.

Given the number of issues that may arise, I am anxious to fully utilise OCA. Each time they meet, we require the notes and outcomes of the meetings to be logged and tasks assigned through OCA (including by emailing emergency@seqwgm.com.au).

Other agencies will nominate appropriate representatives, including for water quality.

The emergency phone number is [redacted]

I appreciate your support. Please advise if you have any queries or require any further information.

Regards,
Dan

SEQ Water Grid Manager
[redacted]

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SEQ Water Grid manager

SEQ Water Grid

Flood Emergency Response

2 Phase After Action Review (Debrief)

Invitation to modify contract

F810

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About us

The SEQ Water Grid Manager (Water Grid Manager) is a statutory body responsible for managing the strategic operation of the SEQ Water Grid (Water Grid).

Our organisation was established in July 2008, as part of the Queensland Government's institutional reform of water in South East Queensland under the SEQ Water (Restructuring) Act 2007. Under this Act, we are responsible to the Minister for Natural Resources, Mines and Energy and Minister for Trade and the Treasurer and Minister for Employment and Economic Development.

Our role is to manage the Water Grid to ensure water security and quality for South East Queensland in a cost effective way. This means we need to ensure there is enough water for everyone as well as ensuring the water sources are being used efficiently and run in a sustainable way.

We buy the following water services from the other State-owned water authorities:

- storage and water treatment of bulk water from Seqwater
- transport of bulk water from LinkWater
- production and treatment of desalinated and purified recycled water from WaterSecure.

We sell treated bulk water and recycled water to retail customers — distribution service providers, power stations and other businesses. We do not own infrastructure assets but hold the water entitlements for South East Queensland. Because we don't hold assets, we can make operational decisions on water security that are based on ensuring water is moved to where it's needed most, rather than to generate a profit for infrastructure assets.

About the project

As previously notified, the SEQ Water Grid Manager is required to conduct an annual exercise of the SEQ Water Grid Emergency Response Plan. The contract to run this activity, 'Exercise Matrix II', was awarded to MC2 Pacific.

Following the SEQ Floods in January 2011, we have determined the following:

1. The flood event is much more significant than any exercise able to be artificially created, therefore, would form the ideal basis for review of the SEQ Water Grid's response under the *SEQ Water Grid Emergency Response Plan*.

2. Under the *SEQ Water Grid Emergency Response Plan*, Step 6 requires the SEQ Water Grid Manager to facilitate a 'cold debrief', which we are terming an After Action Review.

The project will be carried out in two parts:

- The first phase of the After Action Review will focus on 'technical' emergency management within the SEQ Water Grid (i.e. a compliance audit against the *SEQ Water Grid Emergency Response Plan*), including such factors as the use and useability of *OCA Incident Manager*, process and communication between the Incident Management Teams. The focus will be on continual improvement for the short-term.
- The second phase of the After Action Review will take advantage of the Commission of Inquiry's broad, holistic and fully independent powers of investigation and review. This phase will leverage the findings of the Commission of Inquiry and focus on the practical implementation of the Commission of Inquiry's recommendations. This phase may also focus on other broad strategic areas for the medium to long-term.

MC2 Pacific will be awarded the contract, based on a variation to the contract already awarded for the conduct of Exercise Matrix II, providing the revised quote is acceptable to the SEQ Water Grid Manager.

Required deliverables

Required deliverables are:

- an After Action Review Phase 1 status update
- an After Action Review Phase 2 report

Scope of work and services required

Following is an outline scope of works:

- Phase 1, review of
  - activation of the *SEQ Water Grid Emergency Response Plan* and the technical conduct of emergency management, by all Grid Participants, under the Plan (compliance focus)
  - business continuity arrangements, in particular the continuance of emergency management during building unavailability and processes for business as usual
  - the functioning of the Water Grid Emergency Management Room including internal communications between the team, functioning of ICT, equipment and suitability of office space and furnishings for intended purpose
  - the use of OCA as the primary means to manage, display and communicate information about Water Grid Emergencies in accordance with the *SEQ Water Grid Emergency Response Plan*, including any OCA or GIS improvements
- Phase 2, review of
  - the practical measures to implement the relevant recommendations arising from the Commission of Inquiry
  - other broad strategic issues that may relate to continuous improvement in the medium to long term.

A detailed project scoping meeting and specification development will be conducted with MC2 Pacific upon formal awarding of the contract.

Key timings

The table below details key timings for the project.

Deliverable	Due date
Confirmatory quote	28 Feb 11
Detailed in-brief with Water Grid Manager	7 Mar 11
Phase 1 Interviews complete with the Water Grid Manager and Grid Participants	28 Mar 11
Phase 1 status update delivered	11 Apr 11
Phase 2 in-brief with Water Grid Manager	+ 1 week*
Phase 2 Interviews complete with the Water Grid Manager, Grid Participants and key stakeholders within the State Emergency Management arrangements	+ 5 week*
Phase 2 report delivered	+ 7 week*
Debrief to CEO's and key stakeholders	+ 8 week*

Note: * time after the release of the interim findings by the Commission of Inquiry.

Budget

Our strong preference is for the activity to be completed within the budget quoted for the conduct of Exercise Matrix II.

Response timeframe

Written responses must be submitted to the Water Grid Manager via email to [redacted] no later than Monday 28 February 2011. If you have any questions regarding this process, please contact:

[redacted]
Risk & Emergency Manager
SEQ Water Grid Manager
[redacted]