**Queensland Water Directorate (*qldwater*)** ***e-*flash**

**Information for Water Industry Managers and Practitioners in the Queensland Water Industry**

**(Issue #415– 18 December 2019)**

**1.   Release of the 2018/19 benchmarking report for Queensland's Urban Potable Water and Sewerage Industry**

**2.   Infrastructure Cliff fact sheet series released**

**3.   Urban Water Sector Submission on EOW Code for Biosolids**

**4.   Havelock North Live stream is now available**

**5.   WIOA - Telco Waterworks articles**

**6.   Comms survey**

**7.   QUICK LINKS – ASSOCIATED ORGANISATIONS ANNOUNCEMENTS**

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**1. Release of the 2018/19 benchmarking report for Queensland's Urban Potable Water and Sewerage Industry.**
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This report is the ninth report in the series of Benchmarking reports for Queensland's Urban Potable Water and Sewerage Industryto be produced by ***qldwater***, which provides a comparison of a selected suite of reported indicators for 72 of Queensland’s urban water/sewerage utilities.

All indicators are obtained from the publicly available KPI reporting framework. This report provides a means for service providers to compare their performance across a range of areas including capacity and viability, customer service, condition of assets, management and performance. Benchmarking is important for the industry as it allows competition by comparison and helps provide transparency for our communities.

The report is available for download from the ***qldwater*** website: <http://www.qldwater.com.au/reporting>

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**2.   Infrastructure Cliff fact sheet series released**

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Four new publications have been added to the QWRAP page of the ***qldwater*** website. These consist of four fact sheets that have been created to communicate some of the outcomes of the two major research reports on "Infrastructure Cliff? Queensland's ageing water and sewerage assets" published in 2018 and 2019.

The fact sheets cover at a high level some of the findings from the research, which may be useful in trying to communicate the issues around ageing infrastructure to a non-technical audience. The sheets cover:

* The Queensland Urban Water Industry
* Queensland's ageing pipes
* What to do with ageing pipes: Pipe Whispering
* Regional Network Support

The sheets may be downloaded by all members from the QWRAP page: <https://www.qldwater.com.au/QWRAP>

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**3.   Urban Water Sector Submission on EOW Code for Biosolids**

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***qldwater*** works closely with the LGAQ and has maintained a keen interest in the development of the EOW Code for biosolids through Cr Anne Maddern who has represented local government sewerage service providers in ongoing meetings of a stakeholder advisory group convened by the Department. The opportunity offered by the Department for ***qldwater*** to send a representative to attend the final meeting of this group is acknowledged.

The [document](http://qldwaterau.pixelportal.com.au/_literature_252172/Urban_Water_Sector_Submission_on_EOW_Code_for_Biosolids) summarises feedback from the urban water sector through discussions with members and written feedback from sewerage service providers. In general, the urban water and sewerage sector is supportive of the modified EOW Code and there is broad interest in remaining engaged in the ongoing development of this Code.

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**4. Havelock North Live stream is now available**
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The recording from the live stream is now available via the following link - <https://youtu.be/uOVhN8tNvFY>

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**5. WIOA - Telco Waterworks articles**
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WIOA has published a special feature on telcos and water assets in its latest edition of Waterworks which is available [here](https://www.qldwater.com.au/_literature_252366/WIOA_WaterWorks_Special_Feature_on_Telcos).  It provides a great summary of the regulatory environment, risks every service provider which hosts telecommunications equipment on its infrastructure need to consider, and the process for Low Impact Facilities including how to object.  Congratulations to Jason Ip, Jill Busch and Carmel Serratore for continuing to try to positively influence the current legislation and educate all stakeholders on risks and possible solutions

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**6. Comms survey**
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We are keen to get some feedback on the way we communicate with you.

Are we using the correct channels?

Are we telling you the stuff you need to hear?

What can we do better?

Please **complete our survey** to go in the draw for one of three $50 gift vouchers.

Link to <https://www.surveymonkey.com/r/XDJ29L9>

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**7.   QUICK LINKS – ASSOCIATED ORGANISATIONS ANNOUNCEMENTS**

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**The Queensland Police Service** has released the QPS Security Forecast December 2019 and QPS Security Environment Report which are now available in the members area of our website -  <http://www.qldwater.com.au/Counter-terrorism>.   The information contained in the QPS documents may be viewed and circulated internally, however it should not be provided to the public / media or forwarded to external third parties.  Members must log in first to access this information.

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