

Wide Bay Water Corporation



CEO – Peter Care

Who Are We?

- Queensland's first and only Local Government Owned Corporation providing water and wastewater services to the local government region.
- Established in January 2002.
- Have provided water industry support services to regional Queensland, South Pacific communities, China, Hong Kong and Malaysian service providers.
- 180 FTE
- **The future?**
- Will revert to a CBU of Fraser Coast Regional Council from 1 July 2016.

Purpose & Values

OUR PURPOSE

We are an efficient customer-focused business developing and delivering sustainable water services for the benefit of the Fraser Coast community.

OUR VALUES

- **Teamwork** - We are a dedicated team of skilled individuals who support each other and work together as an effective and efficient team.
- **Communication** – We communicate in an open, honest and transparent manner in our dealing with each other and our customers.
- **Safety** – We have a culture of safety which includes respect for the safety of ourselves, those around us and the environment. We strive for a zero-harm workplace.
- **Responsibility** – We take responsibility for and are accountable for the choices we make and the tasks we perform to provide high levels of productivity and efficiency to meet the goals of the organisation.
- **Honesty** – We respect cultural and social differences amongst colleagues and customers. We are honest and trust each other to work cooperatively with integrity, equity and respect for ourselves and those around us.

Wide Bay Water

Provides water and wastewater services to Hervey Bay, Maryborough, Tiaro, Torbanlea, Howard, Burrum Heads and other outlying areas.

2015.16 Revenue \$70.5m

- Operating Expenditure \$67.2m
- Capital Expenditure \$26m



Executive Management Team

Mark Vanner

Executive Manager
Compliance and
Regulation



Denis Heron

Executive Manager
Operations



Trevor Dean

Executive Manager
Assets and Engineering



Compliance and Regulation



Compliance and Regulation consists of three (3) core areas:

1. Environmental Services – Total FTE - 7
2. Quality Assurance and Risk – Total FTE - 2
3. Scientific Services – Total FTE - 7



Environmental Services

Key Functions of the Environmental Services Team:

- Manage all Environmental Authorities:
 - 3 Water Treatment Plants,
 - 8 Wastewater Treatment Plants,
 - 14 Waste EAs covering landfills, transfer stations, composting.
- Manage the Resource Operations Licence covering:
 - 2 Water Supply Schemes,
 - 30 bulk water customers (3100ML).
- Environmental incident investigation, environmental reporting, and communication with the regulator.
- Coordinate drought management (water restrictions).
- Maintain Environmental Management System (aligned with ISO 14001)
- Develop and implement drinking water catchment management strategy.
- Develop and implement community water wise education program.
- Coordinate Trade Waste management program.
 - Category 1 (Low volume, low strength) – 406
 - Category 2 (High volume, low strength) – 53
 - Category 3 (High strength) – 1 pending.

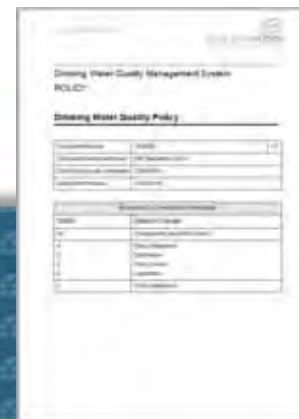




Quality Assurance and Risk

Key Functions of the Quality Assurance team:

- Administer WBWs integrated Quality Management System.
 - Document control
 - Corrective and Preventative Action
 - Internal auditing
 - Legislation register
 - QMS training
- Provide operational resourcing for continual system improvement projects.
- Maintain external accreditation:
 - ISO 9001 Quality Management Systems
 - ISO 22000 Food Safety (drinking water)
- Oversee regulatory data management system used for compliance and water industry performance reporting.



Scientific Service

Key Functions of Scientific Services:

- Undertake sampling and laboratory testing to meet licensing requirements.
- Provide external services across the Wide Bay Burnett trading as WaterOne Laboratory Services.
- NATA Accredited (ISO 17025).



Operations

Executive Manager – Denis Heron

Deliver high quality water and wastewater services to the community of the Fraser Coast:

- Operational Budget \$23 million.
- Operate and maintain significant water, wastewater and reuse infrastructure spread over 289 unique sites.



Operations is made up of six (6) core areas:

Operations – Total FTE – 110

- Water Treatment – Total FTE – 12
- Wastewater Treatment– Total FTE - 15
- Water and Wastewater Reticulation– Total FTE – 45
- Reuse – Total FTE – 6
- Electrical and Mechanical Maintenance – Total FTE – 18
- Operations Planning, Scheduling and Data Monitoring– Total FTE – 14



Water Treatment

- Budget \$5,712,000.
- Responsible for treating approx. 9,200ML water to ADWG standard:
 - 4 Dams/Weirs
 - 4 Treatment Plants
 - 28 Treated Water Reservoirs
 - 18 Water Pump Stations
 - 9 Re-Chlorination Stations

Raw Water Pump Station
Burrum No1



Lenthalls Dam

Water Treatment

Teddington WTP



Burgowan WTP



Ann St Reservoirs



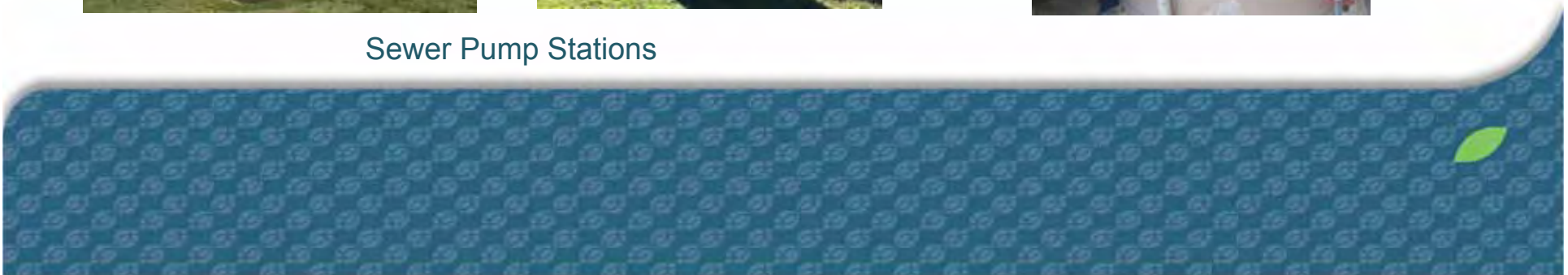
Wastewater Treatment

- Budget \$6,340,000.
- Responsible for treating approx. 5,200MI sewage per year:
 - 8 Wastewater Treatment Plants,
 - 129 Sewer Pump Stations
 - 23 Odour Control Units

Odour Control Units



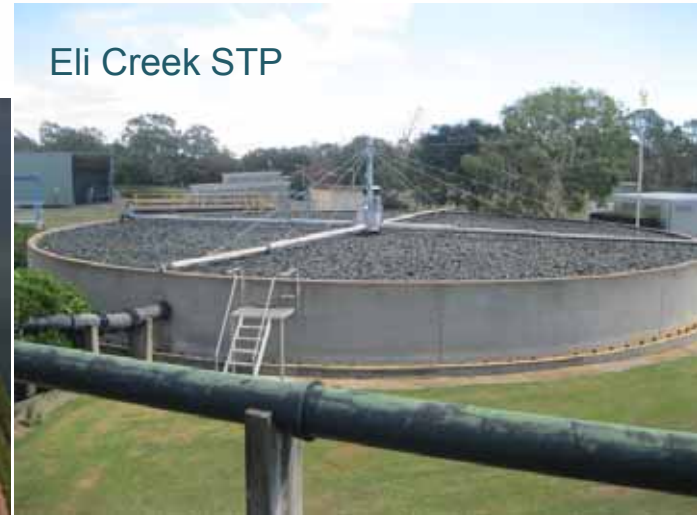
Sewer Pump Stations



Wastewater Treatment



Nikenbah STP



Eli Creek STP

Pulgul STP



Aubinville STP



Water and Wastewater Reticulation

- Budget \$4,117,000 plus recurrent capital asset replacement \$2,500,000.
- Responsible for operation and maintenance of:
 - 1,081 km's water pipes and fittings
 - 21 PRV's with 60 pressure monitoring sites
 - 746 km's sewer pipes
 - 12,435 sewer manholes
 - 7 sewage overflow level monitoring sites
 - 68 km's effluent pipes and fittings
 - Installation of around 500 water connections/year
 - Fittings replacement

Install of PRV



Clogged Water Fitting



CCTV camera for sewers



Reuse

- Budget \$1,509,000.
- Responsible for the safe disposal/recycling of 5,200ML/year wastewater and 4,000 tonnes/year biosolids:
 - 6 Reuse Schemes
 - 7 Plantations with 480ha's of Irrigated Tree Plantations
 - 10 storages totaling 2,650 megalitres
 - 12 pump stations with 1,400km's drip tube
 - 28 third party customers irrigating 1,200ha's
 - Solar Farm

Effluent Pump Station



Effluent storage



Biosolids spreading



Tree Plantation



Electrical and Mechanical Maintenance

- Responsible for maintenance of all mechanical and electrical infrastructure which includes:
 - 287 switch boards
 - More than 250 pumps and motors
 - Specialised water and wastewater treatment equipment (eg ozone generators, sludge dewatering equipment etc.)
 - 15 back-up generators and Control Systems
 - WetSide

Heat Exchanger preheat sludge digester



Back-up Generator



Gas Chlorine Dosing



Operations Planning, Scheduling and Data Monitoring

- Responsible for operational works planning and query/complaint resolution:
 - Data acquisition for water billing from 37,419 water meters
 - Maintain and install replacement smart meter devices
 - Data acquisition for regulatory reporting and works planning and job creation and close out
 - Management of Operations Communications and Domain/Scada monitoring

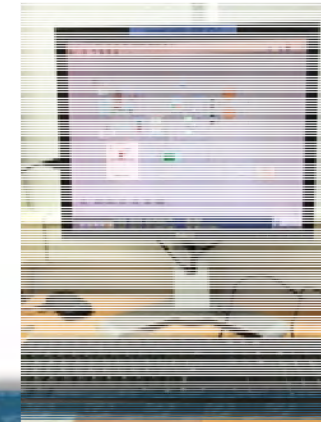
Data Acquisition



Moneca Water Filling Stations



SCADA



Planning

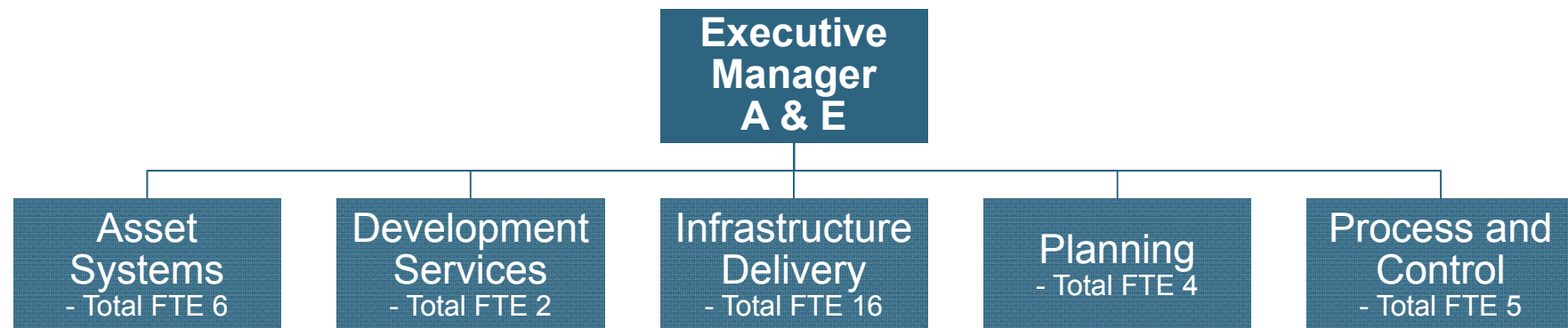


Assets and Engineering

Executive Manager – Trevor Dean



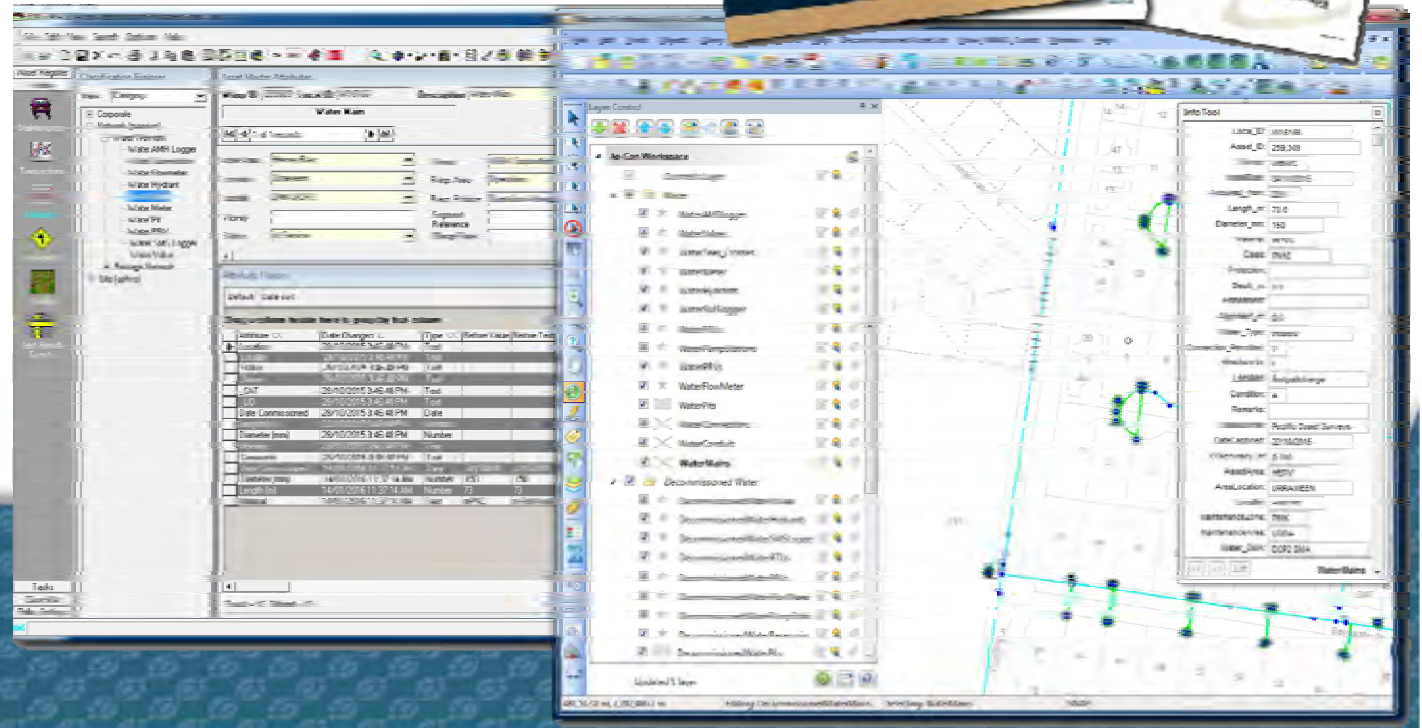
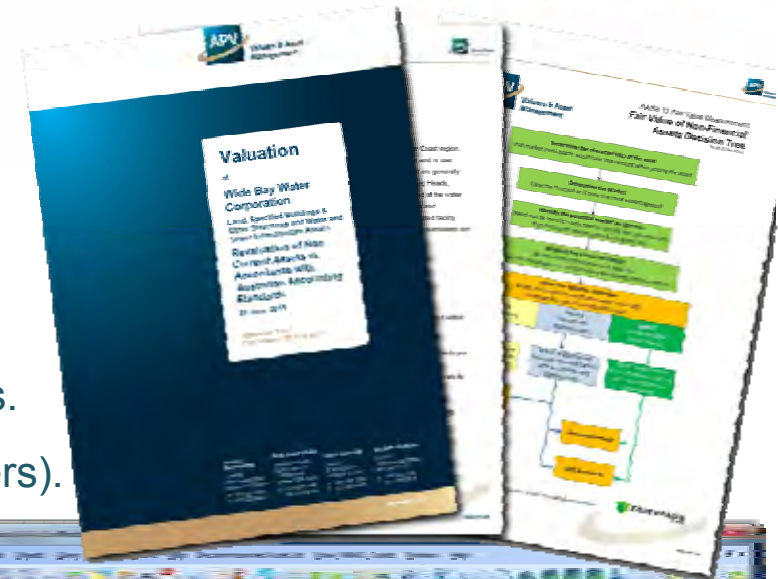
Assets and Engineering is made up of five (5) core areas:



Asset Systems

Key functions of Asset Systems consist of:

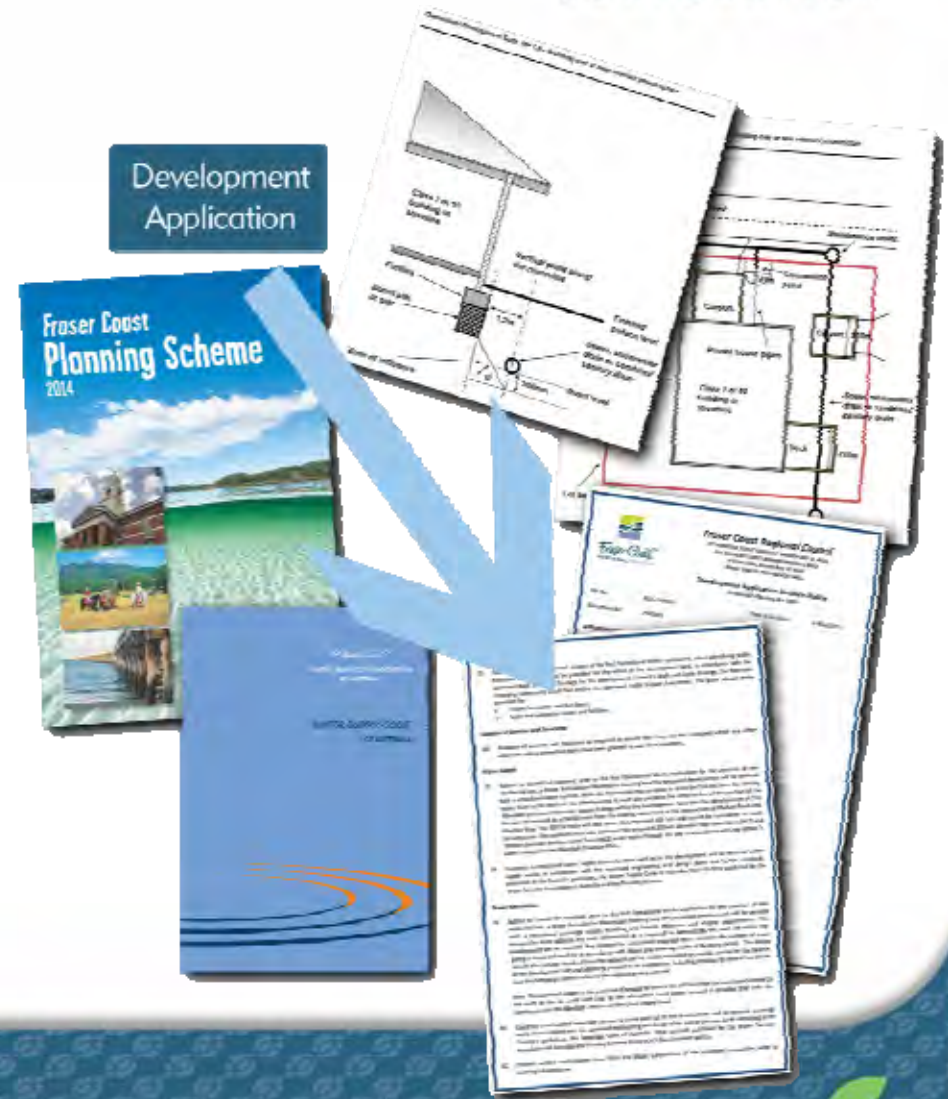
- Maintaining the Asset Registers (240,000 assets).
- Capturing data on new and replacement assets.
- Capitalisation of constructed assets.
- Supporting Finance with quarterly valuation reports.
- Managing periodic asset valuations (external valuers).



Development Services

Key functions of Development Services consist of:

- Working with FCRC on setting water and wastewater specific development conditions.
- Inspecting the construction of developer contributed assets.
- Ensuring all tests are passed for water and wastewater infrastructure.
- Undertaking inspection of developer contributed infrastructure at the end of the defects liability period.
- Negotiating Infrastructure Agreements.
- Providing pre-lodgement advice to developers/town planning consultants.



Infrastructure Delivery

Key Functions of Infrastructure Delivery consist of:

- Project managing the delivery of \$20 – 30m annual infrastructure projects including such task as:
 - Stakeholder Management.
 - Design.
 - Obtaining Statutory Approvals.
 - Procurement (tender process to contract award).
 - Contract Administration (AS2124, AS4300, AS2910, and AS4911).
 - Construction Supervision.
 - Commissioning.
 - Construction (using internal Infrastructure Delivery construction crews).

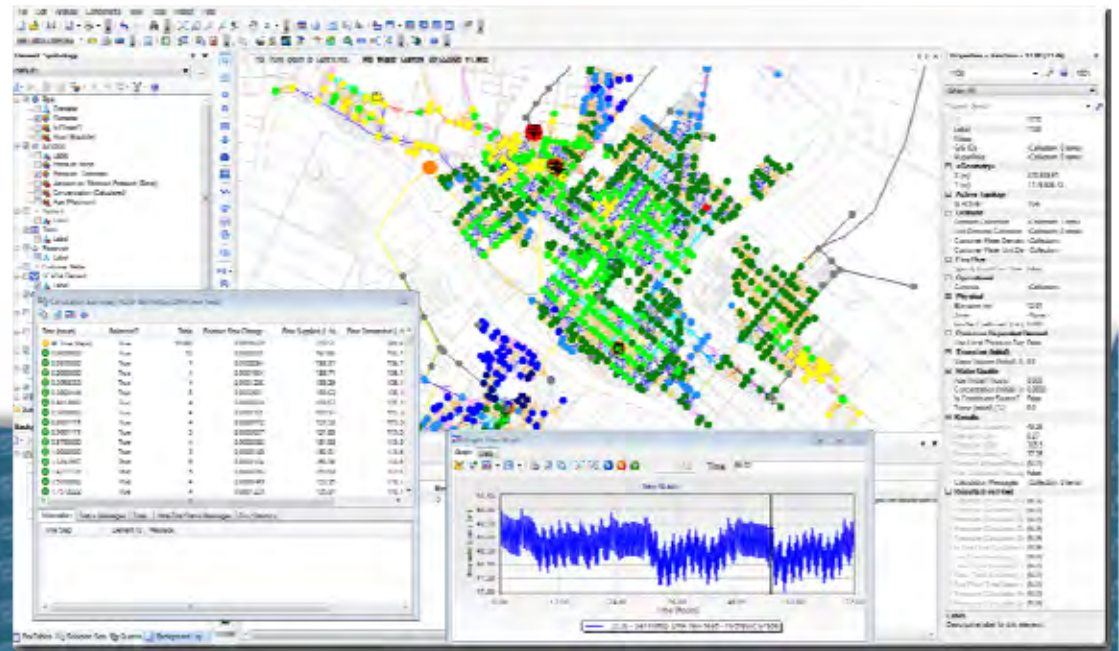
Capital Works Delivery procedures third party accredited under ISO9001.



Planning

Key functions of Planning consist of:

- Preparation of strategic plans.
- Preparation of planning reports.
- Operating and updating the hydraulic models.
- Managing the Asset Investment System.
- Preparing and maintaining the annual CAPEX Budget.
- Preparing and maintaining the 10 Year CAPEX Plan.



Process and Control

Key Functions of Process and Control consist of:

- Maintaining and enhancing the control system networks.
- Supporting Infrastructure Delivery.
- Electrical Design.
- Supporting operational activities.
- Commissioning new electrical systems.
- Commissioning new process systems (treatment).

The team consists of Process Engineers (Environmental and Chemical) and Electrical Engineers.





A Business Unit of  **Fraser Coast**
REGIONAL COUNCIL

BUSINESS OPERATIONS

EXECUTIVE MANAGER MARTYN WALTON

EXECUTIVE MANAGER MARK VANNER



- Nikenbah Transfer Station - 7 Operational FTE's
- Maryborough Landfill1- 1 Operational FTE's
- 6 landfills - Maryborough, Tinana, Granville, Toogoom, Boonooroo, Aramara
- 3 FTE Administration officers
- Transfer Stations
 - Nikenbah,
 - Burrum Heads,
 - Howard,
 - Yengarie,
 - Bauple,
 - 3 x Fraser Island Transfer Stations – Eurong, Happy Valley and Orchid Beach
 - Including 4 Bulk Bins at Cathedral Caravan Park & 2 Bulk bins at K'Gari

Recycling Statistics

Recovered materials

- 7,000 tonnes mixed comingled household recycling collection 240 litre bin service
- 2860 tonnes steel at landfills and transfer stations
- 10 tonnes E-waste
- 85 tonnes batteries
- 232 tonnes scrap soft metals
- 80 tonnes market sales centres – recovered items for sale or processing
- 12,000 tonnes crushed concrete – some used on Council projects
- 65,000m³ (26,000 tonnes) composted mulch in various grades



WIDE BAY **water**
C O R P O R A T I O N

water today  water tomorrow