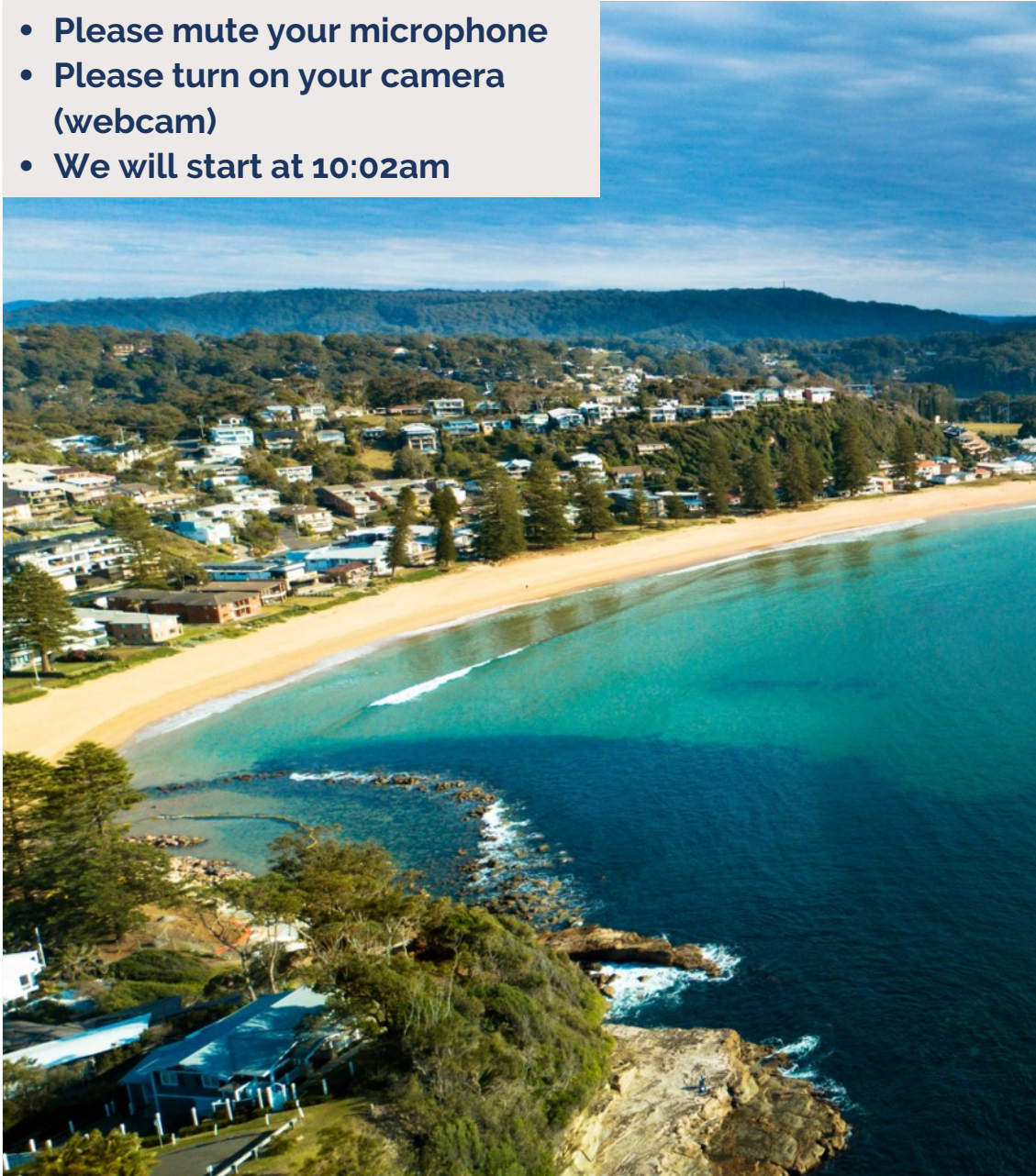


- Please mute your microphone
- Please turn on your camera (webcam)
- We will start at 10:02am



Review of prices for Central Coast Council as a Water Supply Authority

Public Hearing
5 April 2022

Agenda

10:00 am –
11:20 am

Session A

Key outcomes of Draft Report

11:20 am –
11:30 am

Short Break

11:30 am –
12:30 am

Session B

Improving performance
& accountability workshop



Welcome and Acknowledgement of Country

Carmel Donnelly
IPART Chair

IPART's role in setting prices

IPART sets:

- maximum prices Central Coast Council can charge customers for water, wastewater and other services it provides as a Water Supply Authority
- maximum percentage by which the council may increase its general income each year through the local government rate peg or special variations

In our Draft Report, to avoid confusion, we refer to:

- the council's functions as a Water Supply Authority under the *Water Management Act 2000* as '**CCC Water**'
- the council's local government functions under the *Local Government Act 1993* as '**the council**'

Our goal is to ensure you pay a fair price for safe, good quality and reliable services

Our role is to do this by setting maximum prices for CCC Water's services based on its efficient costs



How we determined CCC Water's draft prices

Key steps and decisions

- 01 Decided for how long prices are to be set
- 02 Scrutinised costs and set CCC Water's required income
- 03 Decided on price structures
e.g. service prices, usage prices
- 04 Set draft prices that allow CCC Water to meet its required income

Public hearing



Session A

Key outcomes of Draft Report

Overview

Draft efficient costs

17% ↑
Overall for total costs

\$194 m
per year over 4 years

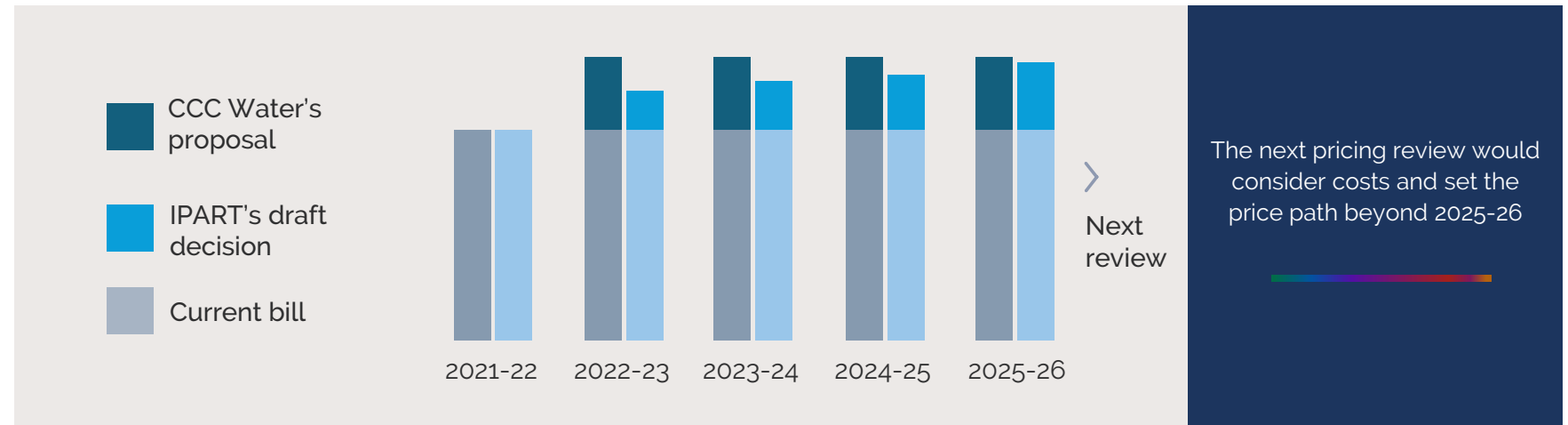
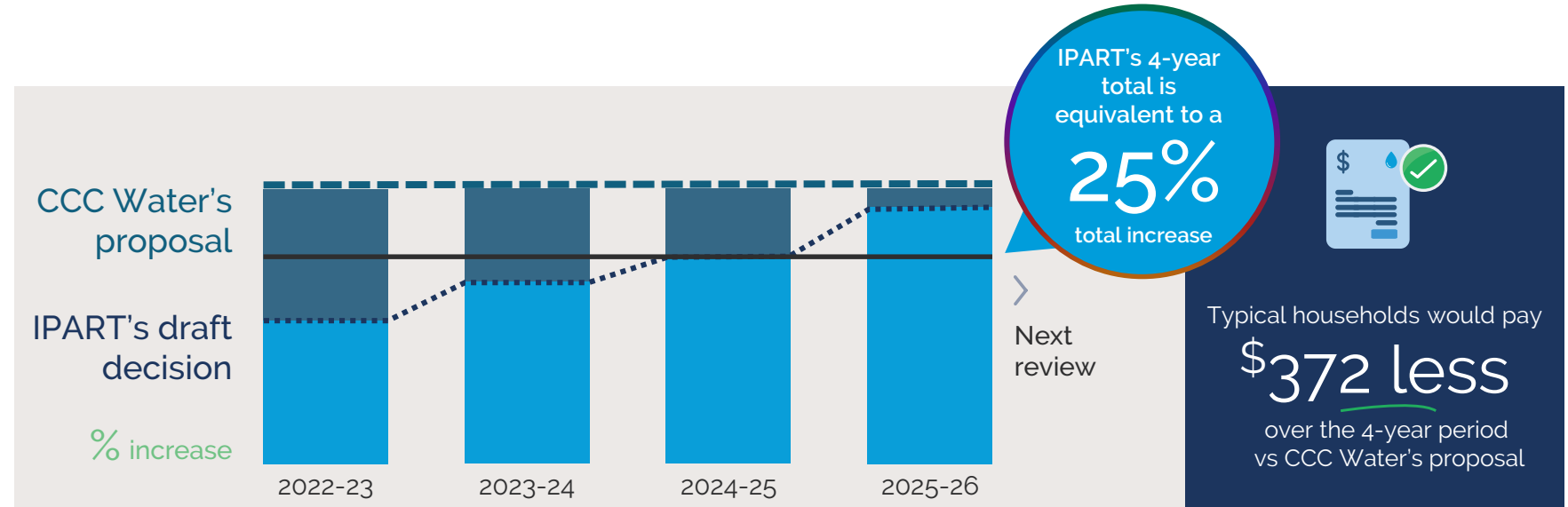
Typical bills in 2022-23

19% ↑

Typical household water, wastewater
and stormwater bills

With a further 4% increase each year
from 2023-24 to 2025-26

Overview



Overview

Draft efficient costs

17% ↑
Overall for total costs
\$194 m
per year over 4 years

Typical bills in 2022-23

19% ↑
Typical household water, wastewater
and stormwater bills
With a further 4% increase each year
from 2023-24 to 2025-26

Draft prices

We have aligned wastewater
prices across the former
Gosford and Wyong local
government areas

Performance and accountability

Draft recommendations to
improve CCC Water's
accountability and
performance

Typical bill
increases under
draft prices in
2022-23

19%

Household bills



28%

Water



11%

Wastewater



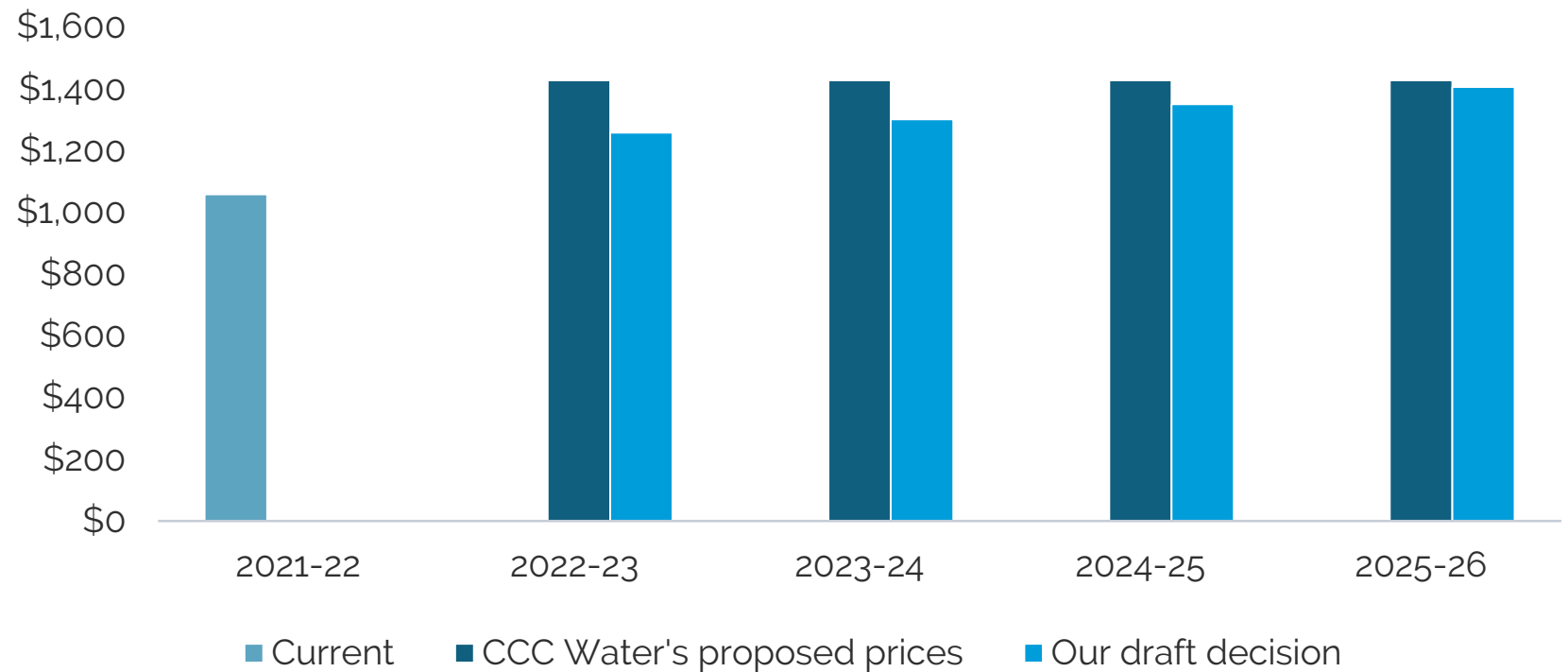
17%

Stormwater



Comparison of current and future typical bills under draft prices

Overall, we consider the bill increases to be necessary



Draft prices - summary



Water

Usage charge

8% ↑

Service charge

109% ↑

The following
3 years

0%

18% ↑



Wastewater

Service charge

12% ↑

2% ↑



Stormwater

Households,
farmland,
vacant land and
businesses

17% ↑

0%

Draft prices – water and wastewater prices

Draft household prices (\$2022-23)

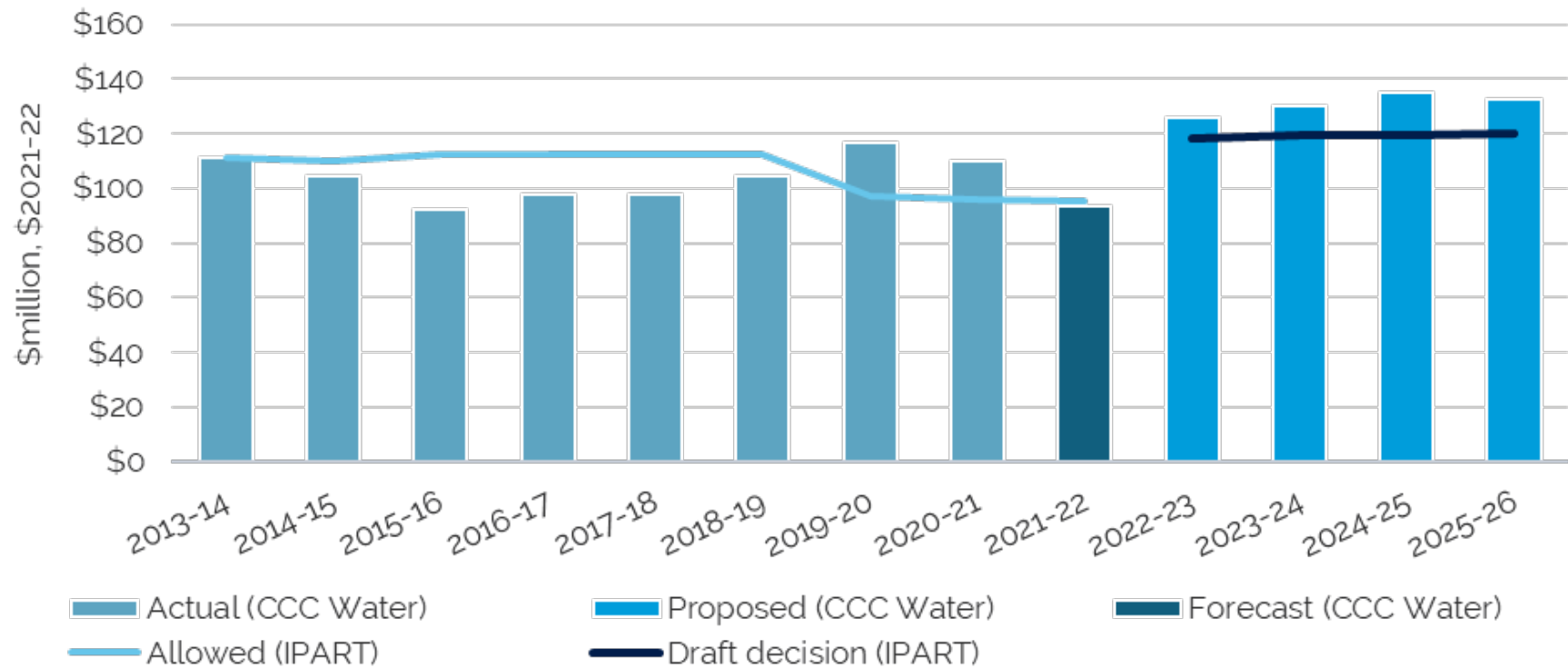
	Current (2021-22)	Draft decision from 1 July 2022			
		2022-23	2023-24	2024-25	2025-26
Water prices					
Usage charge (\$/kL)	2.10	2.27	2.27	2.27	2.27
Service charge (\$/year)	87.29	182.37	214.85	253.12	298.21
Wastewater prices (\$/year)					
Houses - Gosford	525	563	574	584	595
Houses - Wyong	488				
Apartments - Gosford	486	521	532	542	553
Apartments - Wyong	449				

Draft prices – stormwater prices

Draft stormwater prices (\$2022-23)

	Current (2021-22)	Draft decision from 1 July 2022			
		2022-23	2023-24	2024-25	2025-26
Stormwater charge (\$/year)					
Houses	108.00	126.70	126.70	126.70	126.70
Apartments	81.00	95.03	95.03	95.03	95.03
Farmland	108.00	126.70	126.70	126.70	126.70
Vacant land	81.00	95.03	95.03	95.03	95.03
Businesses					
• Low-impact	108.00	126.70	126.70	126.70	126.70
• Area-based:					
– Small ($\leq 1,000\text{m}^2$)	108.00	126.70	126.70	126.70	126.70
– Medium (1,001 – 10,000 m^2)	189.01	221.73	221.73	221.73	221.73
– Large (10,001 – 45,000 m^2)	891.02	1,045.31	1,045.31	1,045.31	1,045.31
– Very large ($>45,000\text{m}^2$)	2,700.09	3,167.61	3,167.61	3,167.61	3,167.61

Draft decisions on efficient operating costs



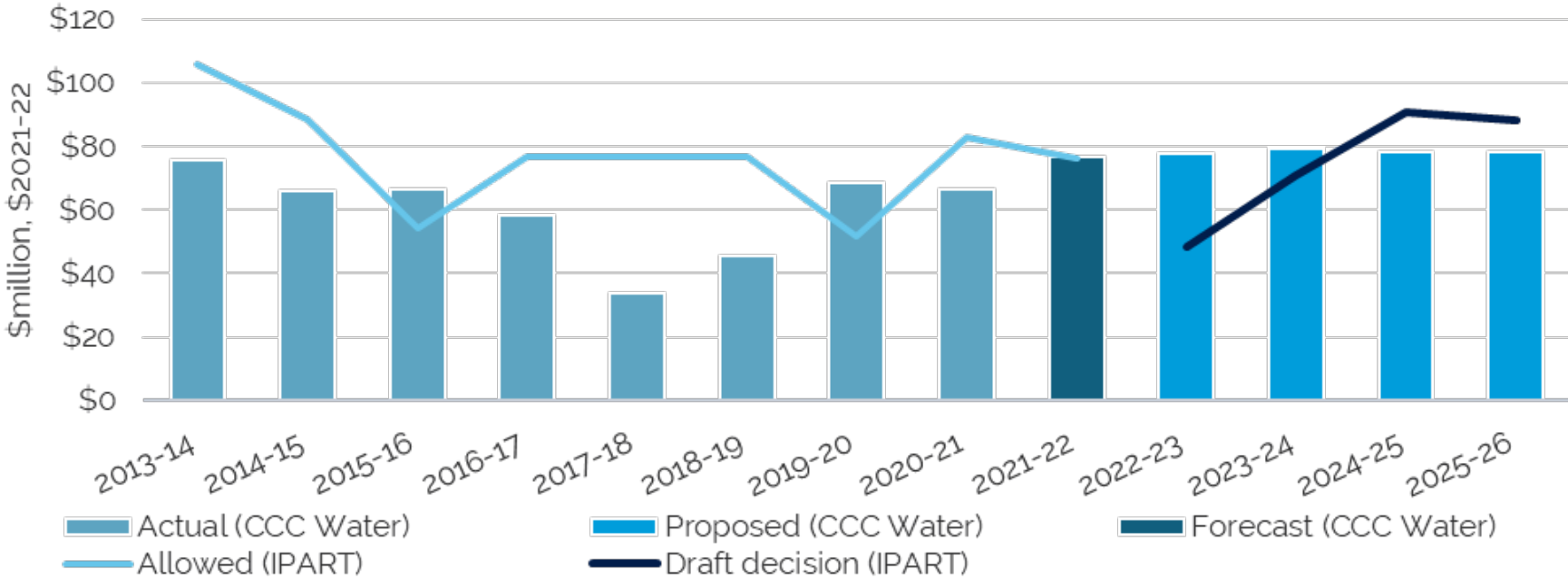
\$119m

Operating cost per year
over the next 4 years

9%

Total efficiency savings
identified from proposal

Draft decisions on efficient capital costs



\$74m

Capital cost per year over the next 4 years

5%

Total efficiency savings identified from proposal

Improving CCC Water's performance accountability

CCC Water's performance needs to improve

- CCC Water did not meet some output measures
- Systems and processes need improvement
- Customer concerns about service including drinking water quality and wastewater overflows

Accountability measures

In the short term:

- CCC Water should publish performance metrics that reflect customer preferences
- Today's workshop is to better understand customer preferences

For the longer term:

- We should investigate and report publicly on CCC Water's performance and progress after 2 years

Public hearing



Stakeholder presentations

Public hearing



Davistown Progress
Association Inc.
– Ms Jenny McCulla

Stormwater flooding in Davistown

- Davistown is one of the Central Coasts most low-lying coastal zones
- This has presented a number of problems with both stormwater and the vacuum sewerage system
- Upgrades to both our 30-year old wastewater and ineffective stormwater system is becoming essential to avoid flooding after east coast lows, and periods of heavy rain.



Stormwater flooding in Davistown

- A DPA waste water sub Committee has been working with Council's Technical Managers to pinpoint issues
- The most reported problems at residential addresses requiring initial pod and pillar electronic monitoring upgrades, and to secure more gradual upgrades to our whole pod system
- That will ultimately save council staff time and funds down the track, once completed.
- Further funding is required to undertake further stages of this initial upgrade.



Stormwater flooding in Davistown

- Much staff time and money has been spent on remedial works over recent years as the system has been breaking down.
- 400 homes were without proper sewerage services two years back.
- Residents need to be guaranteed this will not be repeated.
- Our stormwater system, regularly blocks up, at many locations, which causes a lot of backed up local road flooding and impassable streets.



Stormwater flooding in Davistown

- The system is in need of similar urgent attention.
- DPA would also like to work with Council on how solutions can be found to avoid more future flooding.
- However this system also requires specific planning and future funding to ensure the best possible solutions are found.



Stormwater flooding in Davistown

- More moderate increases in water rates would be supported to gain these essential upgrades to both systems, and support for any one-off infrastructure grants for the staged completion of these projects, to bring these services up to healthy standards in our location.



Public hearing



NSW Farmers Central Coast
Horticulture Branch
– Mr Timothy Kemp

Public hearing



Central Coast Plateau Chamber of Commerce – Mrs Lorraine Wilson

Q & A session



Public hearing



Session B

Improving performance & accountability workshop



Welcome and Acknowledgement of Country

Carmel Donnelly
IPART Chair

This workshop

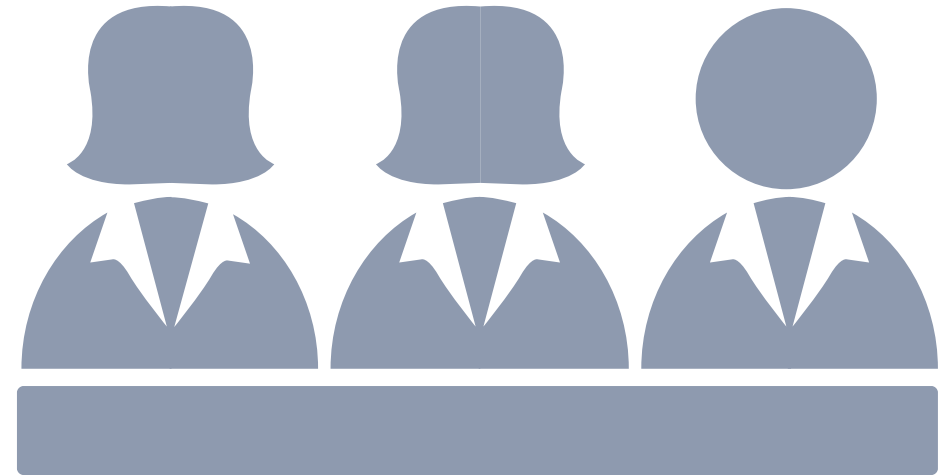
Objectives:

- Inform recommendations to CCC Water
- Shape performance, reporting and accountability measures that CCC Water should put in place

- Our review has shown:
 - CCC Water needs to improve its performance
 - the community has lost trust in CCC Water
- Performance reporting is one tool to help customers hold CCC Water accountable
- We made a draft recommendation that CCC Water report on its performance to improve transparency and accountability

Some requests

- Please stay on mute if you are not speaking
- Please be respectful and mindful of others
- Please stay on topic



Today we want
to hear from
you on these
key questions

01

What broad topics/indicators do you want to hear about in terms of performance?

02

What performance measures would be useful for you to see?

03

How would you like the information to be provided?

Examples of indicators and measures

Customer service, bills	Service reliability	Water quality
Percentage of customers needing financial assistance	Unplanned service interruptions	Compliance with Australian Drinking Water Guidelines
Number of water pressure complaints	Average duration of interruptions	Number of water quality complaints per 1,000 properties
Main breaks and chokes/blockages per 100 km of mains		
Environment and public health	Finance measures	Asset measures
Number of wastewater overflows per 100 km of mains under dry weather conditions	Operating result per property	Leakage per km of mains per day
Net greenhouse gas emissions	Ratio of net debt to equity	Main breaks per 100 km of mains
Compliance with EPA load limits from wastewater treatments plants		

Example of reporting mechanisms



Annual report

Specifically, about performance



Short flyer

Mailed annually



Page on website

With regular updates and notifications on Facebook page



Update on performance

Included with each quarterly bill

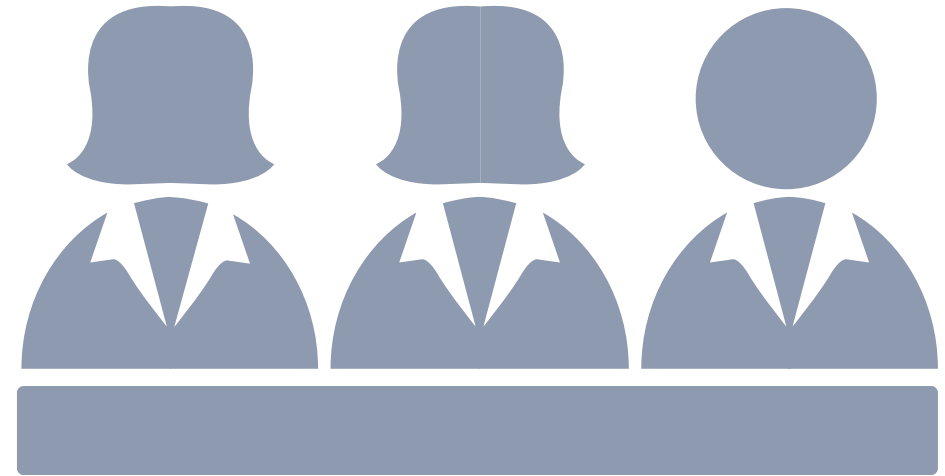


Discussion of annual results

At a council meeting

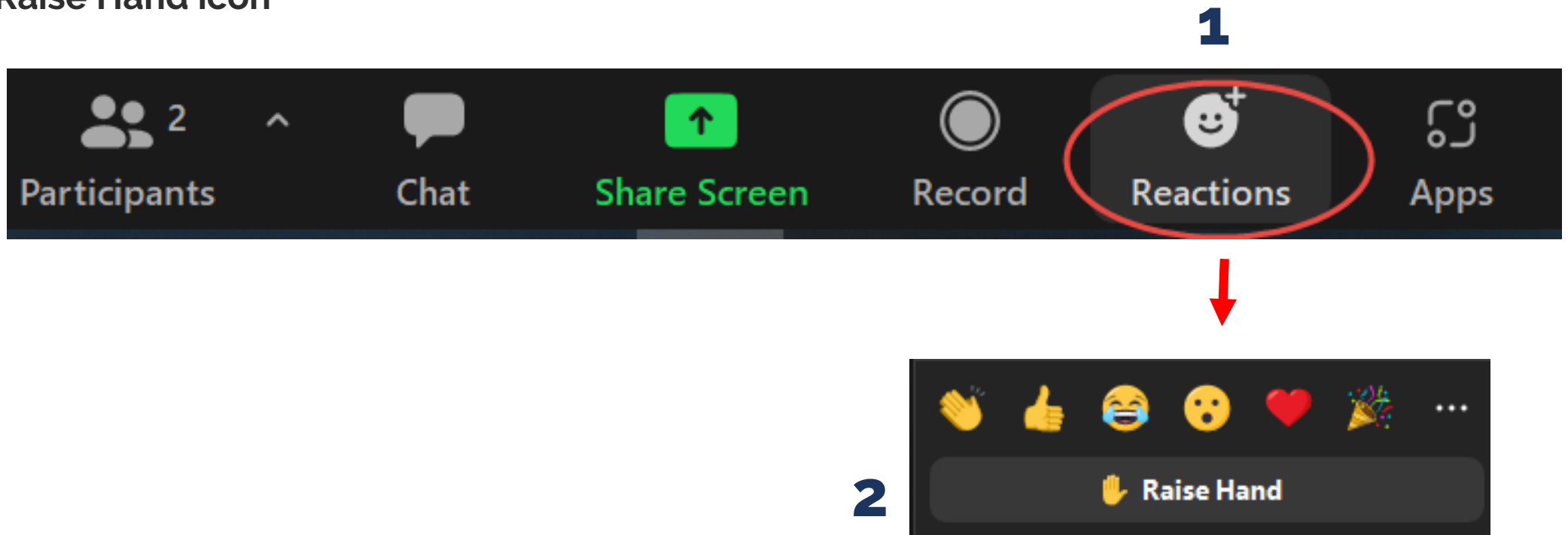
Breakout rooms

- Opportunity for discussion and questions with some short interactive activities – we will take notes
- We will come back to the group session to share a summary of the discussions and poll
- We encourage and support everyone to participate



Zoom tools – Raise your hand

1. Click on the **Reactions** icon at the bottom of the screen
2. Click on **Raise Hand icon**

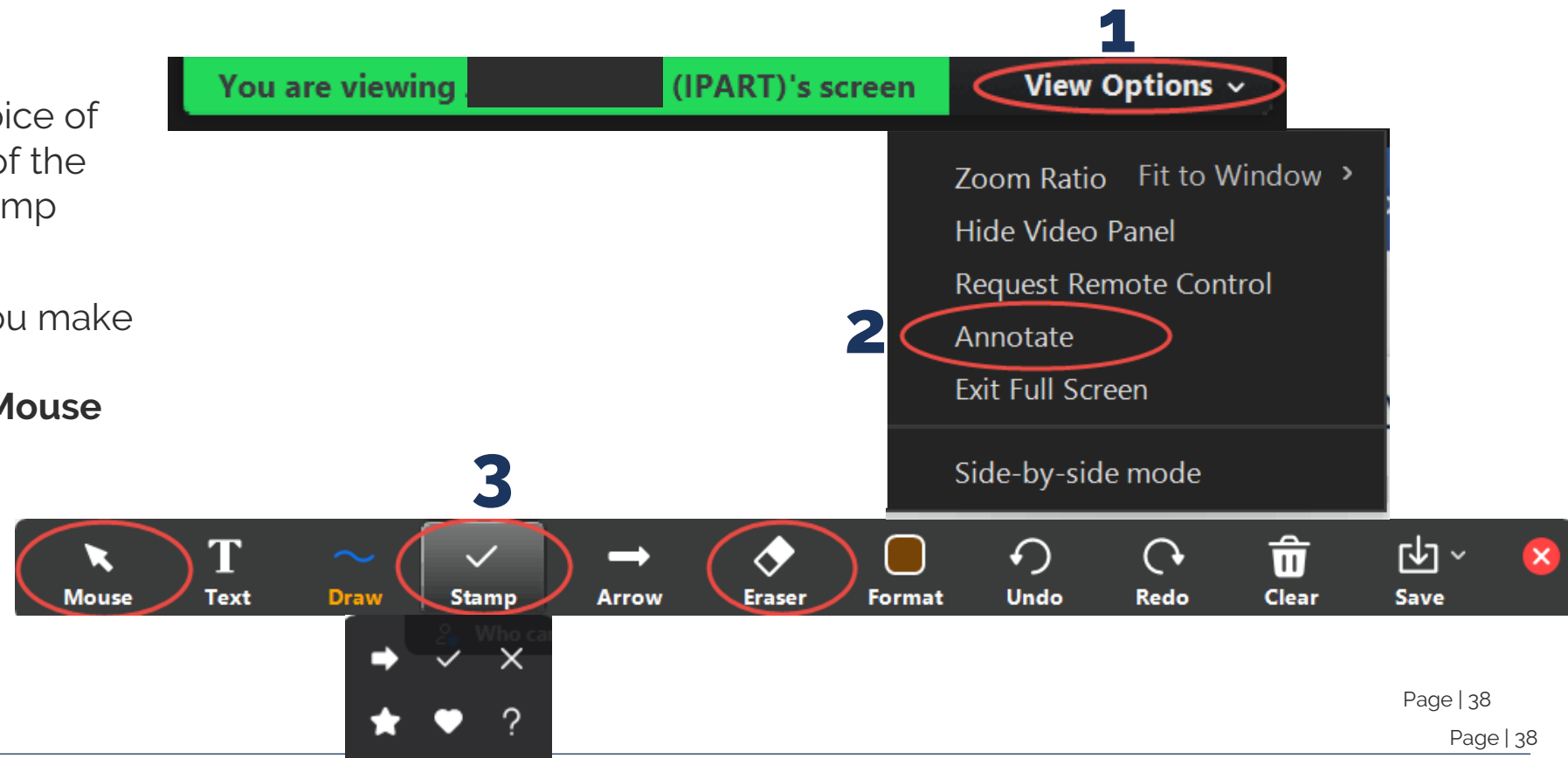


Zoom tools - Annotation

Look for the green bar indicating the presenter is sharing screen

1. Click **View options**
2. Click **Annotate**
3. Select **Stamp** and your choice of stamp, then click the area of the screen that you want to stamp

- You can use the **Eraser** if you make an error
- To stop stamping, click on **Mouse**



Public hearing



Slides for breakout rooms



What we have heard about service

Customers have expressed concerns with:

- Drinking water quality - colour, taste, odour
- Stormwater services
- Customer service – lack of response
- Wastewater service – overflows, odour

Some customers have no concerns

We have heard this through:

- Submissions
- Survey responses
- Our first public hearing

Q1 - What **broad topics** do you want to hear about?

Topics

Customer
service, bills

Service
reliability

Water quality

Financial
management

Environment
& public
health

Asset
management

Types of concerns

- Difficult to make complaints
- Complaints not addressed in timely or satisfactory manner

- Poor water pressure
- Too many water outages
- Poor stormwater drainage

- Discoloured water
- Bad taste
- Bad smell

- Council financial management
- Cost of service
- Price increases

- Wastewater overflows in dry weather
- Wastewater overflows in wet weather
- Water leakage

- Poor stormwater drainage
- Reported leaks not fixed

Q2 What are 2 **performance measures** that are important for you for each topic/indicator area?

Customer service, bills	Service reliability	Water quality	Financial management	Environment & public health	Asset management
% of customers in financial assistance	Number of customers affected by at least one unplanned interruptions	Compliance with Australian Drinking Water Guidelines	Operating result per property	# wastewater overflows per 100 km of mains dry weather conditions	Leakage per km of mains per day
Total number of water complaints and percentage resolved	Average duration of interruptions	Water quality complaints per 1,000 properties	Ratio of net debt to equity	Net greenhouse gas emissions	Main breaks per 100km of mains
	Properties with more than a specified number of unplanned interruptions per year			Compliance with Environmental Protection Licences	

Q3 How would you like performance information to **be provided**?

Information Paper examples

- Annual report about performance
- Annual short flyer or email to households
- Informative web-page, updates announced on social media
- Updates included with bills
- Discussion at council meetings

Ideas/comments from the discussion



Public hearing



Closing remarks

Review of Central Coast Council water prices

Next steps



Contact us

Scott Chapman

p: (02) 9290 8449

e: scott_chapman@ipart.nsw.gov.au

Visit our website

[Prices for Central Coast Council from 1 July 2022](#)