

- Demand management & user pays pricing;
- Steuart McIntyre Dam algal management;
- Public access to information;
- Improving drinking water quality; and
- Maintaining the quality of life (Levels of Service).

In relation to the sewerage services business, the following key issues have been addressed in this SBP:

- Asset management planning;
- Environmental protection measures;
- Demand management & user pays pricing;
- Maintaining the quality of life (Levels of Service); and
- Acceptable management of effluent and reuse.

The strategic plan has been prepared to specifically address these issues. The SBP Executive Summary is attached [\(Appendix G\)](#).

The SBP also demonstrates the financial sustainability of the Local Water Utility (LWUs) by setting medium-term price paths for both the water and sewerage businesses based on 30 year financial models.

REPORT IMPLICATIONS:

- ***Environmental***

The key actions of the SBP relating to the environment are to ensure that the water and sewerage businesses are conducted in a manner which does not give rise to environmental pollution and to assist in the implementation of the IWCMS (which contains environmental outcomes such as reduced water demands and improved effluent management).

- ***Social***

The community and the government are demanding increased accountability, increased levels of service and increased efficiency from water utilities. In addition, regulatory authorities are imposing more stringent environmental and health regulations.

Through the implementation of the customer service plan, performance targets will be set in order to achieve acceptable levels of accountability to Macleay Water's customers, compliance with the defined Levels of Service, adequate water and sewerage services being made available to all customers, and a high level of customer satisfaction.

- ***Economic (Financial)***

The SBP utilises the financial plan developed and adopted as part of Council's Integrated Water Cycle Management Strategy (IWCMS). The IWCMS was adopted at Council's May 2005 meeting. The calculated annual charges required for the successful operation of each of the businesses, as previously adopted within the IWCMS, are as follows:

- Water Supply \$440 per assessment (Typical residential bill)*
- Sewerage \$545 per assessment (Typical residential bill)*

The implementation these appropriate paths will ensure the financial sustainability of Council's water and sewerage businesses.

▪ *Policy or Statutory*

The preparation of a SBP is a requirement of the Department of Energy, Utilities, and Sustainability (DEUS) Best-Practice Management of Water Supply and Sewerage Guidelines. Any NSW Local Water Utility (LWU) wishing to pay a dividend from the surplus of its water supply and sewerage businesses must demonstrate best practice management through compliance with the guidelines.

RECOMMENDATION:

- 1. That the Macleay Water Strategic Business Plan for Water Supply and Sewerage Services be adopted.**
- 2. That the adopted Strategic Business Plan supersede the previous Water and Sewerage Strategic Business Plan.**