

22 March 2005

The Director  
General Purpose Standing Committees  
Parliament of New South Wales  
Macquarie Street  
SYDNEY NSW 2000

Dear Director

I refer to your letter of 16 February 2005 regarding questions I agreed to take on notice during my appearance before the General Purpose Standing Committee No. 4 on 9 February 2005.

Attached are answers to the 13 questions highlighted in the transcript.

If you have any further questions, please contact Sydney Water's Government Relations Manager, Allan Young on (02) 9350 5010.

Yours sincerely



David Evans

CC: The Hon Frank Sartor MP  
Minister for Energy and Utilities

**9 FEBRUARY 2005  
(GENERAL PURPOSE STANDING COMMITTEE NO. 4)**

**PORTFOLIO  
ENERGY AND UTILITIES**

**AGENCY  
SYDNEY WATER CORPORATION**

**Question No. 1**

**QUESTION**

**The Hon. J.A. Gardiner (Chair) asked Managing Director, Sydney Water, Mr Evans -**

**Would you provide the committee with what Sydney Water did recommend and the information as to the recommendations, if any, that were not accepted? What steps have been taken by Sydney Water to prepare the guidelines for level three water restrictions? Is there a specific set of recommendations that have been submitted to the Government? Is so when were they submitted? Who did they go to? What were they?**

**ANSWER**

The timing of the introduction of each level of restrictions can be modified due to the influence of other factors such as anticipated demand and rate of depletion of storages, time of year and predicted weather conditions.

Sydney Water monitored the impacts on water consumption of its various water saving initiatives and modelled the impacts on dam levels of various scenarios consistent with Sydney Water's Drought Management Plan. Regular updates were provided to the Minister on Sydney Water's monitoring and modelling. On 1 October 2003, with little prospect of drought breaking rains, the Government introduced the first level of mandatory water restrictions.

Sydney Water continues to monitor the impacts on water consumption of its various water saving initiatives and models the impact on dam levels of various scenarios as part of the assessment of the need for additional water restrictions.

Sydney Water maintains an active and ongoing dialogue with the Government on factors impacting current and projected future demand for water that will be taken into account in determining the nature and timing of future water restrictions.

## Question No. 2

### QUESTION

The Hon. D.E. Oldfield asked the Managing Director, Sydney Water, Mr Evans -

- a) It was recently pointed out to me a situation in Kirribilli where water crossing one person's property was providing the water for the property next door as well but the metering was only taking place on the initial property from where the water was crossing. A complaint about this caused Sydney Water to rush immediately to the scene and cut off water to the inside property, if I can put it that way. Of course, that situation is not the fault of the people living in the inside property. What sort of responsibility does Sydney Water have to reconnect those people?
  
- b) But as a general question: What sort of responsibility do you take to reconnect people under these circumstances? You have a situation where you have two houses with water crossing the land of one to get to the other. It is discovered, almost by accident, that the metering is only taking place on one property and, as a consequence, the innocent people next door have their water disconnected.

### ANSWER

(a) & (b) On 28 September 2004 Sydney Water was asked to investigate a trespassing water service on the property in Kirribilli. The owner of the property had queried the existence of a new pipe that had only been recently laid.

On 1 November 2004 a notice was issued to the owners of the adjoining property advising them to disconnect the trespassing water service and organise the installation of a new water service to the property. The water service was disconnected on 16 December 2004.

The owners of the adjoining property were advised that each property must be served by its own connection to the water main. Customers are responsible for organising and paying for the installation and connection of their water service to Sydney Water's main.

**Question No. 3**

**QUESTION**

**The Hon. K.F. Griffin asked the Managing Director, Sydney Water,  
Mr Evans -**

**What is the status of Sydney Water's residential retrofit program? Is it assisting householders to save water? Specific numbers relating to savings.**

**ANSWER**

At 11 February 2005 approximately 260,000 retrofits have been completed across Sydney Water's area of operations since 1999. Statistical analysis over four years has shown a continued average saving of 20.9 kilolitres per annum per household. This equates to 5,434 megalitres per annum.

#### **Question No. 4**

#### **QUESTION**

**The Hon. J. C. Burnswoods asked the Managing Director, Sydney Water, Mr Evans -**

**Has anyone done any research, or is it possible to measure whether the extent of the clean up of Sydney Harbour – the return of whales and so on – is related to things like the northside storage tunnel and other stormwater retention steps that have been taken over the past decade or so?**

#### **ANSWER**

Sydney Water has participated in the NSW State Government's Stormwater planning process that has seen the preparation and implementation of Stormwater Management Plans by local councils. As part of this process, Sydney Water is implementing a five year \$20 million Stormwater Environment Improvement Program that is aimed at improving water quality in receiving waters such as Sydney Harbour. This program is scheduled for completion in late 2005 and once finalised will potentially see an additional fifteen pollution control devices installed on Sydney Water stormwater systems that enter the Harbour.

This will complement the 8 pollution control devices already in place that intercept litter and sediment transported through the stormwater system before it reaches Sydney Harbour. To date 1,999 metres cubed of litter and 237 tonnes of sediment have been removed from these devices

The Northside Storage Tunnel has captured over 12 billion litres of sewage since 2000. Rehabilitation of sewers from Homebush Bay to Rushcutters Bay have also reduced sewage overflows into the Harbour.

Harbourwatch/Beachwatch monitor the recreational sites in Sydney Harbour and Sydney Water conducts ambient monitoring of water quality and biota in waterways. Sydney Water also conducts monitoring of sewer flow and rainfall. Analysis of water quality and recreational data suggests that the Northside Storage Tunnel improves recreational value of receiving waters by significantly reducing levels of pathogens entering the harbour after normal rainfall events.

## Question No. 5

### QUESTION

**The Hon. K.F. Griffin asked the Managing Director, Sydney Water, Mr Evans**

**Sydney Water has run a number of projects in conjunction with high schools. I am aware in particular of the water quality project that was run in conjunction with Canterbury Girls High School. You might need to take these questions on notice. How many projects are running? How important is the water quality information that is coming out of those high schools. (more detail on the number of schools involved)**

### ANSWER

Sydney Water Streamwatch is a community and schools environmental education and action program that raises awareness of the natural environment by monitoring water quality in local waterways. Sydney Water Streamwatch works in partnership with Sydney Catchment Authority.

At present, Streamwatch programs are run in 226 primary school, high school and community groups in Sydney Water's area of operations. Of these, 104 groups are high schools, 62 are primary schools and 60 community groups.

Specifically, Canterbury Girls High School has over 100 students participating in a project involving both Streamwatch and Cooks River Environment Watch (CREW) activities. Streamwatch and CREW volunteers actively promote environmental issues surrounding the Cooks River catchment. The Streamwatch and CREW volunteers test the water quality of the Cooks River every fortnight and devise techniques to promote these issues within their school and broader community.

The water quality information/data collected by Streamwatch groups is of a very high standard. Each year in May, Streamwatch runs a Quality Assurance (QA) event. The event has two aims - to identify training needs or equipment problems for groups, and to improve the credibility of the water quality data collected as part of the Streamwatch program.

The results from the majority of tests performed by Streamwatch groups in QA2004, have improved since QA2003. More than 91% of Streamwatch groups produced results within the respective acceptable ranges.

The Streamwatch Quality Assurance initiative has continued to support the validity of community water quality monitoring as a complement to professional monitoring. Stakeholders such as local councils can use water quality data collected by Streamwatch groups with confidence. Stakeholders use Streamwatch data to compliment their own monitoring and include the data in their reporting, for example State of the Environment reports, and to assist them in planning and prioritising environmental/catchment issues.

**Question No. 6**

**QUESTION**

**The Hon. D. Clarke asked the Managing Director, Sydney Water, Mr Evans -**

**What is the current water volume as a percentage of capacity at Warragamba Dam?**

**ANSWER**

At 10 March 2004, Warragamba Dam was at 39.0 per cent of capacity.

## Question No. 7

### QUESTION

The Hon. D. Clarke asked the Managing Director, Sydney Water, Mr Evans -

Shifting to another matter, the question of saving water, are you aware of a problem in Governor Macquarie Tower, the home of most Ministers, where all the urinals are flushing 24 hours a day?

- (a) So that 24 hour a day, seven days a week flushing of urinals has been going on for 10 years?
- (b) And also, if you could take on notice what steps Sydney Water has taken in the past to try to bring that matter under control?
- (c) While on rules for consumers and rules for government, are you aware there is not one dual-flush toilet operating in Parliament House, or should I say is that the situation?

### ANSWER

- (a) Sydney Water was not aware of the automatic flushing of urinals in Governor Macquarie Tower.
- (b) The continuous flushing of automatic urinals is commonly encountered in many commercial and government buildings and may be rectified quite simply through correct installation and maintenance of equipment.

In June 2004 Sydney Water approached both Governor Macquarie Tower and Governor Phillip Tower to participate in the Every Drop Counts (EDC) Business Program. The Program aims to assist with identifying appropriate water conservation initiatives.

In September 2004 DB RReef Funds Management, the owner (50%) and building manager, declined Sydney Water's offer, saying that they were not in a position to advance the matter, due to a business restructure.

In January 2005 Sydney Water made a second offer requesting participation, and on 28 February 2005 received confirmation from DB RReef Funds Management that they would like to participate starting with Governor Macquarie Tower and Governor Phillip Tower.

- (c) The question as to the number of operating dual flush toilets in Parliament house is best referred to presiding officers. However, Parliament House signed up as a member of Sydney Water's Every Drop Counts Business Program in October 2003. In March 2004 a water management survey was undertaken



undertaken with the Parliamentary building management staff to understand water management practices, including attitudes to water use and actions needed to increase long-term water efficiency.

On the basis of the survey, Sydney Water in conjunction with the Department of Commerce organised a hydraulic consultant to conduct a water audit to identify areas to improve water efficiency. The water audit was completed in November 2004.

To date Parliament House has implemented a number of the initiatives identified in the water audit, including the installation of sensor-operated flush units for urinals.

**Question No. 8**

**QUESTION**

**The Hon. D. Clarke asked the Managing Director, Sydney Water, Mr Evans -**

**Is there an updated drought management plan? That drought management plan, would you be able to arrange to produce a copy of the plan for this Committee?**

**ANSWER**

Sydney Water's Drought Management Plan is a requirement under the Bulk Water Supply Agreement that exists between Sydney Water and the Sydney Catchment Authority (SCA). Sydney Water and the SCA must each produce a Drought Management Plan and the Plans must be complementary and consistent. Sydney Water's Plan addresses demand side management during a drought whilst the SCA's Plan is concerned with supply side management.

The latest Plan was updated in February 2003. A copy is available for the Committee.

## Question No. 9

### QUESTION

The Hon. J.A. Gardiner asked the Managing Director, Sydney Water, Mr Evans –

- (a) Can you advise the Committee how many water police, so-called, there are at the moment and has that number been declining?
- (b) You might care to provide us on notice how the number has gone up and down?
- (c) And what was the maximum number at the busiest period compared to now?
- (d) And how many vehicles are allocated to those personnel?
- (e) And the source, where do they come from?
- (f) Do they come out of the maintenance works section of Sydney Water?
- (g) And also if you could provide the Committee with up-to-date statistics in relation to fines on a month-by-month basis and suburb by suburb and local government area?
- (h) Those imposed by Sydney Water or by local councils?

### ANSWER

- (a) At 28 February 2005, Sydney Water's Water Restriction Patrol had 46 officers. Vacant positions are currently being recruited from within Sydney Water, to return the team to the 50 officers that were in place when mandatory water restrictions were introduced.
- (b) The number has fluctuated over the period of water restrictions as business needs have required officers to return to their substantive positions within Sydney Water. These positions have been backfilled from within Sydney Water on regular intervals depending on seasonal demands. The team had 50 officers in October 2003 (level 1), the same in June 2004 (level 2) and will return to that same level in March 2005.
- (c) Sydney Water had 50 officers at the busiest period and 46 officers today, with the 4 vacancies to be filled in March 2005.
- (d) Sydney Water has allocated 50 vehicles to the Water Restriction Patrol.
- (e) The Water Restriction Patrol officers were drawn from the existing Sydney Water work force.
- (f) Five of the patrol officers come from the maintenance works section of Sydney Water. The majority of these patrol officers were on restricted duties and were reassigned under Sydney Water's injury management program. Consequently, there was no impact on Sydney Water's operational capability

(g) Infringement Notices Issued by Sydney Water by local government area

LGA	TOTAL	LGA	TOTAL	LGA	TOTAL
ASHFIELD	22	HORNSBY	41	PITTWATER	27
AUBURN	15	HUNTERS HILL	20	RANDWICK	59
BANKSTOWN	73	HURSTVILLE	29	ROCKDALE	70
BAULKHAM HILLS	84	KIAMA	5	RYDE	20
BLACKTOWN	117	KOGARAH	25	SHELLHARBOUR	28
BLUE MOUNTAINS	12	KURINGGAI	49	SOUTH SYDNEY	20
BOTANY	41	LANE COVE	13	STRATHFIELD	28
BURWOOD	23	LEICHHARDT	35	SUTHERLAND	134
CAMDEN	47	LIVERPOOL	219	SYDNEY	40
CAMPBELLTOWN	71	MANLY	16	WARRINGAH	37
CANADA BAY	42	MARRICKVILLE	28	WAVERLEY	67
CANTERBURY	29	MOSMAN	14	WILLOUGHBY	28
FAIRFIELD	76	NORTH SYDNEY	18	WOLLONGONG	85
HAWKESBURY	18	PARRAMATTA	48	WOLLONDILLY	7
HOLROYD	33	PENRITH	93	WOOLLAHRA	254
<b>TOTAL ISSUED</b>	<b>2260</b>				

Infringement Notices Issued by Sydney Water on a monthly basis

Month Ending	Sprinklers	Hard Surfaces	Vehicles	Lawns/ Gardens	TOTAL	Cum Total
27-Nov-03	6	4	3		13	13
24-Dec-03	24	32	32		88	101
28-Jan-04	119	62	56		237	338
25-Feb-04	110	55	64		229	567
31-Mar-04	71	53	49		173	740
28-Apr-04	47	45	51		143	883
27-May-04	67	38	27		132	1015
30-Jun-04	42	23	22	4	91	1106
27-July-04	43	20	23	15	101	1207
31-Aug-04	73	34	39	47	193	1400
28-Sept-04	53	28	37	29	147	1547
26-Oct-04	30	19	26	26	101	1648
30-Nov-04	70	44	52	44	210	1858
22-Dec-04	43	24	25	35	127	1985
25-Jan-05	45	26	29	25	125	2110
22-Feb-05	59	40	24	27	150	2260
<b>Total</b>	<b>902</b>	<b>547</b>	<b>559</b>	<b>252</b>	<b>2260</b>	

For consistency reasons, Sydney Water does not report fines by suburb.

(h) Sydney Water has issued 2260 infringements notices up to 22 February 2005.

The Infringement Processing Bureau supplies Sydney Water with information on infringements issued by local councils. Local Councils have issued 122 infringement notices up to 3 March 2005.

**Question No. 10**

**QUESTION**

**The Hon. D.E. Oldfield asked the Managing Director, Sydney Water, Mr Evans -**

**What sort of success is Sydney Water having with regard to the water saving devices that you are subsidising, like the showerheads? Are there any numbers that we might understand? (specific savings per household, aggregate savings)**

**ANSWER**

The Retrofit Program includes the installation of at least one AAA-rated water efficient showerhead, AAA-rated aerators on kitchen and bathroom basins, modification of single-flush toilets and repair of minor leaks.

At 11 February 2005, approximately 260,000 retrofits have been completed since 1999. Approximately 311,000 showerheads have been installed, 434,000 aerators installed, 135,000 toilets adjusted and 353,000 taps have been repaired or replaced. This has achieved water savings of approximately 20.9 kilolitres per household per annum or a total of 5,434 Megalitres per annum.

**Question No. 11**

**QUESTION**

**The Hon. D.E. Oldfield asked the Managing Director, Sydney Water, Mr Evans -**

**What is the success with regards to the actual collecting of the moneys from fines from the 2000-odd people?**

**ANSWER**

Sydney Water has engaged the Infringement Processing Bureau to manage the processing of its infringement notices. They collect the revenue, manage appeals and initiate legal proceedings on behalf of Sydney Water.

The vast majority of offenders have paid the fines.

**Question No. 12**

**QUESTION**

**The Hon. D.E. Oldfield asked the Managing Director, Sydney Water, Mr David Evans -**

**Whilst you did not raise this before when you were answering the Hon. David Clarke with regards to dual flush toilets and what have you in Parliament House, I expect that it is Sydney Water that is undertaking the flushless urinal experiment on floor 9? Could we get some sort of full understanding of where that is going and so on?**

**ANSWER**

The waterless urinal trial at Parliament House was undertaken by the building management. Matters related to the trial are best referred to the presiding officers.



**Question No. 13**

**QUESTION**

**Ms S.P. Hale asked the Managing Director, Sydney Water, Mr David Evans -**

**In terms of water consumption, what is the break up between domestic usage and industrial and agricultural usage in the Sydney Basin or the Sydney area? (confirm 70:30 split)**

**ANSWER**

Percentage Breakdown of Customer Demand 2003-2004

Residential Single Dwelling	51%
Residential Multi-unit	18%
Industrial	12%
Commercial	10%
Government & Other	9%