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

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

**(Issue #378– 14 December 2018)**

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**~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~1.   Changes to requirements to declare service areas**

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Service area declarations provide the basis for guaranteed connection to premises within the specified area. A declared service area also enables water service providers to recover the reasonable costs from customers for ensuring their networks are designed for and can deal with the service requirements of all premises in the service area.

Under the proposed changes if service areas are not already declared, a transitional provision will allow 12 months to comply with this requirement. Councils can also declare another service provider to be the provider for their service area. The requirement to publish a notice about the declaration and provide a copy to the regulator remains. Local governments must also publish and annually update a map of service area to “show the limits of the service areas and identify the location of the service provider’s infrastructure”.

SEQ local government owned Service Providers will have the power to declare service areas reinstated under Section92BD of the *South East Queensland Water (Distribution and Retail Restructuring) Act 2009* so will be subject to the same requirements as regional councils. The amendments will specify that the service area for the two distributor-retailers and for Logan, Redland and City of Gold Coast, will remain as the connection area under their Netserv plans.  It will also be made clear that only the distributor-retailer or councils can supply retail water or sewerage services in their connection area.

Please provide feedback you have on these proposed amendments before 20th Dec if possible, but no later than COB 18 January 2018 to Arron\_Hieatt@lagq.asn.au

**~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ 2.   Resource Library Competition**

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Thank you to all members for your ongoing support and assistance in building our resources. One area that seems to be lagging are sample documents from our member organisations. So, to stir things up a bit, we are offering three $50 Bunnings vouchers for the first three contributions we receive that can be added to our library. Please send sample documents approved for publication to dgralton@qldwater.com.au. The competition will run until **Monday, 7 January 2019**. First in, best dressed!

**~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~  3.   *qldwater* Sponsorship Opportunities 2019
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Sponsorship Opportunities are still available for our Annual Forum and Regional Events 2019. Please contact dkislitsyna@qldwater.com.au if you are interested or require more information. Unlike many other industry events, ***qldwater*** seeks only to recover costs, so sponsorships allow us to offer a very generous number of complimentary registrations and low fees for others to maximise attendance.

1. *Queensland Water Skills Partnership Forum* ***7 March*** *Albion*

This is the second time we have run the forum and the program will be released shortly. It will include a keynote address from Gavin Leckenby, Executive Director, Skills Investment and Market Strategy, DESBT and Neil Brennan, CEO Seqwater will join us as our special guest speaker for the optional dinner. A TRG meeting will follow on 8 March.

1. *Regional mini-conference* ***28 March*** *Biloela*

Hosted by Banana Shire Council, the date may shift slightly\* during that week as we are in the process of trying to organise a safety-themed training opportunity prior to the event.

1. *Regional mini-conference* ***4-5 July*** *Townsville*

Hosted by Townsville City Council, 4 July will include a QWRAP meeting, site tour of the Haughton pipeline and dinner, with presentations, workshops etc on the 5th.  We are told that the supercars hit the city from the 5th, so be sure to consider your accommodation options early (and consider staying on in town for the celebrations).

1. *Regional mini-conference* ***25-26 July*** *Hervey Bay*

Hosted by Fraser Coast Regional Council, 25 July will include a QWRAP alliance meeting, tour of a range of sites in Maryborough and Hervey Bay and a dinner with presentations etc on the 26th.  It’s whale watching season, so again you might want to consider a weekend stay.

1. ***qldwater*** *Annual Forum* ***11-12 September*** *Logan*

Hosted by Logan City Council, the program will again include a range of lighter activities on 11th including a tour showcasing some of the activities of the Logan Water Infrastructure Alliance and dinner, and presentations on the 12th.

**~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~4.   CyberSecurity KPIs**

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DNRME have updated their [Drinking Water Quality Management Plan (DWQMP) Guideline](https://www.dews.qld.gov.au/__data/assets/pdf_file/0010/45586/dwqmp-guidelines.pdf) and [Definitions Guide for Performance Reporting](https://www.dews.qld.gov.au/__data/assets/pdf_file/0008/169163/kpi-definitions-guide.pdf) to incorporate mandatory KPIs for cybersecurity. The principal changes are on pages 23, 25 and 31 of the guidelines where cybersecurity is included under potential whole-of-system hazardous event/s in the risk assessment. Water quality-related cybersecurity events must also be incorporated into DWQMP incident and emergency processes. From 1 January 2019 any new amendments to DWQMPs  need to address the new requirements and DWQMP reviews will need to include cyber security. The KPIs will need to be reported for the 2019/20 year by 1 October 2020. New report requirement notices will be issued in June 2019 and DNRME will be following up in their regular workshops, tutorials and presentations.

**~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ 5.   QUICK LINKS – ASSOCIATED ORGANISATIONS ANNOUNCEMENTS**

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1. The NPR review is about to commence; there will be consultation in December, January and February 2019; and it will be an opportunity for industry to share its views on the NPR Framework.  Currently [WSAA has a webpage](https://www.wsaa.asn.au/news/national-urban-water-utility-performance-reporting-framework-update) on the NPR review. More information will be coming shortly.
2. **The Queensland Police Service** has released the latest QPS Security Forecast for December 2018which is 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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