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

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

**(Issue #244 - 29 October 2014)**

**1.  Urban Water Industry Innovation Forum – 27 November**

**2. New DEWS Guidance on Customer Service Standards and DWQMP annual reports**

**3.  LGAQ ten-point plan released**

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1. **Urban Water Industry Innovation Forum – 27 November**

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Places are filling fast for the first Queensland Water Directorate Urban Water Industry Innovation Forum to be held at The Pavilion, Allan Border Field in Brisbane on Thursday 27 November (with field trip on 26 November).  The event is supported by LGAQ, Trility (lunch sponsor), TaKaDu Ltd (dinner sponsor) along with Unitywater, Lonza Water Treatment Technologies and the Department of Energy and Water Supply as supporting sponsors. The technical tour is being provided by Queensland Urban Utilities. Thanks to this support we have been able to keep the all-inclusive cost of the tour, forum and dinner at $120 + GST per person.

**There are still seats available for the technical tour to QUU’s Luggage Point Treatment Plant Innovation Centre.  Coach seating is limited to 50 so register now to ensure your place.**

LGAQ have sponsorships remaining to support attendance at the forum for members in small and remote councils.  The $500 grants will help offset the costs of travel and accommodation and ***qldwater*** will provide complimentary registrations for the LGAQ recipients.  The grants are targeted at councils with fewer than 10,000 population and will be prioritised to greatest financial need.  To be considered, please contact us as soon as possible.

The program includes an excellent set of presentations and activities around the theme of “utility led innovation – fit for purpose solutions to business needs” and a keynote from Minister McArdle.  The full program and registration form for the Luggage Point tour and the Forum is available [here](http://www.qldwater.com.au/_literature_174874/Queensland_Urban_Water_Industry_Innovation_Forum_Program_and_Registration) or upon request to hgold@qldwater.com.au.   Registrations received after 14 November 2014 will incur a $100 late fee and no registrations can be accepted after 21 November.

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**2.  New DEWS Guidance on Customer Service Standards and DWQMP annual reports**

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Last week the Queensland Water Supply Regulator made available two new documents to guide Water Service Providers in meeting their regulatory requirements under the Water Supply (Safety and Reliability) Act.

Both documents are available on the qldwater website – members must log in first to access these documents. The first is a [fact sheet](http://www.qldwater.com.au/_literature_178302/DEWS-CSS-Guidance-Material) outlining the type of information that should be included in new Customer Service Standards (CSS). As reported in previous e Flashes, the new regulatory framework requires that all service providers review and reissue CSS by the end of 2014. The fact sheet provides an overview of what should be included in the new CSS and shows that they needn’t be complex documents to meet statutory requirements.

The second document is a template to assist Service Providers in completing their annual report on their Drinking Water Quality Management Plan [available here.](http://www.qldwater.com.au/_literature_178303/DEWS-DWQMP-Reports-Template)  Following the template is not mandatory: many service providers may have developed a reporting format already and this is fine so long as reports cover all the information specified under the Act – see <http://www.dews.qld.gov.au/policies-initiatives/water-sector-reform/regulatory-reform/dwqmp-report> . However, the new template provides useful advice and will ensure consistency in reporting from year to year.

For further information or assistance please contact your relevant Water Supply Regulator officer, or contact Rob Fearon at ***qldwater*** (enquiry@qldwater.com.au or phone 3632 6850).

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**3.  LGAQ ten-point plan released**

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The LGAQ released their 2015 State election local government policy plan this week at their annual conference. A number of the policy recommendations are relevant to water and sewerage service providers in local government but two in particular have direct relevance to water and sewerage.

Point 2 titled ‘Maximising local infrastructure priorities and delivery’ notes that councils manage $76 billion in assets, the quality of which affect the daily lives of all Queenslanders. Assets in focus include water and sewerage infrastructure and while the activities of councils to meet the increased costs of building and maintain such assets is acknowledged, it is also recognised that, despite best efforts, the local government sector will always require State Government support to meet its funding obligations.

In relation to these assets, the Policy Plan seeks:  “the reinstatement of the Water and Sewerage Program (WASP) in real terms to $140 million per annum to ensure the community’s expectations relating to growth management, wastewater treatment and urban water supply and security can be met without placing an unfair financial burden on future generations”.

The eighth point, ‘Sponsoring regional collaboration across water and sewerage services’ discusses the establishment and early successes of the Queensland Regional Water Alliances Program (QWRAP).  The pilot program is funded by the State government with investment from LGAQ, ***qldwater*** and the 21 participating councils. In the Policy Plan, the LGAQ seeks: “Continued support from the State Government for the Queensland Regional Alliance Program at $600k per annum for the next three years.

Over the coming months, the LGAQ will be coordinating its approach to each of the major parties in support of the Plan. For further information contact Craig Johnstone at LGAQ (craig\_johnstone@lgaq.asn.au).

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