

NOTICE OF MEETING

Dear Committee Members

You are requested to attend the following meeting of Council.

WATER AND WASTE STANDING COMMITTEE MEETING OF ISAAC REGIONAL COUNCIL

TO BE HELD ON

WEDNESDAY, 8 JULY 2026

COMMENCING AT 1.00PM

COUNCIL CHAMBERS - MORANBAH

CALE DENDLE

Chief Executive Officer

SCOTT CASEY

Committee Officer

Director Water and Waste

Committee Members:

Cr Simon West (Chair)

Mayor Kelly Ve'a Ve'a

Cr Vern Russell

Cr Rachel Anderson

Cr Viv Coleman

LOCAL GOVERNMENT ACT 2009

Local Government Regulation 2012

Chapter 8, Part 2 Local Government Meetings and Committees

Division 1A, Requirements for Local Government Meetings Generally

254J Closed meetings

- (1) A local government may resolve that all or part of a meeting of the local government be closed to the public.
- (2) A committee of a local government may resolve that all or part of a meeting of the committee be closed to the public
- (3) However, a local government or a committee of a local government may make a resolution about a local government meeting under subsection (1) or (2) only if its councillors or members consider it necessary to close the meeting to discuss one or more of the following matters—
 - (a) the appointment, discipline or dismissal of the chief executive officer;
 - (b) industrial matters affecting employees;
 - (c) the local government's budget;
 - (d) rating concessions;
 - (e) legal advice obtained by the local government or legal proceedings involving the local government including, for example, legal proceedings that may be taken by or against the local government;
 - (f) matters that may directly affect the health and safety of an individual or a group of individuals;
 - (g) negotiations relating to a commercial matter involving the local government for which a public discussion would be likely to prejudice the interests of the local government;
 - (h) negotiations relating to the taking of land by the local government under the [Acquisition of Land Act 1967](#);

- (i) a matter the local government is required to keep confidential under a law of, or formal arrangement with, the Commonwealth or a State;
 - (j) an investigation report given to the local government under chapter 5A, part 3, division 5 of the Act.
- (4) However, a local government or a committee of a local government must not resolve that a part of a local government meeting at which a decision mentioned in section [150ER\(2\)](#), [150ES\(3\)](#) or [150EU\(2\)](#) of the [Act](#) will be considered, discussed, voted on or made be closed.
- (5) A resolution that a local government meeting be closed must—
 - (a) state the matter mentioned in subsection (3) that is to be discussed; and
 - (b) include an overview of what is to be discussed while the meeting is closed.
- (6) A local government or a committee of a local government must not make a resolution (other than a procedural resolution) in a local government meeting, or a part of a local government meeting, that is closed.

254K Participating in meetings by audio link or audio visual link

- (1) A local government may allow a person to take part in a meeting of the local government by audio link or audio visual link.
- (2) A committee of a local government may allow a person to take part in a meeting of the committee by audio link or audio visual link.
- (3) A councillor or committee member who takes part in a local government meeting under subsection (1) or (2) is taken to be present at the meeting if the councillor or member was simultaneously in audio contact with each other person at the meeting.
- (4) In this section—

audio link see the [Evidence Act 1977, section 39C](#).

audio visual link see the [Evidence Act 1977, schedule 3](#).

**WATER AND WASTE
STANDING COMMITTEE MEETING
OF ISAAC REGIONAL COUNCIL
TO BE HELD ON
WEDNESDAY 8 JULY 2026
COUNCIL CHAMBERS, MORANBAH**

1. OPENING OF THE MEETING
 - 1.1 WELCOME
2. APOLOGIES AND LEAVE OF ABSENCES
3. DECLARATION OF CONFLICTS OF INTEREST
4. CONFIRMATION OF MINUTES
5. OFFICER REPORTS
6. GENERAL BUSINESS
7. CONCLUSION

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1. OPENING OF MEETING

2. APOLOGIES

3. DECLARATION OF CONFLICTS OF INTEREST

4. CONFIRMATION OF MINUTES

Water and Waste Ordinary Council Meeting of Isaac Regional Council held in the Council Chambers, Moranbah, commencing 10 June 2026.

5. OFFICER REPORTS

5.1 WATER AND WASTE 2025-2026 CAPITAL PROJECTS PROGRESS REPORT

EXECUTIVE SUMMARY

This report aims to update the Water and Waste Standing Committee and Council on the delivery of the Water and Waste 2025/26 Capital Works Program.

5.2 WATER AND WASTE DEPARTMENTAL REPORT – WASTE SERVICES

EXECUTIVE SUMMARY

The purpose of this report is to provide an update to Council on the Waste Services department within the Water and Waste Directorate.

5.3 MORANBAH WATER DISTRIBUTION NETWORK LEAK DETECTION SURVEY REPORT

EXECUTIVE SUMMARY

This report includes a comprehensive leak detection survey across the 77km of Moranbah water distribution network to identify hidden sources of water loss and drive ongoing Non-Revenue Water (NRW) reduction initiatives. This survey successfully identified a total of 38 confirmed leaks, consisting of 33 Council-owned assets and 5 customer-owned assets.

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5.4 WATER AND SEWERAGE CONNECTIONS, DISCONNECTIONS AND BILLING POLICY

EXECUTIVE SUMMARY

The purpose of this report is to present the updated Water and Sewerage Connections, Disconnections and Billing Policy for adoption.

5.5 PROPOSED WATER SERVICE AREAS (CLERMONT, CARMILA AND ST LAWRENCE)

EXECUTIVE SUMMARY

The purpose of this report is to present the outcomes of the review of the Clermont, Carmila, and St Lawrence Water Service Areas (WSAs), undertaken in accordance with the requirements of the *Water Supply (Safety and Reliability) Act 2008 (Qld)*.

7. GENERAL BUSINESS

8. CONCLUSION

UNCONFIRMED MINUTES

WATER AND WASTE STANDING COMMITTEE MEETING OF
ISAAC REGIONAL COUNCIL

HELD ON
WEDNESDAY, 10 JUNE 2026
COMMENCING AT 1.00PM

ISAAC REGIONAL COUNCIL
UNCONFIRMED MINUTES OF THE
WATER AND WASTE
STANDING COMMITTEE MEETING
HELD IN COUNCIL CHAMBERS, MORANBAH
ON WEDNESDAY 10 JUNE 2026

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ISAAC REGIONAL COUNCIL

UNCONFIRMED MINUTES OF THE

WATER AND WASTE

STANDING COMMITTEE MEETING

HELD IN COUNCIL CHAMBERS, MORANBAH

ON WEDNESDAY 10 JUNE 2026 COMMENCING AT 1.00PM

ATTENDANCE Cr Simon West, Division Four (Chair)
Mayor Kelly Ve a Ve a
Cr Vern Russell, Division Two
Cr Rachel Anderson, Division Seven
Cr Viv Coleman, Division Eight (*Via videoconference*)

**COMMITTEE
APOLOGIES/
LEAVE OF ABSENCE** Nil

OBSERVERS Cr Melissa Westcott, Division Three

OFFICERS PRESENT Mr Cale Dendle, Chief Executive Officer
Mr Scott Casey, Director Water and Waste
Mr Jason Grandcourt, Manager Waste Services
Ms Lisa Tonkin, Manager Business Services
Mrs Tegan Sullivan, Program Leader – Assets and Investment
Mr Amal Meegahawattage, Manager Planning and Projects
Mr Chris Anderson, Capital Works Project Manager
Ms Carissa Rogers, Executive Assistant
Ms Keeley Ryan, Executive Assistant
Ms Teika Kirkman, Executive Assistant to the Office of the Mayor and CEO

ATTENDANCE
Mayor Kelly Ve a Ve a was not present when the meeting commenced.

1. OPENING

In Chair welcomed all in attendance and declared the meeting open a 1.00pm and acknowledged the traditional custodians of the land on which we meet today and paid his respects to their Elders past, present and emerging.

2. APOLOGIES AND LEAVE OF ABSENCES

There is no apologies or leave of absences for this meeting.

3. DECLARATION OF CONFLICTS OF INTEREST

There is no declaration of conflicts of interest for this meeting.

NOTE:

Council acknowledges that Chapter 5B Councillors' Conflicts of Interest of the Local Government Act 2009 does not apply to a Councillor if the matter to be resolved relates to a corporation or association that arises solely because of a nomination or appointment of the councillor by the local government to be a member of the board of the corporation or association.

4. CONFIRMATION OF MINUTES

Confirmation of minutes from Water and Waste Standing Committee Meeting of Isaac Regional Council held at Council Chambers, Moranbah, commencing at 1.00pm on Wednesday 13 May 2026.

Resolution No.: WW06/26-0043

Moved: Cr Vern Russell

Seconded: Cr Rachel Anderson

That the minutes from the Water and Waste Standing Committee meeting held in Council Chambers, Moranbah on Wednesday 13 May 2026, which commenced at 1.00pm are confirmed.

Carried

ATTENDANCE

Mr Stephen Wagner, Manager Operations and Maintenance entered the meeting at 1:02pm.

Mayor Kelly Vea Vea entered the meeting at 1:04pm.

5. OFFICERS REPORTS

5.1 WATER AND WASTE 2025-26 CAPITAL PROJECTS PROGRESS REPORT

EXECUTIVE SUMMARY

This report aims to update the Water and Waste Standing Committee and Council on the delivery of the Water and Waste 2025/26 Capital Works Program.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- Receives and notes the monthly Water and Waste 2025/26 Capital Projects Progress Report.*

Resolution No.: WW06/26-0044

Moved: Cr Vern Russell

Seconded: Cr Rachel Anderson

That the Committee recommends that Council:

- Receives and notes the monthly Water and Waste 2025/26 Capital Projects Progress Report.

Carried

5.2 BUSINESS SERVICES DEPARTMENTAL REPORT – ASSETS AND INVESTMENT

EXECUTIVE SUMMARY

The purpose of this report is to provide an overview and status update on the Water and Waste Directorate's asset management and investment related activities.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- Receives and notes this report outlining the asset management and investment related activities in the Water and Waste Directorate.*

Resolution No.: WW06/26-0045

Moved: Cr Vern Russell

Seconded: Cr Rachel Anderson

That the Committee recommends that Council:

- 1. Receives and notes this report outlining the asset management and investment related activities in the Water and Waste Directorate.*

Carried

5.3 2026-27 RECOVERY SHARING ARRANGEMENT

EXECUTIVE SUMMARY

This report seeks endorsement of a renewed 2026–27 Recovery Sharing Arrangement with the operator of the Mackay Materials Recycling Facility (MRF) used by Isaac Regional Council. The agreement enables Council to receive a share of Container Refund Scheme (CRS) deposits from eligible containers collected through the kerbside recycling service, providing revenue to offset recycling costs.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Approves entering an agreement with Recycle Operations (Mackay) Pty Ltd to enable Council to receive 50 per cent of the 10 cent refund on each qualifying container under the Container Refund Scheme for a further twelve-month period.*
- 2. Authorises the Chief Executive Officer to negotiate, execute and vary the agreement as required.*

Resolution No.: WW06/26-0046

Moved: Cr Viv Coleman

Seconded: Cr Rachel Anderson

That the Committee recommends that Council:

- 1. Approves entering an agreement with Recycle Operations (Mackay) Pty Ltd to enable Council to receive 50 per cent of the 10 cent refund on each qualifying container under the Container Refund Scheme for a further twelve-month period.**
- 2. Authorises the Chief Executive Officer to negotiate, execute and vary the agreement as required.**

Carried

5.4 WASTE AND RECYCLING COLLECTION SERVICES TENDER

EXECUTIVE SUMMARY

The Waste and Recycling Collection Contract (IRC/CHRC2083-0119-138) with Cleanaway expires on 5 October 2026.

In November 2023, Council resolved to not extend the contract and to procure a new contract due to performance concerns. Since that time, contractor performance has improved and procurement planning has progressed. However, the remaining timeframe is constrained, increasing delivery and risk in the transition to the new contract.

To mitigate this risk a time limited extension is proposed to maintain service continuity and support a controlled procurement process, with Request for Tender (RFT) development continuing in parallel.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Repeal Resolution 8578 of the Ordinary Meeting of Council held on 22 November 2023, which resolved to not extend the Waste and Recycling Collection Contract IRC/CHRC2083-0119-138 and to procure a new contract to commence on 6 October 2026.***
- 2. Approve a time limited extension to the existing Waste and Recycling Collection Contract IRC/CHRC2083-0119-138 to maintain service continuity and manage procurement and transition risks.***
- 3. Authorise the Chief Executive Officer to negotiate, finalise and execute the extension, including commercial terms and conditions.***
- 4. Note that the extension is an interim measure, and that officers will continue to progress Request for Tender (RFT) documentation in parallel to enable procurement of a new long-term contract.***
- 5. Support the refinement of contract scope, performance management arrangements and key performance indicators (KPIs) prior to market release.***

Resolution No.: WW06/26-0047

Moved: Cr Vern Russell

Seconded: Cr Rachel Anderson

That the Committee recommends that Council:

1. Repeal Resolution 8578 of the Ordinary Meeting of Council held on 22 November 2023, which resolved to not extend the Waste and Recycling Collection Contract IRC/CHRC2083-0119-138 and to procure a new contract to commence on 6 October 2026.
2. Approve a time limited extension to the existing Waste and Recycling Collection Contract IRC/CHRC2083-0119-138 to maintain service continuity with an increase above the current contract rate of \$503,000.00 and manage procurement and transition risks.
3. Authorise the Chief Executive Officer to negotiate, finalise and execute the extension, including commercial terms and conditions.
4. Note that the extension is an interim measure, and that officers will continue to progress Request for Tender (RFT) documentation in parallel to enable procurement of a new long-term contract.
5. Support the refinement of contract scope, performance management arrangements and key performance indicators (KPIs) prior to market release.

Carried

6. GENERAL BUSINESS

6.1 Carmilla Water Supply

Cr Viv Coleman enquired with the Committee about the status of the Carmilla Water Supply and requested an update be provided.

The Manager Operations and Maintenance provided a comprehensive verbal update, informed the Committee that the investigations are underway and confirmed that once more conclusive information available, an update will be provided to the Councillors and Camilla community including an approximate timeline for resolving the matter. At this stage the water is safe to consume and there have been no water restrictions enforced, although Council encourages to the community to use water wisely.

ACTION: Manager Operations and Maintenance

7. CONCLUSION

There being no further business, the Chair declared the meeting closed at 1:53pm.

These minutes will be confirmed by the Committee at the Water and Waste Standing Committee Meeting to be held on Wednesday 8 July 2026 in Moranbah.

MEETING DETAILS

Water and Waste Standing Committee Meeting

Wednesday 8 July 2026

AUTHOR

Amal Meegahawattage

AUTHOR POSITION

Manager Planning and Projects

5.1 WATER AND WASTE 2025-26 CAPITAL PROJECTS PROGRESS REPORT

EXECUTIVE SUMMARY

This report aims to update the Water and Waste Standing Committee and Council on the delivery of the Water and Waste 2025/26 Capital Works Program.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Receives and notes the monthly Water and Waste 2025/26 Capital Projects Progress Report.***

BACKGROUND

Regular updates on the financial and physical status of projects within the 2025/26 Water and Waste Capital Works program are crucial to keep Council informed about the program's progress and associated risks.

IMPLICATIONS

The attached Water and Waste 2025/26 Capital Projects Progress Summary provides an overview of the financial and physical status of all projects, with red indicating a projected cost overrun of over 10% or completion after June 2026, yellow indicating a cost overrun of 0-10%, and green indicating no issues. Brief commentary is provided to explain the status of each project.

Several large and complex projects are delivered across multiple financial years. As a result, annual expenditure may vary from the adopted annual budget due to changes in delivery sequencing, contractor cash flow, or procurement timing. These variations may affect annual expenditure profiles without exceeding the total approved project budget.

In addition, a few projects are expected to spend less than originally forecast in the current financial year. For example, although the Moranbah Rectification of Landfill Cell project is progressing in accordance with the planned procurement timeline, the contractor's forecast cash flow submitted in December 2025 indicates lower expenditure in the current financial year than originally anticipated. This results in reduced annual expenditure, however, the revised sequencing reflects improved planning and design of construction elements and is expected to achieve better overall outcomes for capital investment utilisation.

COMPLIANCE

Compliance with the Water and Waste 2025/26 Capital Works Program is essential to meet the identified timeframes of the 2025/26 financial year.

CAPITAL PROJECTS PROGRESS

The Planning and Projects Department is actively managing 57 projects in the 2025/26 Water and Waste Capital Works Program. This excludes nine carryover projects which were completed between July to September 2025.

Project status categories (Definitions):

Completed: 100% of construction works delivered

Nearly Complete: Over 95% of scope delivered, with only minor works remaining

On Track: progressing in line with the revised schedule

Lacking Progress: Behind revised program milestones

Planned: scheduled to commence at a later date

Deferred: deferred to a future year or removed from the Capital Works Program

Project Status (Construction)

- Completed: 15 projects (26%)
- Nearly Completed: 16 projects (28%)
- On Track: 22 projects (39%)
- Lacking Progress: 2 projects (4%)
- Planned: 0 projects (0%)
- Deferred: 2 projects (4%)

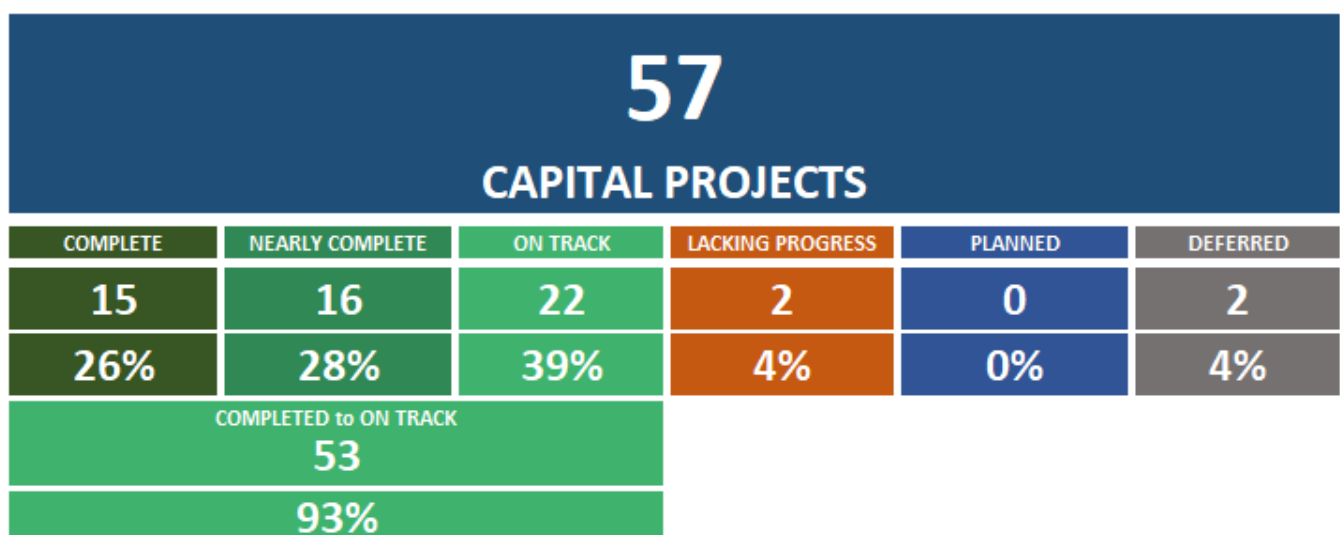


Figure 1: 2025/26 Capital Project Progress Snapshot – 18 June 2026

Note – including FY2425 carryover projects finalised in Q1 – Total Projects (66); Completed (23)

KEY CAPITAL PROJECTS

Completed Projects

1. CW263405 CORP WN Water Meters

This project involves replacement of end-of-life water meters across the Isaac Region to improve billing accuracy and water consumption tracking.

Meter installations were completed in May 2026. The project is now pending closeout.

Nearly Complete Projects

2. CW253288 – Middlemount Water Treatment Plant Clearwater Pump Replacement

This project replaces ageing clearwater pumps and associated electrical components to improve reliability.

Pumps and motors have been delivered to site, with installation works completed in early June. A quote to supply and install soft starters is pending to complete the project.

Further project savings of approximately \$20,000 have been transferred to Sewer Relining works with identified funding shortfalls.

3. CW233143 – CORP SCADA Upgrades

This multi-year project upgrades SCADA systems across multiple treatment plants to improve monitoring, control, and operational reliability.

The Building Our Regions funding completion date is March 2026, and an external audit is currently underway to confirm compliance with WIM Common SCADA requirements.

Practical Completion for the primary construction works was achieved on 31 March 2026. Minor commissioning and defect rectification items remain at the Glenden and Nebo Water Treatment Plants. Overall project progress is currently estimated at 98%.

4. CW243185 – Moranbah Recycled Water Network

This multi-stage project improves recycled water management in Moranbah.

The evaporator unit was successfully installed and commissioned in mid-February 2026.

Construction of the Sarchedon Drive effluent irrigation network was completed in May 2026.

The design consultant, GHD, is progressing the Environmental Authority amendment, including preparation of the draft irrigation network design for land located west of Sarchedon Drive. A preliminary meeting was held in April 2026 between the Department of Environment, Tourism, Science and Innovation (DETSI), GHD, and Isaac Regional Council to confirm amendment application requirements. Lodgement of the amendment application is planned for mid-June 2026.

Projects on Track

5. CW233155 – Clermont Water Treatment Plant Modernisation

This project upgrades the Clermont Water Treatment Plant to ensure ongoing compliance with drinking water standards.

Stage 1 works were commissioned in April 2026 and are performing well. Completed components include all LGGSP funded works, the first chemical storage tank, dosing pumps and chemical injection systems, most elevated walkways and batching equipment, and the new SCADA system.

Stage 2 works are now underway and include installation of the remaining chemical storage tanks, construction of the elevated batching platform, and removal of the remaining existing dosing systems. Overall project progress is currently estimated at 98%, with remaining works expected to be completed by the end of the current financial year.

6. CW243205 – Moranbah Rectification of Landfill Cell (Cell 0)

This project addresses stability and compliance issues at the Moranbah landfill.

Construction works are progressing satisfactorily, with overall project completion estimated at 60%. Earthworks activities are ongoing, and installation of the geosynthetic clay liner (GCL) has been completed. Jute mesh materials have also been ordered for upcoming construction activities. Design of the irrigation system on the capping surface is in progress. When installed, the system is expected to be connected to the recycled water network, enabling additional beneficial use of recycled water.

7. CW253266 – Dysart Waste Management Facility Repurpose to Transfer Station

This project involves repurposing the existing Dysart landfill into a modern transfer station to improve environmental compliance and operational efficiency.

Following the approval of additional funding, contract award is in progress.

8. CW253275 – CORP Sewer Relining 2025

This project renews priority sewer mains through CCTV inspection and relining works.

Overall project progress is currently estimated at 98%. All relining works planned for the current financial year are now complete. The project closeout is pending minor site works and financial completion.

9. CW253277 – Moranbah Water Treatment Plant West & East High Lift Pumps

This project refurbishes and replaces high lift pumps at the Moranbah Water Treatment Plant to improve system resilience.

Pump 1 at the East Tower has been installed, and the East Tower scope of works is now complete. Construction works at the West Tower pump station are currently underway, with overall project completion expected shortly thereafter.

Overall project progress reached approximately 80% by mid-June 2026. Savings of approximately \$25,000 are now available for transfer to other projects with identified funding shortfalls.

10. CW253279 – Middlemount and Dysart - Drying Beds Water Treatment Plants

This project refurbishes sludge drying beds at the Middlemount and Dysart Water Treatment Plants to improve solids handling and operational efficiency.

Construction works at the Dysart site were completed and commissioned in mid-May 2026. Works are currently underway at the Middlemount site and are progressing in accordance with the program, with completion anticipated by the end of the financial year.

11. CW263391 – Middlemount Water Treatment Plant Upgrade

This multi-year project will improve compliance with the Drinking Water Quality Management Plan and Risk Management Improvement Program through upgrades to treatment processes and incorporation of modern monitoring technologies.

The chlorine shed has been completed. Cleaning and structural inspections were undertaken in early June, and the inspection report, once received, will confirm the scope of works required for refurbishment. The CW263390 MMT WTP SCADA Upgrade scope will be incorporated into the delivery of the D&C package for this project. The current over-expenditure is a result of bringing forward works scheduled for FY2026/27 to accelerate the project.

12. CW263394 St Lawrence Weir Plan - Identify & Repair Leak

This project investigates and addresses leakage at the St Lawrence Weir to maintain structural integrity and water storage capacity.

The consultant is progressing geotechnical investigations and preparation of the conceptual design report to inform the preferred remediation approach.

The preliminary geotechnical findings were reviewed in April 2026. The final investigation report and associated construction cost estimate are currently awaited.

13. CW263396/ CW263397 Moranbah Recycled Water Main & Plant Upgrade

These multi-year projects represent the next stages of the Moranbah recycled water initiative, with a focus on design development during the current financial year.

For the recycled water main upgrade, drawings have been received, and procurement documentation is currently being prepared for delivery in FY2026/27. Subject to final Council approval, PAG funding has been distributed across two financial years to support staged delivery.

For the recycled water plant upgrade, GBA Engineers, as the design consultant, submitted draft scope documentation in early May 2026, which is currently under review by Isaac Regional Council. Cost estimates are also being prepared, and post implementation effluent storage dam (ESD) water quality results associated with the RESMixer installation will be incorporated into the future tender package.

14. CW263399 Clermont Water Treatment Plant - Replace Backwash Pipeline to Lagoon

This project replaces the deteriorated backwash pipeline to improve operational reliability and compliance.

The contract has been awarded, and the contractor has taken possession of the site. Geotechnical investigations have been completed, with investigation results currently awaited. Pipes and fittings have been delivered to site in preparation for construction activities.

15. CW263415 CORP SN SPS Pump Replacement 2025-2026

This project replaces pumps identified through servicing and condition assessments across the region.

Construction activities are ongoing, with approximately 85% of the scope completed to date. The remaining scope is currently being finalised in collaboration with Operations to support full utilisation of the allocated project budget.

16. CW263413 CORP WWTP Emergent Renewals 2026

This project delivers reactive renewals of wastewater treatment plant assets to maintain operational performance.

Works are ongoing, with approximately 50% of the scope completed and a further 29% committed. Delivery is progressing in accordance with operational priorities.

17. CW263398 NBO WWTP Install 2 New Monitoring Wells

This project involves the design and installation of new monitoring bores to meet regulatory requirements.

Tender evaluation is complete, and the preferred tenderer has been offered the contract.

18. CW263425 – Dysart Avdata Meter Installation

This project provides installation of an Avdata meter at the potable water truck fill point to improve accuracy of water sales and reduce losses.

The contract has been awarded and works have commenced, with construction completion planned for mid to late July.

Projects Lacking Progress

19. CW222991/CW222992 – Nebo and Glenden Wastewater Treatment Plant - SCADA Projects

These projects form part of a multi-year program to modernise SCADA monitoring and control systems at the Nebo and Glenden Wastewater Treatment Plants.

Tender documentation and construction specifications are nearing completion. The projects are planned to go to tender in June 2026, with award planned for August and construction completion end of December. Approximately 75% of the budget is expected to be carried forward.

Project Risks and Measures

- Delay in procurement may result in carry forward of allocated funding.
- Market availability of specialised SCADA contractors may impact delivery timelines.
- Early engagement with the market and careful procurement planning will support timely award and mobilisation.

PROGRESS PHOTOS





Image 1: CLM WTP Modernisation – chemical dosing upgrade

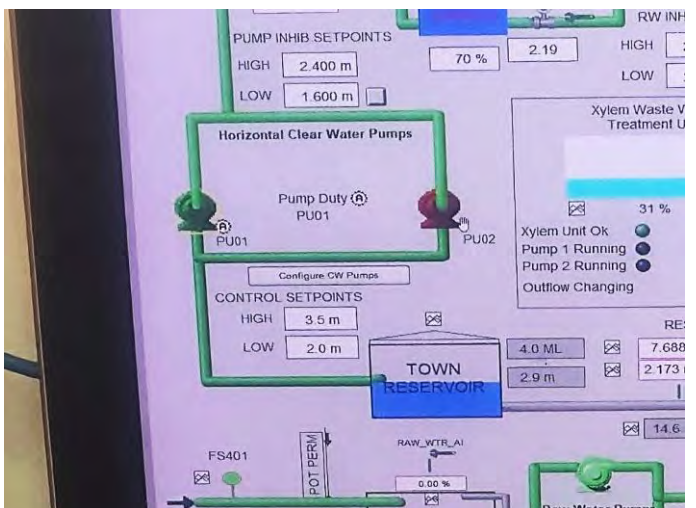


Image 2: MMT WTP Clear Water Pump Replacement – 2 horizontal pumps, valves & piping installed



Image 3: MBH WTP Install Baby Plant flow meter



Image 4: CORP Sewer Relining



Image 5: Greenhill Landfill Capping





Image 6: Moranbah Cell 0 Landfill Rectification

CONSULTATION

- Director Water and Waste
- Manager Operations and Maintenance
- Manager Waste Services
- Planning and Projects Capital Works Project Managers

BASIS FOR RECOMMENDATION

To provide Council with a clear monitoring tool to track capital works delivery for the Water and Waste Directorate by providing transparent and relevant reporting. This report will help identify and communicate any project delays, overspends and project risks.

ACTION ACCOUNTABILITY

The Managers and the Director of Water and Waste oversee the scoping, procurement, and completion of the projects identified within the 2025/26 Capital Projects Progress Summary spreadsheet. Furthermore, the appropriate Managers and the Director Water and Waste are held accountable for the delivery of the project stages which are completed within the identified timeframes.

KEY MESSAGES

That Council has open communication, oversight, and transparency of the Water and Waste 2025/26 Capital Works Program, to ensure Isaac will have effective and sustainable water and waste infrastructure that supports the needs of the region's communities and economic sectors.

Report prepared by:	Report authorised by:
AMAL MEEGAHAWATTAGE	SCOTT CASEY
Manager Planning and Projects	Director Water and Waste
Date: 18 June 2026	Date: 30 June 2026

ATTACHMENTS

Attachment 1 - CONFIDENTIAL Attachment 1- WW Capital Projects Progress Summary Spreadsheet June 26

REFERENCE DOCUMENT

- Nil

PAGES 27 TO 28 HAVE INTENTIONALLY BEEN REMOVED DUE TO CONFIDENTIAL REASONS

MEETING DETAILS

Water and Waste Standing Committee

Wednesday 8 July 2026

AUTHOR

Jason Grandcourt

AUTHOR POSITION

Manager Waste Services

5.2 WATER AND WASTE DEPARTMENTAL REPORT – WASTE SERVICES

EXECUTIVE SUMMARY

The purpose of this report is to provide an update to Council on the Waste Services department within the Water and Waste Directorate.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Receives and notes this report outlining Waste Services activities within the Water and Waste Directorate.**

BACKGROUND

The Waste Services Department is responsible for the following primary objectives and functions:

- Providing efficient and timely waste and recycling collection services to the community which encourage waste reduction, reuse, recycling, and diversion from landfills.
- Recycling waste from residents and businesses and landfilling residual waste in a financially sustainable manner whilst complying with State Government Legislation.

This report outlines activities and developments within the Waste Services Department since the previous report was received by Council in April 2026.

IMPLICATIONS

Provision of the Waste Services departmental report provides Council visibility of the operational activities and priorities of the Waste Services Department.

CONSULTATION

- Director Water and Waste
- Projects & Contracts Coordinator Waste Services
- Waste Services Department

BASIS FOR RECOMMENDATION

The recommendation is to receive and note the content of this report regarding an overview of the Waste Services Department within the Water and Waste Directorate of Isaac Regional Council.

ACTION ACCOUNTABILITY

The Manager Waste Services is responsible for strategic-level delivery of Waste Management services across the region, comprising waste and recycling collection services and operation of Waste Management Facilities, and related environmental compliance within the Isaac Region.

KEY MESSAGES

The Manager Waste Services will provide information on a regular basis to keep Council well informed of the performance and developing initiatives within the Waste Services area of operations.

Report prepared by:	Report authorised by:
JASON GRANDCOURT	SCOTT CASEY
Manager Waste Services	Director Water and Waste
Date: 25 June 2026	Date: 30 June 2026

ATTACHMENTS

- Attachment 1 - Waste Services Departmental Report – July 2026.

REFERENCE DOCUMENT

- 25-26 Business Plan – Waste Services.

WASTE SERVICES DEPARTMENTAL REPORT

JULY 2026

Current as at 25.06.2026

Presented by **Jason Grandcourt – Manager Waste Services**



EXECUTIVE SUMMARY

The purpose of this report is to provide an update to Council on the Waste Services department within the Water and Waste Directorate.

PRIMARY OBJECTIVES AND KEY FUNCTIONS

The Waste Services Department is responsible for the following primary objectives and functions:

- Providing efficient and timely waste and recycling collection services to the community which encourage waste reduction, reuse, recycling, and diversion from landfills.
- Recycling waste from residents and businesses and landfilling residual waste in a financially sustainable manner whilst complying with State Government Legislation.
- This report outlines activities and developments within the Waste Services Department since the previous report was received by Council in April 2026.

FUNCTIONS AND SERVICES

The Waste Services team delivers a range of services:

Table 1: Waste Services Department Functions

OUTPUT	FREQUENCY	INTERNAL/EXTERNAL
Residual Household & Commercial Waste Collection	Weekly	External
Recyclable Household & Commercial Waste Collection	Fortnightly	External
Servicing of Council Facilities' waste containers	Various	Internal
Receiving and disposing of 32,000 tonnes of waste	Annual	External

LOCATIONS

Table 2: Waste Management Facility Locations

Location	Landfill	Transfer Station
Carmila		✓
Clermont	✓	
Dysart	✓	
Glenden		✓
Greenhill		✓
Middlemount		✓

Moranbah

✓

Nebo

✓

St Lawrence

✓

OPERATIONAL PRIORITIES

Waste Services has continued to deliver core waste and recycling services across the region while progressing key strategic, operational, and procurement initiatives. The following activities have been undertaken during the reporting period.

Clermont Flood Waste Recovery: Waste Services has maintained community support to the Clermont community through the provision of skip bins and the waiving of fees for flood waste presented for disposal. As the community continues to recover, demand for that support has decreased, with only one bin remaining and fee-waiving requests significantly declining.

Waste Services will continue to monitor residual waste volumes and customer needs to ensure services remain responsive.

Green Waste Processing: During May 2026, approximately 18,000m³ of green waste at Moranbah Waste Management Facility was processed. The drafting of a long-term Request for Tender for regional green waste processing is nearing completion for market release.

Major Contract and Procurement Program: Significant progress has been made in advancing key procurement activities, including landfill operations and waste collection tender planning. This work includes market engagement, risk assessment and development of procurement strategies to support long-term service delivery. Both Requests for Tender are expected to be issued early in the 2026/2027 financial year.

Interim arrangements for recyclables processing remain in place following changes to the Mackay Materials Recovery Facility arrangements with Mackay Regional Council. The existing logistics arrangements remain in place. Assessment of long-term processing and transport options is underway to inform future contractual and financial decisions.

Site Based Management Planning: The review of all 9 Site Based Management Plans across Council's waste facilities has been completed, with final documentation progressing towards formal adoption. This will strengthen compliance, consistency and operational governance across sites.

Strategies: The draft Council Waste Management Strategy has been further developed to support Council consideration and upcoming community engagement. Work has also progressed with Communications to prepare supporting materials and messaging to ensure clear and effective community consultation.

Regional collaboration has continued through the Greater Whitsunday Council of Mayors (GWCoM), with the newly appointed Regional Waste Coordinator commencing work on a regional implementation plan. This initiative supports coordinated approaches to waste and resource recovery across participating councils. A briefing is being planned for a future Council workshop day to review the draft GWCoM regional waste implementation plan.

On 18 June 2026, following its recent review, the Queensland Government released the *Queensland Waste Strategy 2025–2030*. Key elements include:

- A statewide recycling target of 65% by 2035, supported by regionally differentiated landfill reduction targets and significant investment in recycling infrastructure and programs.
- For regional local governments such as Isaac, the landfill reduction target is maintained at current levels, whereas South East Queensland has a 70% reduction target and larger regional centres, such as Mackay, have a 50% reduction target.

A presentation on the details of this strategy and the potential impacts for Council will be provided at a future Water and Waste Standing Committee meeting.

Waste Education and Behaviour Change Initiatives: Implementation of the Recycle Mate digital education tool has progressed, with a focus on providing residents with improved, location-specific disposal guidance. This initiative is supported by continued education activities and increasing use of data insights to inform targeted engagement.

On Thursday 28 May 2026, Waste Services officers delivered a Sustainable Waste Management talk to 80 Year 4 students at the Moranbah East State School. The session focused on what happens to waste after disposal and actions the community can take to reduce the amount of waste sent to landfill. The feedback from the school community was positive.

THREE MONTH OUTLOOK

Crushed Concrete: Council has received approval from the Queensland Department of Environment, Tourism, Science and Innovation to become a Registered Resource Producer for the use of recycled concrete. This enables Council to reuse crushed concrete for applications beyond waste facilities, substituting quarried materials and delivering cost savings.

A current project includes using crushed concrete for internal access roads to bores at the Moranbah Wastewater Treatment Plant. Operations & Maintenance are planning further operational projects to utilise this material.

Landfill Rehabilitation Provisions FY 25/26 Model: Progress has continued on the update of Council's landfill rehabilitation provisioning model to support accurate long-term financial planning. This work is being undertaken in collaboration with Financial Services and external consultants. It is expected that the revised model will be finalised early in the 2026/2027 financial year.

Operational Staff Members: Waste Services continues to manage workforce availability challenges, which have at times impacted facility operating hours and service delivery. A review is underway to identify options to improve service resilience and operational performance.

Waste Levy: In June 2026, the annual volumetric survey of all operational landfills will be undertaken. The survey results will be submitted to the Department of Environment, Tourism, Science and Innovation before the legislative due date in July 2026.

WASTE SERVICES PERFORMANCE REPORTING

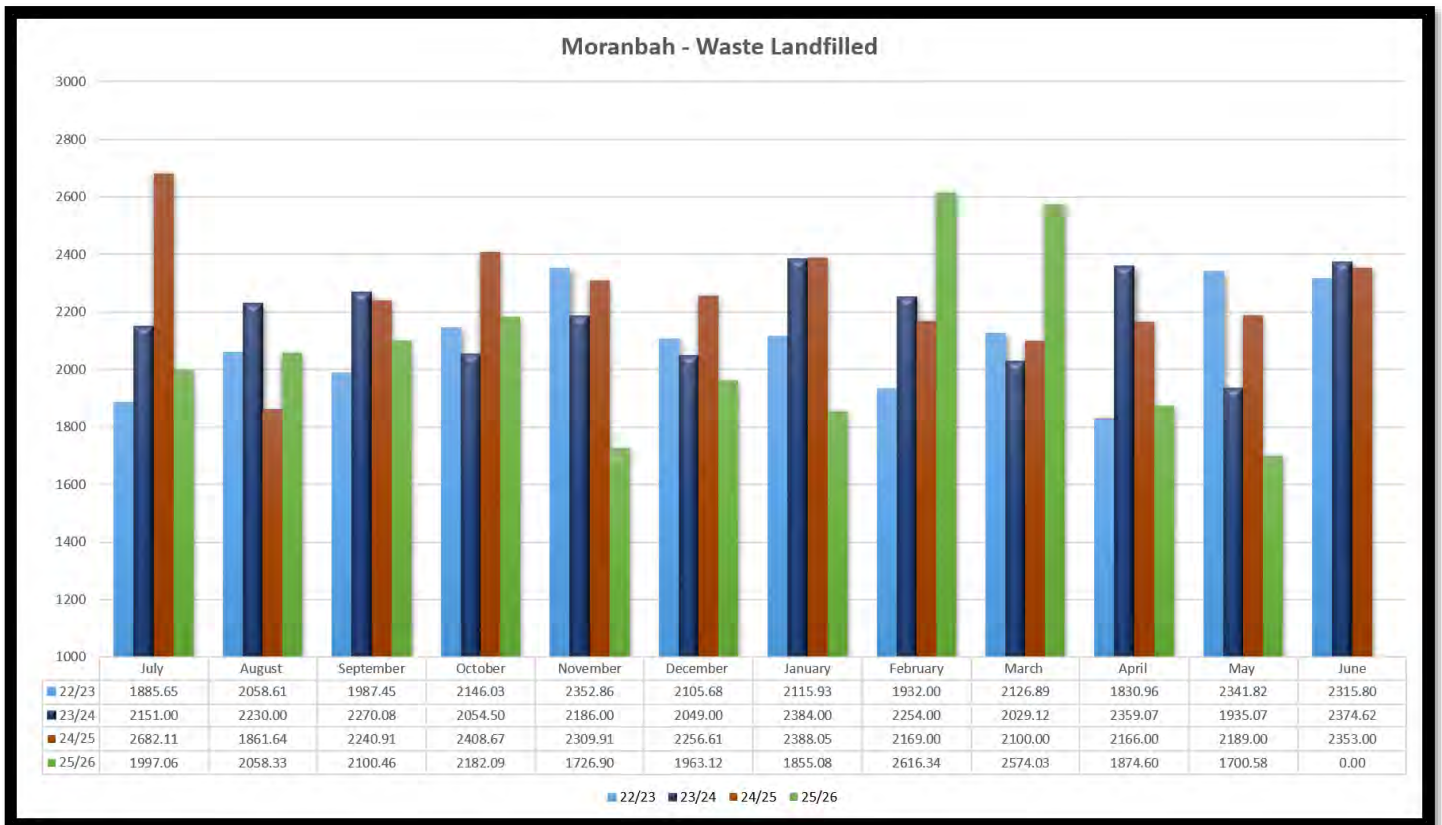


Figure 1 - Moranbah landfill – Tonnes of waste landfilled

Commentary – This graph shows the tonnes of waste landfilled at Moranbah Landfill. The tonnes of waste landfill have been generally declining since June 2025, however there was a very large increase in February and March 2026. This was due to a site clean-up at a mine that was mainly commercial waste. Since that project, tonnes received have started to decline.

REGIONAL WASTE MANAGEMENT FACILITIES LOCATIONS AND TRANSACTIONS

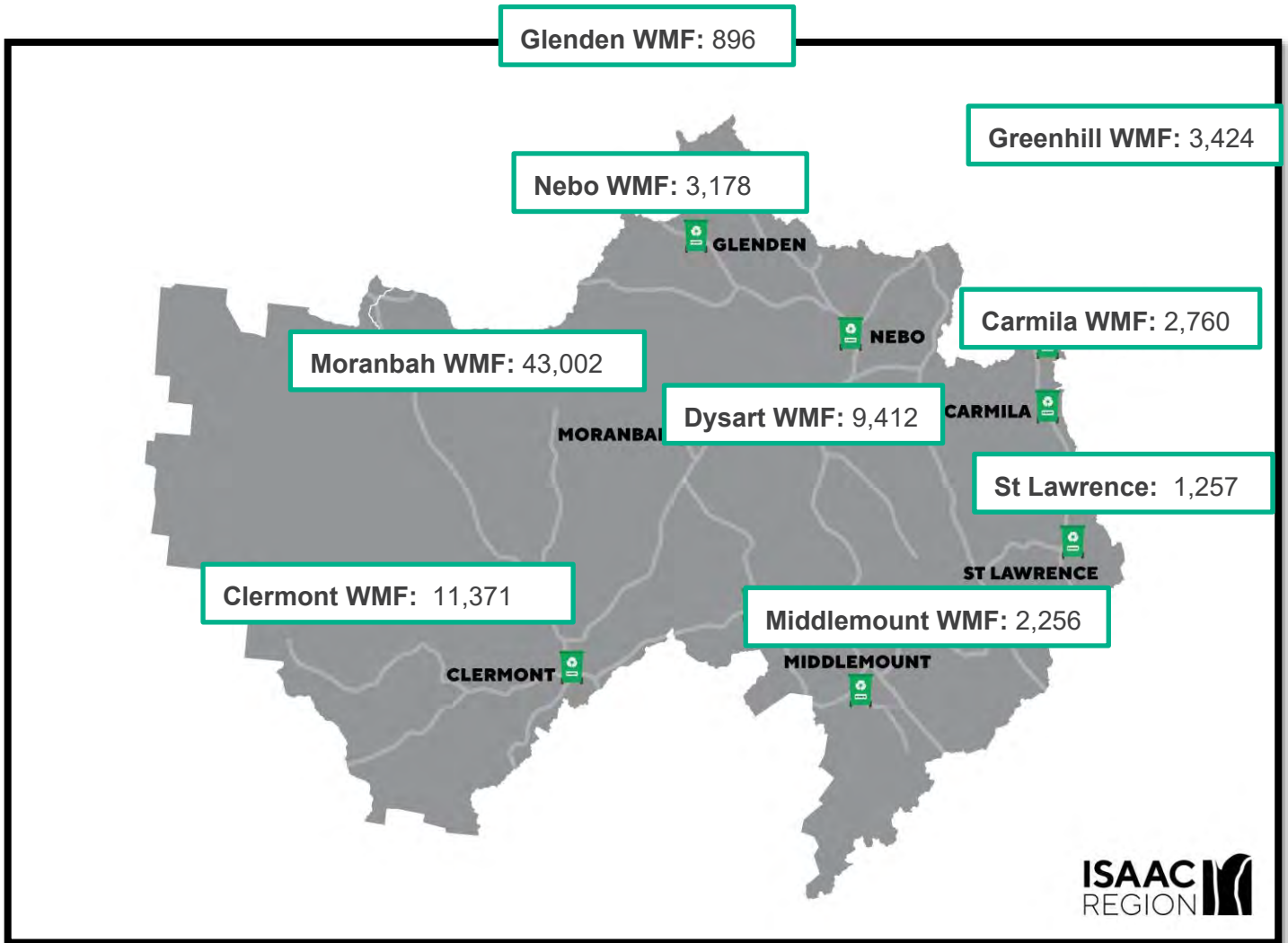


Figure 2 – Waste Management Facilities Transactions 2025/2026 YTD (1/7/2025 – 25/6/2026)

Commentary – The above map, shows transaction numbers for each waste management facility for the reporting period.

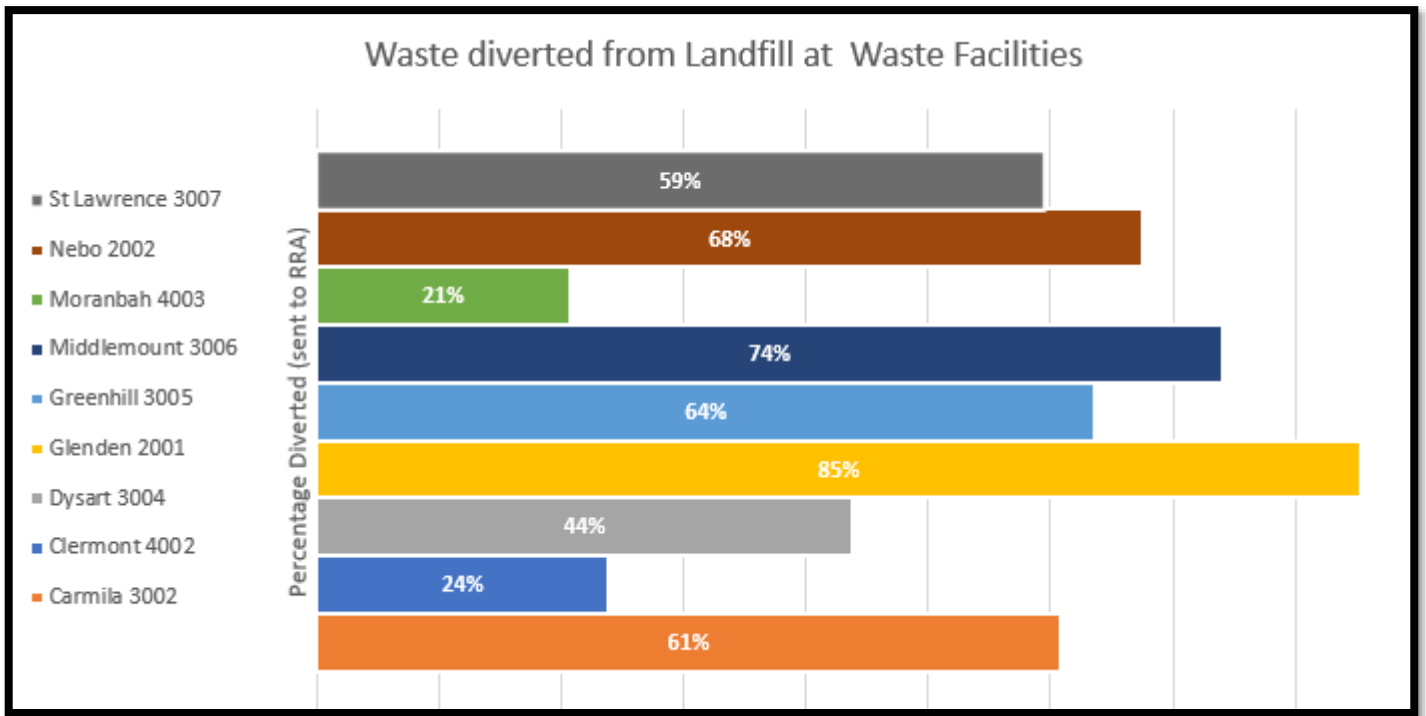


Figure 3 – Waste diverted from landfills at Waste Facilities 2025/2026 YTD

Commentary – The above graph shows the performance of each Waste Management Facility in diverting waste from landfill. Smaller transfer station sites generally achieve higher diversion rates, as materials are more readily separated for recovery prior to disposal.

In contrast, landfill sites have fewer opportunities for diversion, as waste is typically delivered directly from collection vehicles to landfill. In many cases, recoverable materials such as scrap metal are already removed at the source by waste generators, resulting in predominantly residual waste being received at Council facilities.


CONCLUSION

Waste Services has continued to deliver essential waste and recycling services across the Isaac region while progressing a broad program of operational, strategic, compliance and community-focused initiatives. The reporting period demonstrates continued service resilience, with the department maintaining core service delivery, supporting Clermont flood waste recovery, managing recyclables processing arrangements and progressing procurement activities that will support long-term service continuity.

Key achievements include processing significant green waste volumes at Moranbah Waste Management Facility, advancing landfill operations and waste collection tender planning, completing the review of Site Based Management Plans, developing the draft Waste Management Strategy, progressing Recycle Mate, and supporting regional waste and resource recovery collaboration through the Greater Whitsunday Council of Mayors.

Education activities with Moranbah East State School also reinforced Council's commitment to community engagement and long-term behaviour change.

The performance reporting in this report also highlights the continued importance of monitoring landfill volumes, facility transactions and waste diversion outcomes. These measures provide a practical basis for identifying operational trends, improving service planning and supporting future decisions on waste diversion, facility management and resource recovery priorities.



Over the next three months, Waste Services will focus on finalising and progressing key initiatives, including tender releases, landfill rehabilitation provisioning, recycled concrete reuse opportunities, workforce resilience planning, waste levy reporting, implementation of the Waste Management Strategy and continued regional collaboration. These actions will strengthen compliance, reduce operational risk, improve service resilience and support Council's commitment to responsible waste management and improved resource recovery outcomes for the community.

MEETING DETAILS	Water and Waste Standing Committee Meeting Wednesday 8 July 2026
AUTHOR	Seungchan Bang
AUTHOR POSITION	Maintenance Planner Water and Waste

5.3 MORANBAH WATER DISTRIBUTION NETWORK LEAK DETECTION SURVEY REPORT

EXECUTIVE SUMMARY

This report includes a comprehensive leak detection survey across 77km of Moranbah of water distribution network to identify hidden sources of water loss and drive ongoing Non-Revenue Water (NRW) reduction initiatives. This survey successfully identified a total of 38 confirmed leaks, consisting of 33 Council-owned assets and 5 customer-owned assets. The annual potential water loss across the network is 15.1ML annually, which is equivalent to filling the Greg Cruickshank 50m pool approximately 10 times.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

1. *Receives and notes the contents of the Moranbah - Leak Detection Survey Report*

BACKGROUND

Council manages a complex water supply network, purchasing bulk raw water from external suppliers and treating it to be compliant high quality potable water prior to supplying to the community. To improve the efficiency of the water supply to the Moranbah community a leak detection survey across the Moranbah network was implemented to quantify active network losses and establish a clear baseline for water usage and water loss. This survey utilised an acoustic sounding leak detection system, monitoring acoustic signal between assets such as valves, hydrants and water meters, to identify abnormalities. This strategy transitions from reactive water network maintenance to a data-driven proactive maintenance approach.

FINDINGS

In normal operations, it is difficult to identify water losses often relying on customers reporting a leak to the Council or a Council employee identifying increased water usage. The primary outcome from the survey has been the successful delineation and quantification of localised water losses.

Key findings are below.

- Total confirmed leaks: 38
 - Council-owned asset: 33
 - Customer owned assets: 5



Figure 1 Example of Council-owned asset

- Customer-owned asset: 5



Figure 2 Example of customer-owned asset

Key operational achievements include:

- Quantification of systemic water losses: Identified NRW water losses up to 15.1ML in a year.
- High-Priority Isolation: 3 severe Council-owned asset water leaks
 - ✓ 23 Belshore St \ Hydrant \ 5.0 L/min
 - ✓ 17 Grout St \ Main to Meter Service Line \ 3.0L/min
 - ✓ 10 Arkarna Terrace \ Hydrant \ 2.0L/min
- Customer- Side Discovery: 2 severe customer-owned asset water leaks
 - ✓ 43 McCool St \ Meter to Property \ 3.0 L/min
 - ✓ 36 O'Neill St \ Meter to Property \ 2.5L/min

VALUE PROPOSITION

Reducing network leakage directly reduces the required volume of bulk raw water purchases required for Moranbah, consumption of treatment chemicals, electricity and labour to produce portable water. Utilising a bulk raw water purchase baseline of \$1,410/ML, repairing the identified defects will yield immediate, direct savings in raw water purchase.

A financial summary of this survey's expected impact is below.

- Investment: \$23K (Incl GST)
- Amount of water to be saved: 15.1ML
- Bulk raw water purchase: \$1,410/ML
- ✓ Benefits: $\$1,410/\text{ML} \times 15.1\text{ML} = \21K
- Plus chemical and electricity cost savings.

Return on Investment (ROI) is approximately 13 months. This ROI proves that proactive acoustic leak surveying is a self-funding operational strategy in Moranbah. The benefits in other townships would be less financially driven but the reduction of non-revenue water losses is valuable from a system sustainability perspective across the region.

CONSULTATION

- Water and Wastewater Team
- Maintenance Planner – Water and Waste
- Treatment Plant Supervisor – North
- Project Managers Planning and Projects
- Coordinator Water and Wastewater
- Manager Operations and Maintenance
- Director Water and Waste

BASIS FOR RECOMMENDATION

The recommendation is to note the progress of the Moranbah Water Distribution Network Leak Detection Survey. This initiative directly aligns with the objectives of the Water & Waste Directorate's preventive maintenance framework.

ACTION ACCOUNTABILITY

The Manager Operations and Maintenance retain direct accountability for the execution and lifecycle of this program.

KEY MESSAGES

Proactive, data-driven network management guarantees the efficient, sustainable and uninterrupted delivery of essential water services to the community. In addition, mitigating unquantified water losses ensures optional utilisation of Council resources by minimising bulk water purchasing and non-revenue water losses.

WATER AND WASTE DIRECTORATE

Report prepared by:

SEUNGCHAN BANG
Water and Waste Maintenance Planner

Date: 23 June 2026

Report authorised by:

SCOTT CASEY
Director Water and Waste

Date: 30 June 2026

ATTACHMENTS

Nil

REFERENCE DOCUMENT

Nil

MEETING DETAILS	Water and Waste Standing Committee Meeting Wednesday 8 July 2026
AUTHOR	Lisa Tonkin
AUTHOR POSITION	Manager Business Services

5.4 WATER AND SEWERAGE CONNECTIONS, DISCONNECTIONS AND BILLING POLICY

EXECUTIVE SUMMARY

The purpose of this report is to present the updated Water and Sewerage Connections, Disconnections and Billing Policy for adoption.

OFFICER'S RECOMMENDATION

That the Committee recommends to Council to:

- 1. Adopt the updated Water and Sewerage Connections, Disconnections and Billing Policy (CORP-POL-085).**

BACKGROUND

The Water and Sewerage Connections, Disconnections and Billing Policy (CORP-POL-085) was adopted by Isaac Regional Council (Council) in August 2025 (Resolution Number 9351) to define how the Water and Waste Directorate (W&W) will manage requests from property owners to connect to or disconnect from our water and/or sewer network.

With consideration to the Water Rates Review outcomes effective 1 July 2026, the following changes are proposed:

- Updating to include the provisions in which a concession may be sought following the receipt of the Rates Notice for the period 1 July 2026 to 31 December 2026.
 - After the completion of a 1-year Communication Plan, approximately 10% of the properties identified for a meter size review have engaged with Council. Creating a policy position before the new Water Access Charges are levied will ensure officers can effectively and consistently assist eligible property owners after the effective date.
- Updating to the new Council policy template.
 - Since the last update in August 2025, a new policy template has been developed. This review will incorporate the additional sub-sections entitled Review and Version Control.
- Removing the payment terms.
 - To ensure the policy remains up to date if changes in payment terms occur.
- Increase the Rating Categories from 58 to 67 in line with the Council's Revenue Statement.

IMPLICATIONS

In June 2025, Council endorsed the Water Rates Review outcomes to be effective from 1 July 2026 after a year of community consultation and awareness. A Communication Plan was developed with engagement activities occurring regularly throughout the year. Despite this campaign, which included over 600 individual letters being sent, engagement has been low.

As the new Water Access Charges are predominately based on installed water meters, including their use, their size and how many, a number of properties were identified as having the potential to downsize or reduce, ultimately reducing their annual rates charges. The financial impact of these meter changes was estimated and included as part of the modelling completed by AEC Group Pty Ltd in determining the 2026/27 Water Access Charges. Only approximately 10% of those changes identified have been formally requested by the property owner in line with the Water and Sewerage Connections, Disconnections and Billing Policy.

It is presumed that although customer requests have been low to date, this will increase following the receipt of the first Rates Notice with the new Water Access Charges included in August 2026. It is therefore recommended that a policy position be endorsed to recognise eligible properties and allow for a meter review to be undertaken after this date within the parameters outlined in the policy.

A record of all change requests will be maintained by Water and Waste and shared with the Rates and Accounts Department, as required, to ensure the linkages between applications being approved, physical changes occurring in the field and the correct rating being levied is managed accordingly.

CONSULTATION

- Manager Rates and Accounts
- Director Water and Waste
- Program Leader – Customer Administration and Business
- Project Administration Officer
- Governance and Assurance Department

BASIS FOR RECOMMENDATION

The Water and Sewerage Connections, Disconnections and Billing Policy has been updated to ensure it conforms to Council's current practices, legislation and related documents.

ACTION ACCOUNTABILITY

Manager Business Services to ensure approved policy is registered through Governance and Assurance and made available on Council's public website, as applicable.

The Water and Sewerage Connections, Disconnections and Billing Policy is to be reviewed and updated again at the completion of the concession period.

KEY MESSAGES

The Water and Sewerage Connections, Disconnections and Billing Policy has been updated to ensure it is up to date, relevant and follows best practice.

WATER AND WASTE DIRECTORATE

Report prepared by:

LISA TONKIN
Manager Business Services

Date: 23 June 2026

Report authorised by:

SCOTT CASEY
Director Water and Waste

Date: 30 June 2026

ATTACHMENTS

- Attachment 1 - Water and Sewerage Connections, Disconnections and Billing Policy – Tracked changes
- Attachment 2 - Water and Sewerage Connections, Disconnections and Billing Policy - Clean

REFERENCE DOCUMENT

- Application for Water Connection/Disconnection/Change Meter Size Form (WW-FRM-272)

COUNCIL POLICY



WATER AND SEWERAGE CONNECTIONS, DISCONNECTIONS AND BILLING

POLICY NUMBER	CORP-POL-085	DOCUMENT ID	3536127
CATEGORY	Community		
POLICY OWNER	Water and Waste		
APPROVAL DATE	27 August 2025	RESOLUTION NUMBER	Ord # 9354

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COUNCIL POLICY

OBJECTIVE

This Policy aims to:

- Protect the health and safety of the community by ensuring appropriate water and sewerage connection standards and practices;
- Ensure water and sewerage services support regional growth;
- Inform customers of Council's commitments and customers' responsibilities for connecting to Council's water and sewerage networks;
- Define how council reads, calculates and applies charges relevant to the consumption of water; and
- Ensure all connections and associated charges comply with appropriate Acts and Regulations.

SCOPE

This Policy applies to any business or individual who intends to connect to, or disconnect from, Council's water and sewerage infrastructure. The specific issues and activities governed by this policy are:

- Connection to / Disconnection from Council Water and Sewerage networks;
- Changing the installed Water Meter Size;
- Sub-metering requirements; and
- Water meter reading and billing requirements.

DEFINITIONS

TERM / ACRONYM

MEANING

AMR	Automatic Meter Reader. This is the device attached to each individual meter that allows the water usage to be automatically uploaded to Council's system.
Australian Drinking Water Guidelines / ADWG	The Australian Drinking Water Guidelines set out the health and aesthetic standards that the drinking water we supply is required to comply to in order to ensure that it is safe to drink.
Authorised Person	An Authorised Person means any person appointed under: <ul style="list-style-type: none">• Chapter 8, Part 2A, section 973, of the <i>Water Act 2000</i>;• Chapter 6, Part 6, section 202, of the <i>Local Government Act 2009</i>; or

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	<ul style="list-style-type: none">• Chapter 2, Part 3, section 45, of the <i>Water Supply (Safety and Reliability) Act 2008</i> Any other legislation, Local Law or other statutory instrument for the purpose of exercising powers associated with or ancillary to the matters set out in this Policy
Council	Isaac Regional Council.
Combined Fire Service	A single meter which combines the supply of water for a property for both their regular water usage and for the purpose of firefighting.
Customer	A customer is any consumer of Council's water and sewerage products and/or services.
Consumption	The amount of water consumed during a given period which is measured in kilolitres (kL) to calculate water usage.
Consumption Charge	The basis for charging for each kilolitre (kL) of water used, as set out in Council's Revenue Statement each year.
Flow Test	A Flow Test is undertaken to ensure sufficient supply and pressure to a proposed connection. The test involves physically flowing water through a flow meter equipped with a pressure gauge to measure the available water flow and pressure.
Hydraulic Review	A hydraulic review assesses a property's water use requirements to determine the proposed water meter size.
Network analysis	A Network Analysis is carried out using a hydraulic model to ensure sufficient supply and pressure to a proposed connection. The pressures and flows provided by the analysis are indicative only and are derived by theoretical network analysis for normal summer operating conditions.
Products & Services	Products and services provided by Council include, but are not limited to: <ul style="list-style-type: none">• Provision of water to ADWG:<ul style="list-style-type: none">– Installation of new service connections.– Repairs to service line connections.– Water meter testing.

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- Removal of service connections.
- Replacement of stolen water meters.
- Relocation of service connection points.
- Provision of reticulated wastewater services including wastewater treatment and by-product disposal.
- Provision of treated effluent (recycled water) and biosolids for reuse purposes.
- Provision of information.
- Water and Wastewater location plans:
 - Water meter readings at request.
 - Physical location of water mains.
 - Physical location of sewer mains.
 - Inspection of sewers before and after construction of structures.

Inspection of wastewater infrastructure sub-divisional works.

Property End Use

The type of property being serviced by Council, which may include residential house, multiple occupancy, commercial, industrial or mixed use.

Property owner

The owner or owners of the subject property.
The organisation or person/s registered to be the owner of the connected premises. An owner is the registered proprietor of land under the provisions of the Land Title Act 1994; the lessee or licensee of the land under the Land Act 1994; a person who has lawful control of the land; or a person who is entitled to receive rents and profits from the land. Includes the occupier of the land, i.e. a person who is in charge of the land, but not a tenant occupier, e.g. an occupier of residential or commercial premises under a tenancy or similar agreement.

QFES

Queensland Fire and Emergency Services.

Separate Fire Service

A separate fire service is a dedicated standpipe water connection for a property for the sole purpose of firefighting.

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Sub-Metering	The installation of individual water meters to measure water consumption to individual houses, units, flats or apartments that form part of a multiple unit premises.
Water Meter	A device, including an AMR or any equipment related to the device, for measuring the volume of water supplied to a property and installed on infrastructure that supplies retail water services at that property.
Water Notice	A summary statement providing a list of charges for services provided by Council that are due and payable.
Water Supply Service Area	In terms of the <i>Water Supply (Safety and Reliability) Act 2008</i> , Part 5, section 161, a Local Government may, by resolution, declare – 2. a) all or part of its local government area to be a service area for a retail water service or sewerage service; and b) the service provider for the service area. 3. A local government may, by resolution, amend the declaration by adding an area to, or removing an area from, the service area.

POLICY STATEMENT

WATER AND SEWER CONNECTION

Council is committed to ensuring that connections to, or extensions of, the water and sewer networks meet Australian Standards, support population growth, and protect the health and safety of the community.

Council is committed to:

- Connecting a property owner's premise that is within Council's designated water supply service area and/or sewerage infrastructure service area when requested.
- Assessing an application for a water, sewer or fire service connection and responding to the property owner according to the Water and Waste Customer Service Standards.
- Advising property owners applying to connect to Council's water supply and/or sewer infrastructure of the fees and charges upon assessment of the application.
- Publishing standard connection fees information and updating the Schedule of Fees and Charges annually.

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- Advising property owners applying to connect to Council's water supply, firefighting and/or sewer infrastructure if a standard connection is not available at the nominated location based on Council's assessment of the application and providing an estimate of the costs required to connect.
- Providing an offer to connect that informs applicants of:
 - The type of connection available.
 - The type of service available to the property once it has been connected.
 - The required fees and charges payable for the type of connection.
 - The construction program associated with the design and construction of the connection, including timeframes.
 - Any approvals the property owner is required to obtain and any preconditions for Council to do the work.
 - Any post-construction requirements.
- After payment has been received from the property owner, constructing/activating or disconnecting the service within Council's established timeframes, as set out in the Water and Waste Customer Standards Policy. Connections which require extension or upgrade of the network may take longer in the construction phase because they are dependent on extension or upgrade works separate to the connection works.
- Not disconnecting a property where it is known, or suspected, by Council, that there is a person or persons living lawfully or unlawfully in the premises.

Property owners requesting to connect to Council's water or sewer network are required to:

- Formally request to be connected using Council's relevant application form.
- Nominate the size of the water service they would like installed. Council can advise of the most suitable size and in some circumstances will need to nominate a minimum or maximum size to suit the property owner's needs to conform to Council's operational or infrastructure requirements.
- For fire service applications, provide the results of a Flow Test or Network Analysis with their application. The construction of the internal fire system is required to be based on the results of the Flow Test or Network Analysis.
- Pay the relevant connection fee.

All new water supply connections will be metered.

Council will not accept applications for connection or disconnection from any party other than the owner of the property or a person authorised by the owner of the property.

WATER AND SEWER DISCONNECTIONS

If a water or sewer service is no longer required only Council can carry out the works including disconnecting at the water main, and the removal of the meter and meter assembly. Property owners are required to formally request to be disconnected using Council's relevant application form.

CHANGING SIZE OF IN-SERVICE WATER METERS

Property owners can contact a licensed plumber to complete a hydraulic review of their current metering arrangements. A hydraulic review assesses a property's water usage requirements to determine if the property can downsize to a smaller water meter and therefore pay a lower access change.

Council will not accept applications for change of a meter size from any party other than the owner of the property or a person authorised by the owner of the property.

Applicants are solely responsible for ensuring that they are satisfied the proposed size of their water meter is sufficient, including for fire safety purposes. Particular properties will require applicants to provide specialist advice about this before Council considers an application.

Council complies with any requirement or scheme established under the relevant water legislation in Queensland.

Owners of General Rate Categories 1 to 2 that are requesting an In-Service Water Meter to be changed in size are required to complete an "Application for Water Connection / Disconnection / Meter Size Change" (WW-FRM-272).

Owners of General Rate Categories 3 to 8 that are requesting an In-Service Water Meter to be changed in size are required to complete the following:

- Engage a Licensed Plumber to conduct a hydraulic review of their metering and water arrangements on the property, and have the Licensed Plumber complete Section 1 of the Hydraulic Review Form (WW-FRM-638); and,
- Submit the Hydraulic Review Form with a completed Application for Water Connection / Disconnection / Meter Size Change to Council for assessment.

If the application is not compliant with the applicable Acts and Regulations the property owner will be advised in writing.

Owners of General Rate Categories from 9 to ~~58-67~~ are required to engage a recognised professional hydraulic engineer to complete a hydraulic review of their metering and water arrangements. Council also requires an inspection to be completed on the property by the hydraulic engineer regarding fire systems that may be required on the property. If the hydraulic review and inspection show that it is feasible to change the size of the In-service Water meter:

- The owner must complete and submit an Application for Water Connection / Disconnection / Meter Size Change; and

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- Attach the completed Hydraulic Review Form to the application form.

If the application is not compliant with the applicable Acts and Regulations the property owner will be advised in writing.

Sub-Metering

- An in-service water meter is to remain in situ if sub meters are to be installed.
- If the owner of a property considers that the existing in-service water meter is of the incorrect size the process outlined in the above section of this policy "Changing size of in-service water meters" must be completed.
- The installation of sub meters after Council's in-service water meter is to be carried out by a licenced plumber at the owner's cost. The appropriate application must be completed before any work is commenced.
- Council is responsible for reading the in-service water meters only.

WATER METER READING AND BILLING

Accessing the Meter

An authorised person may enter a customer's property at any reasonable time (section 37 of the *Water Supply (Safety and Reliability) Act 2008*) without prior notice to carry out any of the following activities:

- Read a meter.
- Check the accuracy of a meter.
- Maintain or replace a meter.

To assist in accessing and reading the meter, customers are required to ensure that:

- A clear space of at least 3300 millimetres horizontally and 1,200 millimetres vertically is maintained, around any of Council's meters on the customers premises.
- There is always easy and safe access to the meter.
- A branch or fitting to a property water supply connection is not connected within one meter of Council's meters, except with Council's approval.
- They notify Council of damaged or malfunctioning meters.
- They notify Council if they have a dog that may hinder the ability to access the meter.

Routine Meter Reads

Where possible, all water notices for consumption are calculated based on the information supplied through an AMR or a manual/physical meter reading to determine the water usage over a given period. For

COUNCIL POLICY



customers who do not have an AMR installed, Council will take all reasonable steps to manually read the water meter at each customers property every six (6) months.

It is the responsibility of the property owner to ensure the water meter is accessible for reading, or if not possible, when requested, will make arrangements with Council to supply a reading to enable accurate billing.

In accordance with Section 102 of the *Local Government Regulation 2012*, water meters are taken to have been read during the period that starts two (2) weeks before and ends two (2) weeks after, the day on which the water meters are actually read as per the Council Revenue Statement which is adopted each year.

Estimated Water Use

While Council will use its best endeavours to ensure metering data is obtained, occasionally Council may be required to estimate the reading. A customer's water notice will clearly indicate whether the billed water consumption has been based on an estimate of water used rather than a meter reading and provide the reason for the estimate.

Council will base the customers consumption charge on a reasonable estimate by using one of the following approaches:

- Referring to an average consumption in previous period.
- Referring to the consumption for the same time period of the previous year for the premise.
- On a basis agreed with the customer.

Customers can contact Council for further information on the basis of the estimate and the reason for the estimate.

Council will provide customers with a revised consumption total if it is found that the estimate was not reasonable having regard to a subsequent and accurate meter reading.

Council will ensure that an estimation of water does not happen in two (2) or more consecutive billing cycles, without reasonable justification.

If the customer believes that their consumption charge is inaccurate due to a faulty meter or unreasonable estimation, they may request a special meter reading or meter test to verify the consumption charged on their water notice.

Testing the Meter

In cases where water charges have been levied when the meter is suspected by the customer of being faulty, Council will test the meter, at the customer's request and at a time suitable to all parties. A meter is considered to be faulty if the test shows it is outside the margin specified in the Meter Test Fee included in the current financial year Schedule of Fees and Charges.

The customer is required to pay the Meter Test Fee as per the current financial year Schedule of Fees and Charges prior to the meter test being carried out.

If on test the meter is found to be faulty to the detriment of the customer, Council will:

- Refund to the customer the charge levied for testing the meter.
- Write off the overcharged proportion of the customer's current water consumption account and issue a corrected water account (up to twelve (12) months retrospectively).
- Remove the faulty meter and replace it with a new meter.

If the meter is found, on test, to be faulty to the detriment of Council (e.g. the meter is reading lower than it should and the customer has been undercharged for their consumption), the water notices originally supplied will stand for that billing period. Council will not seek to collect any undercharged amounts incurred during this billing cycle from the customer. The Meter Test Fee will be refunded to the customer, and the faulty meter will be removed and replaced with a new meter at no cost to the customer.

The customer or a representative of the customer will be required to sign the meter test form as an acknowledgement of the test results.

The customer will be advised of the outcome of a water meter test within ten (10) working days from the date Council receives a completed application and payment from the customer.

Meter Replacement

Council will replace a meter at no cost to the customer if the meter is:

- found to be faulty (if it is registering outside the prescribed margin and unable to be repaired), or
- is part of a meter replacement program.

Damaged Water Meters

If a water meter is damaged, the customer must notify Council immediately. While the water meter remains the property of Council, property owners/customers are responsible for the water meter and if damaged in any way and by any cause regardless of intent, the customer will incur a fee for repair or replacement as outlined in the current financial year Schedule of Fees and Charges.

Theft of Water or the Meter

Water mains, fire hydrants and water meters belong to Council. It is illegal to:

- Use an unauthorised connection to Council's water supply.

COUNCIL POLICY

- Use an unmetered water supply without Council approval.
- Remove the locking pin on a locked and tagged water pipe.
- Use a fire service for anything other than testing, a fire drill or fighting a fire.
- Tamper with a meter.
- Steal a meter.

Theft of water from one property to another property is a civil matter and is not covered under this policy.

Water Billing

Council is committed to:

- Issuing timely and accurate water notices.
- Ensuring customers have a range of convenient options to make their payment and these options are listed on the water notice.
- Ensuring disputed amounts are promptly investigated and no debt recovery action is taken against a customer until an outcome is reached.
- Adjusting an account from a billing period when the customer has notified us that a change to property end-use or connections has occurred. Undercharged amounts due to information not being promptly supplied will be back billed to the customer.

Council's water supply service customers are required to:

- Pay the account on or before the payment ~~due date term of thirty (30) days after the water notice has been issued~~ or notify Council if there is any dispute or financial difficulty affecting the customer's capacity to pay.
- Ensure that the customer contact information is up to date.
- Advise Council immediately if there are any changes to the property end-use or type of connections, ensuring relevant service applications have been made with Council.

Water usage will be calculated for each individual meter twice per financial year and consumption charges will be retrospectively charged on the water bill based on the billing periods end dates within each financial years Revenue Statement.

Water Access Charge changes effective 1 July 2026

In recognition of the changes to the Water Access Charge effective 1 July 2026, Council will adjust the Water Access Charge for the rating period 1 July 2026 to 31 December 2026 for eligible property owners who disconnect a water service, change the size of an in-service water meter, or update their dedicated or combined fire service water meters, in accordance with this Policy and its terms effective 1 July 2026. The adjustment will apply to all approved applications received before the due date of the rates notice issued for

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COUNCIL POLICY

the rating period 1 July 2026 to 31 December 2026. The access charge will be adjusted effective 1 July 2026 equivalent to the applicable Water Access Charge subject to the application.

LEGISLATIONS AND RELATED GUIDELINES

- *Water Supply (Safety and Reliability) Act 2008*
- *Water Act 2000*
- *Local Government Regulation 2012*
- *Local Government Act 2009*
- *Planning Act 2016*
- *Building Act 1975*
- *Plumbing and Drainage Act 2018*
- *Sustainable Planning Regulation 2009*
- *Building Code of Australia (E1.3)*
- *Australian Standard AS 2419 Fire Hydrant Installations - System Design, Installation and Commissioning*
- *Isaac Regional Council Schedule of Fees and Charges*
- *Isaac Regional Council Revenue Statement*
- *Isaac Regional Council Water and Waste Customer Service Standards*

REFERENCES

ID	NAME
WW-POL-046	Concealed Leak Remission Policy
WW-PRO-004	Concealed Leak Remission Procedure
WW-POL-108	Water Supply and Wastewater Service Complaints Policy
WW-FRM-272	Application for Water Connection / Disconnection / Meter Size Change
WW-FRM-329	Application for Sewerage Connection/Disconnection
WW-FRM-638	Hydraulic Review Form
WW-MISC-181	Water and Waste Customer Service Standards

REVIEW

This policy is required by legislation. This policy should be reviewed at intervals of no more than three years, or earlier if legislation or other circumstances change.

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COUNCIL POLICY



VERSION CONTROL

<u>DATE</u>	<u>VERSION</u>	<u>UPDATE</u>
19 December 2017	V1	Res 5198 - Council endorsed policy
23 September 2020	V2	Res 6864 - Council endorsed policy in updated format
28 May 2024	V3	Res 8754 - Council endorsed policy in updated format
27 August 2025	V4	Res 9351 - Council endorsed policy in updated format

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Document Owner: XXX
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WATER AND SEWERAGE CONNECTIONS, DISCONNECTIONS AND BILLING

POLICY NUMBER CORP-POL-085

DOCUMENT ID 3536127

CATEGORY Community

POLICY OWNER Water and Waste

APPROVAL DATE

**RESOLUTION
NUMBER**

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OBJECTIVE

This Policy aims to:

- Protect the health and safety of the community by ensuring appropriate water and sewerage connection standards and practices;
- Ensure water and sewerage services support regional growth;
- Inform customers of Council's commitments and customers' responsibilities for connecting to Council's water and sewerage networks;
- Define how council reads, calculates and applies charges relevant to the consumption of water; and
- Ensure all connections and associated charges comply with appropriate Acts and Regulations.

SCOPE

This Policy applies to any business or individual who intends to connect to, or disconnect from, Council's water and sewerage infrastructure. The specific issues and activities governed by this policy are:

- Connection to / Disconnection from Council Water and Sewerage networks;
- Changing the installed Water Meter Size;
- Sub-metering requirements; and
- Water meter reading and billing requirements.

DEFINITIONS

TERM / ACRONYM

MEANING

AMR	Automatic Meter Reader. This is the device attached to each individual meter that allows the water usage to be automatically uploaded to Council's system.
Australian Drinking Water Guidelines / ADWG	The Australian Drinking Water Guidelines set out the health and aesthetic standards that the drinking water we supply is required to comply to in order to ensure that it is safe to drink.
Authorised Person	An Authorised Person means any person appointed under: <ul style="list-style-type: none">• Chapter 8, Part 2A, section 973, of the <i>Water Act 2000</i>;• Chapter 6, Part 6, section 202, of the <i>Local Government Act 2009</i>; or

	<ul style="list-style-type: none"> Chapter 2, Part 3, section 45, of the <i>Water Supply (Safety and Reliability) Act 2008</i> <p>Any other legislation, Local Law or other statutory instrument for the purpose of exercising powers associated with or ancillary to the matters set out in this Policy</p>
Council	Isaac Regional Council.
Combined Fire Service	A single meter which combines the supply of water for a property for both their regular water usage and for the purpose of firefighting.
Customer	A customer is any consumer of Council's water and sewerage products and/or services.
Consumption	The amount of water consumed during a given period which is measured in kilolitres (kL) to calculate water usage.
Consumption Charge	The basis for charging for each kilolitre (kL) of water used, as set out in Council's Revenue Statement each year.
Flow Test	A Flow Test is undertaken to ensure sufficient supply and pressure to a proposed connection. The test involves physically flowing water through a flow meter equipped with a pressure gauge to measure the available water flow and pressure.
Hydraulic Review	A hydraulic review assesses a property's water use requirements to determine the proposed water meter size.
Network analysis	<p>A Network Analysis is carried out using a hydraulic model to ensure sufficient supply and pressure to a proposed connection.</p> <p>The pressures and flows provided by the analysis are indicative only and are derived by theoretical network analysis for normal summer operating conditions.</p>
Products & Services	<p>Products and services provided by Council include, but are not limited to:</p> <ul style="list-style-type: none"> Provision of water to ADWG: <ul style="list-style-type: none"> Installation of new service connections. Repairs to service line connections. Water meter testing.

- Removal of service connections.
- Replacement of stolen water meters.
- Relocation of service connection points.
- Provision of reticulated wastewater services including wastewater treatment and by-product disposal.
- Provision of treated effluent (recycled water) and biosolids for reuse purposes.
- Provision of information.
- Water and Wastewater location plans:
 - Water meter readings at request.
 - Physical location of water mains.
 - Physical location of sewer mains.
 - Inspection of sewers before and after construction of structures.

Inspection of wastewater infrastructure sub-divisional works.

Property End Use

The type of property being serviced by Council, which may include residential house, multiple occupancy, commercial, industrial or mixed use.

Property owner

The owner or owners of the subject property.
The organisation or person/s registered to be the owner of the connected premises. An owner is the registered proprietor of land under the provisions of the Land Title Act 1994; the lessee or licensee of the land under the Land Act 1994; a person who has lawful control of the land; or a person who is entitled to receive rents and profits from the land. Includes the occupier of the land, i.e. a person who is in charge of the land, but not a tenant occupier, e.g. an occupier of residential or commercial premises under a tenancy or similar agreement.

QFES

Queensland Fire and Emergency Services.

Separate Fire Service

A separate fire service is a dedicated standpipe water connection for a property for the sole purpose of firefighting.

Sub-Metering	The installation of individual water meters to measure water consumption to individual houses, units, flats or apartments that form part of a multiple unit premises.
Water Meter	A device, including an AMR or any equipment related to the device, for measuring the volume of water supplied to a property and installed on infrastructure that supplies retail water services at that property.
Water Notice	A summary statement providing a list of charges for services provided by Council that are due and payable.
Water Supply Service Area	In terms of the <i>Water Supply (Safety and Reliability) Act 2008</i> , Part 5, section 161, a Local Government may, by resolution, declare – 2. a) all or part of its local government area to be a service area for a retail water service or sewerage service; and b) the service provider for the service area. 3. A local government may, by resolution, amend the declaration by adding an area to, or removing an area from, the service area.

POLICY STATEMENT

WATER AND SEWER CONNECTION

Council is committed to ensuring that connections to, or extensions of, the water and sewer networks meet Australian Standards, support population growth, and protect the health and safety of the community.

Council is committed to:

- Connecting a property owner's premise that is within Council's designated water supply service area and/or sewerage infrastructure service area when requested.
- Assessing an application for a water, sewer or fire service connection and responding to the property owner according to the Water and Waste Customer Service Standards.
- Advising property owners applying to connect to Council's water supply and/or sewer infrastructure of the fees and charges upon assessment of the application.
- Publishing standard connection fees information and updating the Schedule of Fees and Charges annually.

- Advising property owners applying to connect to Council's water supply, firefighting and/or sewer infrastructure if a standard connection is not available at the nominated location based on Council's assessment of the application and providing an estimate of the costs required to connect.
- Providing an offer to connect that informs applicants of:
 - The type of connection available.
 - The type of service available to the property once it has been connected.
 - The required fees and charges payable for the type of connection.
 - The construction program associated with the design and construction of the connection, including timeframes.
 - Any approvals the property owner is required to obtain and any preconditions for Council to do the work.
 - Any post-construction requirements.
- After payment has been received from the property owner, constructing/activating or disconnecting the service within Council's established timeframes, as set out in the Water and Waste Customer Standards Policy. Connections which require extension or upgrade of the network may take longer in the construction phase because they are dependent on extension or upgrade works separate to the connection works.
- Not disconnecting a property where it is known, or suspected, by Council, that there is a person or persons living lawfully or unlawfully in the premises.

Property owners requesting to connect to Council's water or sewer network are required to:

- Formally request to be connected using Council's relevant application form.
- Nominate the size of the water service they would like installed. Council can advise of the most suitable size and in some circumstances will need to nominate a minimum or maximum size to suit the property owner's needs to conform to Council's operational or infrastructure requirements.
- For fire service applications, provide the results of a Flow Test or Network Analysis with their application. The construction of the internal fire system is required to be based on the results of the Flow Test or Network Analysis.
- Pay the relevant connection fee.

All new water supply connections will be metered.

Council will not accept applications for connection or disconnection from any party other than the owner of the property or a person authorised by the owner of the property.

WATER AND SEWER DISCONNECTIONS

If a water or sewer service is no longer required only Council can carry out the works including disconnecting at the water main, and the removal of the meter and meter assembly. Property owners are required to formally request to be disconnected using Council's relevant application form.

CHANGING SIZE OF IN-SERVICE WATER METERS

Property owners can contact a licensed plumber to complete a hydraulic review of their current metering arrangements. A hydraulic review assesses a property's water usage requirements to determine if the property can downsize to a smaller water meter and therefore pay a lower access charge.

Council will not accept applications for change of a meter size from any party other than the owner of the property or a person authorised by the owner of the property.

Applicants are solely responsible for ensuring that they are satisfied the proposed size of their water meter is sufficient, including for fire safety purposes. Particular properties will require applicants to provide specialist advice about this before Council considers an application.

Council complies with any requirement or scheme established under the relevant water legislation in Queensland.

Owners of General Rate Categories 1 to 2 that are requesting an In-Service Water Meter to be changed in size are required to complete an "Application for Water Connection / Disconnection / Meter Size Change" (WW-FRM-272).

Owners of General Rate Categories 3 to 8 that are requesting an In-Service Water Meter to be changed in size are required to complete the following:

- Engage a Licensed Plumber to conduct a hydraulic review of their metering and water arrangements on the property, and have the Licensed Plumber complete Section 1 of the Hydraulic Review Form (WW-FRM-638); and,
- Submit the Hydraulic Review Form with a completed Application for Water Connection / Disconnection / Meter Size Change to Council for assessment.

If the application is not compliant with the applicable Acts and Regulations the property owner will be advised in writing.

Owners of General Rate Categories from 9 to 67 are required to engage a recognised professional hydraulic engineer to complete a hydraulic review of their metering and water arrangements. Council also requires an inspection to be completed on the property by the hydraulic engineer regarding fire systems that may be required on the property. If the hydraulic review and inspection show that it is feasible to change the size of the In-service Water meter:

- The owner must complete and submit an Application for Water Connection / Disconnection / Meter Size Change; and

- Attach the completed Hydraulic Review Form to the application form.

If the application is not compliant with the applicable Acts and Regulations the property owner will be advised in writing.

Sub-Metering

- An in-service water meter is to remain in situ if sub meters are to be installed.
- If the owner of a property considers that the existing in-service water meter is of the incorrect size the process outlined in the above section of this policy “Changing size of in-service water meters” must be completed.
- The installation of sub meters after Council’s in-service water meter is to be carried out by a licenced plumber at the owner’s cost. The appropriate application must be completed before any work is commenced.
- Council is responsible for reading the in-service water meters only.

WATER METER READING AND BILLING

Accessing the Meter

An authorised person may enter a customer’s property at any reasonable time (section 37 of the *Water Supply (Safety and Reliability) Act 2008*) without prior notice to carry out any of the following activities:

- Read a meter.
- Check the accuracy of a meter.
- Maintain or replace a meter.

To assist in accessing and reading the meter, customers are required to ensure that:

- A clear space of at least 3300 millimetres horizontally and 1,200 millimetres vertically is maintained, around any of Council’s meters on the customers premises.
- There is always easy and safe access to the meter.
- A branch or fitting to a property water supply connection is not connected within one meter of Council’s meters, except with Council’s approval.
- They notify Council of damaged or malfunctioning meters.
- They notify Council if they have a dog that may hinder the ability to access the meter.

Routine Meter Reads

Where possible, all water notices for consumption are calculated based on the information supplied through an AMR or a manual/physical meter reading to determine the water usage over a given period. For

customers who do not have an AMR installed, Council will take all reasonable steps to manually read the water meter at each customers property every six (6) months.

It is the responsibility of the property owner to ensure the water meter is accessible for reading, or if not possible, when requested, will make arrangements with Council to supply a reading to enable accurate billing.

In accordance with Section 102 of the *Local Government Regulation 2012*, water meters are taken to have been read during the period that starts two (2) weeks before and ends two (2) weeks after, the day on which the water meters are actually read as per the Council Revenue Statement which is adopted each year.

Estimated Water Use

While Council will use its best endeavours to ensure metering data is obtained, occasionally Council may be required to estimate the reading. A customer's water notice will clearly indicate whether the billed water consumption has been based on an estimate of water used rather than a meter reading and provide the reason for the estimate.

Council will base the customers consumption charge on a reasonable estimate by using one of the following approaches:

- Referring to an average consumption in previous period.
- Referring to the consumption for the same time period of the previous year for the premise.
- On a basis agreed with the customer.

Customers can contact Council for further information on the basis of the estimate and the reason for the estimate.

Council will provide customers with a revised consumption total if it is found that the estimate was not reasonable having regard to a subsequent and accurate meter reading.

Council will ensure that an estimation of water does not happen in two (2) or more consecutive billing cycles, without reasonable justification.

If the customer believes that their consumption charge is inaccurate due to a faulty meter or unreasonable estimation, they may request a special meter reading or meter test to verify the consumption charged on their water notice.

Testing the Meter

In cases where water charges have been levied when the meter is suspected by the customer of being faulty, Council will test the meter, at the customer's request and at a time suitable to all parties. A meter is considered to be faulty if the test shows it is outside the margin specified in the Meter Test Fee included in the current financial year Schedule of Fees and Charges.

The customer is required to pay the Meter Test Fee as per the current financial year Schedule of Fees and Charges prior to the meter test being carried out.

If on test the meter is found to be faulty to the detriment of the customer, Council will:

- Refund to the customer the charge levied for testing the meter.
- Write off the overcharged proportion of the customer's current water consumption account and issue a corrected water account (up to twelve (12) months retrospectively).
- Remove the faulty meter and replace it with a new meter.

If the meter is found, on test, to be faulty to the detriment of Council (e.g. the meter is reading lower than it should and the customer has been undercharged for their consumption), the water notices originally supplied will stand for that billing period. Council will not seek to collect any undercharged amounts incurred during this billing cycle from the customer. The Meter Test Fee will be refunded to the customer, and the faulty meter will be removed and replaced with a new meter at no cost to the customer.

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- Ensuring customers have a range of convenient options to make their payment and these options are listed on the water notice.
- Ensuring disputed amounts are promptly investigated and no debt recovery action is taken against a customer until an outcome is reached.
- Adjusting an account from a billing period when the customer has notified us that a change to property end-use or connections has occurred. Undercharged amounts due to information not being promptly supplied will be back billed to the customer.

Council's water supply service customers are required to:

- Pay the account on or before the payment due date or notify Council if there is any dispute or financial difficulty affecting the customer's capacity to pay.
- Ensure that the customer contact information is up to date.
- Advise Council immediately if there are any changes to the property end-use or type of connections, ensuring relevant service applications have been made with Council.

Water usage will be calculated for each individual meter twice per financial year and consumption charges will be retrospectively charged on the water bill based on the billing periods end dates within each financial years Revenue Statement.

Water Access Charge changes effective 1 July 2026

In recognition of the changes to the Water Access Charge effective 1 July 2026, Council will adjust the Water Access Charge for the rating period 1 July 2026 to 31 December 2026 for eligible property owners who disconnect a water service, change the size of an in-service water meter, or update their dedicated or combined fire service water meters, in accordance with this Policy and its terms effective 1 July 2026. The adjustment will apply to all approved applications received before the due date of the rates notice issued for

the rating period 1 July 2026 to 31 December 2026. The access charge will be adjusted effective 1 July 2026 equivalent to the applicable Water Access Charge subject to the application.

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- *Planning Act 2016*
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This policy is required by legislation. This policy should be reviewed at intervals of no more than three years, or earlier if legislation or other circumstances change.

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MEETING DETAILS	Water and Waste Standing Committee Wednesday 8 July 2026
AUTHOR	Janaka Mahendrapala
AUTHOR POSITION	Planning Engineer - Planning and Projects

5.5 PROPOSED WATER SERVICE AREAS (CLERMONT, CARMILA AND ST LAWRENCE)

EXECUTIVE SUMMARY

The purpose of this report is to present the outcomes of the review of the Clermont, Carmila, and St Lawrence Water Service Areas (WSAs), undertaken in accordance with the requirements of the *Water Supply (Safety and Reliability) Act 2008 (Qld)*.

The review identified that:

- Clermont: More than 150 properties located outside the currently declared WSA are connected to the reticulated water network, with 43 properties proposed for inclusion.
- Carmila: Six (6) properties adjacent to the current WSA are already serviced or have access to the reticulated water network and are proposed for inclusion.
- St Lawrence: Five (5) properties adjacent to the current WSA are already connected and are proposed for inclusion.

The proposed amendments primarily formalise the existing serviced extent of the network and do not require immediate infrastructure augmentation. The majority of affected properties are already connected and currently subject to water access charges.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Endorse the proposed amendments to the Clermont, Carmila, and St Lawrence Water Service Areas as outlined in this report.**
- 2. Approve the publication of the Notice of Declaration for the amended Water Service Areas in accordance with legislative requirements.**

BACKGROUND

The Legislative Requirements for approved water service areas sits under *the Water Supply (Safety and Reliability) Act 2008*. The below extract identifies the requirements when the water service area is amended.

S 162 Notice of declaration of service area

If a local government makes or amends a declaration under [section 161](#), the local government must—

(a) publish a notice of the declaration or amendment; and

(b) make the notice available for inspection and purchase under the [Local Government Act](#); and

(c) give the regulator a copy of the notice.

The current Water Service Area mapping for Clermont, Carmila, and St Lawrence was last formally updated in 2017 under council resolution No. 5097.

A review of Council records (TechnologyOne Property and Intramaps) has identified that a number of properties outside the current WSAs are already connected to, or have access to, the reticulated water supply. These connections were historically approved prior to the establishment of the current boundaries or have been implemented through operational requirements.

The proposed amendments form part of Council's ongoing program to:

- Align service area boundaries with existing infrastructure
- Improve governance and compliance
- Ensure consistency between planning, operations, and revenue frameworks

CURRENT AND PROPOSED CHANGES TO WATER SERVICE AREA

Clermont

The current Water Service Area for Clermont was adopted under Council resolution in 2017.

This review has identified:

- Over 150 properties connected outside the existing WSA
- Capacity limitations prevents full inclusion of all these properties
- A subset of 43 properties that can be reasonably included based on:
 - Existing network availability
 - Adequate treatment capacity
 - Acceptable level of service

The proposed amendment represents a logical adjustment to align the declared boundary with the actual serviced area and does not extend infrastructure beyond current operational limits.

Carmila

The review identified six (6) properties adjacent to the existing WSA that are currently serviced by, or have access to, the reticulated water network but are not formally included within the WSA boundary.

- Five properties have active water connections and are currently charged water access and consumption charges
- One property has access to the network and is charged a water access charge

The proposed amendment formalises the existing servicing and billing arrangements and aligns the WSA boundary with the serviced area.

St Lawrence

The review identified five (5) properties adjacent to the existing WSA that are already connected to the reticulated water network and are currently charged water access charges.

The proposed amendment ensures that the WSA boundary accurately reflects the current serviced extent and aligns with Council's billing records.

IMPLICATIONS

Network Capacity

- Clermont: The Water Treatment Plant has sufficient capacity to service the proposed WSA through to 2036 under a planning demand of 400 L/EP/day (litres / equivalent person / day). The reticulation network is considered adequate based on previous hydraulic modelling and upgrades.
- Carmila and St Lawrence: Existing infrastructure is adequate to service the proposed inclusions.

No immediate capital works are required as a result of these amendments.

Cost impacts on properties

- Clermont
 - 43 properties proposed for inclusion
 - 31 already charged
 - 12 will become eligible for water access charges
- Carmila
 - No new charges anticipated (properties already charged or have access charges applied)
- St Lawrence
 - No new charges anticipated (properties already charged)

All charges will be applied in accordance with:

- Isaac Regional Council Revenue Statement
- Local Government Act 2009
- Local Government Regulation 2012

Any additional revenue impact is expected to be modest.

Administrative Implications

The primary implications for Council are related to customer communication and administration and include:

- Communicating changes to affected property owners
- Updating spatial mapping and property records
- Aligning billing classifications within TechnologyOne

Community Sensitivity

While the amendments are primarily administrative, there is potential for community concern, particularly in Clermont where some properties may become newly subject to water access charges.

To mitigate this risk, Council will:

- Provide clear communication to affected property owners coordinated by the Water and Waste Directorate in consultation with Rates and Customer Service.
- Explain the purpose of the amendments
- Clarify how and when charges apply
- Provide contact points for enquiries

CONSULTATION

The following internal stakeholders have been consulted or will be consulted:

- Manager Planning and Projects
- Manager Operations and Maintenance
- Manager Business Services
- Manager Rates & Accounts

BASIS FOR RECOMMENDATION

The proposed amendments to the Water Service Areas:

- Align declared service boundaries with the existing serviced network
- Improve compliance with legislative requirements
- Reflect actual infrastructure capacity and service provision
- Minimise operational and financial impacts
- Maintain Council's policy position regarding service area limits

ACTION ACCOUNTABILITY

Implementation of the amended Water Service Areas will be coordinated across relevant teams, with overall accountability sitting with the Director of Water and Waste.

KEY MESSAGES

- The proposed amendments are primarily administrative updates
- Most affected properties are already connected and being charged
- No immediate infrastructure upgrades are required
- Any new charges (Clermont only) will be applied in accordance with the Revenue Statement
- The amendments improve alignment between planning, operations, and billing.
- Council will communicate with any affected customers.

Report prepared by:

Janaka Mahendrapala
Planning Engineer Planning and Projects

Date: Friday 29 May 2026

Report authorised by:

Scott Casey
Director Water and Waste

Date: 30 June 2026

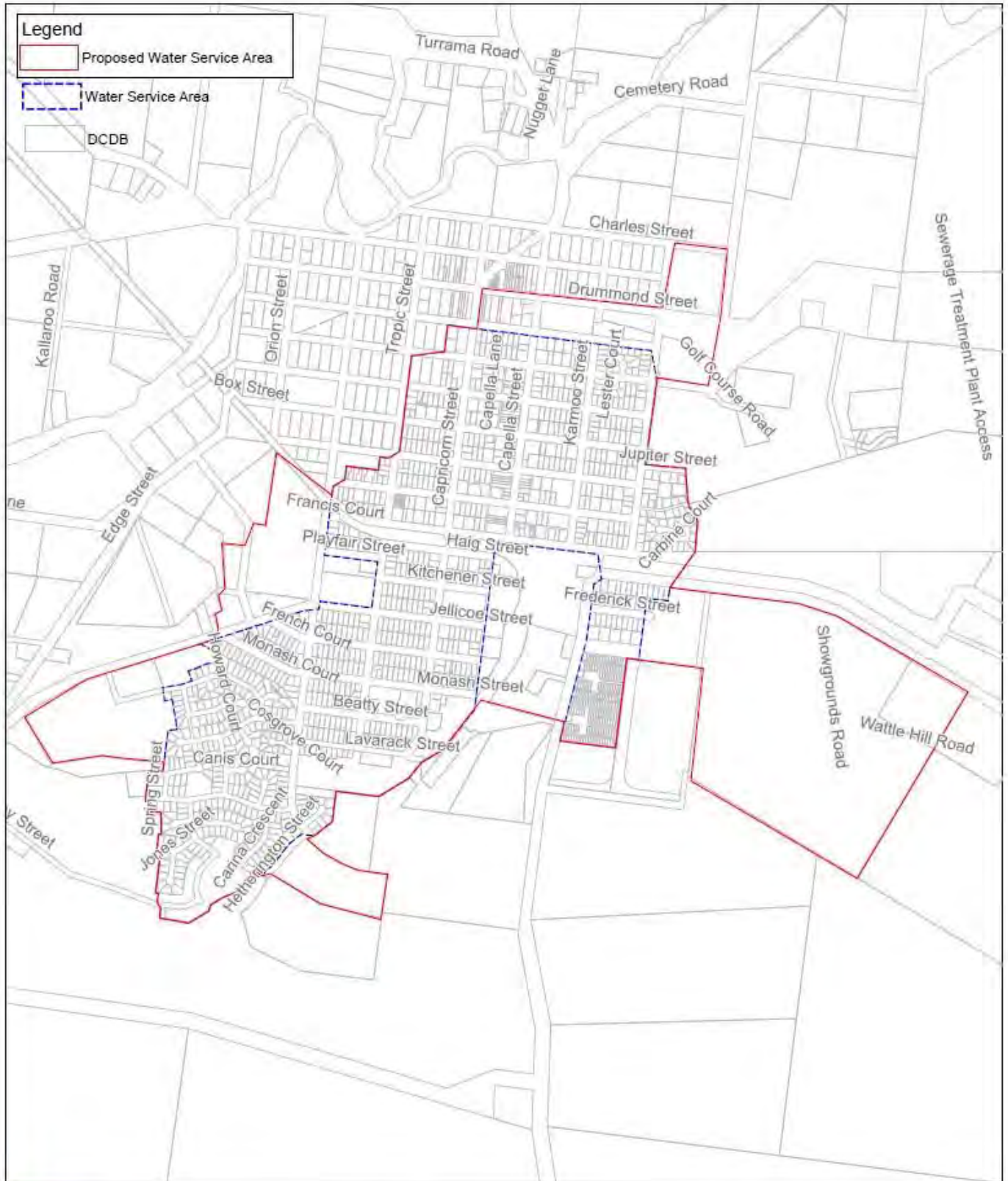
ATTACHMENTS

- Attachment A – Current and Proposed Water Service Area-Clermont
- Attachment B – Current and Proposed Water Service Area-Carmila
- Attachment C – Current and Proposed Water Service Area-St Lawrence
- CONFIDENTIAL Attachment D – Property List within the Proposed Water Service Area-Clermont
- CONFIDENTIAL Attachment E – Property List within the Proposed Water Service Area-Carmila
- CONFIDENTIAL Attachment F – Property List within the Proposed Water Service Area-St Lawrence

REFERENCE DOCUMENT

- Water Supply (Safety and Reliability) Act 2008 (Qld)
- Local Government Act 2009 (Qld)
- Local Government Regulation 2012 (Qld)
- Isaac Regional Council Revenue Statement [2025/2026](#)

Attachment A – Current and Proposed Water Service Area-Clermont



PO Box 97 Moranbah
QLD 4744
Ph: 1300 ISAACS
Fax: (07) 4941 8666



Author: Trent Phillips
Date: 08/04/2026

Projection: Zone 55
Datum: Map Grid of Australia (MGA 94)

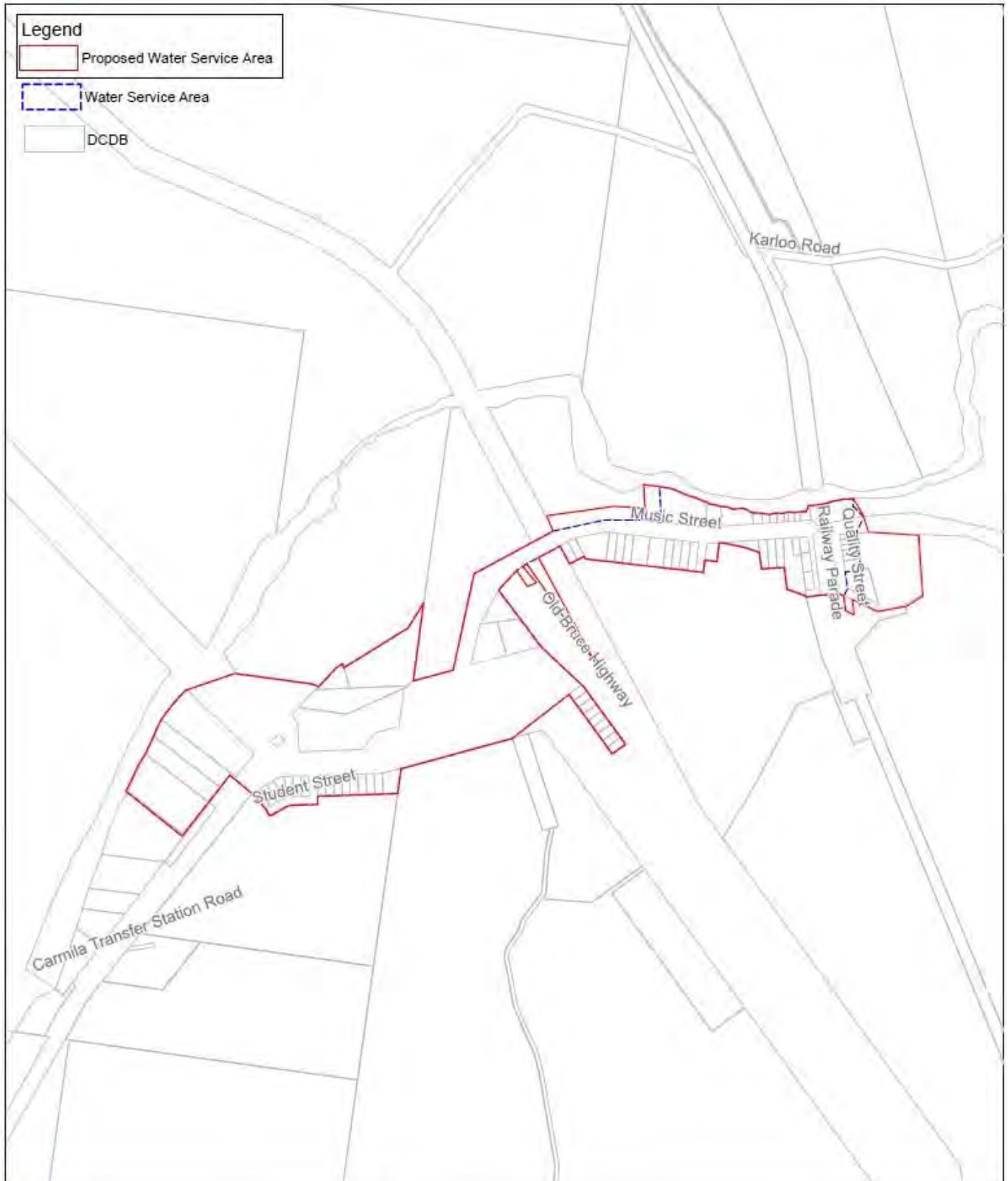
Water Service Areas Clermont



Map Number: 2328

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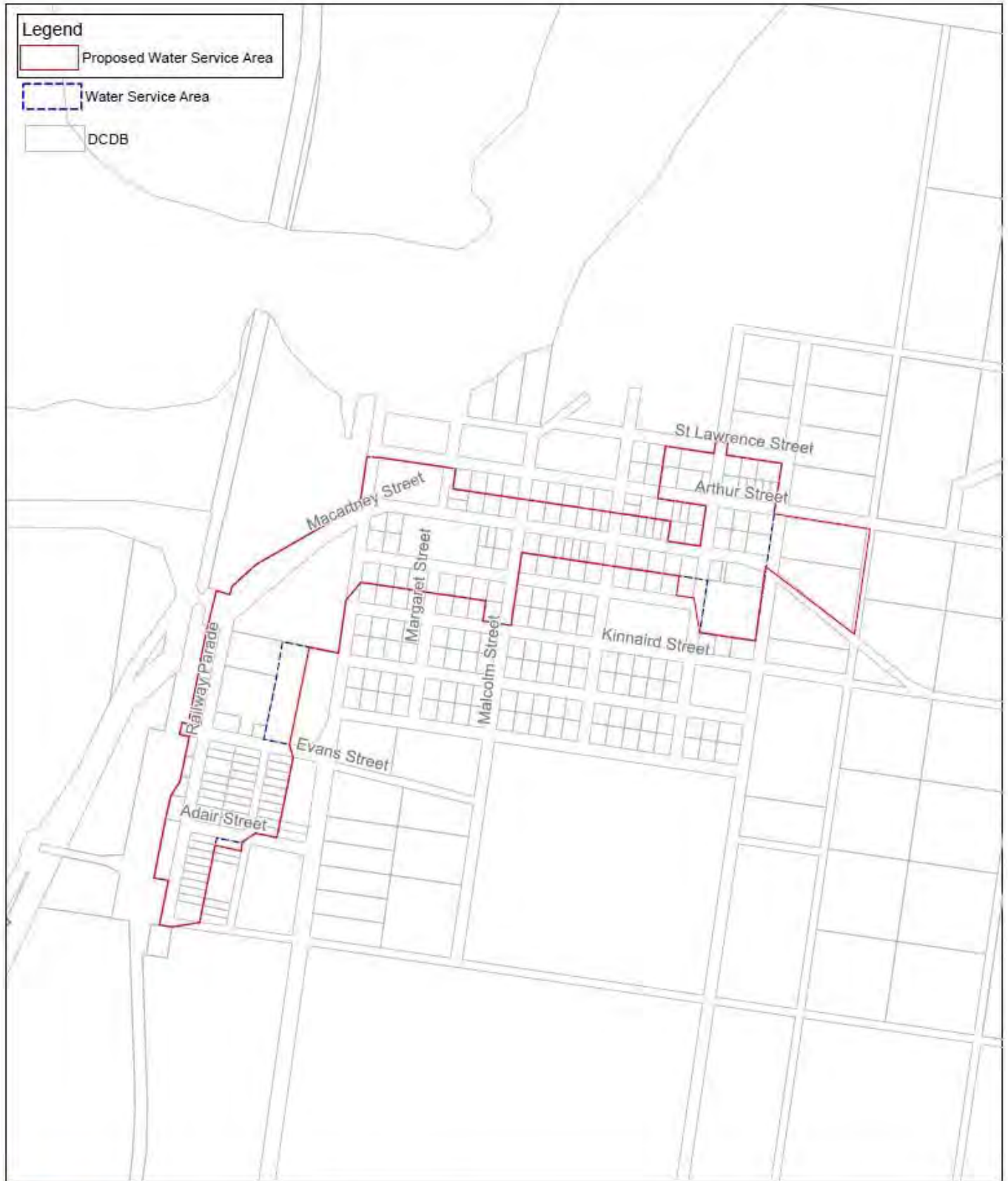
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Attachment B – Current and Proposed Water Service Area-Carmila



	PO Box 97 Moranbah QLD 4744 Ph: 1300 ISAACS Fax: (07) 4941 8688		Author: Trent Phillips Date: 08/04/2028 Projection: Zone 55 Datum: Map Grid of Australia (MGA 94)	Water Service Areas Carmila Map Number: 2340
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Attachment C – Current and Proposed Water Service Area-St Lawrence



PO Box 97 Moranbah
 QLD 4744
 Ph: 1300 ISAACS
 Fax: (07) 4941 8666



Author: Trent Phillips
 Date: 08/04/2026

Projection: Zone 55
 Datum: Map Grid of Australia (MGA 94)

Water Service Areas St Lawrence

Map Number: 2329

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