

Power and Water Corporation's Indigenous Essential Services

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Acknowledgment of Country



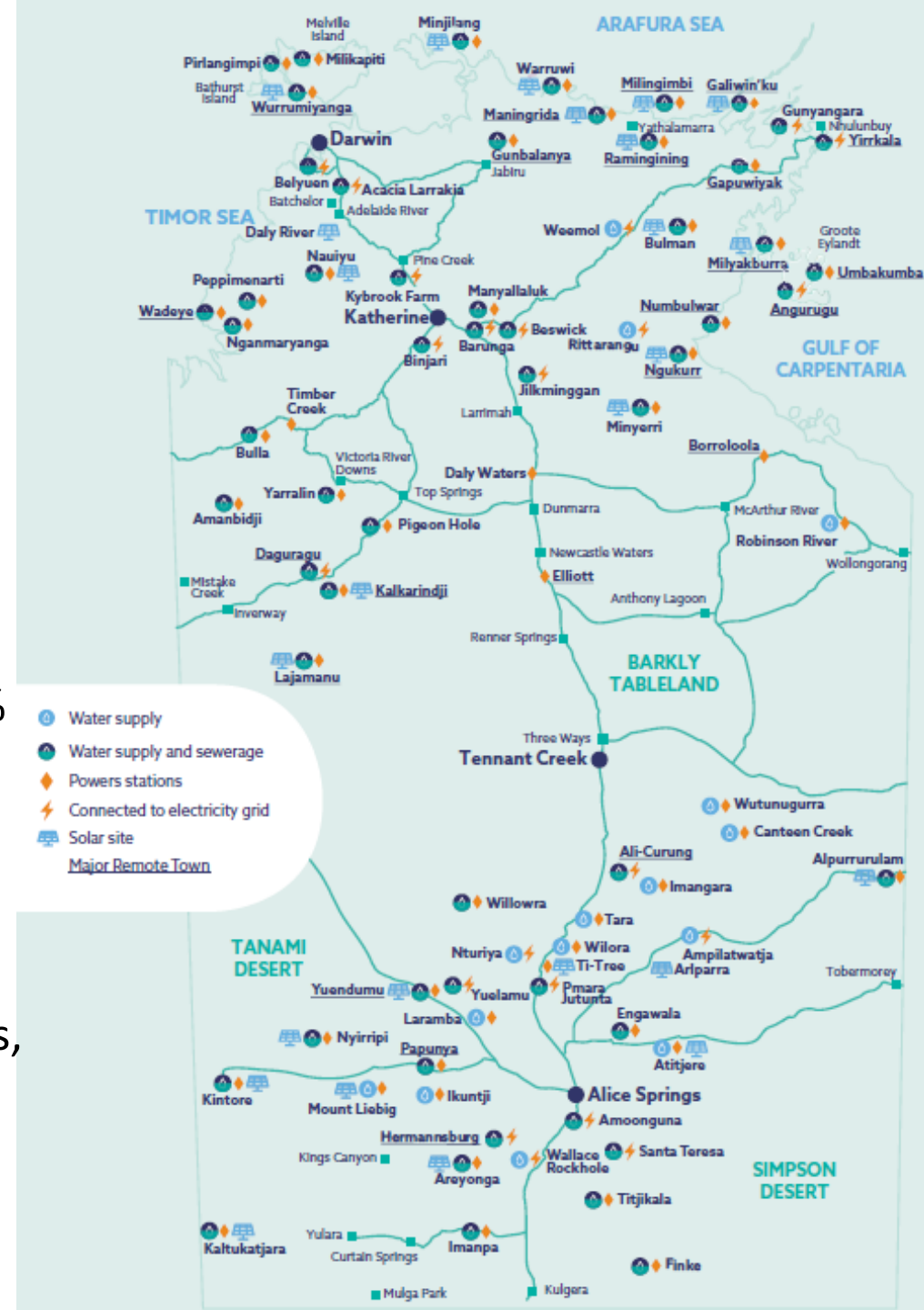
Overview

- Overview of;
 - Power and Water Corporation
 - Indigenous Essential Services
- The task at hand; services in remote
- On the ground; Essential Services Operators
 - Service provision
 - PWC support
 - Competency
 - Local delivery method
- Questions



Power and Water Overview

- Power and Water provides services to 92 communities;
 - 20 urban centres
 - 72 remote Aboriginal communities – 2 from urban supply
 - 17 outstations connection to water supply
- Area covered is 1.3 million square kilometres
- Population of the NT is ~240,000 which represents approx. 1% of Australia's population
- Population supplied through 72 communities approx. 40,000
- 72 remote communities are managed under a Service Level Agreement (SLA) with the NT Department of Territory Families, Housing and Communities (TFHaC) – funder and contract manager



Indigenous Essential Services (IES)

Who are IES?

- IES Pty Ltd (Indigenous Essential Services) is a “not for profit” subsidiary of Power and Water Corporation (PWC)
- Governed by a Board under the Power and Water board
- Contract managed by TFHC through the IES agreement

How do we operate?

- The service levels for IES are different to PWC
- IES operate on the guidelines in the SLA (technical and governance)
- Manages assets design via the Indigenous Community Engineering Guidelines (ICEG) – written by NTG sometime ago (due for a review)
- Whole of government service level commitments across remote communities and outstations are being reviewed by NTG
- PWC retail water, sewerage and electricity services on behalf of IES under a SLA. Aboriginal community members do not pay for water.



Indigenous Essential Services (IES)

Funding model

- The envelop is known and reliable
- Revenue is minimal and does not cover cost to serve, both in terms of total revenue collected or tariff rate.
- Limited funds allocated by funders; all services within and across communities compete for prioritisation (Power, Water, Sewerage)
- Capped grant payment (2003 base costs)
- New infrastructure funding often does not cover operational ongoing costs. Needs to be absorbed.
- Ageing infrastructure, deficit of investment
- Whole of asset based risk assessments and prioritisation is essential – we are growing in this space
- Increasingly complex infrastructure
- Additional grant funding must be sort



The (large) task at hand

The general scope

- Reticulated water supply
 - Metering
 - Supply side demand management
 - Water source monitoring and management
 - Water quality; dosing and monitoring
 - Advanced water quality treatment operations
 - Waste water treatment and monitoring (condition and discharge monitoring)
 - Power generation (repairs and maintenance, alarm monitoring)
 - Power supply and connection
 - The list goes on... and on!
- What is the essential criteria, what skill set are we seeking?

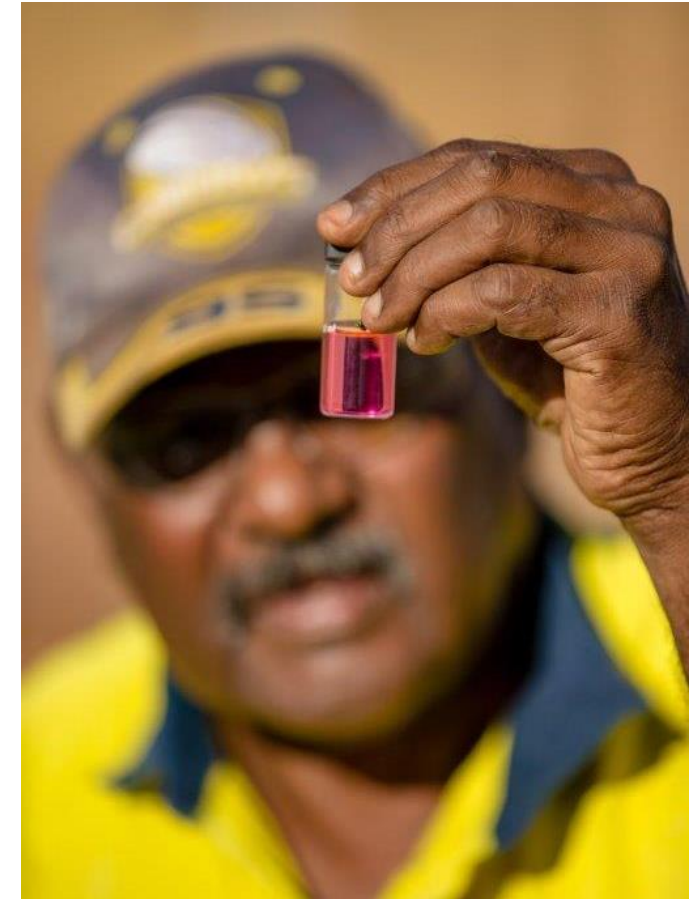
PowerWater



On ground delivery; the Essential Service Operator (ESO)

How it runs; contract management

- Task based – duties
- Broken down in a manual (pictorial/plain English)
 - Task, frequency and time expectation (a guide)
- Seek quotes based on duties list, delivery approach is the contractors choice.
- Manage to the contract via evidenced performance
- PWCs contract management team's relationship is with the contract holder



On ground delivery; the Essential Service Operator (ESO)

Support offered; Technical Coordinators (TC)

- TC's in Alice, Katherine and Darwin (10-15 communities each)
- TC's for each service delivery stream
- Visit the community regularly and always available on the phone; trade based experience
- Trouble shoot/call in support
- Technical coordinators relationship is with the ESO



On ground delivery; the Essential Service Operator (ESO)

ESO competency

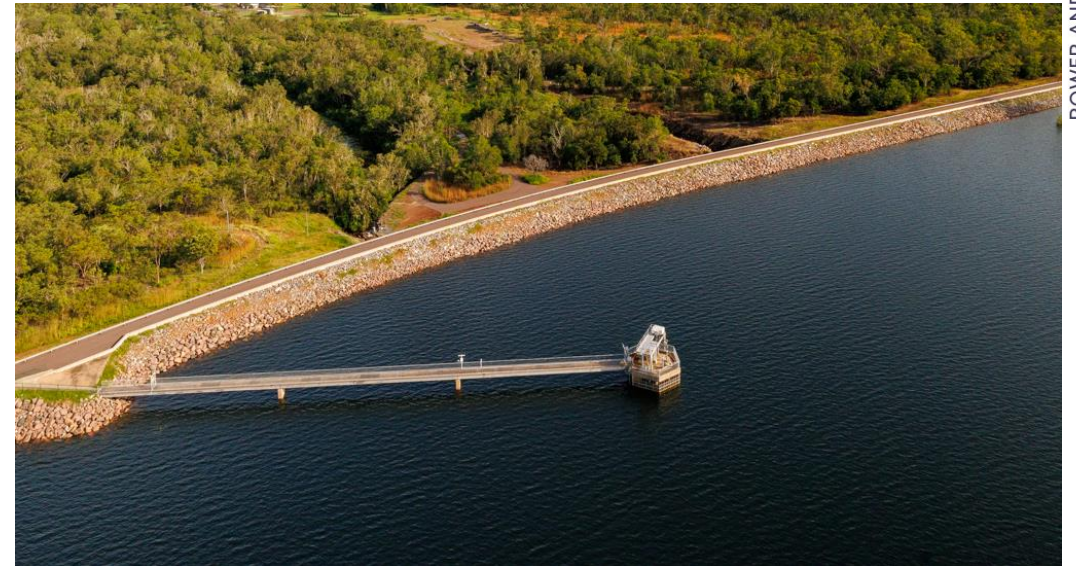
- The answer to the skills set, is minimal skills!! Due to the task list being complex and evolving
 - Our approach has changed over time
 - Now; we manage to task – expect low competency – offer support
- Responsibility for training sits with the contract holder
- We invest through the TC's
- We are investigating basic competency checks. Slow burn.



On ground delivery; the Essential Service Operator (ESO)

Delivery method;

- This is where the magic happens (I could talk for hours here)
- Locally focused delivery
- Opportunities to engage with the community, and culturally appropriate
- Our eyes and ears



Thank you
Questions?



Drinking water quality management cont.

1. Robust disinfection systems

- Upgrade to standard chlorination system
- Visibility - chlorine analysers and SCADA

2. Ensure treatment is appropriate for risk

- Water Safety Plans / Assessments
- Upgrade treatment systems appropriate for risks

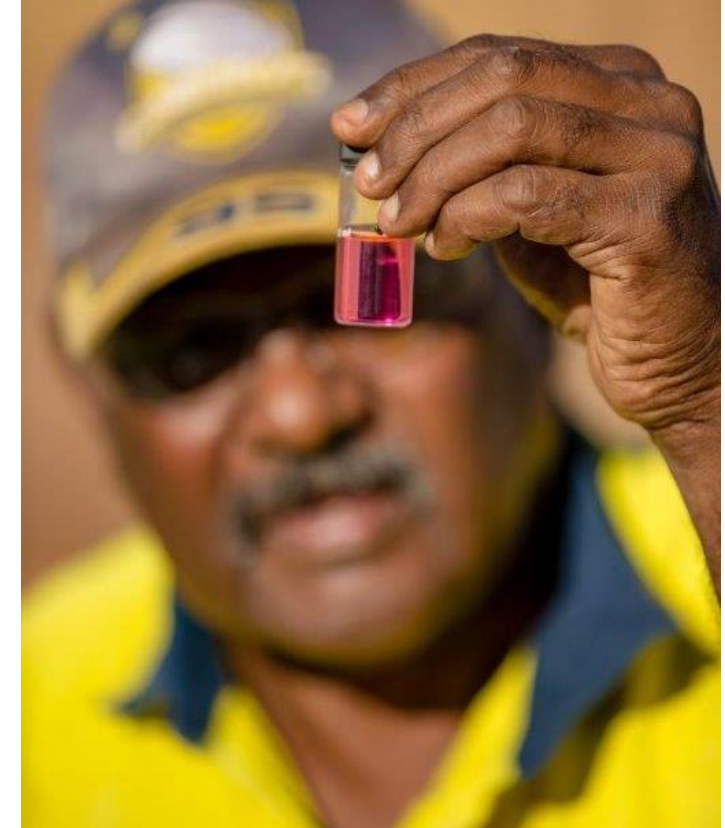
3. Verification water quality monitoring

4. Ongoing review of risks

- Barrier Risk Assessment undertaken annually
- Improvement actions based on risk priorities

5. Research and development

- Low cost robust treatment technologies for removal of salts, nitrates and heavy metals including uranium



- 240 charter flights (per annum)
- 7581 water quality samples (p.a.)
- 481 sample sites
- 260 production bores
- 170 water storage tanks
- 60 ESO
- 5 Laboratories

Working together to provide safe water



Contractual Obligations

- **On site induction for each site**
- **White Card**
- **Driver's license**

Desirable:

- **Cert II or III water Operations**
- **Cert II Remote Area Essential**

Services

ESO Assessment Basic Assessment

1. ESO Water Duties
2. Equipment Check and Maintenance
3. Water Sampling and Daily Disinfection Performance
4. Asset Management and Repair
5. Chemical Management
6. Communication
7. Documentation and Process Review

