

SIRA Emergency Water Sub-committee meeting held 22 April 2023 at 129 Florence Terrace

Present: Cass Gye, Tim Turpin, Robert Fox, Nikki Gibson and Ian Laughton-Smith

Water Monitor Contracts

It was agreed to enter into new contracts similar to the existing ones that finish in May.

Variations agreed were as follows:

- Term to be two years
- Fees set at \$520 per month plus GST if applicable
- Fees to increase in July 2024 and 2025 for CPI movements

Additional Specific Duties: The water monitor will undertake up to two alarm call outs per month. If there are more than two alarm call outs required, then the monitor will invoice separately each month for such work at the standard contractor rate approximately \$50 per hour.

Boyd has requested that water reconciliations be submitted as soon as possible after the end of each month for accounting purposes.

ACTION: SIRAC to be asked to agree to these contractual arrangements.

Bookings

The water booking system generates late payment fees of \$10 for payments outstanding after 7 days on a recurring basis. Monitors to given discretion to implement or waive all fines.

The software has problems when recording payments for invoices issued for two different charges i.e. water purchased and fine(s) levied.

There were concerns about monitors being able to void "test Bookings" and avoiding an invoice being generated. They should be given access to implement this action.

ACTION: SIRA to request Hubert to make the necessary changes.

The software should be changed to provide a link directly to the 'customer water login' page to allow login with the pin number to pay invoice after receiving water. The Pay Now button is currently taking customers back to the SIRA website where they need to find the login to their water account.

ACTION: Robert to raise this with SIRAC and to discuss implementation with Hubert.

Database management is with Alec. We should reintroduce including the address of the previous water customer as well as phone number on emails generated before a water booking. This would assist customers in setting up the line before use but should be authorized by SIRA.

ACTION: Robert to raise this with SIRAC and to request Hubert/Alec include this information.

Nikki said water1@SIRA email had not been working well.

ACTION: Julian should be contacted if problems continue.

SIRA needs to check that they have a membership profile to allow booking water for the Community Centres.

ACTION: Robert to check.

Water Pressure

All present we are well aware of the pump alarms being experienced recently that have caused many call outs for monitors and others to reset the pump. The flow rate has diminished resulting in customers receiving less water during their booking slot. The problems appear to be caused by Sydney Water reducing the water pressure/flow and so affecting our pumps. A 'whats app' group has been set up to alert when alarms occur and to solve the problems.

ACTION: It was agreed to have a meeting at Bell Pump Station with monitors to instruct all sub-committee members on how to reset the pump.

If the pump pressure problems cannot be resolved, it was suggested that we revert to the original plan where the pump use was intended for line 3 bookings only due to lack of pressure. This would mean that lines 1 & 2 would get water at the standard Church Point flow rate 3-4 kl per hour but eliminate the reset issues. In addition, existing pipes, joiners and valves under lower pressure would need less maintenance. Line 3 would need to be allocated two days each week during pump time, 7am to 10pm, to facilitate equitable booking slots. It was noted that there are some residents on lines 1 & 2 that receive low flow rates. Tim to follow up with Brian Rodgers about this option.

Line Maintenance

It is difficult to find local contractors who carry their own personal accident & sickness insurance as required by SIRA. They are often cheaper and more able to take on small jobs.

ACTION: Robert to follow up whether SIRA can include contractor cover under its insurance policy such as that available to farming enterprises.

Cass has concerns about damage to standpipes/fittings and residents putting items/vegetation or building materials on the water line. In addition, the verges are overgrown and cover the line. The line is to be always visible and accessible. Some residents do not disconnect their fitting from the standpipe after receiving water and re-open the main line. Plugs can be used to seal the water line when not in use to protect the quality of water for residents and keep washers in place. The washers are often lost by users and creating water leaks when the line is in use.

ACTION: Cass to prepare a draft notice for circulation to sub-committee to send out revised information to all SIRA members.

ACTION: An infrastructure audit be carried out TBC

Material Purchases

Cass was authorized to buy 10 Brass T fittings for replacements to the current poly fittings as recommended by our plumber, cost quoted \$801. There have been a number of failures of current T fittings and these fittings are more robust.

Cass has created a spreadsheet of materials based on our discount at Gainforts and included part numbers (to be checked for accuracy). This can be used to compare prices obtained by Robert.

Emergency Water Charter Review

ACTION: Sub-Committee members to review the existing charter and suggest updates or modifications.