

ENVIRONMENTAL MANAGEMENT PLAN

2018-2020





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EXECUTIVE SUMMARY

The 2018 - 2020 Environment Management Plan (EMP) is a key component of Hunter Water's Environmental Management System (EMS). This EMP outlines Hunter Water's environmental objectives, actions and targets to fulfil the commitments established in the Community and Environment Policy.

There are twenty two environmental objectives that address our key responsibilities to the community and the environment. Implementation of the plan, however, will do more than ensure these objectives are achieved and our compliance obligations met. It will also allow environmental opportunities associated with our activities to be further explored and undertaken.

The EMP has been aligned with the 2017+3 Corporate Strategy. The strategic corporate priorities for sustainable development, business resilience, efficiency and productivity are supported throughout. It will be reviewed and updated periodically to capture long term planning objectives and ensure consistency with the longer term strategy to be delivered as part of the 2020 price path determination.

The new plan allows a focus to be applied to the management of our significant environmental aspects associated with our business activities, potential impacts and the control of the inherent environmental risks therein.

Hunter Water will continue public reporting of progress against the actions and targets within the Environment Management Plan each year via the annual Performance and Compliance Report which is prepared in accordance with the reporting requirements of the 2017-2022 Operating Licence.



1 INTRODUCTION

1.1 Hunter Water's Environmental Management System (EMS)

Environmental protection is a fundamental priority for the management of the services undertaken by Hunter Water. The business aims to provide services that meet the needs of our customers in an efficient, reliable and environmentally sustainable manner. It is also a fundamental goal to conduct all operations in accordance with the principles of ecologically sustainable development which essentially involves the integration of ecological, economic and social objectives into the management of operations and resources.

Hunter Water's EMS

- has been in place since 1995,
- was created to manage the potential environmental impacts that may be derived from all aspects of Hunter Water's operational activities,
- ensures all our activities are integrated, co-ordinated and reviewed,
- provides a framework for developing, defining, implementing and reviewing Hunter Water's environmental performance,
- Integrates ecological, economic and social objectives into the management of operations and resources.

Hunter Water's Operating Licence requires the EMS to be certified to the Australian and New Zealand Standard for Environmental Management Systems (ISO 14000 series). The Hunter Water EMS has been externally audited and certified to comply with the ISO standard.

1.2 Purpose of the Environment Management Plan (EMP)

This EMP is a key component of the EMS, outlining Hunter Water's environmental objectives and targets to fulfil the commitments established in the Community and Environment Policy. As a key component of the EMS, it will drive organisational improvement over the life of the plan.

The plan has twenty two environmental objectives that address our key responsibilities to the community and the environment. Each objective has actions and targets required to manage environmental performance over the next two years.

In simple terms these actions will manage significant environmental aspects associated with the supply of water, waste water and stormwater services to the community. They will help ensure that we observe our legal and voluntary compliance obligations. Achieving the targets that are set in this plan will reduce environmental risks and pursue environmental opportunities by being embedded broadly across business processes.

1.3 Development of the Environment Management Plan (EMP)

The development of the 2018-2020 EMP is principally the result of a review of Hunter Water's environmental 'aspects', which are the ways the business' activities impact on the environment. A risk assessment process is used to identify environmental aspects of the business that are significant.

The UN Sustainable Development Goals (SDGs) set a new direction for Hunter Water in terms of service provision and as such the EMP will use these as a framework for delivery with the next iteration of the EMP to incorporate many of the longer term sustainability goals and targets which are currently under development.

The inputs considered in the development of the EMP include the:

- a) Principles and requirements under the AS/NZ ISO 14001:2016 standard for environmental management systems,
- b) Principles and commitments in the Hunter Water Community and Environment Policy,
- c) Hunter Water 2017-2022 Operating Licence,



- d) Hunter Water 2017+3 Corporate Strategy,
- e) Wastewater Environmental Protection Licence requirements,
- f) Water Management Licence requirements,
- g) Applicable legislative requirements and other requirements, including voluntary requirements, to which Hunter Water is required to comply with or has committed to,
- h) Financial, operational and organisational considerations, and
- i) Input from stakeholders gathered through internal and external consultation including local Councils, NSW Environment Protection Authority and NSW DPI Water.

1.4 EMP Implementation and Key Performance Reporting

Hunter Water will report progress against the actions and targets each year via an Environmental Performance and Compliance Report. This report will be submitted to the Independent Pricing and Regulatory Tribunal each year and made available to customers and stakeholders via the Hunter Water website.

A review of this plan will occur in conjunction with the delivery of the 2020 Long Term Business Plan.



2 WATER SERVICE INITIATIVES

Hunter Water will create a better water future for our customers, consumers and community by delivering a service that contributes to the liveability of our region, in a sustainable and affordable manner. Our strategic priority will be to deliver a sustainable and efficient water service. We will encourage the wise use of water to deliver a resilient water supply that withstands drought and enables growth. We will protect and restore the natural environment in our catchments. Water supplies will be managed in a manner that controls the risks associated with the significant environmental aspects of this activity

Environmental Objective	Program or Action	Target / Indicators	Date	Responsible
Protection of drinking water catchments	Deliver a new Catchment Management Plan & Catchment Improvement Plan.	New catchment plans finalised. > 80% of planned actions completed by due date	June 2018	Water Planning
	Collect water quality assessment data and assess long term trends to inform future initiatives	Complete baseline water quality monitoring in the Williams River prior to catchment management initiatives	June 2018	Water Planning
		Produce a source water quality report for the last five years for the major water supply sources.	June 2018	Water Planning
Sustainable use of Water Resources	Comply with all aspects of the water supply works and water use approvals	No adverse compliance and enforcement action undertaken by the regulator (DPI Water).	Ongoing	Water Operations
	Promote and implement water efficiency programs for customers	> 98% compliance and support for water wise rules from the community as shown in routine customer surveys.	Ongoing	Customer Strategy and Retail
	New Lower Hunter Water Plan (LHWP) to define the long term strategy for water security and drought response	LHWP (2 nd Edition) created.	June 2020	Program Director Water Resilience
	Implement a non-revenue water strategy	Reduce non-revenue water to 9.3 GL for the 2018-19 and 2019-20 water years	June 2019	Water Operations
A reduction in environmental and community impacts from water main breaks and other potential sources of pollution	Create a Water Master Plan - Budgeting and resourcing considerations for each asset class to be detailed in sub plans.	Water Master plan delivered.	July 2018	Strategic Asset Planning
	Implement the Water Master Plan	> 80% of actions delivered by due date > 10% reduction in water main breaks	Ongoing over the life of this plan	Water Operations
		Nil significant hazardous chemical spills		



3 WASTEWATER SERVICE INITIATIVES

Our goal is to provide sustainable wastewater services for our customers, consumers and community by delivering that service in a manner that contributes to the liveability of our region, in a sustainable and affordable manner. To achieve this goal we will deliver a safe, reliable and efficient wastewater service. We will deliver a wastewater treatment process that is sustainable. Waste streams will be appropriately managed to reduce demand on electricity, reduce carbon emissions and control potential risks from the significant environmental aspects of this activity, with proper regard to our compliance obligations.

Environmental Objectives	Program or action	Target / Indicators	Date	Responsible
Wastewater activities undertaken in a sustainable manner	Operate, monitor and report on treatment plants in accordance with EPA licence requirements	No adverse compliance and enforcement action undertaken by the regulator.	Ongoing over the life of this plan	Environmental Operations
	Create a sustainable wastewater strategy that includes recycling opportunities for waste water.	Strategy created	December 2018	Program Director Sustainable Wastewater
Reduce environmental and community impacts from overflows from the wastewater system	Wastewater overflow strategy – wet weather and treatment overflows reduced via a program of works under the strategy.	A long term strategy for wastewater system performance and recycled water management adopted.	December 2018	Wastewater Planning
	Wastewater overflow strategy –network dry weather overflows reduced via a program of works under the strategy.	A long term strategy for wastewater system performance and recycled water management adopted.	December 2018	Strategic Asset Planning
	Create a Wastewater Management Master Plan to reduce the incidence of potential sources of pollution.	Wastewater Master plan delivered.	June 2018	Wastewater Planning
	Implement the Wastewater Asset Management Master Plan.	> 80% of actions delivered by due date > 20% reduction in EPA reportable pollution events over the life of the plan. 10% reduction in critical breaks by 2023 Nil significant hazardous chemical spills	Ongoing over the life of this plan	Environmental Operations
Monitor the health of our waterways and beaches	Continue environmental monitoring of receiving inland and ocean receiving waterways including involvement with the EPA Beach Watch Program	Report and participate in the beach watch water quality program	Ongoing over the life of this plan	EPA undertakes program
Improved performance against environmental compliance obligations	Complete the Environmental Compliance Improvement Program for 2018- 2020	> 80% actions completed by due date	Ongoing over the life of this plan	Environment & Sustainability



A reduction in carbon emissions from wastewater treatment activities

Investigate opportunities to generate renewable energy from wastewater and reduce carbon emissions

Implement renewable energy strategy

Biosolids and Renewable Energy Strategy Created

> 80% of actions completed by due date

December 2018

Ongoing

Program Director Sustainable Wastewater

Intelligent Networks

4 STORMWATER SERVICE INITIATIVES

Our goal is to provide stormwater services for our customers, consumers and community by delivering that service in a manner that contributes to the liveability of our region, in a sustainable and affordable manner. To achieve this goal we will ensure that our assets continue to provide appropriate drainage, manage flood risks and are safe for the conveyance of storm water. We will encourage integrated water cycle management principles to be adopted in the Hunter region to not only improve water efficiency, reduce the demand for wastewater services but also deliver reduced stormwater impacts to our environment. Significant environmental aspects of this activity will continue to be managed by asset class management plans. Opportunities to create, link or expand publicly accessible open space areas in our urban environment will be explored.

Environmental Objectives	Program or action	Target / Indicators	Date	Responsible
Improved environmental outcomes from stormwater assets	Implement asset class stormwater manager plans	Audit of stormwater management	June 2019	Strategic Asset Planning
	Consult with stakeholders. Review opportunities to improve urban open spaces and water sensitive urban design.	Opportunities and options report delivered	June 2019	Sustainable Growth
	Investigate opportunities to naturalise stormwater assets at key locations to improve amenity and / or deliver collaborative investigations and projects to improve liveability	Include a review in opportunities and options report WCMP's collaboratively created	June 2019	Sustainable Growth
	Work with interested Councils to develop Water Cycle Management Plans	WCMP's collaboratively created	As required	Sustainable Growth



5 BUSINESS PRACTICE INITIATIVES

Our goal is to continually improve our business practices so that customers, consumers and community are provided with a sustainable product or service that has embedded within it, a consideration of the social, economic and environment factors that influenced the delivery of the product or service. We will use sustainable development goals as a framework from which to assess our business practices and periodically improve upon them. Our aim is to use natural resources efficiently and sustainably whilst becoming an organisation resilient to climatic change and extreme events.

Environmental Objectives	Program or action	Target / Indicators	Date	Responsible
The establishment of a work place culture that values sustainable work practices	Consult with staff and contractors on sustainable development goals. Create corporate sustainability plan.	Sustainability plan created	February 2019	Environment & Sustainability
Improved environmental work practices	Implement continual improvement programs for the Environmental Management System.	Undertake a minimum of three internal system audits against environmental requirements each year	Ongoing over the life of this plan	Environment & Sustainability
Relevant Community and Stakeholder consultation on environmental matters	Communication processes on key environmental issues will be documented and reviewed to facilitate more effective stakeholder consultation. The consultative forum, Hunter Water website, community newsletter, school support materials and similar packages will be used to raise awareness of HWC's management of environmental issues	Stakeholders, consultation and compliance obligations plan created	January 2018	Environment & Sustainability
	Public communication and awareness programs relating to water conservation and water efficiency	Consultation programs implemented per schedule	Ongoing over the life of this plan	Public Affairs
	Customer consultation relating to key programs of work proposed as part of the preparations for the 2020 price path determination	Consultation programs implemented per schedule	December 2018	Customer Strategy and Retail
	Support community programs that promote water source protection, catchment health and environmental improvements relevant to core business activities via events and promotions.	Community programs implemented per schedule	Ongoing over the life of this plan	Customer Advocacy
	Consult with Parliamentary Counsel and DPI Water on the remake of the Hunter Water Regulation 2015	Regulatory Impact Statement	Regulation remake	June 2020 September 2020



Environmental Objectives	Program or action	Target / Indicators	Date	Responsible
Avoid environmental Impacts and ensure the efficient use of resources	Undertake environmental assessments for new infrastructure and relevant operational activities compliant with environmental legislation and safeguards nominated in the impact assessment process	100% compliance as demonstrated by audit	Ongoing over the life of the plan	Relevant Project Managers
	Environmental inductions and preparation of site specific environmental management plans mandatory for all major construction works that can affect the environment.	100% compliance as demonstrated by audit	Ongoing over the life of the plan	Relevant Project Managers
	Avoid or reduce unnecessary waste generation	> 80% of actions in the operational waste strategy implemented or targets met by due date	Ongoing over the life of the plan	Maintenance Delivery
	Ensure that asset management activities are undertaken appropriately.	Certify the Asset Management System to ISO55000	July 2018	Strategic Asset Planning
Create a sustainable supply chain	Analyse the supply chain network and implement processes for procurement including sustainability objectives for products and services.	Supply chain and procurement strategy created	June 2018	Procurement
Sustainable Land Management	Protect and conserve biodiversity values of operational land.	Establish biobanking agreements and a biodiversity credit sales strategy	December 2018	Environment & Sustainability
	Implement the Contaminated Land Management Strategy 2016.	> 80% of actions completed by due date	Ongoing over the life of this plan	Environment & Sustainability
	Continue working with the Williamstown Expert Panel on the use of firefighting foams in the Tomago catchment. Continue PFAS testing and monitoring of raw water and treated supply to ensure that supply risks are properly addressed.	100% compliance with Australian Drinking Water Guidelines	Ongoing over the life of this plan	Water Planning
	Implement, review and continually improve the Bushfire Management Plan to ensure that bushfire risks are appropriately controlled	> 80% of actions completed by due date.	Ongoing over the life of this plan	Water Operations
	Implement noxious weed management strategy for treatment plant sites	> 80% of planned activities completed Revise weed mapping and action plan	Ongoing over the life of this plan	Environment & Sustainability



Environmental Objectives	Program or action	Target / Indicators	Date	Responsible
Reduce water consumption, wastewater generation and stormwater impacts	Encourage the implementation of integrated water cycle planning with development approval authorities to reduce water consumption, stormwater impacts and wastewater generation.	Integrated Water Cycle Management Strategy created	December 2018	Program Director Water Resilience
Effective contingency planning and management of environmental emergencies	Undertake formal root cause analysis incident investigations after every major environmental incident per Incident Management Standard.	100% Compliance	Ongoing over the life of the plan	Environment & Sustainability
	Collation of all root cause analysis results and incident management corrective actions implemented	100% Compliance	Ongoing over the life of the plan	Service Delivery for Customers
	Review all Pollution Incident Response Management Plans and procedures for adequacy.	Pollution Incident Response Management Plans reviewed and tested as required.	Annually	Environment & Sustainability
	Deliver the interim Hazardous Chemical Improvement Project for Veolia	Project delivered	June 2018	Strategic Asset Planning
	Implement the Hazardous Chemical Management Strategy	Program delivered	June 2021	Environmental Operations
Conserve cultural heritage	Undertake heritage assessments in accordance with NSW OEH Aboriginal Heritage Assessment Guidelines and / or Heritage Office assessment principles	No adverse compliance action undertaken by the regulator	Ongoing over the life of this plan	Relevant Project Managers
	Review the section 170 Heritage Register, heritage asset management strategy and moveable heritage policy.	Documents reviewed	December 2018	Environment & Sustainability
	Arrange appropriate storage arrangements for moveable heritage items	Storage area and conservation practices for items identified.	December 2018	Environment & Sustainability



Environmental Objectives	Program or action	Target / Indicators	Date	Responsible
To be climate resilient	Perform major review and update of Climate Change Adaptation Strategy.	Identify and produce action plans for high risk assets	December 2018	Strategic Asset Planning
To reduce greenhouse gas emissions	Develop a Carbon Neutral Strategy	Create carbon neutral action plan to reduce energy consumption and encourage renewable energy.	December 2019	Program Director Sustainable Wastewater
	Review the energy monitoring and reporting framework	Measurement and certification actions implemented	June 2018	Intelligent Networks
Improve environmental performance through the acquisition of applied knowledge	Continue R&D Program	Facilitate quarterly R&D committee meetings. Review R&D plan	June 2019	Science and Innovation