

Rous County Council Meeting

19 October 2022

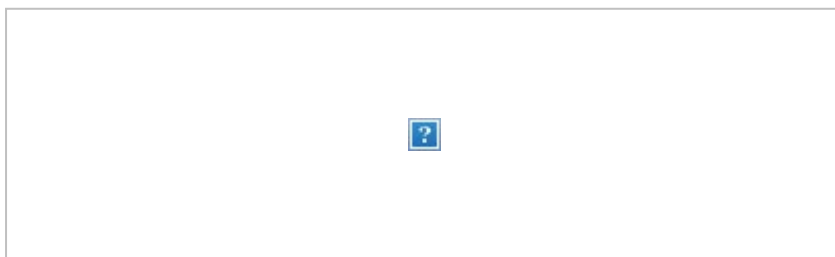
**Copy of combined submissions to the Rous Regional
Demand Management Plan (RDMP) 2023-2026**

From: [Rous County Council](#)
To: [Kirrilee Donovan](#)
Subject: FW: submission re draft Regional Demand Management Plan
Date: Monday, 29 August 2022 12:54:54 PM
Attachments: [2019-email-footer---rcc-generic-v2_3f1ecbf-f794-4432-b751-bb928823562f_285cfe74-531b-40b8-9082-c6a1a9976468.gif](#)

Rous County Council

PO Box 230, 218-232 Molesworth St LISMORE NSW 2480 | [02 6623 3800](tel:0266233800) | council@rous.nsw.gov.au |

Rous County Council acknowledges the Traditional Custodians of the land upon which we work and live. We pay our respects to the Elders of the past, present and emerging and acknowledge their continuing connection to Country who will guide us on our shared journey to the future.



Rous County Council is a supporter of flexible working arrangements. If you receive an email from me outside of normal business hours, it is not my expectation that you read, respond, or follow up on this email outside your hours of work.

DISCLAIMER

This email including any attachment is intended solely for the named addressee.

Any views or opinions expressed in this email are solely those of the author and do not necessarily represent the view or opinion of Council.

Confidentiality or legal privilege is not waived or lost simply because this email was sent in error. If you have however received this email in error please immediately notify the sender and destroy the email and any copy you may have of it. Council recommends that you check for the presence of viruses before opening any attachment to this email. Council does not accept liability for any damage caused by a virus transmitted by email from it. Information about the Council's Privacy Management Policy is available in the following URL: <http://www.rous.nsw.gov.au/page.asp?f=RES-XRL-37-22-83>



Please consider the environment - do you really need to print this email?

From: Hugh Nicholson <hughrwnicholson@gmail.com>
Sent: Monday, 29 August 2022 12:09 PM
To: Rous County Council <council@rous.nsw.gov.au>
Subject: submission re draft Regional Demand Management Plan

submission re draft Regional Demand Management Plan (RDMP) 2023 – 2026

Thank you for the opportunity to comment on the draft RDMP. Any opportunity which gives the community a chance to engage with an authority such as Rous, has huge benefits in encouraging community discussion and involvement.

This quote from the draft RDMP indicates commendable intentions: *“The objectives of demand management in the region are to reduce normal consumption and average supply requirements and therefore reduce the urgency of water source augmentation.”*

Leaks

I strongly support Rous Council’s intention to work with constituent councils to accurately quantify water losses. Detection and repair of those leaks would reduce water losses while apparently increasing supply. One of the supporting documents to the RDMP states that *“water loss reduction is the biggest opportunity for the region”*. And that *“this is the best option from a cost point of view”*, however, *“constituent councils are responsible”*. With average leakage running at around 16%, this is an enormous waste of a precious resource – with Ballina Shire Council apparently the worst offender.

Asking customers to save water is all very well, but when so much is lost between the source and the consumer’s tap, it needs the Councils to take leak elimination seriously.

Rous should actively monitor constituent Council programs and report their findings. Put pressure on the Councils to do better as far as their part of the water supply chain goes.

Water Tank Rebates

While *“rebates for rainwater tank installation in existing houses appear to be popular within the community, particularly during dry periods”*, the draft goes on to say, *“due to the low cost-effectiveness, the rainwater tank rebate will be phased-out over the four-year RDMP.”*

I think this is short-sighted as it fails to give full weight to the social impacts of the tank rebate. Installing a tank gets individual house-holds engaged and feeling responsible for their own water supply. Cutting out the rebate ignores the value of ‘over-the-back-fence’ neighbourhood discussions which will promote more awareness of, and support for, the installation of water tanks.

As we all know, run-off from a rain shower on a house roof can fill a tank while the same amount of rain in the catchment of a dam merely soaks into the leaf litter, providing no increase in water in the storage.

I urge Rous CC to continue to provide water tank rebates and increase the number of rebates. Using tank water for non-potable purposes takes pressure off the main potable water supply, particularly in times of drought.

Education

I strongly support Rous in their intention to educate the community regarding the importance of using our water supplies wisely and sustainably. This is important for continued supply but also for the well-being of our natural environment.

Education can be in the form of the Water Tank Rebates as mentioned before, but also by encouraging the use of water-efficient fittings in all new housing and encouraging the retrofitting in all existing houses. Special attention could be given to working with non-resident owners and the rental community.

I encourage Rous to implement and engage with the advice sought by Rous from the *Institute for Sustainable Futures*. The proposed retrofitting program and other plan elements are the most cost-effective way to increase water security in our region.

Another avenue for water literacy is to clarify the discussion around recycled water. There has been much misinformation spread in the community about the meaning of recycled water.

There is a huge opening here for Rous to explain that pumping from the Wilsons River Source is already a form of recycling in use in the region. Many major cities around the world exist on recycled drinking water (London, Singapore, Cape Town, Perth, to name a few). When you think about it, all water on the planet is finite and recycled. For millions of years the water we drink has performed any number of roles as it goes through its cycles. It has all been used before.

Regards,

Hugh Nicholson

PH: 0428 886 204

--

391 The Channon Road
The Channon
NSW 2480
AUSTRALIA

Public exhibition document submission

Rous's 2023-2026 Regional Demand Management

Submission for	Rous's 2023-2026 Regional Demand Management
Your name	Daniel Peterson
Your address	1 Graham Place, Goonellabah, New South Wales, 2480, Australia
Your phone number	0431284741
Your email	danieljohnpeterson1@gmail.com
Option 1: Write your submission	<p>Demand management is critically important for Rous. No longer, is water the infinite civic entitlement that it used to be for the residents & industry of our community. In today's world, the processing, transporting & managment of Rous water is a complex and expensive enterprise. This change has resulted from both an increase in human population, as well as a decrease in previously available water sources. Rous must have input into both of these aspects of the problem.</p> <p>Firstly, Rous must have a position on what it calculates as the optimum number of humans residing in its regions of supply. Secondly, Rous must acknowledge that a reduction in possible water sources has occurred, in part due to an intensification of land use in the water catchments utilised by Rous.</p> <p>The solutions that Rous can implement include: the use of demand pricing, water use efficiency programs, progressing renewable desalination at Byron, trialling water reuse technologies, and investigating renewable energy powered atmospheric water generation.</p> <p>Finally, I must reiterate how inappropriate is Rous's long-held idea of further daming the critically important Rock Creek valley.</p> <p>The best demand management is smart water options.</p>
I consent to have Rous County Council collect my name, address and email information	I confirm

Public exhibition document submission

Regional demand management plan

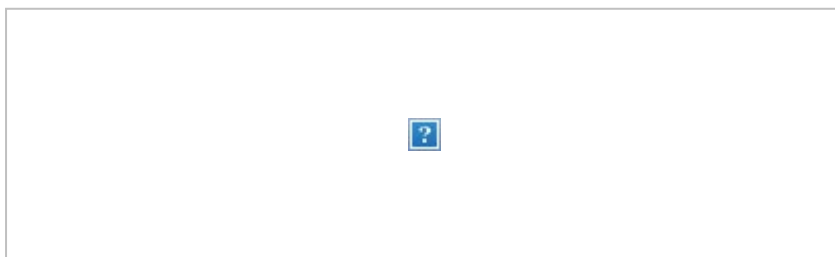
Submission for	Regional demand management plan
Your name	Luke Gerrish
Your address	476 Wallace Road, Terania Creek, New South Wales, 2480, Australia
Your email	luke.gerrish@protonmail.com
Option 1: Write your submission	<p>I support the need for strong demand management, especially for the purpose of deferring new water infrastructure projects.</p> <p>I support the continuation and expansion of tank rebates.</p> <p>I support the continuation and expansion of recycled water use.</p> <p>I support the use of smart metering.</p> <p>I support the collaboration of Rous County Council with constituent council's to detect and stop leaks in the water supply system.</p> <p>I support the ambitions of Rous to increase water literacy in the general public.</p> <p>I support the increased cost of water for industrial users and businesses.</p>
I consent to have Rous County Council collect my name, address and email information	I confirm

From: [Rous County Council](#)
To: [Kirrilee Donovan](#)
Subject: FW: SUBMISSION- Regional Demand Management Plan
Date: Monday, 12 September 2022 8:31:41 AM
Attachments: [2019-email-footer---rcc-generic-v2_3f1ecbf-f794-4432-b751-bb928823562f_285cfe74-531b-40b8-9082-c6a1a9976468.gif](#)

Rous County Council

PO Box 230, 218-232 Molesworth St LISMORE NSW 2480 | [02 6623 3800](tel:0266233800) | council@rous.nsw.gov.au |

Rous County Council acknowledges the Traditional Custodians of the land upon which we work and live. We pay our respects to the Elders of the past, present and emerging and acknowledge their continuing connection to Country who will guide us on our shared journey to the future.



Rous County Council is a supporter of flexible working arrangements. If you receive an email from me outside of normal business hours, it is not my expectation that you read, respond, or follow up on this email outside your hours of work.

DISCLAIMER

This email including any attachment is intended solely for the named addressee.

Any views or opinions expressed in this email are solely those of the author and do not necessarily represent the view or opinion of Council.

Confidentiality or legal privilege is not waived or lost simply because this email was sent in error. If you have however received this email in error please immediately notify the sender and destroy the email and any copy you may have of it. Council recommends that you check for the presence of viruses before opening any attachment to this email. Council does not accept liability for any damage caused by a virus transmitted by email from it. Information about the Council's Privacy Management Policy is available in the following URL: <http://www.rous.nsw.gov.au/page.asp?f=RES-XRL-37-22-83>



Please consider the environment - do you really need to print this email?

From: leandra.m.ampetyane <leandra.m.ampetyane@protonmail.com>
Sent: Sunday, 11 September 2022 8:02 PM
To: Rous County Council <council@rous.nsw.gov.au>
Subject: SUBMISSION- Regional Demand Management Plan

Léandra Martiniello

476 Wallace Rd, Terania Creek NSW 2480

Submission *Regional Demand Management Plan*

I support Rous County Council in the action of implementing extensive demand management methods through out the supply area to defer the need for the development of large scale water supply infrastructure.

Methods include:

- Smart metering to manage early detection of leaks in the supply area and to create

educational relationship with high water uses

- The continued and increased availability and accessibility to rainwater tank rebates. Rainwater tanks reduce pressure on the main water supply and maximise efficiency. Even if residential captured rainwater is not used for potable uses in the home, it reduces the use of potable Rous water for non- potable purposes eg, washing cars, gardens and flushing toilets. Furthermore, these rebates should be offered to rural landholders, if this is the case more stored water on properties defers the need for residents to fill up from the main potable water supply in drought times.
- The development of educational programs that change the culture around water use, encouraging users to become more water efficient and understand the value of this precious resource.
- Working partnerships between Rous County Council and constituent councils to detect and fix leaks in the supply chain.
- Further investigation and implementation of recycled water (both potable and non-potable). Water industry, State and Federal governments are leaning towards diversifying water portfolios to increase non-rainfall dependant forms of water supply. With legislative barriers likely to be overcome in the near future Rous County Council should work with constituent councils to launch recycled water infrastructure and education programs that promote positive cultural changes around the normalisation of recycled water use. Schemes such as the purple pipes scheme should be continued across all constituent councils for new developments.
- Retrofitting of existing residential and industrial customer fittings. This not only creates water supply but has far reaching benefits contributing to the local economy by continuing to employ local tradespeople. Contrastingly, large water infrastructure are likely to generate money for large multinational corporations for a short period of time that don't feed back into the local economy.
- Engagement with the Institute for Sustainable Future's and Professor Stuart White around their ambitious water efficiency plan designed for Rous in 2020 as a response to their Future Water Project. In the context of today it is critical that Rous adopt ambitious demand management strategies to maximise the efficiency of existing water supplies.
- Increasing water literacy of the general population

The first logical and least destructive and controversial way of increasing water supply in the region is managing demand. I urge Rous County Council to research and step forward in leadership in demand management. Sydney was able to connect over 900,000 new users to the current network without increasing the supply. This amount is much larger than the whole Rous supply area, it will be great to see how ambitious Rous can get in managing demand. Water efficiency is cost effective and has a long life and as technology improves and progresses so will methods for demand management. This is the middle path that avoids the controversial and destructive Dunoon Dam and appeases all who have concerns around water security for our region.

Respect for country, respect for each other

Léandra Martiniello

Sent with [Proton Mail](#) secure email.

Public exhibition document submission
Rous Regional Demand Management Plan

Submission for	Rous Regional Demand Management Plan
Your name	Nanette Nicholson
Your address	391 The Channon Road, The Channon, New South Wales, 2480, Australia
Your phone number	0428886335
Your email	terania@rainforestpublishing.com.au
Option 2: Attach submission and/or supporting documents	2022.09.11 Nan Nicholson submission to Rous RDMP.docx
I consent to have Rous County Council collect my name, address and email information	I confirm

Public exhibition document submission

Regional Demand Management Plan 2023-2026

Submission for	Regional Demand Management Plan 2023-2026
Your name	Madeleine Smith
Your address	94 James Street, Dunoon, New South Wales, 2480, Australia
Your phone number	0417710697
Your email	madeleine.smith88@gmail.com
Option 1: Write your submission	<p>I support the implementation of a thorough, ambitious and well considered RDMA in the hope that this will aid in securing the long term water security in the region while protecting First Nations' Heritage and the region's highly valued and sensitive flora and fauna. I agree with the continued use of rainwater tanks and agree that all new developments mandate plumbed in rainwater tanks with continued and expanded rebates towards this both existing dwellings (both on and off grid) and new BASIX dwellings. Ideally when all households are taking care of their own water needs this will decrease the pressure on centralised water sources and any new expensive water supply infrasture thereby eliminating the need for any dam extension ie. no need for the proposed Dunoon Dam. I strongly disagree with any phasing out of rebate programs. I agree promotion and marketing of this rebate program needs to be increased so more households are aware. Maybe a survey can be carried out so needs and wishes within community can be identified and a more targeted approach carried out. I agree with the RCC's continued program to fix leakages and would recommend that RCC support the Councils in their 4 LGAs to assist this to be done within each Council's network of pipes. I strongly support the implementation of smart metering and believe this will assist in identifying leakages and thereby eliminating water waste. I agree with the continued promotion and use of recycled water and would like to see rebates widely promoted. I strongly agree that community engagement and education is required to all households across the region to engage residents about water usage. If community members value water even in abundance they are much more likely to change the way they use water which will be protective in times of scarcity. During the last drought I believe RCC acted too slowly in implementing water restrictions. There needs to be a clear strategic guide around water restrictions for future droughts. Thank you for the opportunity to give feedback on these very important issues around water usage in our region.</p>

I consent to have Rous County Council collect my name, address and email information

I confirm

Submission regarding: Rous Regional Demand Management Plan: 2023 – 2026

Submission from: Jim Richardson, 6 Tildon Drive, Clunes.

I cannot support the Demand Management plan in its current form. In summary my reasons are that it is too narrow in scope, too unambitious, and inadequate in what it delivers.

While it contains the germs of sensible initiatives, it is at best underwhelming in its approach, and indicates perhaps a deep-seated organisational failure to really confront the grave global climate change issues that lie ahead for our community.

The serious lack of leadership in the plan is exemplified by the statement: “ *by allowing individuals and households to:*

- *Create a situation where they are facilitated to choose their own reasons for change.*
- *Form their own plan for change using both existing and potentially new tools.”* [Emphasis added]

Do we expect essential services to operate on the basis that we facilitate citizens to choose their own reasons to change, and just hope that they do?

Do we plan and lead by telling consumers we expect them to “form their own plan” by using some tools that may “potentially” be provided?

Would we seriously expect our public health, education, or law-enforcement systems to be planned on this basis?

And yet this philosophy is proposed to be at the heart of Rous’s future attempts to make significant demand reductions!

We see this approach reflected also at the macro level when it comes to Rous’ consideration of individual council actions regarding recycled water, with the recommendation in the Hydrosphere report that Rous not be significantly involved, and leave Ballina and Byron Shire Councils to implement and administer their own recycled water systems. This presumably is what has led to the final plan containing only limited support for water re-use, via the SWPP non-residential rebate scheme. Again, this demonstrates a lack of serious leadership from Rous County Council.

This laissez faire philosophy of planning may suit the ideological bent of some, but as administered by Rous, it has failed to reduce demand enough in past years, and has contributed to ongoing waste. Spending the next few years doing substantially the same as has been done in the past, albeit with minor tweaks, and waiting to see if there’s a reduction in demand when some people “form their own plan”, seems a recipe for getting the same result as previously. That may be a nice research project but it does little to deliver the water security Rous customers will need in the near future. It also raises the question of whether Rous does take demand management seriously, or is remaining distracted by the old pipe-dream of storage dams solving all problems, and that demand-side actions are fairly optional.

As evidence of urgency in tackling demand, I refer council to the current water crisis in parts of the USA, and the UK, and the planning/management responses arising from them.

Data on these current situations seems not to feature at all in the **Current Practice & Literature Review** section of the **Regional Demand Management Plan Review and Update, Background Information and Recommended Plan Components** report, by Hydrosphere Consulting.

In fact, in that document there is a paucity of international references as primary sources, with the vast majority of the **Current Practice** sources referencing only Australia. This overly narrow approach suggests a lack of initiative, and a reluctance to consider the complex but critical issue of demand management through more than one perspective.

Whether Rous's favoured consultancy firm was instructed to focus on only Australian academic and industry sources in the Literature section, I am unable to determine, but councillors and staff [and indeed Rous's customers], might wish to explore the very current situation that areas of the USA and UK , to mention two countries, are experiencing. They can refer to the following sources, readily found, if they want to draw on some current policy in countries other than Australia for a less parochial view than presented by Hydrosphere:

- UK government report on demand management: <https://www.ofwat.gov.uk/regulated-companies/resilience-in-the-round/long-term-potential-domestic-demand-management-water-sector/> [published 2018]
- New York City demand management plan: [viewed 2022] <https://www1.nyc.gov/assets/dep/downloads/pdf/water/drinking-water/water-demand-management-plan-single-page.pdf>
- Singapore's experience in water demand management: https://www.iwra.org/congress/2008/resource/authors/abs461_article.pdf [2008] , and <https://www.pub.gov.sg/savewater/atwork/managementplan> [viewed 2022]
- A European approach <https://www.eea.europa.eu/publications/water-management-in-europe-price> [2021]

All of these sources suggest that a far more robust approach to demand management than is contained in this plan, is called for. In particular the Singapore experience suggests that demand management is best handled with a tripod approach, the three legs being : *"pricing, mandatory water conservation requirements, and promoting and encouraging ownership and voluntarism."*

The plan as currently developed by Hydrosphere and now exhibited, seems concentrated very heavily on promoting only the last leg of the tripod, that of voluntarism, and largely neglects reinforcing other strategies that deliver cost-effective and greater yields. This suggests the demand management plan is perched precariously! It also begs the question whether the consultants were explicitly given a narrow scope of strategies to explore regarding demand management, or whether, given their long-standing and close relationship with Rous County Council, they 'intuited' what might be received favourably by Rous staff and councillors.

The **Background Information** report acknowledges that mandatory restrictions are very cost-effective, but also indicates that current legislation in NSW prevents them being permanent. In a missed opportunity, the plan includes no strategy to address this shortcoming in the legislation, again showing a lack of strong leadership by Rous.

As a retired science teacher and teacher-librarian, I lay no claim to being an qualified expert in the profession of water supply management, but it's disappointing that the **Current Literature** section of the **Background Report** which is presented as the basis for this Plan, contains relatively dated references, with *only six of the twenty one citations being less than five years old*. Currency of the literature drawn on, then, seems quite lacking, and this might go some way to explaining the unambitious approach the final plan takes. Of equal concern are the self-referential citations in the **References** section, with *no less than eight being references to documents that Hydrosphere itself developed*. Perhaps this is an inevitable outcome when one consultancy firm does most of the work (presumably by open tender) for a council, or when there is a lack of competition, but it is unsatisfactory.

Notably lacking in this plan are any references to, or considerations of, the Far North Coast Regional Water Strategy, State strategy, National Water Grid, etc , and how these external policies and actors might be expected to impact on the demand management plan. This too suggests an inward gaze, rather than outwards, by Rous County Council. In reality views in both directions are needed, if Rous is to remain fit for purpose as a supply delivery organisation. The plan should be rewritten, explicitly including sufficient flexibility to adapt rapidly to changes as they occur in State and National policy.

I have focused this submission largely on what I perceive as the flaws in the Background report because it is supposed to be the foundation for the plan, and it ought also to provide Rous County Council and the public with all the relevant information needed to assess the plan. I do not believe it does so credibly, and by implication the whole plan needs a major review and should not be adopted until remedied.

In failing to adequately explore strong pricing and mandatory conservation measures, this plan is proposing what is, paradoxically, ultimately a high cost, risky, approach to water security. Many of the strategies outlined within it have merit and should be much more vigorously pursued than the plan suggests, but on their own, in a voluntary model, they will fail to deliver the demand-side savings we need to make our water supply resilient in a cost-effective way.

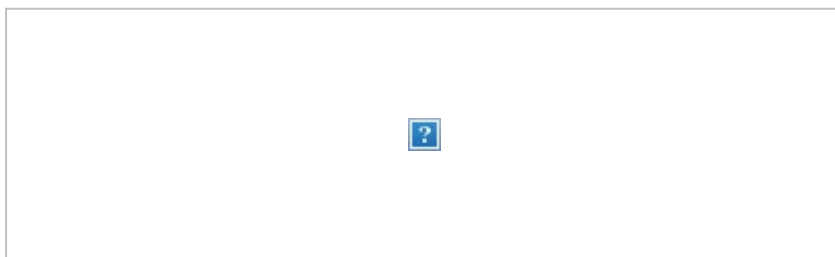
Jim Richardson, B. Sc. Dip.Ed. Grad Dip T/L

From: [Rous County Council](#)
To: [Kirrilee Donovan](#)
Subject: FW: Submission on Rous RDMP 2023-26
Date: Monday, 12 September 2022 8:32:43 AM
Attachments: [2019-email-footer---rcc-generic-v2_3f1ecbf-f794-4432-b751-bb928823562f_285cfe74-531b-40b8-9082-c6a1a9976468.gif](#)

Rous County Council

PO Box 230, 218-232 Molesworth St LISMORE NSW 2480 | [02 6623 3800](tel:0266233800) | council@rous.nsw.gov.au |

Rous County Council acknowledges the Traditional Custodians of the land upon which we work and live. We pay our respects to the Elders of the past, present and emerging and acknowledge their continuing connection to Country who will guide us on our shared journey to the future.



Rous County Council is a supporter of flexible working arrangements. If you receive an email from me outside of normal business hours, it is not my expectation that you read, respond, or follow up on this email outside your hours of work.

DISCLAIMER

This email including any attachment is intended solely for the named addressee.

Any views or opinions expressed in this email are solely those of the author and do not necessarily represent the view or opinion of Council.

Confidentiality or legal privilege is not waived or lost simply because this email was sent in error. If you have however received this email in error please immediately notify the sender and destroy the email and any copy you may have of it. Council recommends that you check for the presence of viruses before opening any attachment to this email. Council does not accept liability for any damage caused by a virus transmitted by email from it. Information about the Council's Privacy Management Policy is available in the following URL: <http://www.rous.nsw.gov.au/page.asp?f=RES-XRL-37-22-83>



Please consider the environment - do you really need to print this email?

From: Ben Fawcett <benfawcett92@gmail.com>

Sent: Sunday, 11 September 2022 11:57 AM

To: Rous County Council <council@rous.nsw.gov.au>

Subject: Submission on Rous RDMP 2023-26

To: General Manager and Councillors, Rous County Council (RCC)

From: Ben Fawcett, 70 Montecollum Road, Wilsons Creek, NSW 2482

Re: Personal Submission on Rous Draft Regional Demand Management Plan (RDMP), 2023-26

I am an environmental health engineer with forty years of worldwide experience in water supply and sanitation, in both professional practice and academia, now living in Wilsons Creek and acting as a Community Advisor on the Byron Shire Council Water and Sewer Advisory Committee.

I strongly support all possible efforts, as illustrated in the RDMP currently on public exhibition, towards reduced water abstraction, delivery and consumption, for both economic and environmental reasons. As the consultant states on page 5 of the draft Plan: *“A key driver of this RDMP is the economic benefit of deferring or downsizing new water supply works as much as possible. By reducing total water demand, the costs of building new water supplies and transferring and treating water are reduced and any capital investment required to meet the needs of growing communities may be deferred. An effective demand management strategy also has the potential to achieve reductions in the required capacity of new water supply infrastructure.”* I completely concur with this rationale for the strongest possible demand management plan.

All components of the draft Plan warrant full support and commitment. The aims, elements and strategies are sensible and the budget is reasonable and well-justified.

It is notable that the Southeast Queensland region was able to reduce domestic demand from 300 L/p/d before the Millennium Drought to 120 L/p/d during the drought, and to 176 L/p/d now (Lessons from the Millennium Drought, 2019, seqwater.com.au).

I note from the *RCC RDMP Review and Update: Background information and recommended plan components, June 2022*, that:

1. On page 1, it states that Demand Management has been integral to RCC water supply planning since 1995, with a reduction in demand in the 25 years from 1995 to 2020 from 484 to 248 kL/a/property, a reduction of nearly 50%. Whilst this is admirable it does mean that an average of 680 L of water are still delivered to each connected property every day, and that incremental reductions are more difficult to achieve.
2. On page 5, several key, current issues in demand management are highlighted, including: lack of staff, challenges in consistent demand monitoring, limited community engagement, several of the constituent councils not having set residential consumption targets, and the claim that water loss reduction is difficult and expensive. Whilst these are all significant challenges the latest RDMP suggests strategies to tackle these issues and must be supported by RCC over the next three, and subsequent years.
3. On page 17, the report states that “The Water Services Association of Australia has undertaken customer research showing that water efficiency remains an important issue for Australian customers, even during non-drought periods.” (WSAA, 2019). Information and education therefore remain vital components of the RDMP, as they provide valuable opportunities for two-way stimulation of demand reduction, by educating consumers who will then, themselves, lobby suppliers, and by educating children, who then lobby their elders.
4. Table 9 of the RDMP Review forecasts a budget for demand management of \$8.44 per property per annum. This is a very modest 1.3% of the revenue from each property and suggests a very cost-effective plan, which probably warrants more expenditure, especially in comparison with very high capital and recurrent costs for maintaining and developing water sources.

Regarding water losses in the distribution system, the report states, on page 8, that *‘water loss management is a critical component of demand reduction and current levels of losses*

are high." Appendix 5 of the RDMP Review indicates that non-revenue water (NRW, ie losses) were at 15.2% during the 2019/20 drought, in the RCC region. This is considerably higher than the Australian national average, estimated at 10% [Harris, 2018, Addressing non-revenue water losses, awa.asn.au]. This paper also stresses that the economic level of leakage (ELL) can no longer be set at 10%, but should be reduced to 5% or less. This supports the report statement that water loss management is critical; this should therefore be given a high priority.

I note the points made by Nan Nicholson of WATER Northern Rivers in her article in the ByronShire Echo, September 7, 2022, concerning the need for a continued emphasis on domestic rainwater harvesting in the RCC region, as a vital component of demand management. I strongly support this argument, and agree that support for water tanks, both on new construction - through BASIX - and in existing properties through information, education and subsidies, should remain a significant part of any future RDMP.

It is disappointing to note that no numerical targets have yet been set for reduced water use, but I strongly encourage the collection and analysis of data in the upcoming planning period, to establish such targets for monitoring and evaluation, and to set them as high as is reasonably feasible.

In summary: I strongly support all six focus areas of the RCC RDMP for 2023-26, as stated in Section 8.5 of the RDMP Review, with the provisos that:

- a) domestic rainwater harvesting should be given continued support as a vital component of future plans, and
- b) expenditure for demand management could usefully and productively be increased.

Regards,

Ben Fawcett.

Public exhibition document submission

Regional Demand Management Plan 2023-2026

Submission for	Regional Demand Management Plan 2023-2026
Your name	Jill Hawthorn
Your address	1659 Dunoon Road, Dunoon, New South Wales, 2480, Australia
Your phone number	0428334793
Your email	maevegardens@yahoo.com.au
Option 1: Write your submission	<p>I strongly support the "implementation of a thorough and ambitious RDMP " because how much Supply of water depends on demand. Water conservation should be a core value of Rous.</p> <p>I want more tank rebates, not less. Encouraging tanks for garden use would save potable water wastage. I acknowledge that this may not be an economic benefit for Rous but surely we are managed by the triple bottom rule of economy, sustainability and community benefit.</p> <p>I encourage and support "complementary behaviour change" to encourage community water saving behaviour. This could be much bigger than a single staff member. Educational opportunities to learn more about how precious our water is, linking with other successful behaviour change programs within Australia & overseas.</p> <p>I support standardisation - It's time to improve "data collection" throughout the region. Smart meters will support this but also working with councils so a regional understanding of supply and demand can be communicated to council & community.</p> <p>Recycle water can be encouraged by further rebates on purple pipes and explaining the safety of recycled water to the community. Using water more than once can be encouraged on a household and community level.</p> <p>My last comment is about water wastage through leaks. I encourage Rous to work with councils to " fix the leaks" Maybe Rous could support councils with technology & staff to reduce this wastage.</p>
I consent to have Rous County Council collect my name,	I confirm

To: Rous County Council
Submission from Dr Lyn Walker re:

Regional Demand Management Plan: 2023- 2026

I strongly support Demand Management as a major tool for developing the future supply of and resilience for potable water to the four LGAs that make up Rous County Council (RCC). It is a central part of the Integrated Water Cycle Management (IWCM) planning that is required by both the Federal and NSW State governments and therefore must be supported by Local Water Utilities such as RCC. Both levels of directly elected governments recognise that future supply and resilience in the face of climate change uncertainty requires long term plans that emphasise less reliance on rainwater and multiple sources of supply. Demand Management by decreasing all water use is a vital part of water management.

Demand Management should be considered and assessed holistically in its context as a part of the whole water supply and resilience plan. Public responses to the Regional Demand Water Plan (RDMP) as now on public exhibition will therefore need to be used very carefully.

I support all of the measures already undertaken by RCC. However, I urge RCC to:

Dramatically increase in depth and breadth all of its efforts in maintenance, rebates, and public education; and

Always consider demand management in the context of the IWCM, costs and expert future rainfall modelling (including extended drought and flood).

There should be a special comprehensive consideration/emphasis of the use of water in climate change than has been in the past. The Hydrosphere Plan briefly mentions gardens as part of locality issues but does not develop it.

If Tanks are considered as one example of appropriate RDMP taking into account the climate change emergency it is easy to see the proposal to remove the rebate is short sighted and inappropriate.

- i) Climate scientists assert that we can no longer rely upon past experience in a time of rapid climate change – that reliance is what RCC is using to recommend phasing out tank rebates.
- ii) I propose that not only should the rebate be retained it should be extended to smaller tanks given the rise in multiple housing unit developments and smaller blocks of land. Housing of whatever nature should carry the expectation of greenery around them so important for quality of life and reduction of emissions. The expectation is that kerbside planting will be encouraged with responsibility taken on by residents.
- iii) Housing in older areas are unable to be retro fitted for recycled water in Ballina shire due to high cost we have been assured.
- iv) Much housing in residential areas and remote areas in this region are at risk of fire.
- v) Tanks are able to take advantage of small rainfalls – every bit is useful in drought/fire.

vi) Tanks are much more cost efficient than other larger constructions that RCC is contemplating. Of whatever size and location tanks increase supply.

I am of the opinion that a RDMP would benefit from more consideration of climate change risk. Such consideration would include things like a garden/tree rebate for water charges. We envisage this could happen with cooperation between RCC and each local Council.

I strongly support the approach of Prof White from the NSW **Institute for Sustainable Future** as submitted to RCC in two ways, the first listing the many ways that water demand can be applied and collection of the statistics required to implement them effectively. RCC is a long way from providing the required information which makes it difficult for the public to be well enough informed to respond reliably to this public exhibition. The RDMP seems to be aware of this lack but not yet incorporating it into public consciousness. Secondly, that public education and participation be via continual and democratic methods which are well known in this region, public juries for example, are required before and as well as public exhibition. We see this as the vital component in the difference in demand results from the 2014 study by HMV and reviewed by Santec (new name for HMV) at RCC request recently. White has much more faith in the public via appropriate education and consultation methods. I support White, especially his emphasis on continual democratic measures. I mention in passing that it is scientifically/ professionally inappropriate for RCC to have requested Santec to review White. If not satisfied with White a third party review would be the only acceptable way.

I am particularly concerned that the efforts to involve the public fall far short of providing the public with “balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions” (IAP2, 2021). In 2021 for example a highly emotionalappealing, misleadingirrationaladvertising blitz for a political electoral purpose was not only permitted to rage on without the quiet provision of formal accurate information from RCC.

I believe that a public exhibition such as this without prior continual democratic effort and without full data is too shallow to be valid. Furthermore, the method of evaluating submissions actually used, as opposed to claimed, is absurd. RCC employs a specialist data analyst to describe the metrics of papers received which is basically a clerical job albeit complex, but the expert advisor is denied the most useful ability to evaluate them professionally. (RCC continually refuses to publicly release the actual text of what the expert analyst was asked to do – I report here an oral explanation from RCC but cannot verify its integrity.).

In short, I support a radical RDMP, with far reaching continual democratic public involvement. I also expect a more scientific response to supply problems that take into account the climate change emergency and the fact of RDMP being only a part of a solution to water supply. The RDMP on exhibition maybe a start, but it could also be regarded as a downgrading of its importance.

It might also be useful to use a wider range of expert advice than Hydrosphere.

Great care needs to be taken in using expert conclusions about the submissions from this exhibition given shortcomings in public education, preparation, and RCC history of inadequate assessment practice.

Lyn Walker
12 Sept 2022

To: Rous County Council
Submission from Sarah King

re: **Regional Demand Management Plan: 2023- 2026**

I strongly support Demand Management as a major tool for developing the future supply of and resilience for potable water to the four LGAs that make up Rous County Council (RCC). It is a central part of the Integrated Water Cycle Management (IWCM) planning that is required by both the Federal and NSW State governments and vital to future supply and resilience in the face of climate change uncertainty.

I support the measures already undertaken by RCC and urge expansion of this plan to increase your efforts in maintenance, rebates, and public education; and to keep demand management a central pillar of your IWCM, and in assess in the context of the total whole of life costs and climate science predictions of changing weather patterns.

I endorse the approach of Prof White from the NSW Institute for Sustainable Future, and the detailed points made in both the BES and NRA's submissions.

Thank you for the opportunity to comment on this plan.

Sarah King
7/1-3 Beachfront Parade, East Ballina

To: Rous County Council

Submission re: **Regional Demand Management Plan: 2023- 2026**

Ballina Environment Society (BES) strongly supports Demand Management as a major tool for developing the future supply of and resilience for potable water to the four LGAs that make up Rous County Council (RCC). It is a central part of the Integrated Water Cycle Management (IWCM) planning that is required by both the Federal and NSW State governments and therefore must be supported by Local Water Utilities such as RCC. Both levels of directly elected governments recognise that future supply and resilience in the face of climate change uncertainty require long term plans that emphasise less reliance on rainwater and multiple sources of supply. Demand management by decreasing potable water use meets both of these criteria of increasing supply and making the most careful use of rainfall.

BES supports all of the measures already undertaken by RCC. However, we urge RCC to:

- a) Dramatically increase in depth and breadth all of its efforts in maintenance, rebates, and public education; and
- b) Always to place demand management in the context of the costs and expert rainfall.

If Tanks are considered as one example of the above it is easy to see the proposal to remove the rebate is short sighted and inappropriate. BES proposes that not only should the rebate be retained it should be extended to smaller tanks given the rise in housing unit developments and smaller blocks of land. Housing of whatever nature should carry the expectation of greenery so important for quality of life and reduction of emissions. Tanks are much more cost efficient than other larger constructions that RCC is contemplating. Of themselves they increase supply.

This Society strongly supports the approach of Prof White from the NSW **Institute for Sustainable Future** as submitted to RCC in two ways, the first listing the many ways that water demand can be applied and collection of the statistics required to implement them effectively. RCC is a long way from providing the required information which makes it difficult for the public to be well enough informed to respond reliably to this public exhibition. Secondly that public education and participation be via continual and democratic methods which are well known in this region, public juries for example, are required

We are particularly concerned that the efforts to involve the public fall far short of providing the public with “balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions” (IAP2, 2021).

We believe that a public exhibition such as this without all that prior continual democratic effort is too shallow to be valid. Furthermore, the method of evaluating submissions actually used, as opposed to claimed, is absurd. RCC employs a specialist data analyst to describe the metrics of papers received which is a clerical job, but is denied the most useful ability that is to evaluate them professionally.



Submission to Rous County Council re

Regional Demand Management Plan: 2023- 2026

WATER Northern Rivers Alliance is a community-based, independent organization formed to help educate the community to adopt diverse, resilient and sustainable water options and to work with the regional water supply authority, Rous County Council (RCC), to implement such options.

We read in the Executive Summary that RCC states:

Demand management actions aim to increase awareness of the value of water and level of customer consumption and encourage a change in behaviour to more water-efficient practices.

This is barely adequate. Rous CC needs a publicity officer who is actively educating the population regarding the finite nature of water supplies and the need to be aware of the difference between using potable water for drinking and using potable water for washing the car or hosing the driveway. There are many opportunities for the use of recycled water and this is inadequately addressed in the RDMP. We believe it is essential that the community be involved in these important decisions so they will be more inclined to work with Rous to see the plan implemented.

We support the implementation of a thorough and ambitious RDMP. However, this draft RDMP can hardly be called ambitious. It would seem that, as consultants, Hydrosphere is more interested in not rocking the boat than taking seriously the need for change.

Both of the following quotes from the draft RDMP show good intent.

- 1.) *A key driver of this RDMP is the economic benefit of deferring or downsizing new water supply works as much as possible.*
- 2.) *to . . . engage the community to be better advocates for water conservation and protection, with the expectation that water is supplied, delivered and used efficiently.*

We believe that for Rous to be expecting individuals to 'form their own plan' and 'choose their own reasons for change' is Utopian and unrealistic. We believe people should be actively 'encouraged' rather than 'allowed' to create *measurable and persistent reduction in*

water use in all households. Education is the key and needs to be active rather than hoping that change happens.

It is only through active demand management that gains from previous RDMPs will be consolidated so *'reducing water demand and deferring the need for new water supply sources'*.

Water Northern Rivers believes the development of the pilot program, as detailed in Appendix 1, is a useful start.

Continued and expanded Tank Rebates

We strongly support the existing tank rebates to continue and do not agree with the draft proposal to phase out the rebate scheme.

In fact, the tank rebate scheme should be expanded to include properties that are off-grid or not connected to the water mains.

Actively encouraging people to catch rainwater from passing showers and storms. This reduces their reliance on the water mains supply, especially during droughts. When people have their own water supply, their behaviour changes around water consumption as they naturally become more mindful of conserving water.

Meanwhile we support the RDMP researching and encouraging *'implementation of alternative cost-effective residential customer incentives'*.

Smart Metering

We support the implementation of smart metering. We strongly support the work done by the *Institute for Sustainable Futures* in their ambitious Smart Metering Campaign plan prepared for Rous County Council in 2020. Monitoring usage and knowing where leaks may be occurring is essential for a thorough demand management protocol.

We strongly support the Rous Smart Metering Initiative as detailed in Appendix 2.

Data collection and analysis

We strongly support the need for improved data collection, standardised across the region. This is essential to understand how to improve the efficiency and sustainability of the water supply network. Much of this information will come with the implementation of the Smart Metering Initiative.

We also support the proposal that information on consumption will be regularly reported to consumers. This will help in the 'behaviour change' mentioned above.

Recycled water - Enhanced promotion and rebates where purple pipes exist

We strongly support the enhanced promotion of recycled water and rebates where recycled water is available.

We strongly encourage councils to engage with purple pipe households and businesses about the benefits of using recycled water for all non-potable uses. Despite the recycled water rebate program being approved in 2013, no rebates have yet been paid. We urge Rous to engage with the philosophy of using recycled water and to develop education material explaining the safety of recycled water uses.

Education and water literacy for all residential users

As residential users make up 76% of potable water demand, we strongly support Rous to engage with households in water literacy. For example, information packs explaining the benefits from implementing water saving tips could be delivered to households.

We strongly support Rous to work with constituent Councils with collection and dissemination of the information which will come from the deployment of Smart Meters.

Reducing need for water supply infrastructure

We strongly agree with the statement in the RDMP that “...*reducing the need for, or lessening the footprint required for water supply infrastructure can reduce the need for extraction from rivers and aquifers leading to increased river flow and improved river health*”.

We do not support unnecessary, risky and destructive infrastructure like the formerly proposed Dunoon Dam. Thorough water efficiency and demand management that can eliminate or delay the need for new water supply infrastructure will deliver a welcome outcome.

Implement advice from Institute for Sustainable Futures

We encourage Rous to engage with and implement the advice sought by Rous from the *Institute for Sustainable Futures*. Their proposed retrofitting program and other plan elements are the most cost effective way to increase water security in our region. We also support the ongoing local employment and local spending that comes from following the program.

Level of Service & Secure Yield

According to Prof Stuart White, Rous changed the Level of Service without community consultation, which on paper brings the need for increased water supply sources forward by about a decade.

We would like to see robust community consultation into Level of Service. If the community understands that a small change in their usage/restriction would create such massive savings in water usage and cost, we think the community would embrace such a change.

We appreciate the opportunity to comment on the draft Management Plan.

However, while basically in support of the direction outlined in the draft Demand Management Plan, we see it as falling short of its potential. World-wide, we are heading into increasingly difficult times as evidenced by the local floods in February, the extreme temperatures and accompanying drought in the USA and Europe and the devastating floods in Pakistan. Climate change is real and its consequences are outside historical norms.

For this reason, Rous CC needs to be on the front foot. Look around the world at best practice and you will find examples in London, Singapore and California (to name a few) where water authorities are doing much more with less. Hydrosphere consulting seem to have been very constrained in their search for examples but Rous CC needs to actively pursue avenues which will lead to adaptability and sustainability in supplying water to their customers.

“Demand Management” implies actively promoting the conservation of water, its appropriate and sustainable use and the education of Rous CC customers to willingly accept Rous CC proposals.

Unless Rous County Council becomes more proactive we believe it will fall short of its mandate.

Signed: Terri J. Nicholson

For: WATER Northern Rivers Alliance

12th September 2022

From: [Rous County Council](#)
To: [Kirrilee Donovan](#)
Subject: FW: Regional Demand Management Plan Comment/Submission
Date: Monday, 12 September 2022 11:23:37 AM
Attachments: [2019-email-footer---rcc-generic-v2_3f1ecbf-f794-4432-b751-bb928823562f_285cfe74-531b-40b8-9082-c6a1a9976468.gif](#)

Rous County Council

PO Box 230, 218-232 Molesworth St LISMORE NSW 2480 | [02 6623 3800](tel:0266233800) | council@rous.nsw.gov.au |

Rous County Council acknowledges the Traditional Custodians of the land upon which we work and live. We pay our respects to the Elders of the past, present and emerging and acknowledge their continuing connection to Country who will guide us on our shared journey to the future.



Rous County Council is a supporter of flexible working arrangements. If you receive an email from me outside of normal business hours, it is not my expectation that you read, respond, or follow up on this email outside your hours of work.

DISCLAIMER

This email including any attachment is intended solely for the named addressee.

Any views or opinions expressed in this email are solely those of the author and do not necessarily represent the view or opinion of Council.

Confidentiality or legal privilege is not waived or lost simply because this email was sent in error. If you have however received this email in error please immediately notify the sender and destroy the email and any copy you may have of it. Council recommends that you check for the presence of viruses before opening any attachment to this email. Council does not accept liability for any damage caused by a virus transmitted by email from it. Information about the Council's Privacy Management Policy is available in the following URL: <http://www.rous.nsw.gov.au/page.asp?f=RES-XRL-37-22-83>



Please consider the environment - do you really need to print this email?

From: Jo Cooper <matriibliss@yahoo.com.au>
Sent: Monday, 12 September 2022 10:59 AM
To: Rous County Council <council@rous.nsw.gov.au>
Subject: Regional Demand Management Plan Comment/Submission

To whom It may Concern

I strongly support the implementation of a thorough and long term supportive RDMP for the Northern Rivers region to assist in securing the long-term future of the region's water supplies and to defer and/or downsize future water source investments", therefore reducing pressure on natural waterways, environment and cultural heritage.

I am a resident of The Channon. We purchased our property 20 years ago. It has a 1.5km boundary with Rocky Creek. We moved from a town water supply to tanks. A daunting and unexperienced way of living. To rely solely on tank water was something that we imagined would be one of our biggest struggles. Now 20 years on I can state that it has been one of the

biggest and most rewarding lifestyle changes we have ever encountered. I will add that we have never needed to purchase water either and have only ever pumped one tank from the creek.

Being made responsible for our water has made us self sufficient, self reliant and we believe positively contributes to our community by not being an unnecessary drain on a resource that is available to all. We strongly support continued tank rebates.

It is our belief that when people are made accountable for their usage of anything, that they lean towards protecting and valuing that more greatly. We have seen similar responses with the installation and use of solar power throughout the region and our country as a whole. By every household collecting the majority of their water themselves, we initiate long term, sustainable change within the mind set each individual. This is generational change that will shift how we value water and indeed, our climate and our world.

I strongly advocate for the inclusion of water tank rebates and incentives for current and future households. Surely by empowering people to be responsible at a household level, we lessen the burden on the greater region and the need for destructive and costly infrastructure such as dams would no longer be necessary. This would also take the demand off our current water supply infrastructure.

Other measures that can be taken to reduce our demand on water within our region could be

1. Smart metering
2. The agreed identification, accountability and fixing, within all 4 Local Government Areas, of water wastage via leaks and the possibility of tanks throughout all public amenities and park lands
3. The wider use of recycled water and purple pipes

This of course is a limited list and I know that people more qualified than myself like Dr. Stuart White (as an example) could list more options. I am however a land holder and resident of this region who values the preciousness and fragility of what we have here. The decisions that are made now will impact, not only future generations but our environment, climate and culture. You sit in a position of great privilege and power. How will you wield that?

Regards

Jo Cooper

336 The Channon Rd

The Channon NSW

2480

From: [Rous County Council](#)
To: [Kirralee Donovan](#)
Subject: FW: RDMP Feedback - Tanks
Date: Monday, 12 September 2022 12:00:17 PM
Attachments: [2019-email-footer---rcc-generic-v2_3f1eccbf-f794-4432-b751-bb928823562f_285cfe74-531b-40b8-9082-c6a1a9976468.gif](#)

Rous County Council

PO Box 230, 218-232 Molesworth St LISMORE NSW 2480 | [02 6623 3800](tel:0266233800) | council@rous.nsw.gov.au |

Rous County Council acknowledges the Traditional Custodians of the land upon which we work and live. We pay our respects to the Elders of the past, present and emerging and acknowledge their continuing connection to Country who will guide us on our shared journey to the future.



Rous County Council is a supporter of flexible working arrangements. If you receive an email from me outside of normal business hours, it is not my expectation that you read, respond, or follow up on this email outside your hours of work.

DISCLAIMER

This email including any attachment is intended solely for the named addressee.

Any views or opinions expressed in this email are solely those of the author and do not necessarily represent the view or opinion of Council.

Confidentiality or legal privilege is not waived or lost simply because this email was sent in error. If you have however received this email in error please immediately notify the sender and destroy the email and any copy you may have of it. Council recommends that you check for the presence of viruses before opening any attachment to this email. Council does not accept liability for any damage caused by a virus transmitted by email from it. Information about the Council's Privacy Management Policy is available in the following URL: <http://www.rous.nsw.gov.au/page.asp?f=RES-XRL-37-22-83>



Please consider the environment - do you really need to print this email?

From: Daniel Peterson <danieljohnpeterson1@gmail.com>
Sent: Monday, 12 September 2022 11:34 AM
To: Rous County Council <council@rous.nsw.gov.au>
Subject: RDMP Feedback - Tanks

Hi,

Thank you for inviting feedback on Rous County Council's new Regional Demand Management Plan.

Rainwater tanks are actually very cost effective, if you consider all their benefits.

This recent 2017 University of Technology Sydney research found that throughout the 44 NSW LGAs studied:

"The average percentage of water savings by installing rainwater tanks across all 44 LGAs was a further reduction of 9%."

<https://www.sdewes.org/jsdewes/dp656f948eef4dc42d82578149726f515c7bef7c90>

It would be ludicrous for Rous to reduce in anyway their existing and popular tank rebate scheme.

I myself have used this rebate to install my own tank in Goonellabah and as a result my reticulated Council water consumption is almost eliminated. I would like to encourage other home owners to do the same, but I need to know that Rous supports our community in this way. Further evidence shows decentralised water supplies is a trend in comparable economies.

Overall market trend towards individual water treatment devices is increasing:

<https://www.fmiblog.com/2022/08/22/residential-water-treatment-devices-market-is-likely-to-surge-at-a-vigorous-5-cagr-by-2031-fmi/>

Rainwater tanks used as part of demand management is a no-brainer.

In addition, Rous needs to make public comment on our regional human population targets, as a basic recognition of the role that total possible consumption rates have on any sensible water demand management plan.

Regards,

Daniel Peterson JP

1 Graham Pl, Goonellabah NSW 2480, Australia

0431 284 74

Dr Roslyn Irwin
32 Dougan Road
CANIABA NSW 2480

Phone

Home 02 66215906

Mobile 0417445359

Having read this document, I have a few comments to make. Firstly, I fully support the objective of reducing the demand for water and in particular the focus on addressing leaks. When I was on Rous County Council, and of course since then, Professor Stuart White has consistently pointed out that addressing this issue (which Lismore Council has done in the past following his advice) is the same as increasing supply. Done well, it could do away with the need for a new dam or the use of groundwater, as Professor White has claimed for some time.

Whilst I think that having rain water tanks should be required as a condition of consent on all development applications, and would be useful in encouraging consumers to think more constructively about the use of water for gardening and other external activities, my own understanding is that when water is most needed e.g. in droughts, rainwater tanks are generally empty.

Certainly a high priority should be given to fixing the leaky pipes that already contribute significantly to water use.

I am concerned about the potential impact of the 2022 floods on demand. Whilst Rous is predicting an increase in regional population based on DPIE's projections, they have rarely been achieved, certainly in Lismore. Following the floods it is already suggested that there will be people leaving the Region so whether or not the projections are likely to be achieved is dubious.

Throughout the document there are a number of 'motherhood' statements, which I support, but frankly would like to see that they have teeth.

It has been interesting to see that some of the people involved in the Reconstruction Commission and other experts have said there are no engineering solutions to address flooding in the Richmond Valley Catchment. This suggests to me that those supporting the Dunoon Dam as a potential water source at the cost of destroying First Nations sites and almost guaranteeing the extinction of Lismore's koalas are misguided and focused on last century solutions rather than those which are innovative and sustainable.

Public exhibition document submission

Regional Demand Management Plan 2023-2026

Submission for	Regional Demand Management Plan 2023-2026
Your name	Elia Hauge
Your address	30 Coorabell Road, Federal, New South Wales, 2480, Australia
Your phone number	0403658890
Your email	eliahauge95@gmail.com
Option 2: Attach submission and/or supporting documents	Response to RCC Regional Demand Management Plan.pdf
I consent to have Rous County Council collect my name, address and email information	I confirm

Submission to Rous County Council

Re: Regional Demand Management Plan: 2023 – 2026

Comments: Water security is of utmost importance. In order to have water security these following points I am very supportive of

- incentives for rain water tanks
- reduce water waste
- transition to smart metering
- increase water use literacy
- ensure diverse water source options ~
not just dams which are dependant on rainfall

- Please consider long term sustainability and resilience to extreme weather conditions, as well as cost effective measures. Also environmental & indigenous rights with due merit ~~not just~~

Name: Ivy Young Date: 11-9-22

Address: 463 Wallace Rd, Tuntabla Creek

Postcode: 2480 Email: ivydjarda@yahoo.com.au

Submission to Rous County Council

Re: Regional Demand Management Plan: 2023 – 2026

Comments: We want strong demand Management.
..... We would like the continuation & expanded
..... Tank Rebates

..... Smart Metering, stop the 17%
..... leakage, now.

..... Education & water literacy for all
..... users including school children

..... We need to think of the value of
..... water, with no waste, washing
..... cars, daytime watering, etc.

..... An extra dam on Little Rocky Creek
..... is not only futile but destructive.

Name: Judy Maher Date: 11/8/22

Address: 348 The Channon Rd The Channon

Postcode: 2480 Email: p.j.maher@gmail.com

Submission to Rous County Council

Re: Regional Demand Management Plan: 2023 – 2026

Comments:

- please continue to support a tank rebate. There is a lot of springwater available that is underused. I've also observed that landslips in Terania are happening where gutters are pouring onto steep areas. If the water was put into tanks it could be used in gardens etc rather than from the dam.
- smart metering makes sense. How many "sea changers" are unaware they have a leak it will increase awareness of water use which is very important in the current context
- smart cities throughout Europe recycle water to standards acceptable for potable use. This will mean populations can grow in centralised urban areas

Name: Keelin Turner Date: 11/9/22

Address: Ross Rd, The Channon

Postcode: 2480 Email: Keelinturner@yahoo.com.au

Submission to Rous County Council

Re: Regional Demand Management Plan: 2023 – 2026

Comments:.....It's important for us all to * moderate
our water usage.....
* recycle water whenever & wherever possible.....
* meter carefully - smart metering.....
* encourage rain water tanks.....
* avoid the Dunoon Dam proposal as it
won't help with flood mitigation and
may even worsen flood events. The type
of dam construction proposed is not
backed by a lot of expertise and may
fail as did the one near Bundaberg.
* Improving the water delivery infrastructure
appears to be a cheaper, more effective
and more efficient way to go.
* educating water users (all of us) to
conserve and appreciate is the way to
go.....
.....
.....

Name.....Betty Ryan.....Date: 11.9.22

Address: 1050 Terania Ck Rd Terania Ck.....

Postcode: 2480.....Email: bettyryan24@yahoo.com.au

Submission to Rous County Council

Re: Regional Demand Management Plan: 2023 – 2026

Comments: Strong demand management is essential in any modern water management plan that values water resilience and decreases dependence on rainfall dependent water supply. This is especially important since global warming is changing rainfall patterns.

Areas to continue or improve:

- Rous and councils investing more in reducing leaks + wastage
- recycled water
- increase tank rebates
- smart meters
- ~~comm ask~~ check community acceptance of water restriction levels - adjust if needed
- if water efficiency + demand management are done well, ~~no~~ ^{new} dam is needed (Sydney example - 1 million people added but due to serious investment in water efficiency they didn't need new supply for 10 years)

Name: T. DRIFTWOOD Date: 11/9/22

Address: 82 Rocky Creek Dam Rd Dumoon

Postcode: 2480 Email: tom357@proton.me

Submission to Rous County Council

Re: Regional Demand Management Plan: 2023 – 2026

Comments: I strongly support the adoption of a water demand management plan, including continued & expanded tank rebates. Please also work diligently to reduce water wastage.

Water recycling also is becoming better and cheaper, so have a go at that too.

And educate people about water usage. Why would you build a new dam so people can wash cars & boats.

Name: Peter MAHER Date: 11/9/22

Address: 348 The Channon Rd The Channon NSW

Postcode: 2480 Email: pjp.maher@gmail.com

Submission to Rous County Council

Re: Regional Demand Management Plan: 2023 – 2026

Comments: As a tradesman, we should be recycling waste water. With the help of a plumber to redirect the grey water to toilet systems. This would employ local trades people.

If a dam was built, it would be by a large corporation, leaving the locals out.

Therefore we need to be more efficient in our water use. eg recycling and water capture.

Name: DAVID RUSSELL Date: 11-9-22

Address: 33 JAMES STREET DUNOON

Postcode: 2480 Email: Russell.david@gmail.com

Submission to Rous County Council

Re: Regional Demand Management Plan: 2023 – 2026

Comments: I think technology and
intelligent thinking is enough to
avoid a dam being built bringing
all the destruction associated to it

GET CREATIVE
CLEVER

and use some
ENVIRONMENTALLY FRIENDLY
BRAIN POWER

Name: Linda Bell Date: 09 SEP. 12

Address: P.O. Box 87

Postcode: 2478 Email: lb@lindabee.com

Submission to Rous County Council

Re: Regional Demand Management Plan: 2023 – 2026

Comments: I strongly believe in measures to help water supply for our region such as a well researched RDM. Further measures such as rebates for people to install their own water tanks, smart meters, recycling water, educating people with regard to water saving at home, reducing need for expensive & doubtful infrastructure like the suggested Dunoon Dam. It would also be useful to obtain advice from the Institute for Sustainable Futures.

Name: Bob Keane Date: 11/9/22

Address: 16 Nimbin St, The Channon

Postcode: 2480 Email: bombakeane@yahoo.com.au

Submission to Rous County Council

Re: Regional Demand Management Plan: 2023 – 2026

Comments:

No more dams needed if everyone has their own water tank. Just like Country people have always lived. Fix the leaks and water wastage - Sydney did it and achieved enough water for one million households. People need to be educated to use the precious resource of water more wisely. No garden watering without a rainwater tank.

Name

Jan Petroff

Date:

11/9/22

Address:

~~171~~ 171 Ashlin Rd White Whison

Postcode:

2480

Email:

janpetroff@gmail.com

Submission to Rous County Council

Re: Regional Demand Management Plan: 2023 – 2026

Comments:

I don't want a huge amount of taxpayers money invested in a dam. This investment will have ongoing costs. We should be becoming more efficient in saving water, shorter showers, using tanks.

I would also like to see more communication between LCAs and Rous, less animosity within councils and between councils. We should be working together to achieve more efficient water usage.

I would also like to see recycled water as part of the solution.

Name: Christine Russell Date: 11 Sept 2022

Address: 33 James st Dunoon

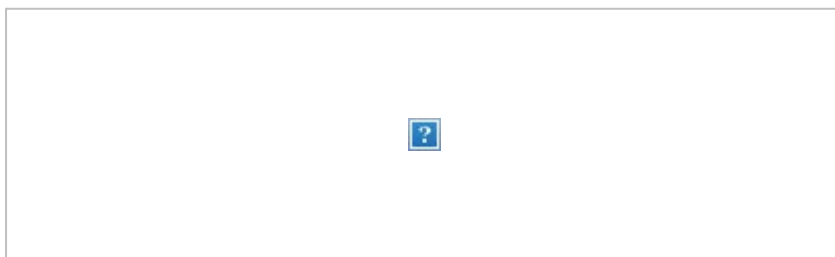
Postcode: 2480 Email: eurythmics64@hotmail.com

From: [Rous County Council](#)
To: [Kirrilee Donovan](#)
Subject: FW: Submission: ROUS Regional Demand Management Plan
Date: Monday, 12 September 2022 4:12:28 PM
Attachments: [2019-email-footer---rcc-generic-v2_3f1eccbf-f794-4432-b751-bb928823562f_285cfe74-531b-40b8-9082-c6a1a9976468.gif](#)

Rous County Council

PO Box 230, 218-232 Molesworth St LISMORE NSW 2480 | [02 6623 3800](tel:0266233800) | council@rous.nsw.gov.au |

Rous County Council acknowledges the Traditional Custodians of the land upon which we work and live. We pay our respects to the Elders of the past, present and emerging and acknowledge their continuing connection to Country who will guide us on our shared journey to the future.



Rous County Council is a supporter of flexible working arrangements. If you receive an email from me outside of normal business hours, it is not my expectation that you read, respond, or follow up on this email outside your hours of work.

DISCLAIMER

This email including any attachment is intended solely for the named addressee.

Any views or opinions expressed in this email are solely those of the author and do not necessarily represent the view or opinion of Council.

Confidentiality or legal privilege is not waived or lost simply because this email was sent in error. If you have however received this email in error please immediately notify the sender and destroy the email and any copy you may have of it. Council recommends that you check for the presence of viruses before opening any attachment to this email. Council does not accept liability for any damage caused by a virus transmitted by email from it. Information about the Council's Privacy Management Policy is available in the following URL: <http://www.rous.nsw.gov.au/page.asp?f=RES-XRL-37-22-83>



Please consider the environment - do you really need to print this email?

From: john lazarus <jahlazarus@yahoo.co.uk>
Sent: Monday, 12 September 2022 3:45 PM
To: Rous County Council <council@rous.nsw.gov.au>
Subject: Submission: ROUS Regional Demand Management Plan
Submission: Regional Demand Management Plan
Byron Environment Centre Inc (BEC)
Convenor John Lazarus
6 Bunjil Place
Byron Bay
NSW 2481
Dear ROUS General Manager
The BEC supports:
1) ROUS prioritising demand management by:

- a) Engaging with Constituent Councils to both reuse reclaimed sewerage water for public toilets and watering public parks and gardens, and to engage with commercial business to supply reclaimed water for toilets etc (as Byron Council has done with high water use private Hotel toilets)
- b) Engaging with Constituent Councils with a long term view for Councils to create higher grade reclaimed water as potable water to be fed back into the potable water supply. Individual Councils creating potable water at each Councils sewerage plants also builds capacity of supply in times of drought, and flood and natural disaster damage to ROUS supply.
- c) Subsidising rain water tanks by rebates, by ROUS promoting that Councils to require new Subdivisions to have low grade supply from water tanks for dual plumbing for toilets, private gardens, washing cars etc., and that Councils move to engage in retrofitting existing houses to a rainwater tank supply for dual plumbing and garden etc use
- d)Subsidising rain water tanks by rebates, as an alternate drinking water supply both generally, and specifically as a resource in times of ROUS/Councils restrictions on use in times of drought and low dam water levels
- e) ROUS acting with Councils to fund, or to seek funding, for leak detections in existing supply systems
- f) ROUS acting on its existing Adopted Strategy of creating new water supply from Desalination Plants. Desalination Plants are independent of a rainfall supply, and independent of taking fluctuating water from waterways or dams, and thus reduce demand on fluctuating natural sources which may reduce to zero supply in extreme droughts, as opposed to Desal Plants that will supply a reliable and dependable potable water source.

2) The BEC requests that ROUS considers Australia's latest State of the Environment Report as a guiding document on all ROUS's activities that may impact on our natural environment.

We request that ROUS note that the Report identifies our declining wildlife, and Australia's severely declining natural environment values.

The BEC strongly supports ROUS prioritising protection of our environmental heritage by reducing capturing water from natural waterways, as all reduction or interruption of natural water flow reduces capacity of habitat of aquatic animals and water birds, and interrupts their places in the broader regions natural interconnected web of wildlife.

And the BEC strongly supports ROUS prioritising demand management, and acting on ROUS's existing Adopted Future Water Strategy, rather than delaying action by considering the new aberrant proposal of destroying Aboriginal cultural and religious heritage, and rare rainforest on sandstone, for a new Dunoon Dam water storage

Yours

John Lazarus

Convenor Byron Environment Centre Inc.

Preview

Download read-only copy

✉ D22/20489 - Peter McDade- Public submission re draft Regional Demand Management Plan - received 12.09.2022

From: Rous County Council
Sent: Mon Sep 12 16:12:41 2022
To: Kirralee Donovan
Subject: FW: Water Management Strategy 2023 to 2026 . Submission
Importance: Normal
Attachments: 2019-email-footer---rcc-generic-v2_3f1eccbf-f794-4432-b751-bb928823562f_285cfe74-531b-40b8-9082-c6a1a9976468.gif;

Microsoft Exchange Server;converted from html;
Rous County Council

PO Box 230, 218-232 Molesworth St LISMORE NSW 2480 | 02 6623 3800 | council@rous.nsw.gov.au |
Rous County Council acknowledges the Traditional Custodians of the land upon which we work and live. We pay our respects to the Elders of the past, present a



Rous County Council is a supporter of flexible working arrangements. If you receive an email from me outside of normal business hours, it is not my expectation i

DISCLAIMER

This email including any attachment is intended solely for the named addressee.

Any views or opinions expressed in this email are solely those of the author and do not necessarily represent the view or opinion of Council.

Confidentiality or legal privilege is not waived or lost simply because this email was sent in error. If you have however received this email in error please immedi

liability for any damage caused by a virus transmitted by email from it. Information about the Council's Privacy Management Policy is available in the following l



Please consider the environment - do you really need to print this email?

From: Peter McDade <pedgemcdade@gmail.com>

Sent: Monday, 12 September 2022 3:55 PM

To: Rous County Council <council@rous.nsw.gov.au>

Subject: Water Management Strategy 2023 to 2026 . Submission

In my submission I would like Rous to use a recycling water system like Toowoomba Council in Queensland.

I do not want to see a Dam Built at Dunoon.

Which would mean more habitat lose and heavy traffic and disruption to commuters.

Thank you Peter McDade

8 Nimbin St, The Channon NSW 2480.

From: [Rous County Council](#)
To: [Kirrilee Donovan](#)
Subject: FW: Water Management Strategy 2023 to 2026 . Submission
Date: Monday, 12 September 2022 4:12:47 PM
Attachments: [2019-email-footer---rcc-generic-v2_3f1eccbf-f794-4432-b751-bb928823562f_285cfe74-531b-40b8-9082-c6a1a9976468.gif](#)

Rous County Council

PO Box 230, 218-232 Molesworth St LISMORE NSW 2480 | [02 6623 3800](tel:0266233800) | council@rous.nsw.gov.au |

Rous County Council acknowledges the Traditional Custodians of the land upon which we work and live. We pay our respects to the Elders of the past, present and emerging and acknowledge their continuing connection to Country who will guide us on our shared journey to the future.



Rous County Council is a supporter of flexible working arrangements. If you receive an email from me outside of normal business hours, it is not my expectation that you read, respond, or follow up on this email outside your hours of work.

DISCLAIMER

This email including any attachment is intended solely for the named addressee.

Any views or opinions expressed in this email are solely those of the author and do not necessarily represent the view or opinion of Council.

Confidentiality or legal privilege is not waived or lost simply because this email was sent in error. If you have however received this email in error please immediately notify the sender and destroy the email and any copy you may have of it. Council recommends that you check for the presence of viruses before opening any attachment to this email. Council does not accept liability for any damage caused by a virus transmitted by email from it. Information about the Council's Privacy Management Policy is available in the following URL: <http://www.rous.nsw.gov.au/page.asp?f=RES-XRL-37-22-83>



Please consider the environment - do you really need to print this email?

From: Peter Mcdade <pedgemcdade@gmail.com>

Sent: Monday, 12 September 2022 3:55 PM

To: Rous County Council <council@rous.nsw.gov.au>

Subject: Water Management Strategy 2023 to 2026 . Submission

In my submission I would like Rous to use a recycling water system like Toowoomba Council in Queensland.

I do not want to see a Dam Built at Dunoon.

Which would mean more habitat lose and heavy traffic and disruption to commuters.

Thank you Peter McDade

8 Nimbin St, The Channon NSW 2480.

From: [Rous County Council](#)
To: [Kirrilee Donovan](#)
Subject: FW: Submission re: Regional Demand Management Plan 2023- 2026
Date: Monday, 12 September 2022 4:33:05 PM
Attachments: [image001.jpg](#)
[2019-email-footer---rcc-generic-v2_3f1eccbf-f794-4432-b751-bb928823562f_285cfe74-531b-40b8-9082-c6a1a9976468.gif](#)

Rous County Council

PO Box 230, 218-232 Molesworth St LISMORE NSW 2480 | [02 6623 3800](tel:0266233800) | council@rous.nsw.gov.au |

Rous County Council acknowledges the Traditional Custodians of the land upon which we work and live. We pay our respects to the Elders of the past, present and emerging and acknowledge their continuing connection to Country who will guide us on our shared journey to the future.



Rous County Council is a supporter of flexible working arrangements. If you receive an email from me outside of normal business hours, it is not my expectation that you read, respond, or follow up on this email outside your hours of work.

DISCLAIMER

This email including any attachment is intended solely for the named addressee.

Any views or opinions expressed in this email are solely those of the author and do not necessarily represent the view or opinion of Council.

Confidentiality or legal privilege is not waived or lost simply because this email was sent in error. If you have however received this email in error please immediately notify the sender and destroy the email and any copy you may have of it. Council recommends that you check for the presence of viruses before opening any attachment to this email. Council does not accept liability for any damage caused by a virus transmitted by email from it. Information about the Council's Privacy Management Policy is available in the following URL: <http://www.rous.nsw.gov.au/page.asp?f=RES-XRL-37-22-83>



Please consider the environment - do you really need to print this email?

From: Terri Nicholson <terr nicholsonmoss@gmail.com>
Sent: Monday, 12 September 2022 4:29 PM
To: Rous County Council <council@rous.nsw.gov.au>
Subject: Submission re: Regional Demand Management Plan 2023- 2026

Submission to Rous County Council re:

Regional Demand Management Plan: 2023- 2026

I am pleased to see that Rous is moving in the right direction with the Demand Management Plan on display. However when reading it through, it is not nearly as ambitious and thorough as is not only possible, but absolutely necessary in these times of climate change.

There are many examples both in Australia and globally where system-wide water efficiency is established and allows communities and cities to be significantly more water resilient.

I'd like to see Rous put into effect all the suggestions from Prof Stuart White's of UTS.

Being able to add almost a million people to the Sydney water system without an increase in actual water usage, due to system-wide water efficiency and effective demand management is a brilliant example of what is possible.

I would like to see Rous returning to being a shining example and leading innovators regarding water efficiency. Every drop matters and the DMP on display doesn't reflect the vision that is possible.

Any water that is saved, is water that does not need to be added to the supply. This could delay or completely eliminate the need for further contentious infrastructure such as the proposed Dunoon Dam or some of the Groundwater options.

There are many facets I could comment on, but will make three main points below.

Water Tanks

I am disappointed to read of the idea to phase out tank rebates. This is a backwards step which I do not support. Tanks can play a part in a diverse resilient water system and should be actively encouraged and subsidised for those both on and off the water mains, and for all new developments.

Tanks catch water from passing showers and storms even during drought periods and takes significant pressure off water supply needs. People who have tanks relate to water usage differently with behaviour clearly shown to help conserve water and use it mindfully. This should be actively promoted.

Level of Service & Yield Forecasts

This is an excerpt from Prof. Stuart White from *Institute for Sustainable Futures* regarding Level of Service & Secure Yield in the Northern Rivers.

"Putting aside the demand forecast, the supply-demand gap that is the basis of the stated need for Dunoon Dam is driven largely by two factors in the yield estimate : (1) the reduction in secure yield that results from a change in the level of service, from a 5:10:20 restrictions regime to a 5:10:10 regime (2) the reduction in secure yield based on estimates from climate change modelling, with a reduction in yield of about 30% by 2060.

The planning documents provide differing estimates for the impact of the change in level of service, ranging from 800 ML/a (MWH 2014 , p. 19) to more than 1,100 ML/a (MWH 2014 , p. 57).

The impact of climate change is further assumed to reduce the secure yield from 2020 levels by 2,300 ML/a by 2030 and by 4,700 ML/a by 2060.

These two adjustments, or derating of the assumed yield of the water supply system, are alone almost sufficient to make the difference in demand and supply that drives the stated need for the dam, given the demand forecast that is used.

It is therefore worth applying some scrutiny to these assumptions and acknowledging their level of uncertainty.

Firstly, the level of service changes reflect guidelines for LWUs from the NSW Government Office of Water, in part in response to demand hardening, or the impact that reductions in outdoor water use have had in reducing the potential for savings during restrictions. Nonetheless, the frequency, duration and depth of restrictions, and indeed the optimisation of them to improve effectiveness while reducing negative impact, have not been sufficiently explored in the Northern Rivers region, or indeed in many other jurisdictions (Chong et al. 2009).

In the face of a \$200m investment, it would be prudent for a monopoly service provider to assess the community's willingness to pay, and to assess whether water consumers were willing to trade off the change in level of service and the 800 to 1,200 ML/a reduction in yield for the value of deferring such a large investment. Such an exercise would most effectively use best practice techniques of deliberative democracy, for which the Northern Rivers region can boast several previous examples.

I would like to see this looked into thoroughly and the community consulted about Level of Service as I believe they will respond well and be open to higher restrictions, knowing the benefits in terms of cost and the potential destruction at the proposed Dunoon Dam site if the 'supply/demand balance' continues to be out of alignment.

Recycled water

I would like to see Rous be an active part of supporting LGA's to use and promote purple pipes where they exist, and to encourage more purple pipes across the region in all developments.

The draft WDMP needs to go further than its current form. It's a great start and I support a lot of what is displayed. However, Rous as an entity can do better, especially for establishing practices and a plan that will do everything within its power to ensure a drought-resilient water system in a changing climate.

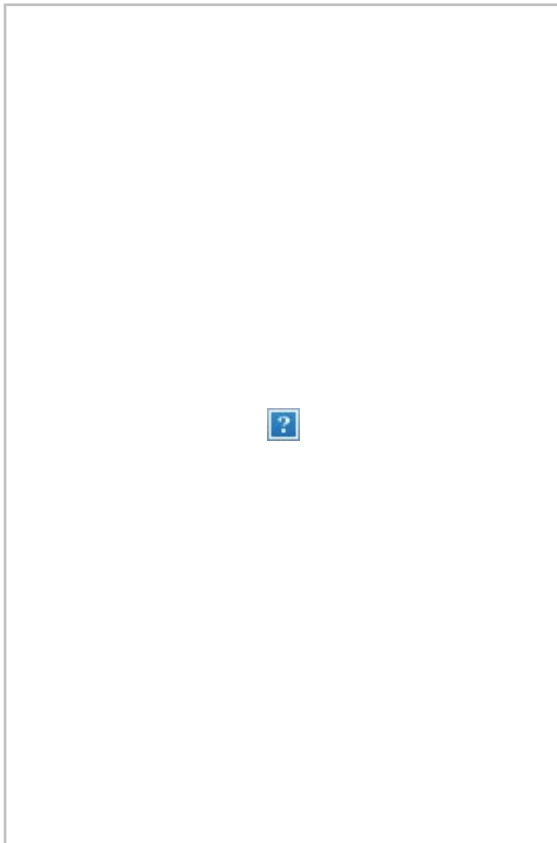
Starting with an ambitious and visionary Water Demand Management Plan that is implemented in full as swiftly as possible, being the cheapest and least destructive option to remedy any supply/demand imbalance, should have everyone's shoulder behind it.

Terri Nicholson

163 Terania Creek Road, The Channon, NSW, 2480

12th September 2022

--



Terri Nicholson

Pyrography & Natural Dyeing Artist

Healer/Masseuse/Naturopath

Birth Doula

Singersongwriter

Environmental and Community Activist

Mumma of 4 lads :)

Ph: +61 0400 394 373

[Instagram](#)

[Facebook](#)

Submission to Rous Regional Demand Management Plan, 2023 -2026

Byron Bay, NSW 2481

To The General Manager
Rous County Council

I support the majority of the Rous Demand Management Plan, particularly the following actions:

Working with LGAs in the Rous area to fix the water leaks.

The installations of Smart Meters.

An education program to encourage water efficiency with all households, businesses & other non-residential customers.

I do not support the recommendation to phase out the rebate for rain water tanks. Rous must continue to provide water tank rebates and in fact increase the number of rebates. Using tank water for non-potable purposes takes pressure off the main potable water supply, particularly in times of drought. It also educates people on water efficiency, in order to preserve the tank water they have available they must use it wisely. It teaches people that water is a limited resource that must be used carefully.

As a support teacher in the Sustainable School Program in 2003 – 2004, I worked alongside staff from Sydney Water doing Water Audits at schools with the Every Drop Counts Program. I recommend this program to Rous.

See the Sydney Water, Every Drop Counts Schools Program PowerPoint PDF at this site:

<https://www.sydneywater.com.au/content/dam/sydneywater/documents/education/every-drop-counts-powerpoint.pdf>

For the Every Drop Counts Business Program, see this video for an overview of this highly successful program in Sydney:

<https://www.youtube.com/watch?v=kpXDHCgLgbc>

See this Every Drop Counts video that is specific to Hospitality:

<https://www.youtube.com/watch?v=sxj5uooXN4M>

I read the following in the RDMP on Pg 13 regarding Non-Residential Customer Programs.

RCC will identify target business types that are likely to benefit from the program (e.g. "wet" businesses such as laundromats, hairdressers etc. and high-water users such as education facilities, shopping centres, tourist premises, aged care).

Fully funded water savings plans will be available to all businesses included in the pilot program.

Rebates for water saving projects identified in the water savings plans developed through the pilot program will be funded (50% of the cost of each approved project) to a maximum of \$15,000 per business.

I do not agree with including education facilities such as schools, TAFE and aged care in the same category as tourist facilities & shops.

Businesses such as tourist facilities & shops should not be given fully funded water saving plans & 50% rebates for water savings projects up to \$15,000 per business. They are quite able to fund their own plans & projects & should not be subsidised by Rous.

I live in Byron Shire & the tourism business here makes billions of dollars per year. It would be similar in Ballina Shire.

I want these funds earmarked for tourism & other businesses to be given to the Water Tank rebate program for residential users.

Schools & health care facilities are struggling to remain financial & definitely need the assistance from Rous for plans & projects.

Educating the next generation should be a priority in the RDMP. All schools primary & secondary should have education programs & water audits done on their schools. The students can be taught to do the audits themselves & do them on an annual basis.

Please consider my recommendations above.