

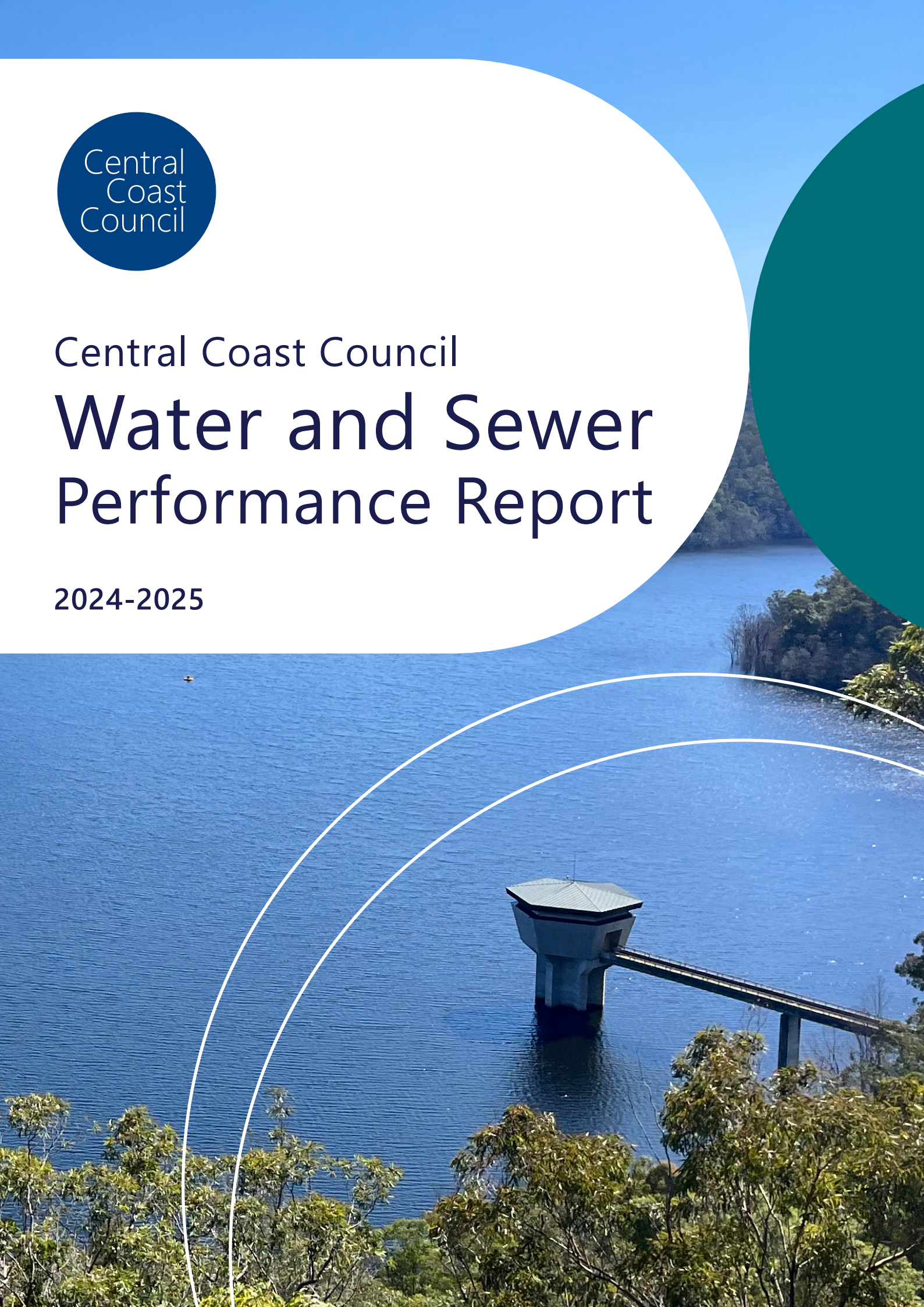
The logo for Central Coast Council, featuring the text "Central Coast Council" in white, stacked vertically inside a dark blue circle.

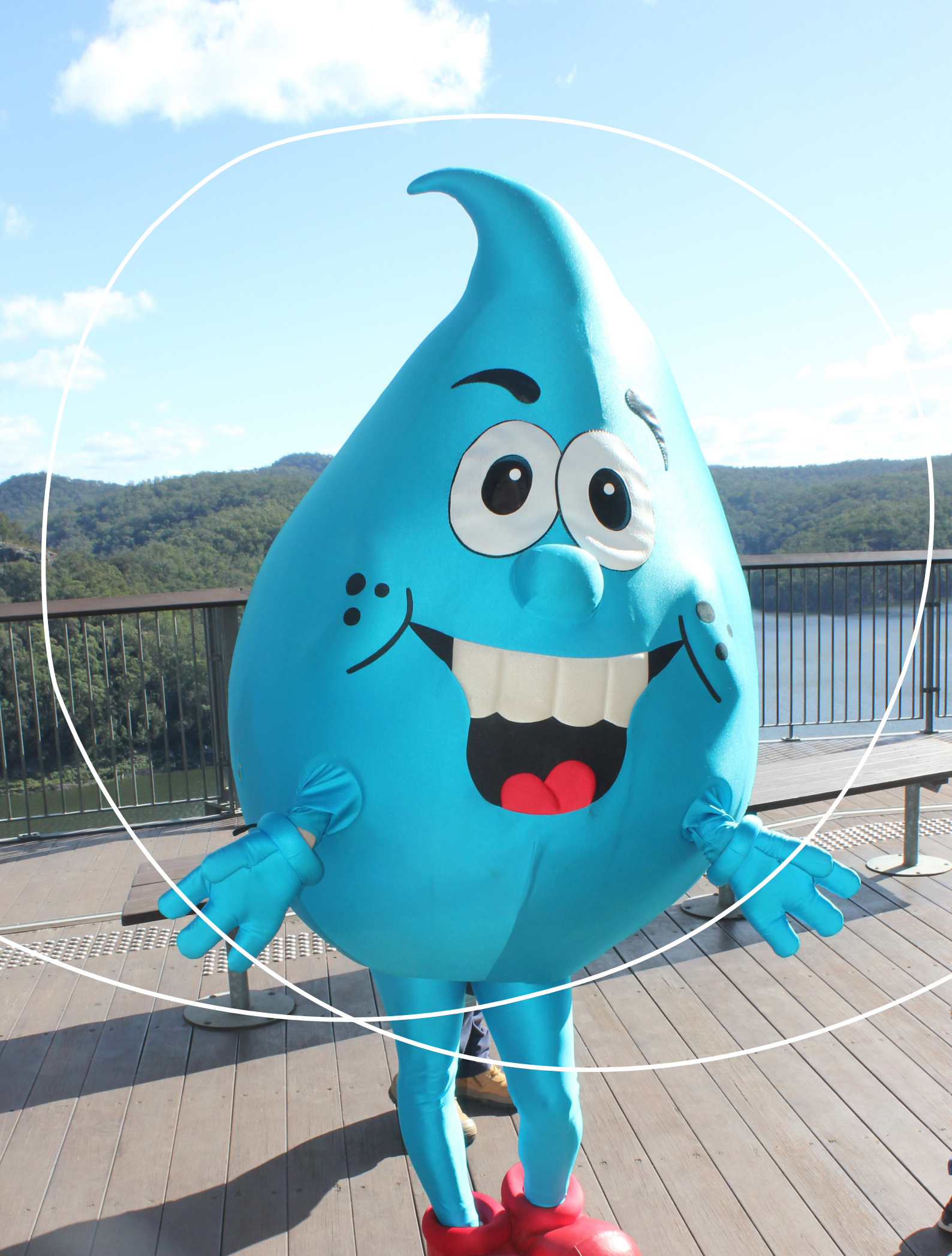
Central
Coast
Council

Central Coast Council

Water and Sewer Performance Report

2024-2025





Contents

Director's message	4
Transparency and education.....	5
How we've kept our community updated over the last 12 months	6
Central Coast Council launches Dunny Do's and Dunny Don'ts education campaign.....	10
Good quality water.....	11
Effective planning	12
Maintaining essential services	18
Reliable service.....	19
Environmental focus	24
Quality treatment.....	29
Affordable	32
Get in touch.....	34

Director's message

This year's Water and Sewer Annual Report showcases the progress we've made in delivering safe, reliable, and sustainable services to our community.

We've continued to strengthen our infrastructure through major upgrades to water and sewer treatment facilities, improved asset management, and smarter technologies. These efforts are helping us respond more effectively to service interruptions, reduce environmental impacts, and prepare for future growth across the Central Coast.

Innovation has played a key role, with new programs like smart water meters and remote sewer inspections improving how we manage our networks. Our education campaigns—such as Dunny Do's and Dunny Don'ts, Little Drops, and Dam Day Out—have helped raise awareness and build stronger connections with our community.

Community engagement remains central to our work. Through forums, surveys, and pop-up events, we've heard directly from residents and businesses about what matters most. Your feedback is guiding our future planning and shaped the next pricing submission.

Thank you to everyone who contributed, and to our dedicated Water and Sewer team for your continued commitment to excellence. Together, we're building a resilient water future for the Central Coast.

Jamie Loader
Director, Water and Sewer
Central Coast Council



Jamie Loader, Director
Central Coast Council Water and Sewer

To be a trusted service provider for the Central Coast community and place our customers at the centre of everything we do.

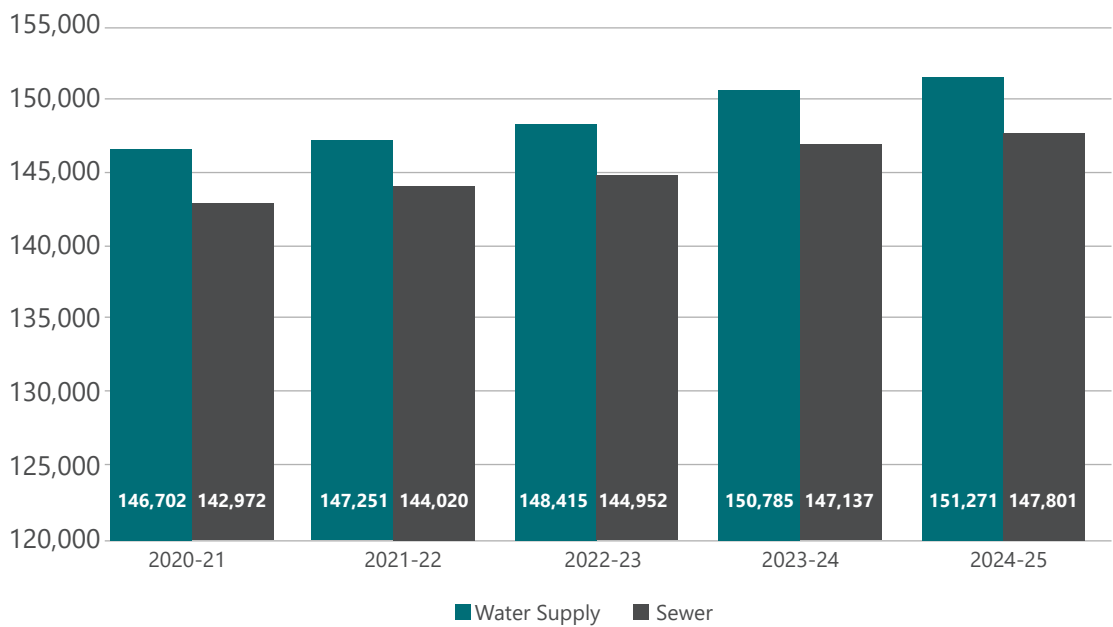


Share your feedback about Water and Sewer reporting in our quick survey. Scan the code or click here.

Transparency and education

“Providing clear, easy to understand information and good communication and raising community awareness about our water supply, water conservation and what is safe to flush down the toilet”. Customer and community value.

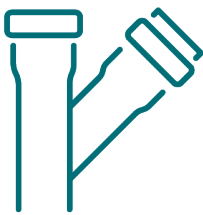
Number of properties connected to our water and sewer networks



Council continues to monitor projected growth in our region and plans infrastructure upgrades accordingly. This includes major infrastructure works in the Gosford CBD and Warnervale Greenfields, as well as the upgrade of Charmhaven, Gwandalan Sewage Treatment Plants, and Mardi Water Treatment Plant.



Council delivers water to over **150,000** homes and businesses



Our water supply network consists of over **2,200 kilometres** of pipelines



3 water treatment plants



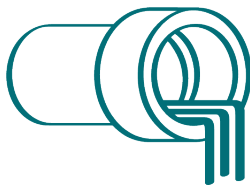
Council’s water network supplies **85 million litres** of drinking water each day



Our sewage network is a system of more than **2,500 kilometres** of pipes and **320** pumping stations



8 sewage treatment plants



We treat **87 million litres** of sewage daily



Council has a water sharing agreement with Hunter Water that improves the water security of both regions

How we've kept our community educated over the last 12 months

Educational Campaigns - Schools Incursions / Excursions

- **33** - Total Preschool / Story Time Sessions
- **766** - Total Preschool Students
- **23** - Total Primary Sessions
- **3,909** - Total Primary Students
- **3** - Total High Sessions
- **105** - Total High Students
- **1** - Total Uni/Tafe Sessions
- **3** - Total Uni/Tafe Students



Educational Campaigns - Community Group Incursions / Excursions / Workshops, Community Events

- **5** - Total Community Group Tours
- **86** - Total Community Members Engaged at Tours
- **20** - Total Community Displays
- **1,970** - Total Community Members Engaged at Displays



Central Coast Council Social Media

- 68,000 Facebook followers
- 16,300 Instagram followers
- 6,036 'X' followers
- 15,575 LinkedIn followers



Total of 88 water and sewer posts, with 395,393 post views

Post topics included:

- Love Water; water conservation and education
- Water and sewer community engagement
- Fishways design testing with University of New South Wales
- Mangrove Creek Dam visitors centre
- Newcastle Excellence in Building Award
- MyWater smart meters
- Mardi Water Treatment Plant Upgrade
- Water and Sewer Performance Reporting online
- Environmental sewer discharge and overflow alerts
- Water and sewer main breaks, service interruptions and restoration



4,200
radio broadcast
mentions



289
TV broadcast
mentions

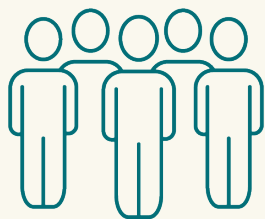


1,750
Community / Business
News (article) mentions

Newsletters / Direct Mail (projects)



- **4,113** letters or emails to our customers
- **1,716** letterbox drops
- **231** door knocks
- **104** site visits
- **1,643** issues of 'Coast Connect' e-newsletters sent with water and sewer stories
- **4** Water and Sewer Quarterly Rates Newsletters issued
- **7** updates sent to water and sewer email subscribers
- **1,580** new water and sewer email update subscribers



Engagement activities

Future Service Options Engagement

- **4** face to face deliberative forums in Wyong and Gosford with **85** participants
- People Panel and stakeholder group co-design workshop with **13** participants
- Your Voice Our Coast (YVOC) - open survey with **1,133** participants
- Your Voice Our Coast (YVOC) - targeted panel survey with **400** participants
- Top 100 water users (non-residential) with **19** businesses represented
- **15** face-to-face Water RoadMap sessions delivered for top business customers
- **338** interactions at Pop Up events held across the region



Contact with our customers

- **15,359** Customer Requests created – these are requests from our customers
- **44,204** phone calls received or made from our Water Operations Centre

Surveys



- **2** surveys conducted during July 2025 and June 2025 to gauge community sentiment regarding the potential connection of unserved properties to the water and/or sewer network and potential funding models
- Online survey – Your water and sewer services – **282** completions
- Telephone survey – Your water and sewer services – **100** completed

Public Exhibitions



- Backflow Prevention Policy
- Water and Sewer Concessions and Rebate Policy



Your Voice Our Coast (YVOC) website - our engagement platform

Project	Site visits	First time visitors	Returning visitors	Document Downloads
Future Water and Sewer service options	894	603 – 67%	291 – 33%	56
Water and Sewer Concessions and Rebate Policy	326	190 – 58%	136 – 42%	86
Balancing increases: Water Usage and Service Charges	1,494	1,236 – 83%	258 – 17%	0
Backflow Prevention Policy Review	130	103 – 79%	27 – 21%	32

Council Reports presented at Council meetings

August 2024	Security of Critical Infrastructure – Annual Report
August 2024	Draft Liquid Trade Waste Policy - For Adoption
August 2024	Draft Drinking Water Quality Policy - For Adoption
October 2024	Water and Sewer Development Servicing Plans for Adoption
November 2024	Water and Sewer Annual Performance Report 2024
November 2024	Water and Sewer Delivery Plan Bi-annual Progress Report (Jan - Jun 2024)
January 2025	NSW Government Water Management Amendment (Central Coast Council) Act - Impacts to the CCC Business
February 2025	Water and Sewer Backflow Prevention Policy
February 2025	Water and Sewer Delivery Plan Bi-annual Progress Report (Jul - Dec 2024)
February 2025	December 2024 (Q2) Quarterly Operational Plan and Budget Review
May 2025	Water and Sewer Concessions and Rebate Policy
June 2025	Tender Acceptance - Contract CPA5809 Sludge Cake Transfer, Processing and Mobile Dewatering at Council's Sewage Treatment Plants

Media Releases

July 2024	Sewer works commenced along The Entrance Road, Wamberal
July 2024	New fishway set to improve Australian native fish migration
August 2024	Council completes longest shutdown of the Mardi Water Treatment Plant
August 2024	Planned water outage – Avoca Lagoon upgrade Thursday 29 August 2024
September 2024	Central Coast Council launches 'Dunny Do's and Dunny Don'ts' education campaign
October 2024	Dive into Accelerating Action this National Water Week 2024
October 2024	Tap off and tune in for Water Night!
October 2024	Mardi Water Treatment Plant Shutdown 3 successfully completed
November 2024	Local student wins National Water Week art prize
December 2024	Council demonstrates responsiveness to community in water and sewer report updates
December 2024	Community sets priorities for their future water and sewer services
February 2025	Central Coast Council confirms new tests clear Terrigal Reservoir of any E. coli bacteria
February 2025	Mangrove Creek Dam Visitor Centre honoured for design craftsmanship and sustainability
February 2025	Council invites feedback on revised Backflow Prevention Policy
March 2025	Council demonstrates progress on customer-focused water and sewer services
March 2025	Carp to Croc: Help protect our waterways and feed a croc!
April 2025	Shutdown 4 Mardi Water Treatment Plant underway
April 2025	Help shape your future water and sewer services and pricing
June 2025	Council seeks community feedback on proposed Water and Sewer Concessions and Rebate Policy
June 2025	Council empowers businesses with smart water meters

Central Coast Council launches Dunny Do's and Dunny Don'ts education campaign

Central Coast Council has introduced the “Dunny Do’s and Dunny Don’ts” campaign to raise awareness about responsible toilet and sink use. The initiative aims to reduce sewer blockages caused by flushing non-flushable items like wet wipes and sanitary products.

Residents are also encouraged to avoid pouring fats, oils, food scraps, chemicals, and medications down the sink, as these can clog pipes and disrupt sewage treatment. The region’s sewerage network includes over 2,500 km of pipes and 320 pumping stations, treating around 87 million litres of sewage daily.

To help prevent issues, the campaign promotes:



Flushing only the 3Ps:
pee, poo, and toilet paper



Using sink strainers



Composting food scraps



Disposing of hazardous materials at **Chemical Cleanout Events** or the Buttonderry Community Recycling Centre

The campaign will be shared through posters, videos, radio ads, and pop-up events led by Council’s Water Education Officers.

For more details and downloadable resources, visit: lovewater.centralcoast.nsw.gov.au

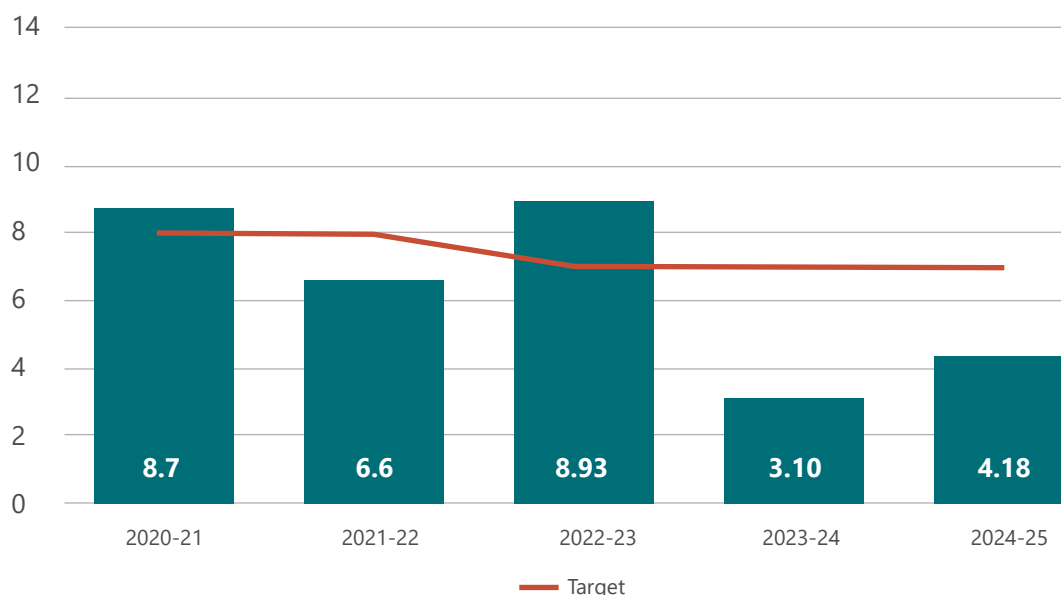
AVOID SEWER BLOCKAGES



Good quality water

“Clean, clear, safe drinking water that taste and smells good and is tested and monitored regularly”. Customer and community value.

Water quality complaints, per 1,000 properties



Increase largely due to proactive works such as dead-end removal and mains replacements as well as reactive works such as repairs and renewals which can result in short term water quality impacts; however, these create a long-term benefit for the community.

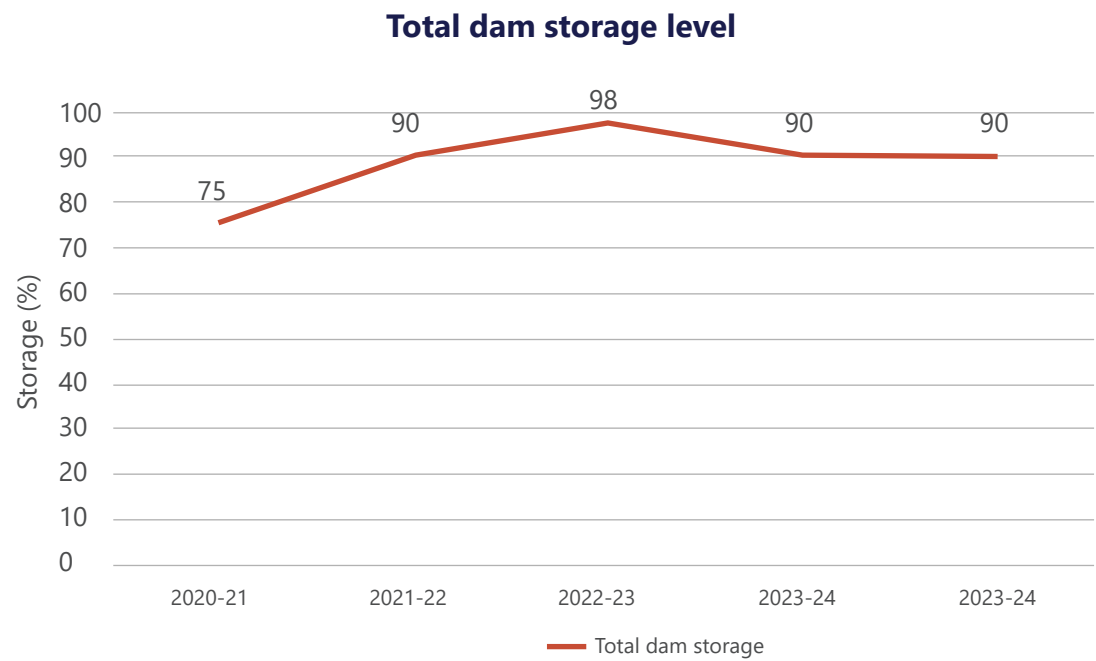
Water sampling results

NPR Indicator Name	Unit	2020-21	2021-22	2022-23	2023-24	2024-25
Water sampling/results - microbiology	Number of tests performed	3,333	3,206	3,292	3,186	3,338
Water sampling/results - microbiology	Number of results not compliant with ADWG health guidelines	0	4	0	0	0
Water sampling/results - chemistry	Number of tests performed	2,607	3,128	3,226	3,202	3,342
Water sampling/results - chemistry	No. results not compliant with ADWG health guidelines	3	0	3	0	0

Council has an extensive water testing program; all results were within the health guidelines specified by the Australian Drinking Water Guidelines (ADWG). Monitoring of drinking water quality is performed independently by NSW Health.

Effective planning

"They (Council) need to have a fair knowledge of what the population growth will be and we need more infrastructure to plan for that." 2024 Community Engagement Participant



Little Drops

The Water and Sewer Education Team have developed a fun and engaging program called 'Little Drops' designed especially for our youngest Central Coast residents.

Through interactive songs, a story book, and a game, children will learn where water comes from, why it's important to use it wisely, and what should (and shouldn't) be flushed down the toilet. This engaging program helps foster lifelong water-saving habits in a way that's both educational and entertaining.

Little Drops is free for Central Coast based Pre-Schools and Early Learning Centres. For more information and to book a session, visit the Love Water website.





Water RoadMap

Representatives from Council's Water and Sewer team delivered 15 workshops to help businesses progress toward water efficiency during this reporting period. As part of Central Coast Council's Water Security Plan, we engaged our top 100 non-residential water users through a strategic partnership with Water Stewardship Asia Pacific. This customer pool collectively accounts for around 50% of the region's non-residential water use.

Instead of traditional water audits, which are costly and often underutilised, we are using the Water RoadMap self-diagnostic tool that focuses on actions that yield highest returns with minimal or no investment. Our team worked with businesses on the coast to assess their current water and wastewater practices, identify improvement areas, develop a tailored action plan, and provided continuous improvement support.



Dam Day out

More than 550 people braved the cold and visited Mangrove Creek Dam on Sunday 8 June for Dam Day Out—a Central Coast Council Water and Sewer event held as part of Harvest Festival 2025. The day offered a vibrant mix of fun and learning, with live entertainment, family activities, and engaging insights into how water reaches our taps.

Three Dam Wall tours were run throughout the day, offering 60 attendees a rare opportunity to go behind the scenes. Children embraced the new scavenger hunt, solving clues to reveal the Mystery Phrase and claim prizes, while the Let's Love Water science show by Jolly Bops and live music from local artist Gerard Masters kept the crowds entertained.

Visitors explored a range of interactive displays from Council's Water and Sewer Education and Catchment Teams, Estuaries & Waterways, Biodiversity & Weeds Officers, as well as NSW Local Land Services and WaterWatch.

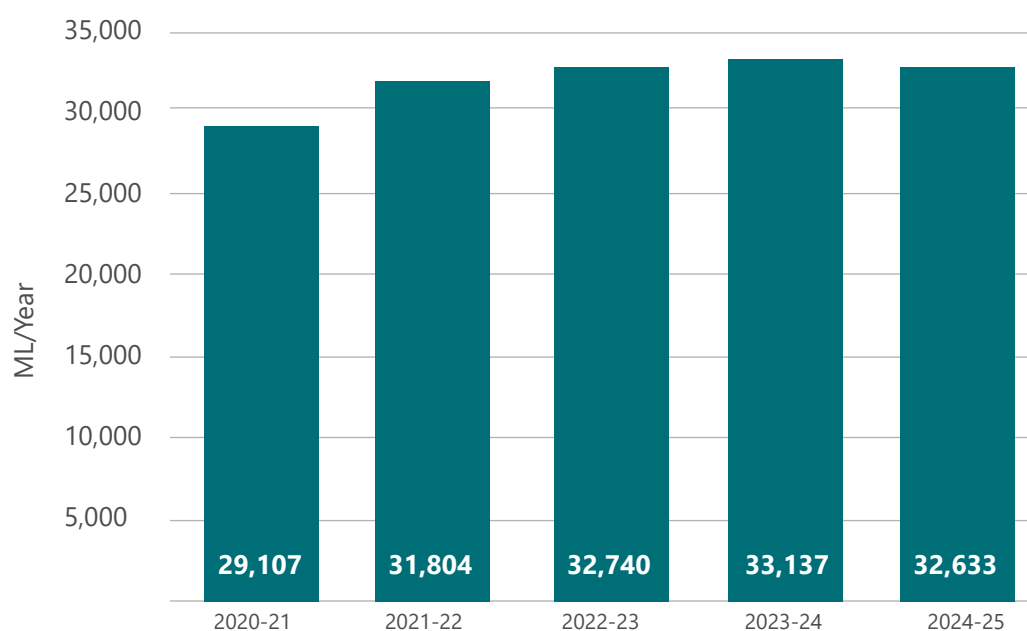
Workshops were a highlight, with two special guest presenters. Waterwise Gardening with Kerrie shared practical advice on wicking beds, no-dig gardens, and sustainable living, while Green Living with Radka inspired attendees with low-waste lifestyle tips and easy DIY cleaning product recipes.

Adding to the community atmosphere, North Gosford Rotary provided a free sausage sizzle for the first 200 attendees and 2CoffeeGuys served 150 complimentary coffees to early arrivals.

With no parking onsite, a free shuttle service from Neill Park in Kulnura ensured easy and safe access for all.

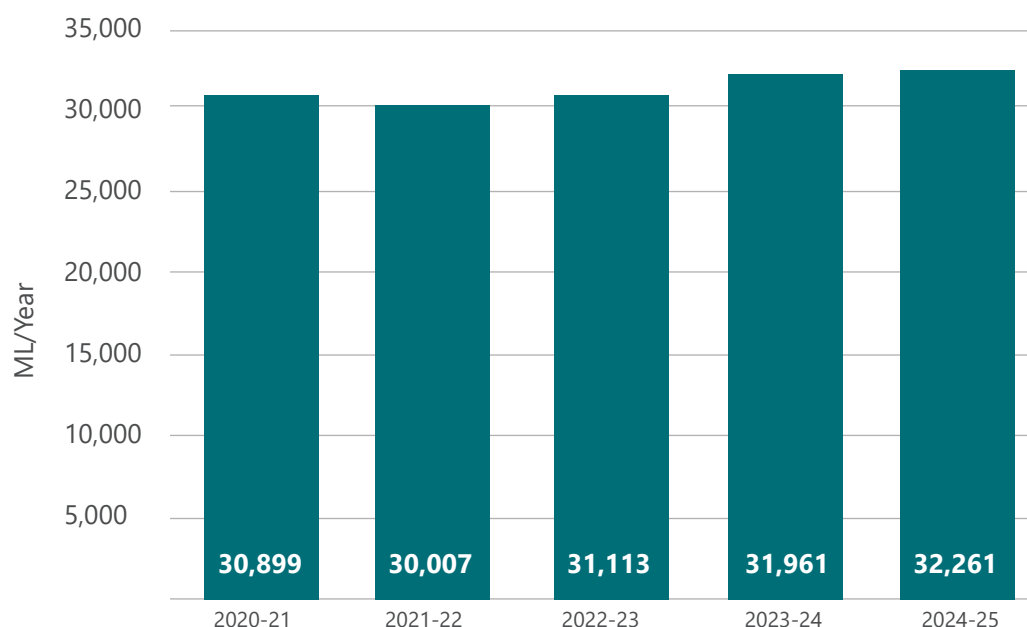


Water extracted from our storages



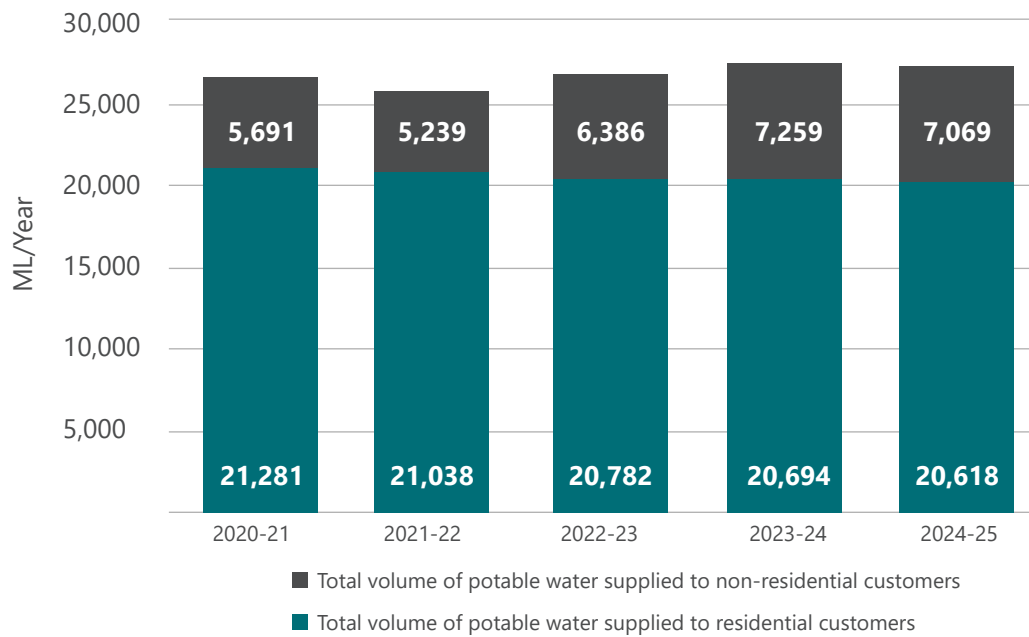
This graph shows the amount of water extracted from our storages to meet our customers demand and includes transfers between Hunter Water and Council to manage long-term storages. Demand was slightly lower in 2024-25, despite the increase in total connections. The Central Coast region has also seen an increase in rainfall this year. Over the last two years the Central Coast Community has participated in our long-term behaviour change programs on Water Conservation.

Water produced for the Central Coast community



This graph does not include transfers to Hunter Water but does include transfers from Hunter Water to Council for supply to our customers.

Annual water consumption



Demand was slightly lower in 2024-25, despite the increase in total connections. Water delivered to our residential and non-residential customers (consumption) is measured using customers' water meter readings. The Central Coast region has also seen an increase in rainfall this year. Over the last two years the Central Coast Community has participated in our long-term behaviour change programs on Water Conservation. Council has also introduced Smart Water meters to help monitor water consumption.



Infrastructure upgrades and new infrastructure projects – planned and completed

We have made progress on several projects aimed at improving Council's water and sewer assets and their overall performance. These projects include, but are not limited to:

- Commencement of major upgrade works at the Mardi Water Treatment Plant to secure future water supply and improve water quality for customers. Construction is progressing well, with completion expected by July 2026.
- Commencement of design and construction for major upgrades to sewage treatment plants at Bateau Bay, Charmhaven, Wyong South, and Gwandalan to support regional growth and reduce environmental impact. Works are ongoing.
- Refurbishment of nine sewer pump stations to maintain sewage service levels to the community. Four stations are now complete, five stations are in the design phase.
- Commencement of upgrades to the Wyong South Effluent Disposal Systems to improve performance and environmental outcomes.
- Completion of a major water main renewal at Avoca Lagoon using trenchless technology, helping to minimise environmental risks throughout the process.
- Completion of the general construction panel contract renewal ensures efficient and timely delivery of water and sewer asset upgrades.
- Critical valve installations in the Kanangra water supply zone have been completed, paving the way for the major reservoir upgrade. Originally scheduled for 2025, the reservoir works have now been postponed to 2026.
- Completion of the Mardi High Lift Transfer Connection enables improved water sharing between the Central Coast and Hunter regions during droughts, enhancing water security for both communities.
- Completion of 25.2 km of lineal sewer main renewal through pipe lining works.
- Completion of 6.1 km of lineal water main renewals.
- Commencement of construction for the Central Coast Highway Water Main Crossing to enhance network reliability and support future growth.
- Completion of 300mm gravity sewer main stabilisation and revetment wall works along Araluen Drive, Hardy's Bay.

Learn more, search '**capital works program**' at centralcoast.nsw.gov.au



Maintaining essential services

“This is important. It has to be done. We need our water pipes to work” Wyong participant

The Avoca Lagoon Water Trunk Main Crossing Project was a vital initiative aimed at enhancing the water supply infrastructure for approximately 11,000 residents in North Avoca, Avoca Beach, Copacabana, and Macmasters Beach

After a thorough investigation, this section of the trunk water main was identified as a top priority for renewal due to issues of the age and construction.

The solution involved the installation of a new DN560 PE main, positioned 29 metres below the lagoon via a 400-metre trenchless under bore. This innovative approach reduced future maintenance and enhanced durability. The upgrade significantly improved operational flexibility, reduced breakdowns, and minimised environmental risks.

Community consultation played a key role, with early engagement beginning 12 months ahead of construction. More than 900 letterbox drops, 130 door knocks, and 16 site visits ensured residents were informed and involved, especially regarding the sensitive lagoon environment and local biodiversity.

Using advanced trenchless technology, sustainable materials, and recycled resources, the project set a benchmark for environmentally conscious infrastructure delivery. The project was recognised as Runner Up in the 2025 Australian Water Association NSW Heads of Water Forum regional awards night in the Infrastructure Project Innovation Award category.

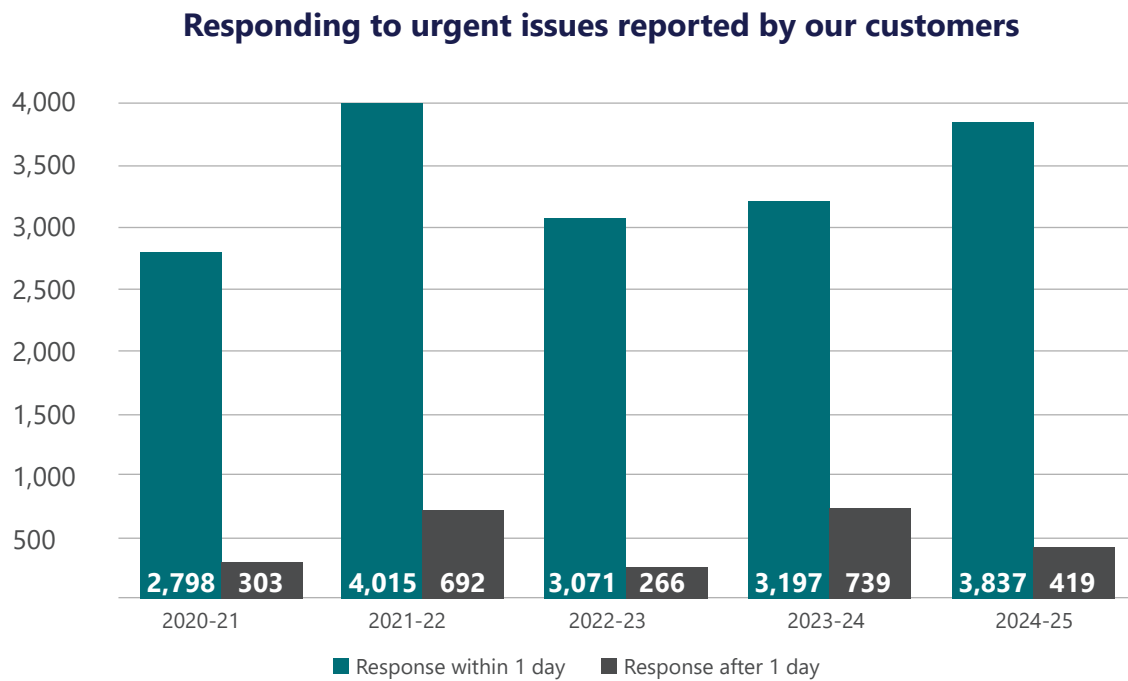
The project provided a robust and sustainable water supply solution, enhancing service reliability for local communities while minimising environmental impact during installation. The project was successfully completed on time and within budget in September 2024.

More information on the project can be found by searching **‘Avoca Lagoon Trunk Main upgrade’** at **centralcoast.nsw.gov.au**

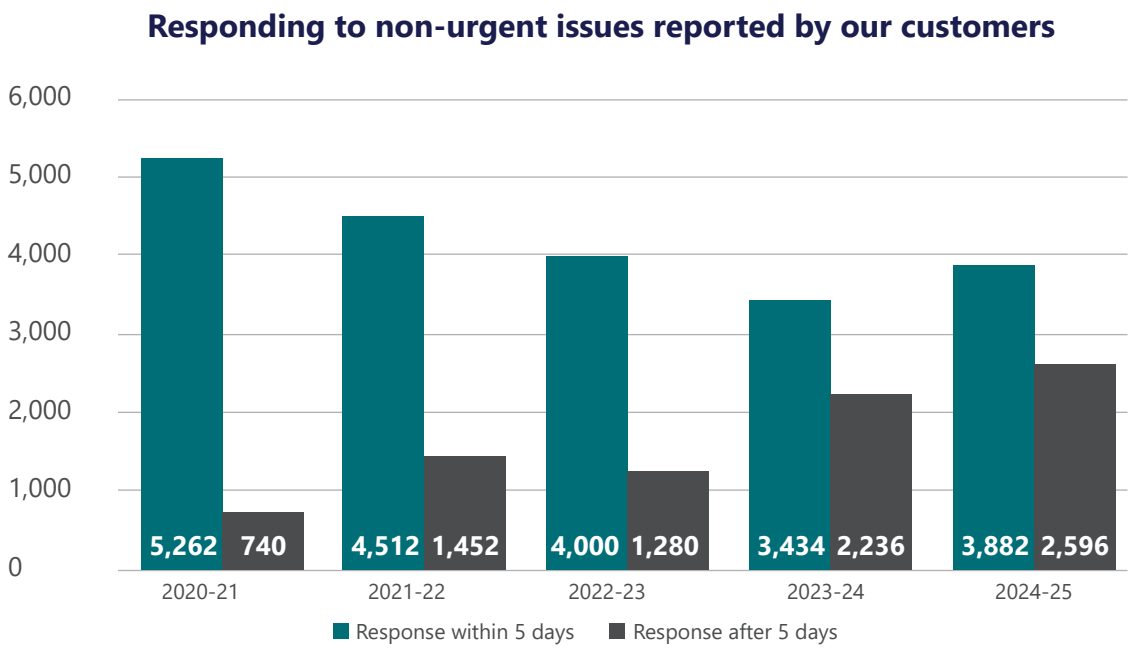


Reliable service

"The coast has boomed in population; we need to keep up with this." Wyong participant

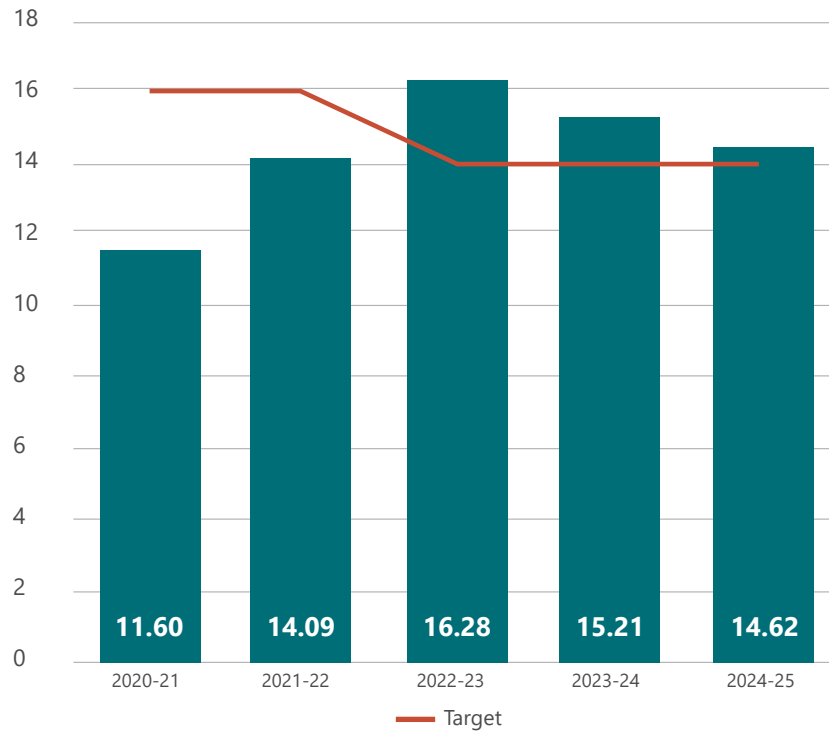


As a percentage, 90% of urgent issues were responded to within 1 day with 10% responded to after 1 day.



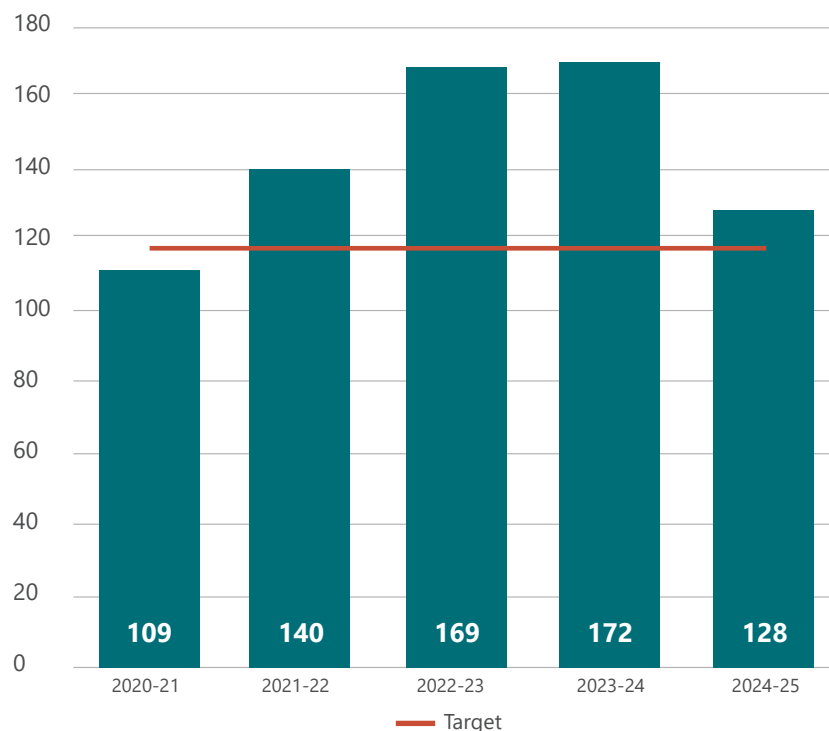
As a percentage, 60% of non-urgent issues were responded to within 5 days with 40% responded to after 5 days.

Water main breaks, per 100km of main



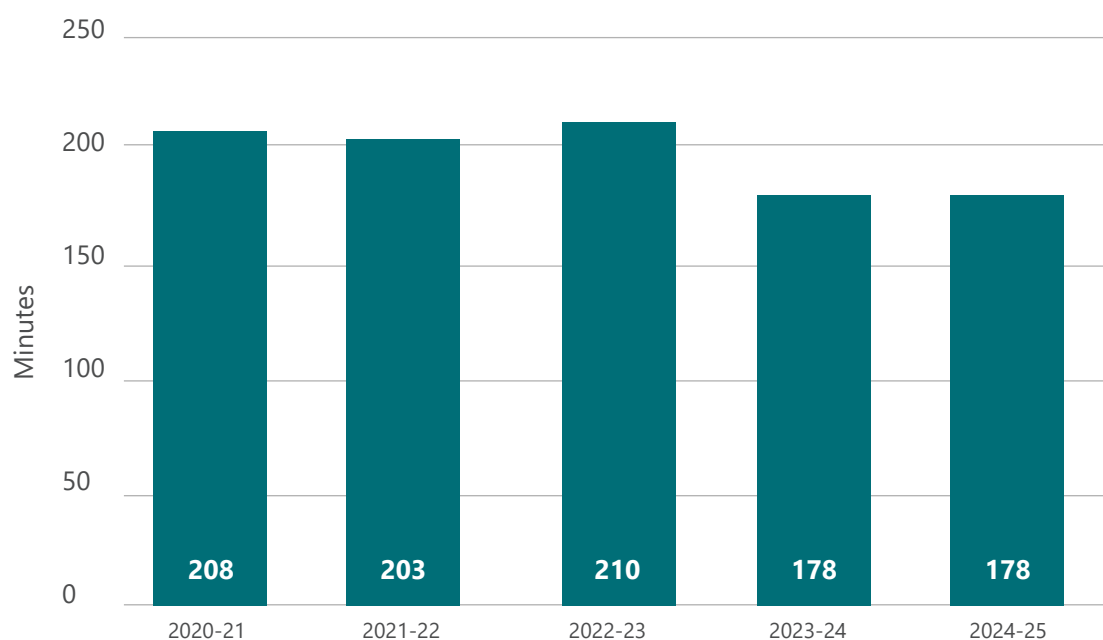
To improve these results, our water main renewal program continues to increase towards the targets set in our asset management plans. Proactive leak detection programs are also predicted to improve these results over time.

Number of unplanned water supply outages, per 1000 properties



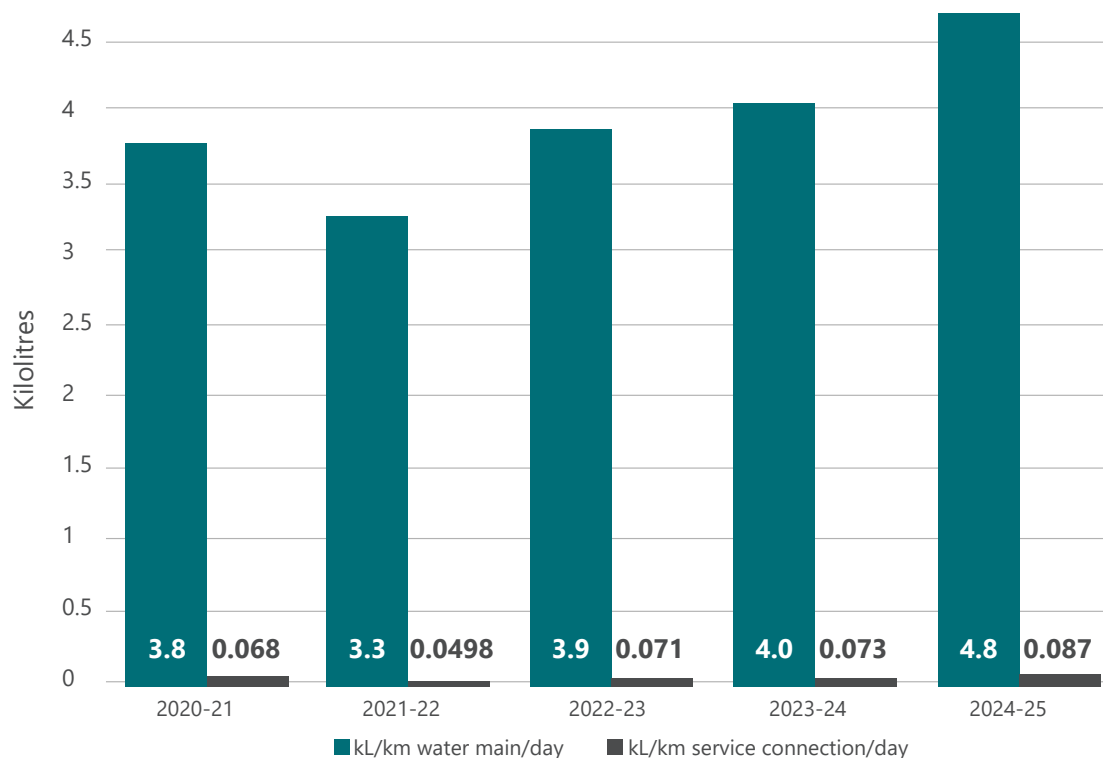
To improve these results, we are continuing to deliver our water main renewal program, as well as a renewed focus on connections to customer's properties, which are a significant contributor to outages. Council continues to improve the notification process when works are required that impact our customers.

Average duration of unplanned water interruptions to water supply



We continue to work on programs to reduce the occurrence of unplanned interruptions. We are adapting our operational practices and exploring alternative works methods to reduce outage duration. In addition, we are reviewing customer notification processes and increasing customer engagement prior to these works. Leak detection programs continue, and these programs will proactively assist this metric over time.

Real water losses (leakage)



Includes leakage from Council's water mains, reservoirs and customer connections. Council is continuing to ramp up its active leak detection programs. Council has also significantly increased our mains flushing program which contributes to increased water usage and associated loss.

World first remote sewer inspection using KBRover

Central Coast Council successfully completed a world-first remote sewer inspection using KBRover—a custom-built, remotely operated vehicle designed and developed specifically for this purpose. Fitted with advanced LiDAR and 360-degree CCTV, KBRover scanned over 640 metres of sewer pipe between Terrigal and North Avoca, marking the longest remote inspection of its kind.

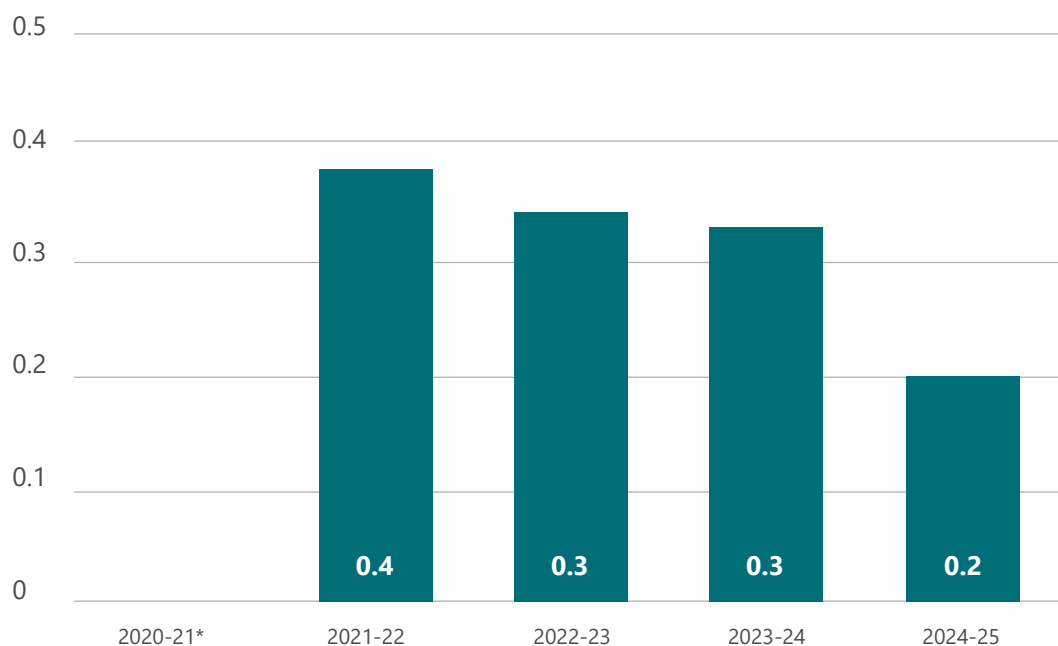
This innovative approach enabled Council to assess the condition of critical infrastructure without placing staff in confined or hazardous environments. As the first local government in Australia to deploy this technology, our Council demonstrated a strong commitment to safety, efficiency, and smart asset management.

The project also strengthened Council's capabilities in managing complex infrastructure and reinforced our focus on delivering safer, more sustainable outcomes for the community.



Image courtesy of Emesent

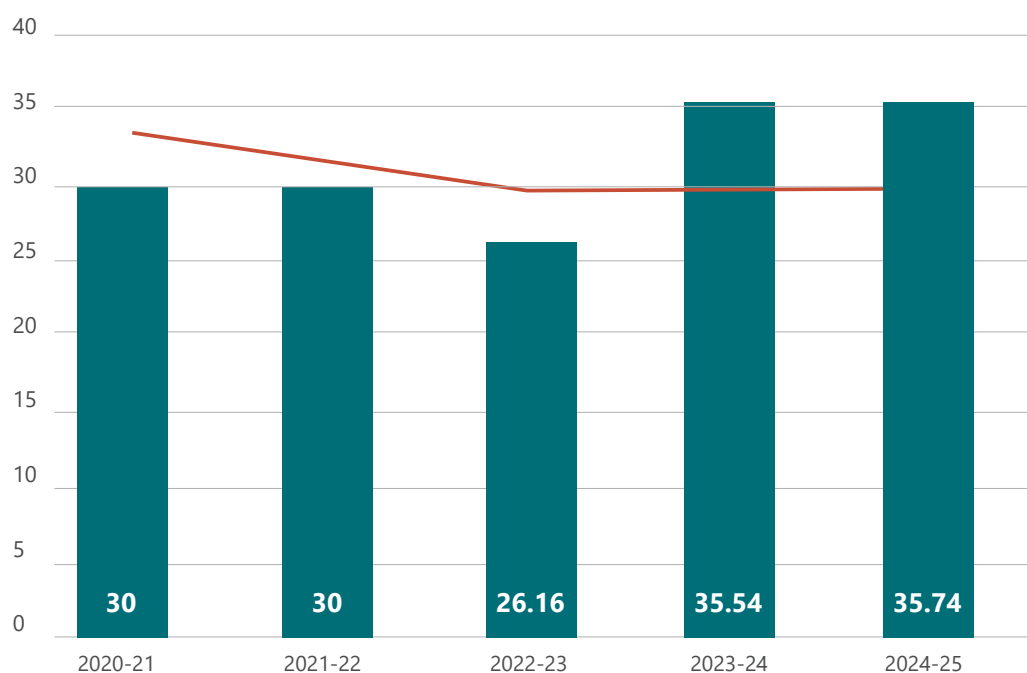
Number of water pressure complaints per 1,000 properties



**Data regarding pressure complaints was not captured prior to 2021-22, due to system limitations.*

Only small pockets of the Central Coast are subject to low pressure complaints, mainly due to regional topography. Council is finalising a trial of domestic pressure boosting pumps to assist managing certain low pressure hot spots.

Sewer main breaks and chokes, per 100km main



Council is continuing to focus on increasing tree root removal, together with other programs designed to target a reduction in main breaks and chokes across the entire network. This includes sewer main renewals and relining of larger sewer pressure pipeline and sewer access chamber resealing programs.

Smart Water Meter Program

In February 2025, Central Coast Council launched the Smart Water Meter Program as part of the Central Coast Water Security Plan, supporting large businesses to monitor and manage their water use more efficiently.

Smart meters have been installed at 100 of Council's highest non-residential water users—together accounting for approximately 10% of the region's total water demand. The meters provide near real-time consumption data via the MyWater digital dashboard, enabling early leak detection, informed decision-making, and improved water conservation.

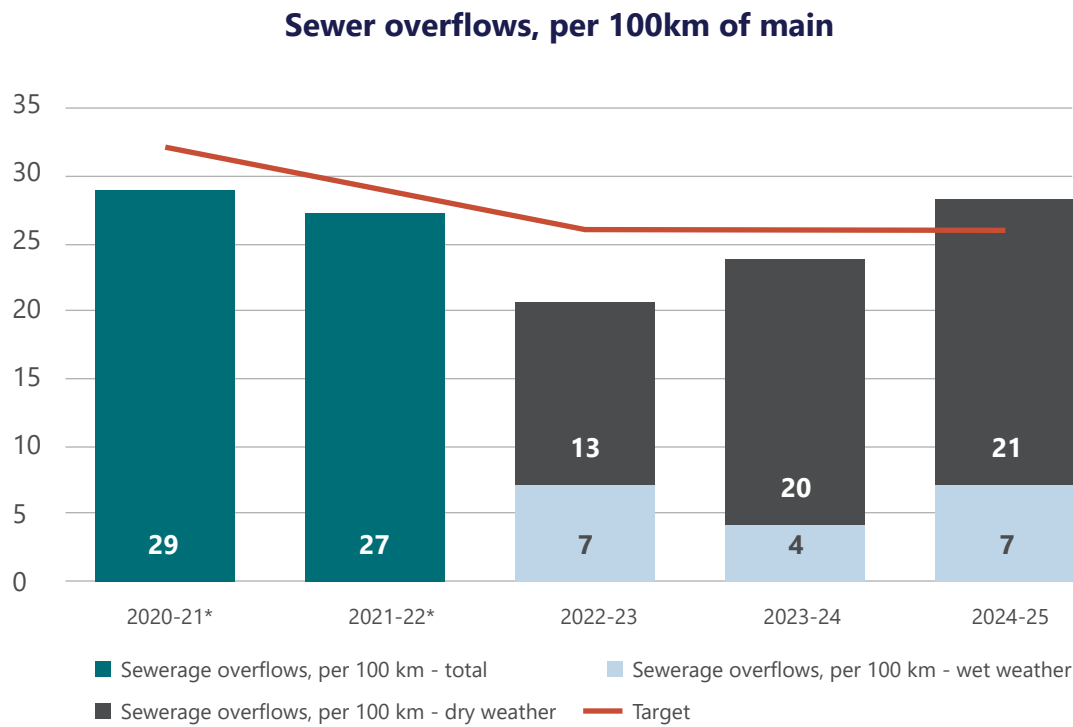
The program responds to community feedback calling for more innovative and sustainable water solutions. Smart water meters are helping Council respond more efficiently to water usage enquiries, better understand peak demand patterns from large customers, and support targeted water conservation initiatives.

The program will be evaluated following a three-year trial period with potential for expansion to more customers.



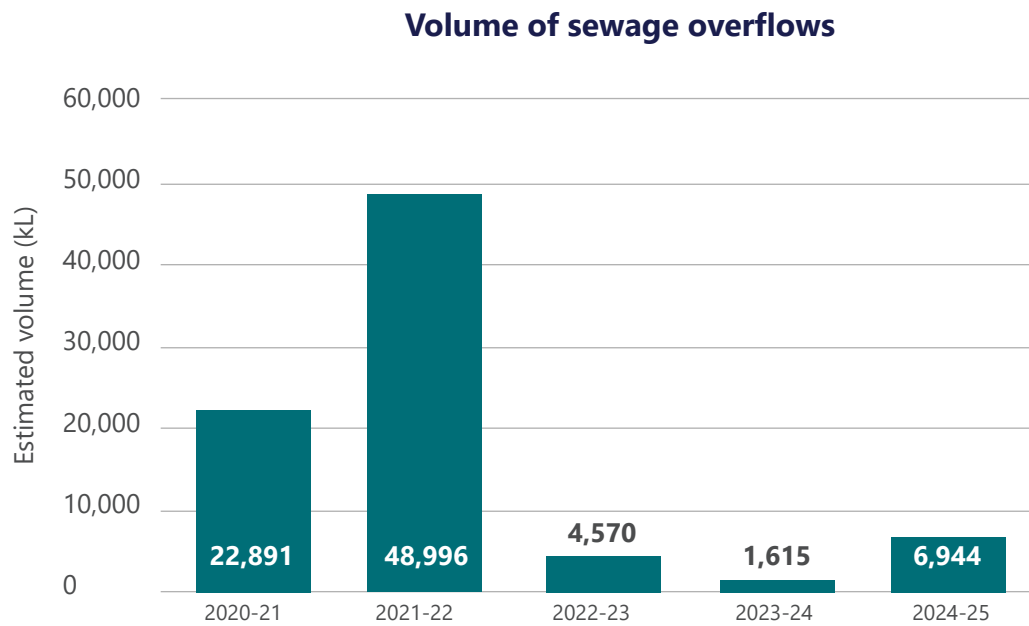
Environmental focus

"If infrastructure is well maintained, we'll have a reduction in over-flows." Resident



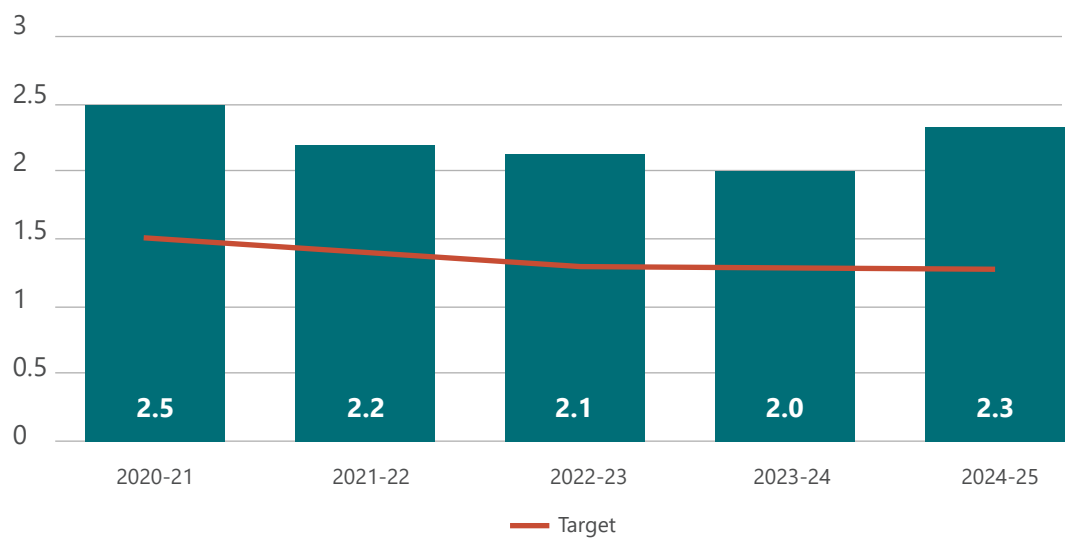
**Results prior to 2022-23 were not split into wet/dry weather categories, due to system limitations.*

In addition to the works being undertaken on our sewer mains, Council is also undertaking a program of mechanical and electrical renewals on its ageing sewer pump stations, to improve their reliability.



While the total number of chokes and breaks has increased, the severity of these events was low, primarily due to overflows caused by minor blockages. There was an increase in overflows this year due to a particular break in our effluent disposal main which transfers treated wastewater to the outfall. Treated effluent is still categorised as sewage.

Number of sewer overflows reported to the environmental regulator, per 100km of main

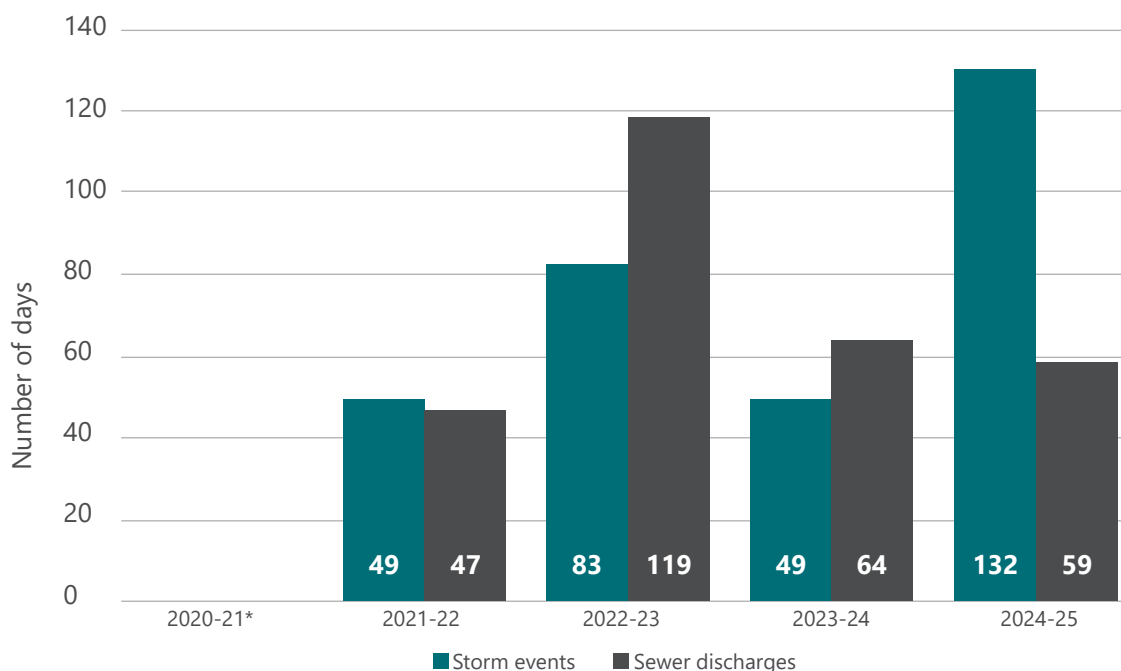


The number of sewage overflows reported are the combination of overflows from a range of sewerage network assets, including vacuum pot overflows, access hole overflows (caused by chokes), or pump station overflows which can occur in both dry and wet weather events.

Aging infrastructure across areas of the Central Coast combined with legacy asset materials and construction techniques (for example vitreous clay pipes) will continue to impact results sporadically. Tree roots continue to be a problem in pipelines accounting for most network overflows.

Council is continuing to focus on increasing tree root removal, together with other programs designed to target a reduction in overflows across the entire network. This includes sewer main renewals and relining of larger sewer pressure pipeline and sewer maintenance access hole resealing programs.

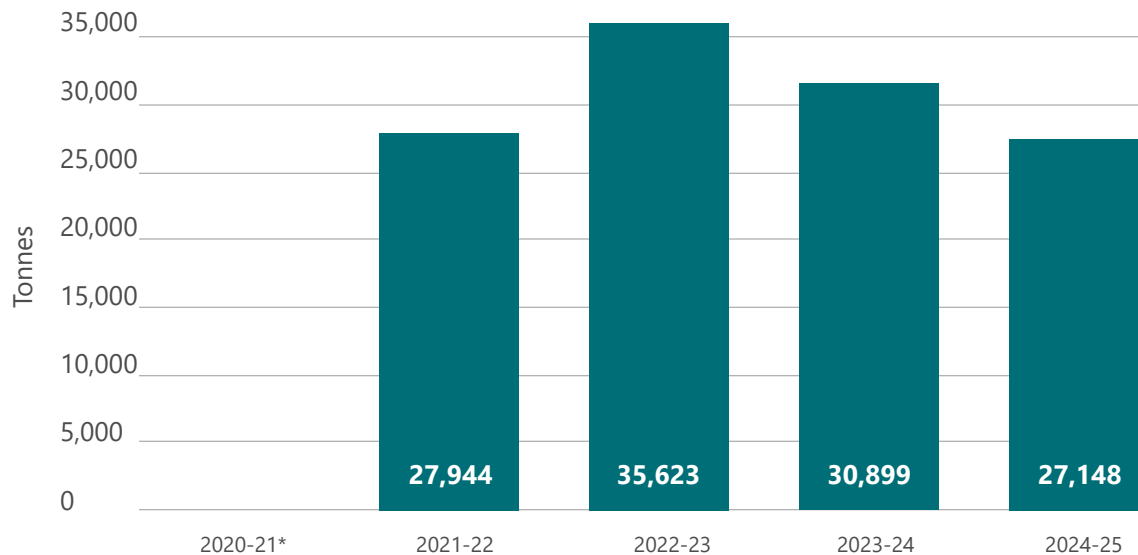
Number of days that beaches and lagoons are not swimmable as a direct result of mains breaks of discharges



**Detailed data on days of beach and lagoon closure following a sewage discharge event were not retained prior to 2021/22. Data prior to that period are not reported due to the likelihood of misrepresenting trends between these reporting years. It is noted that the number of days for beach/lagoon closure is an accumulative total of days. As an example, in an instance of 10 beaches being closed for the same period of 2 days, this would equate to a value of 20.*

Council continues to implement various programs to target a reduction in overflows across the entire sewage pipeline network. Some of these are aimed at finding issues quickly while others focus on long-term change. These include leak detection programs, sewer main renewals and relining, large sewer pressure pipeline renewals and sewer maintenance access hole resealing programs.

Volume of biosolids reused



*Biosolid data has not been included for the years prior to 2021-22, due to a changeover in reporting software.

Biosolids are derived from wastewater sludge, mainly a mix of water and organic materials that are a by-product of the sewage treatment process. The volume shown represents all biosolids entering Buttonderry Waste Management Facility, ANL Bulk Green Waste Facility Badgerys Creek and biosolids from Woy Woy and Kincumber Sewage Treatment Plants which are applied to land. Some of these biosolids are delivered to a network of farms for land application, carried out under strict biosolids guidelines. The other portion is composted to produce stable composts and soil conditioners. The decrease in volume from the previous financial year was primarily due to contractor availability.

Tap off and tune in for Water Night!

During National Water Week, Central Coast residents successfully participated in Water Night held Thursday 24 October, switching off non-essential taps from 5–10pm to raise awareness about water conservation. The event highlighted how everyday habits impact the environment, especially through heating water—a major source of household carbon emissions.

Led by Council and supported by The Water Conservancy, the initiative inspired simple changes like shorter showers and full laundry loads. Families also explored where their water comes from and used online resources to boost their water knowledge.

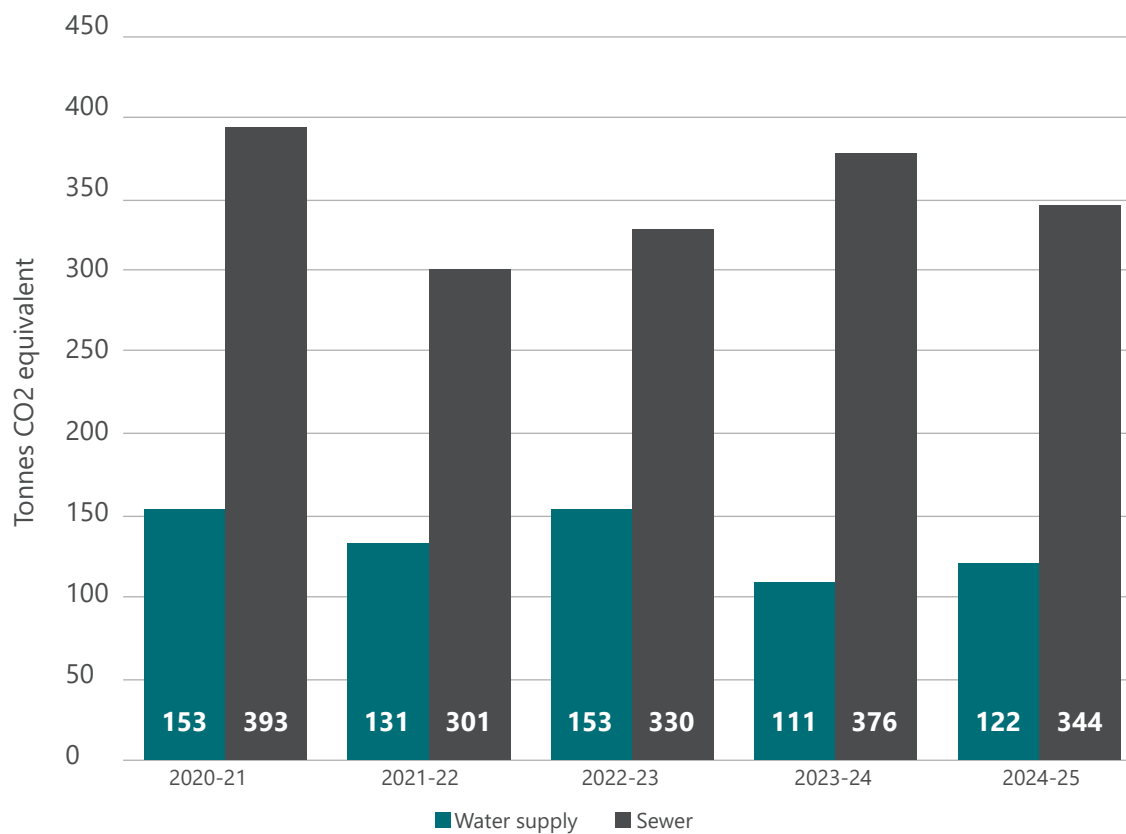
Water Night proved that small actions can lead to big environmental benefits.

The Central Coast is expecting drier conditions. We are challenging everyone to use no more than 150 litres of water per day.

On average, we each use 180 litres of water per day. If we all save three buckets of water each day, we will reach our target and live to 150L



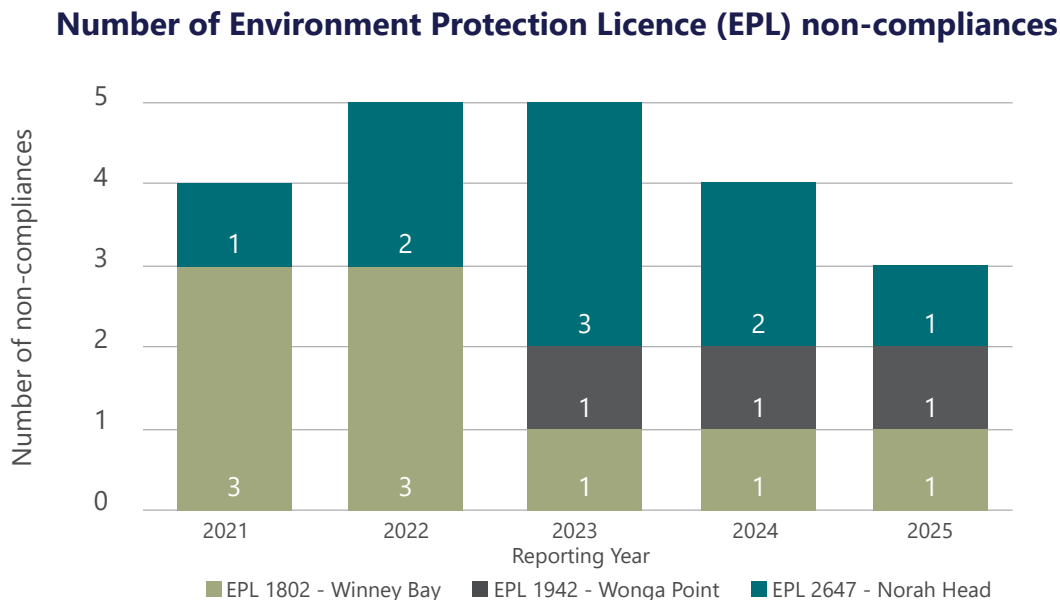
Net greenhouse gas emissions per 1,000 properties



Increased greenhouse gas emissions from sewage treatment can be due to a range of factors including increased energy demand to pump and treat sewage, increased organics load, changes in sludge management, and sludge digester efficiency.

Quality treatment

Minimising odour and health impacts on customers and workers and releasing high quality effluent to the ocean. Customer and community value.



Council is issued Environmental Protection Licences by the NSW Environment Protection Authority (EPA) for the operation of its sewage systems. Council is required to submit an Annual Return for each licence to the EPA, on the licence anniversary date.

EPL 1802 - Winney Bay: (EPL Period is Jun 2024 to May 2025)

Performance outlier: Total Suspended Solids concentration in a 24-hour composite sample of treated effluent discharged to the Winney Bay ocean outfall was 82 mg/L, above the 100th percentile concentration limit of 65 mg/L specified in EPL 1802.

Reason: During a period of high rainfall (130 mm in a 24-hour period), elevated sewage inflow to Woy Woy Sewage Treatment Plant (STP) caused Clarifiers 3, 4 and 5 to overflow, resulting in carryover of sludge to the Winney Bay Ocean Outfall. This resulted in a high concentration of Total Suspended Solids being discharged over a period of approximately 3.5 hours.

EPL 1942 Wonga Point: (EPL Period is Jan 2024 to Dec 2024)

Performance outlier: the annual load of total suspended solids was 19,337.40 kg, above the limit of 17,788 kg specified in EPL 1942.

Reason: Total suspended solids load was elevated due to increased solids loading through the holiday period, coupled with the plant performance stabilising after replacement of key equipment. Algal blooms in the final clarifiers also impacted the solids load discharged throughout the year.

EPL 2647 Norah Head: (EPL Period is Jan 2024 - Dec 2024)

Performance outlier: Calculated load of total nitrogen discharged to the ocean outfall was 284,039 kg, greater than the load limit of 175,750 kg specified in EPL 2647.

Reason: Ammonium concentration in the treated wastewater discharged to the Norah Head Outfall was elevated during the reporting year, due to the high ammonium concentration in the effluent transferred from the Charmhaven STP aeration tanks. This occurred due to treatment process issues exacerbated by the plant exceeding its design capacity.



Nitrogen: a nutrient essential to all life but may interfere with ecological processes in high concentration.



Ammonia: an essential nutrient but may cause toxic effects at high concentration.



Suspended solids: undissolved solid components of effluent that may produce visible plumes and interfere with biological processes at high concentration in an aquatic environment.

Carp to Croc: A community win for our waterways

Central Coast Council's Carp to Croc event was a huge success, engaging locals in a month-long fishing challenge to help remove invasive European Carp from our waterways.

Kicking off on 5 April 2025 at the Wyong Milk Factory, the launch event featured expert talks, fishing and electrofishing demos, rod rigging, and even a carp cooking showcase. The event drew strong community interest and set the stage for a productive month of fishing.

From 6 April to 5 May, participants logged their catches using the Fish Donkey app, competing for prizes like a fishing kayak, a BCF voucher, and a family experience at the Australian Reptile Park.

Thanks to a partnership with the Reptile Park, donated carp were repurposed as food for crocodiles and alligators—turning an environmental problem into a sustainable solution. Carp could be dropped off at BCF Tuggerah, where they were stored for animal feed.

The Mayor and environmental experts praised the initiative for raising awareness, improving waterway health, and bringing the community together for a fun and meaningful cause.

For more information, search '**Carp to Croc**' on centralcoast.nsw.gov.au or visit the Carp to Croc Facebook event.



A very hungry Elvis enjoying a Carp feast at Australian Reptile Park

Affordable

“Cost efficient, consistent, and good value for money with fair allocation of costs between customers”. Customer and community value.

Reveal and Seal Sewer Manhole Program

Central Coast Council partnered with an external service provider to support internal Civil Water and Sewer crews in delivering a proactive Reveal and Seal Sewer Manhole program. This initiative is vital for maintaining the integrity of the sewer system and preventing sewage discharges.

With over 60,000 sewer manholes in the system—8,000 of which are near waterways—the aim is to inspect and seal as many as possible each year to identify root intrusion, infiltration, and maintenance needs, thereby ensuring infrastructure reliability.

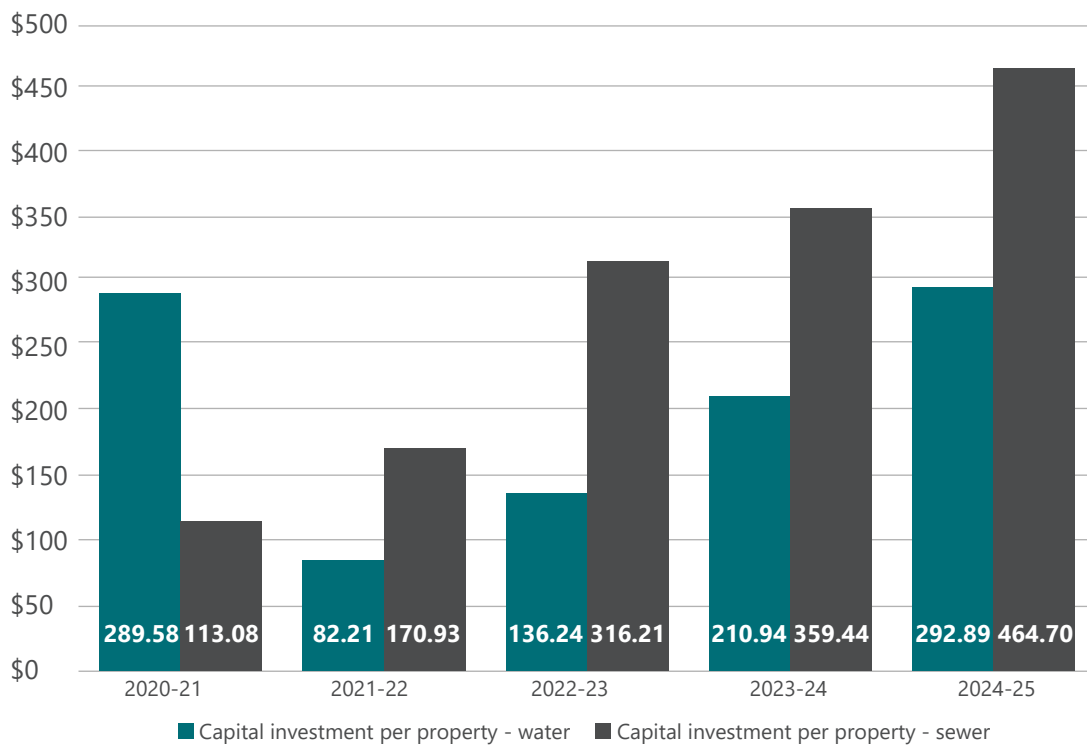
The program spans the entire Central Coast local government area, with a focus on manholes near waterways, creeks, and bushland to prevent discharges, collect asset condition data, and uphold service quality.

By addressing issues early, the program minimises community disruption and supports a clean, safe environment. Over 1,500 inspections have been completed, demonstrating the success and importance of this preventive strategy.

The Council is proud of the program’s positive impact and remains committed to its continuation.

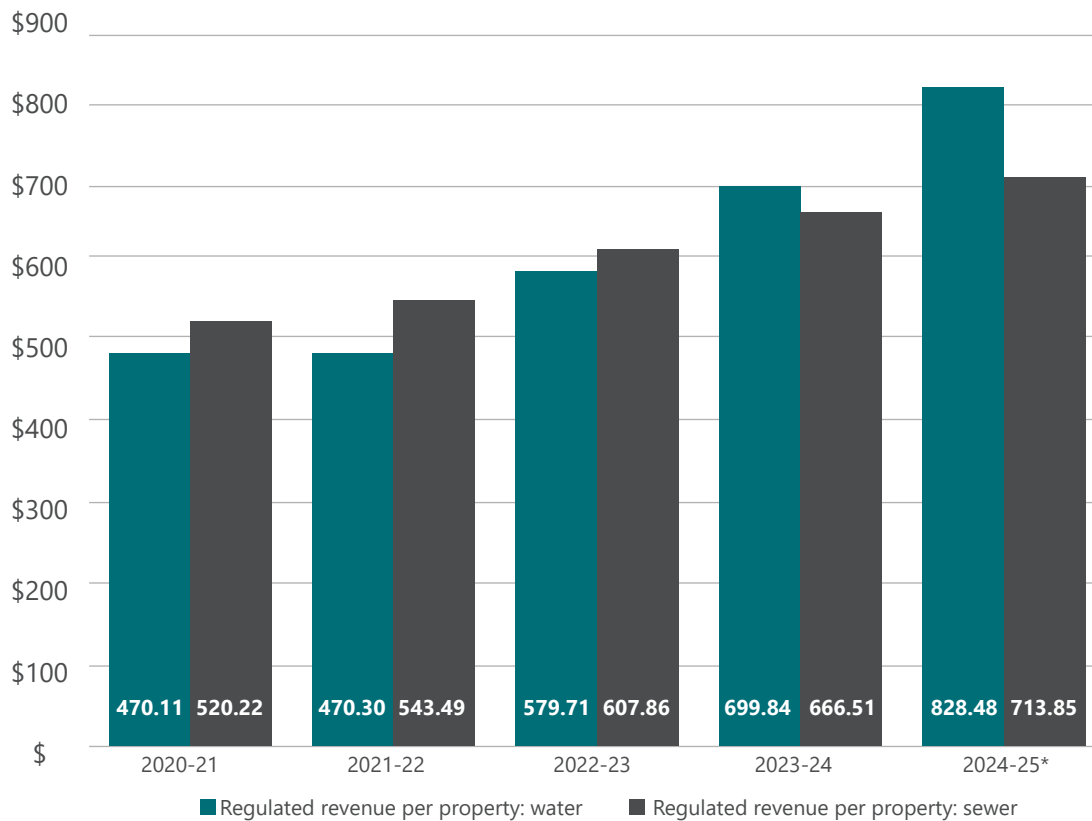


Capital investment per property



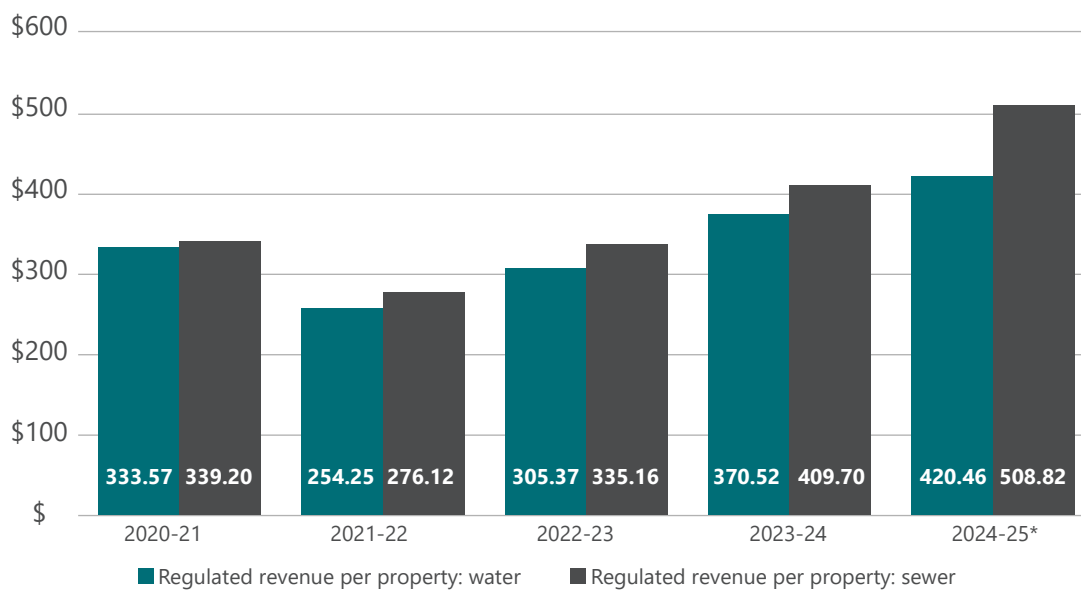
Capital investment projects involve spending money on long-term improvements to our water and sewer infrastructure. This graph represents the investment per property on the Central Coast.

Operating results - income per property



*This graph shows average income per property, received by Council via payment of water and sewer rates.
2024-25 are considered draft as they are unaudited.

Operating results - expenditure per property



*Regulated expenditure excludes depreciation, borrowing costs and capital expenditure.
* 2024-25 are considered draft as they are unaudited.*

Get in touch

Our customer service centre can assist you anywhere anytime if you'd like to report an issue, make a request, or offer feedback.

General enquiries, billing and payment difficulties

 (02) 4306 7900 - 8:30-5:00pm Monday-Friday

If you have hearing or speech impairments, call the National Relay Service on 13 36 77, and quote Council's contact number 02 4306 7900

 ask@centralcoast.nsw.gov.au

 Search '**customer help**' at centralcoast.nsw.gov.au

 Council office
2 Hely Street, PO Box 20, Wyong NSW 2259

Faults, services and emergencies

 (02) 4306 7900 - 24 hours/7 days

 Search '**water service interruptions**' at centralcoast.nsw.gov.au

Contact us about issues with:



WATER
QUALITY



WATER
PRESSURE



FAULTS &
BLOCKAGES



ODOURS

We invite you to

Take part in local community forums, in person or online, to provide feedback and learn about our projects and programs. Visit:

 yourvoiceourcoast.com

Attend Council meetings. For more information, search '**council meetings**' at centralcoast.nsw.gov.au

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