

This Water and Sewer Quarterly Report outlines the primary areas of interest in water and sewer business performance as identified by our community and details the performance results from July to September 2025. For this report, this will be referred to as ‘the reporting period’.

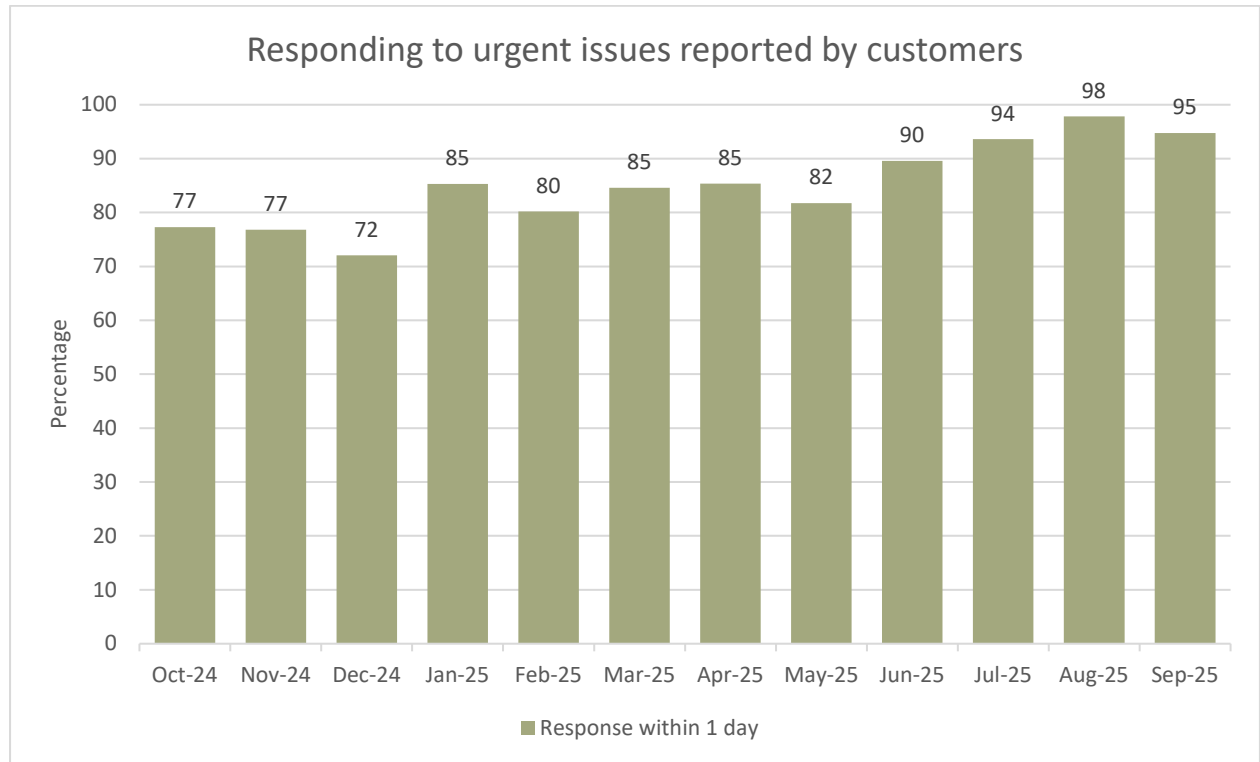
Addressing these areas is a key focus for Council, noting that it may take time before benefits and desired results are achieved.

Note: Actual monthly data may be subject to change in future reports if data corrections need to be conducted after the published date. This promotes better analysis and accuracy of the reported data.

Responding to urgent issues reported by our customers

Council has been working with teams involved to ensure customer responsiveness is a priority to everyone as this is what our customers have told us in recent community engagement activities.

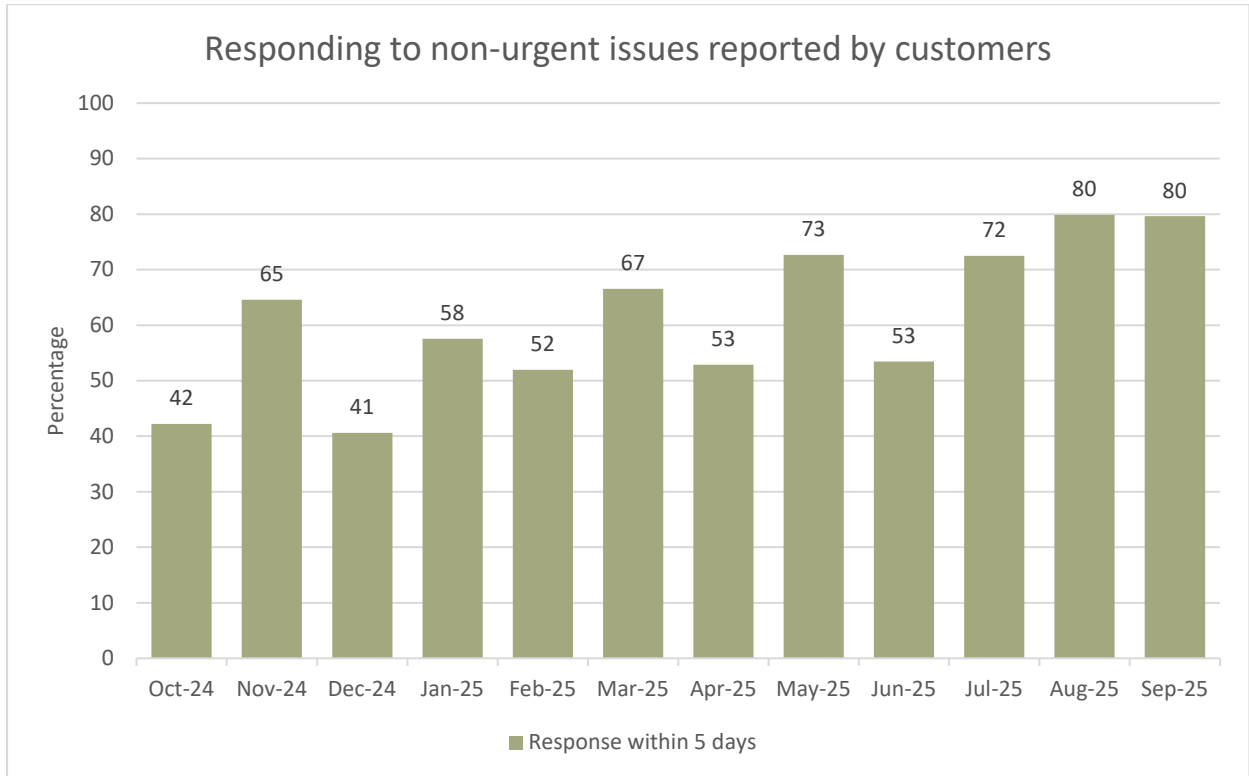
Council continues to improve reporting on response times and has now implemented a number of process changes to enable more accurate analysis and streamline data collection. This is progressing well and can be seen in the last quarter's results. Storm activity saw some fluctuations in the number of calls, but the response rate remains high.



Responding to non-urgent issues reported by our customers

Council’s response to non-urgent issues reported by customers has improved throughout the most recent reporting period to its highest level in 12 months.

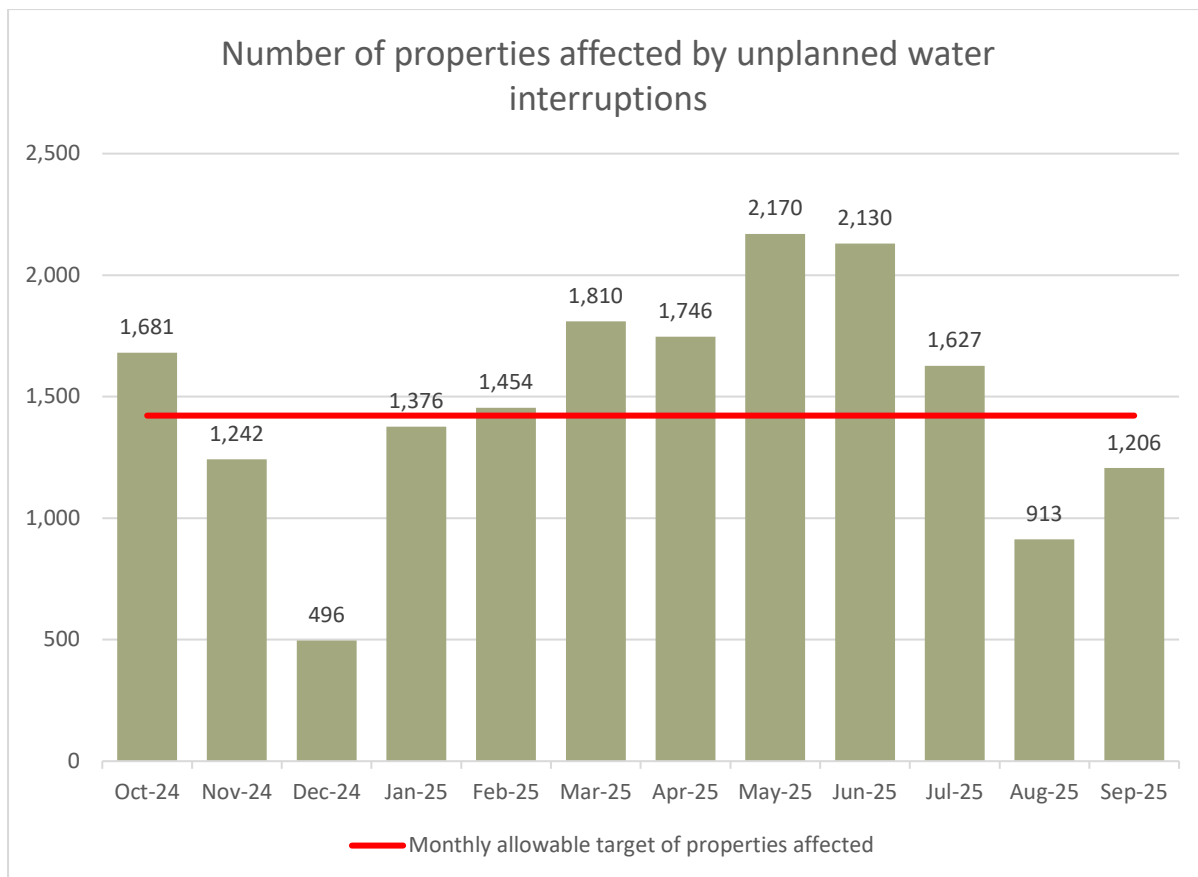
Changes made to our processes and improved discipline in administratively closing off jobs have resulted in an improvement in customer responsiveness results.



Number of properties affected by unplanned water interruptions

The types of unplanned water interruptions range from main breaks, water service leaks, third party damage to hydrant leaks.

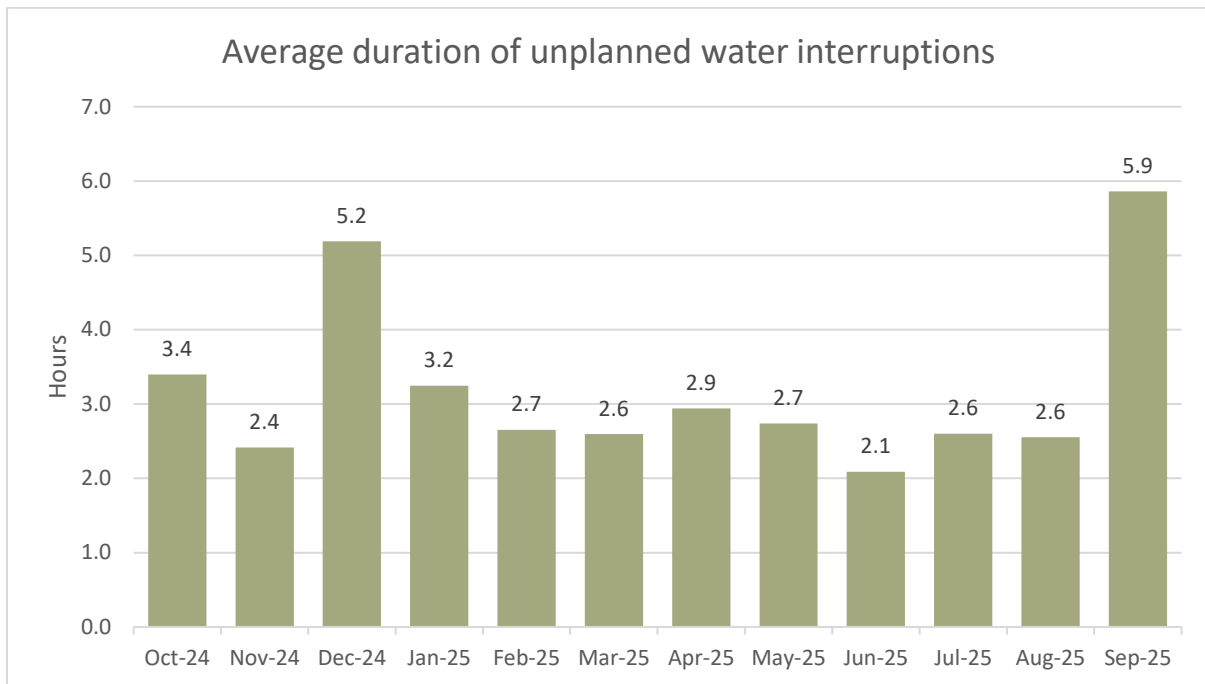
A continued improvement can be seen in this metric with better planning for maintenance and scheduling of planned works supporting a reduction in unplanned work. There are still several mains breaks and issues with pressure reduction valves pushing the number of unplanned outages higher than the target in July however results in August and September show Council meeting this target. Council is continuing to deliver its water main renewal program which aims to reduce water main break related interruptions and reduce the number of affected properties.



Average duration of unplanned interruptions to water supply

The duration of water outages is affected by the type of issue identified. The spike observed in September was due to one incident that resulted in a 24hr outage for a number of customers.

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.

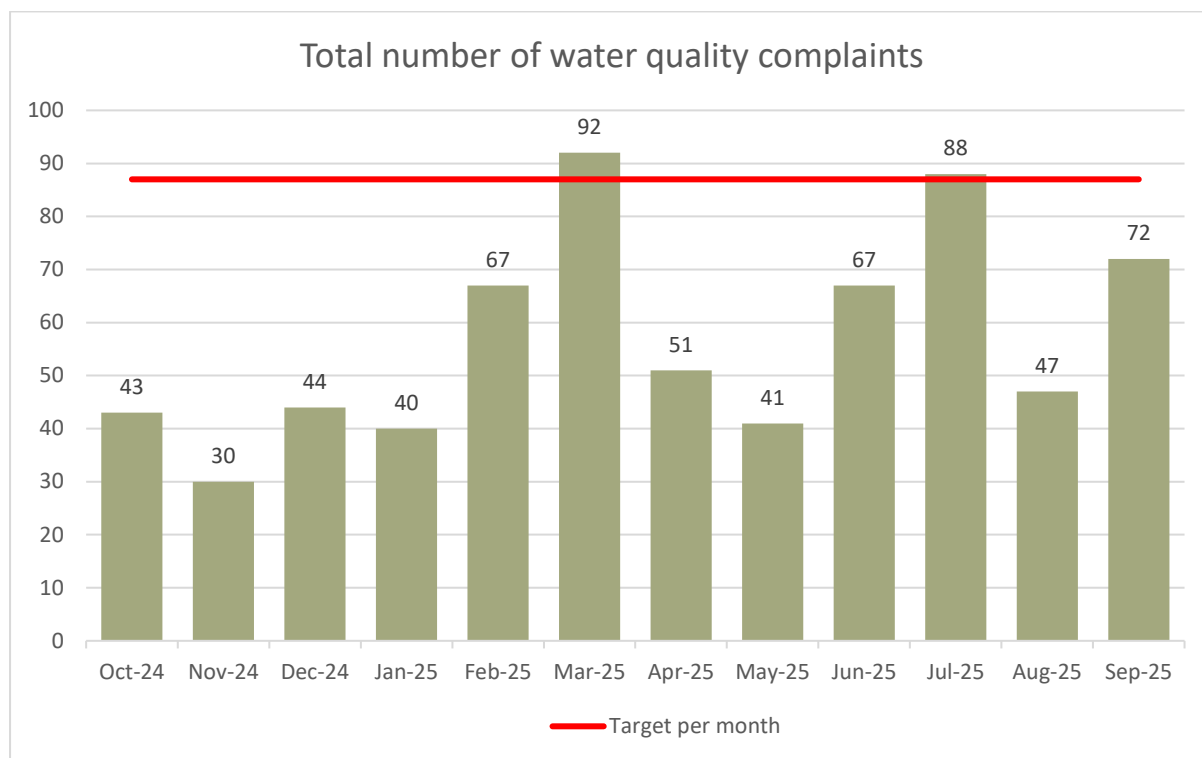


Water quality complaints

Water quality complaints for the reporting period averaged 69, which is below the monthly target of 88.

Water quality complaints have remained well below target over the past twelve months, apart from increases seen in March and July. These events can often follow major maintenance works on the network which remain a necessary part of maintaining our vast infrastructure.

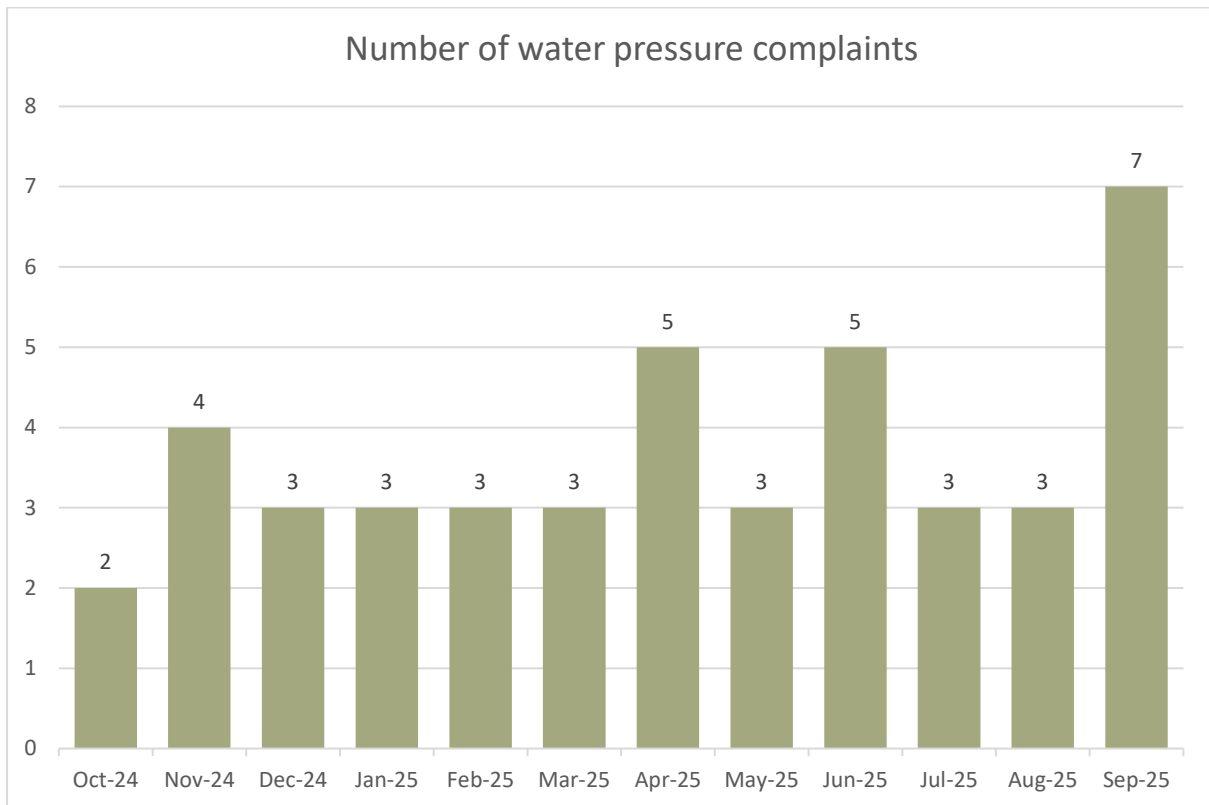
Discoloured water continues to be the main challenge. Council continues to work on our water mains flushing program and main dead-end removal program, as well as the mains renewal program.



Number of water pressure complaints

The Central Coast region has over 150,000 connections to our water supply. When comparing the number of complaints to the number of connections, significantly less than one percent of connections have experienced water pressure issues.

Council continues to monitor complaints and track these monthly to ensure any issues are addressed quickly.



Number of water main breaks

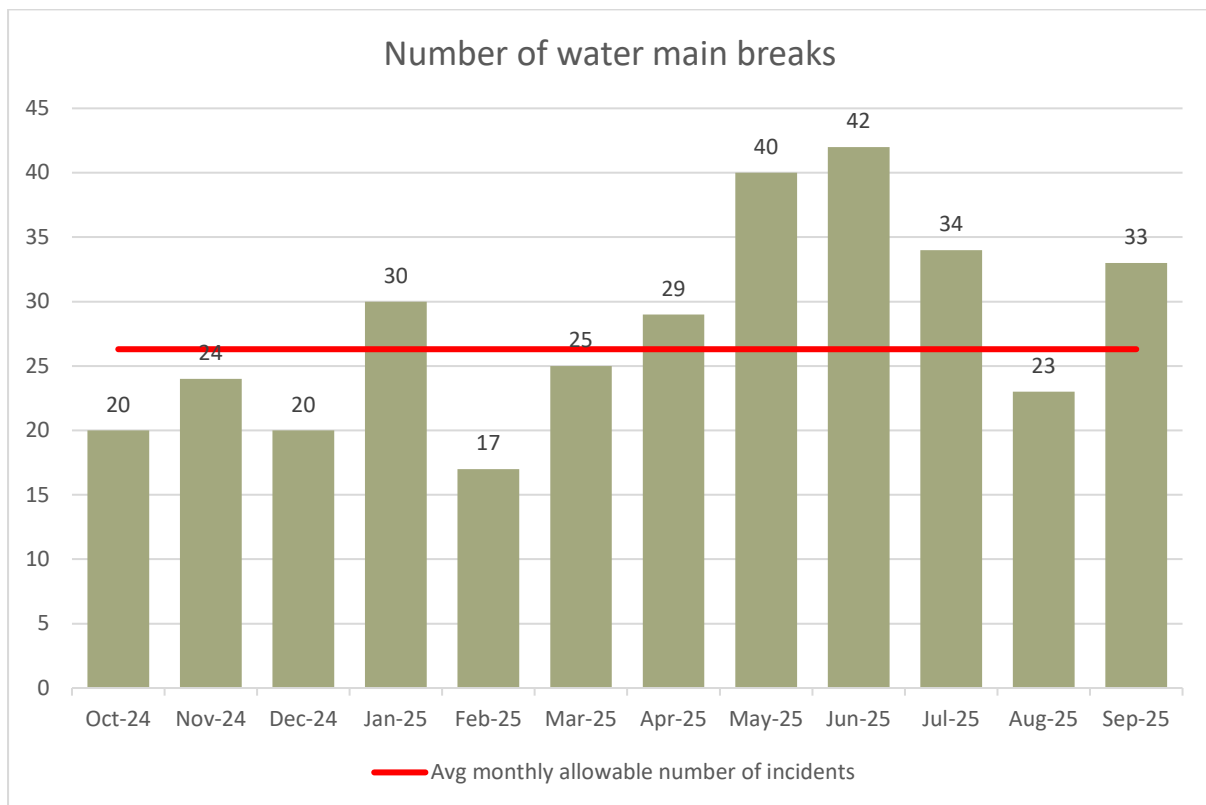
Breaks in water main pipelines occur due to ground movement, aging infrastructure, weather events, temperature changes and third-party damage. Water main breaks over winter are influenced by typical seasonal soil movement and increases in wet weather which were experienced in this last quarter.

While the results continue to generally improve, there were several valve failures in multiple locations in September.

Council is continuing to improve monitoring and communications regarding third-party damage to underground assets which contribute to the overall number of breaks. Whilst these are not included in the results below, Council recognises the impact to customers is the same.

Planned leak detection programs are also predicted to improve the number of water main breaks.

Longer-term, Council is expanding its water main replacement and water service replacement programs and increasing surveillance on critical water mains associated with the Mardi Water Treatment Plant upgrade.



Water sampling results

Over the reporting period, all water sampling results were compliant.

Drinking water quality testing is undertaken by the NSW Health Forensic & Analytical Science Service laboratories. Water samples are collected from sites across the region by Council. These sites are representative of drinking water supplied to our customers. The table below summarises the number of individual tests undertaken for the microbiology and chemistry water quality programs, along with details of any test results not compliant with Australian Drinking Water health-based guideline limits.

Council has strong water quality parameters and critical control points in our treatment process to ensure we meet the needs of the community and deliver quality drinking water under the Australian Drinking Water Guidelines (ADWG).

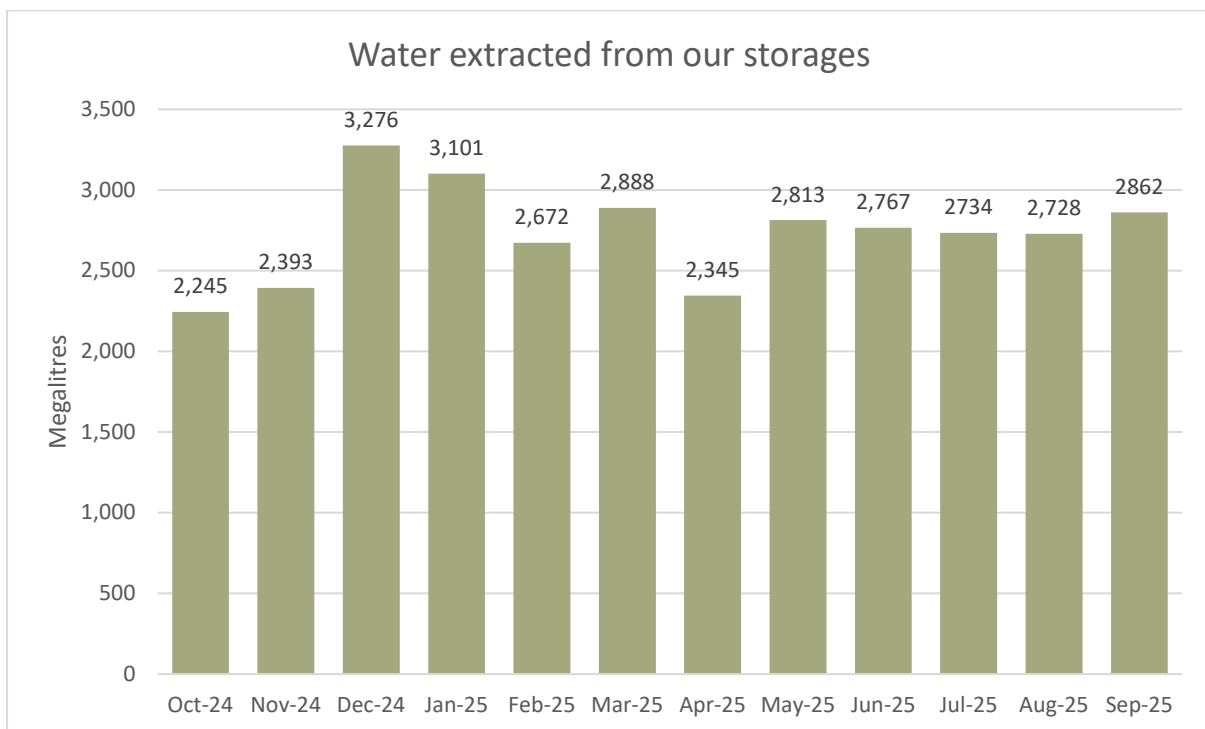
| Microbiology | Oct-Dec 24 | Jan-Mar 25 | Apr-Jun 25 | Jul-Sep 25 |
|--|-------------------|-------------------|-------------------|-------------------|
| <i>No. tests performed</i> | 1461 | 1352 | 1568 | 1320 |
| <i>No. results not compliant with ADWG health guidelines</i> | 0 | 0 | 0 | 0 |
| Chemistry | Oct-Dec 24 | Jan-Mar 25 | Apr-Jun 25 | Jul-Sep 25 |
| <i>No. tests performed</i> | 192 | 192 | 256 | 132 |
| <i>No. results not compliant with ADWG health guidelines</i> | 0 | 0 | 0 | 0 |

Water extracted from our storages

Central Coast Council and Hunter Water Corporation share water supply through the Central Coast/Hunter Water transfer to leverage on each region's water supply during drought and operational outages.

The amount of water extracted from our storages is dependent on customers' demand for water, the transfers between Hunter Water, our long-term storages of water and raw water processing.

The trend of water extraction is consistent with weather patterns. The demand for water in our community usually peaks during the spring/summer period and drops during the autumn/winter period.

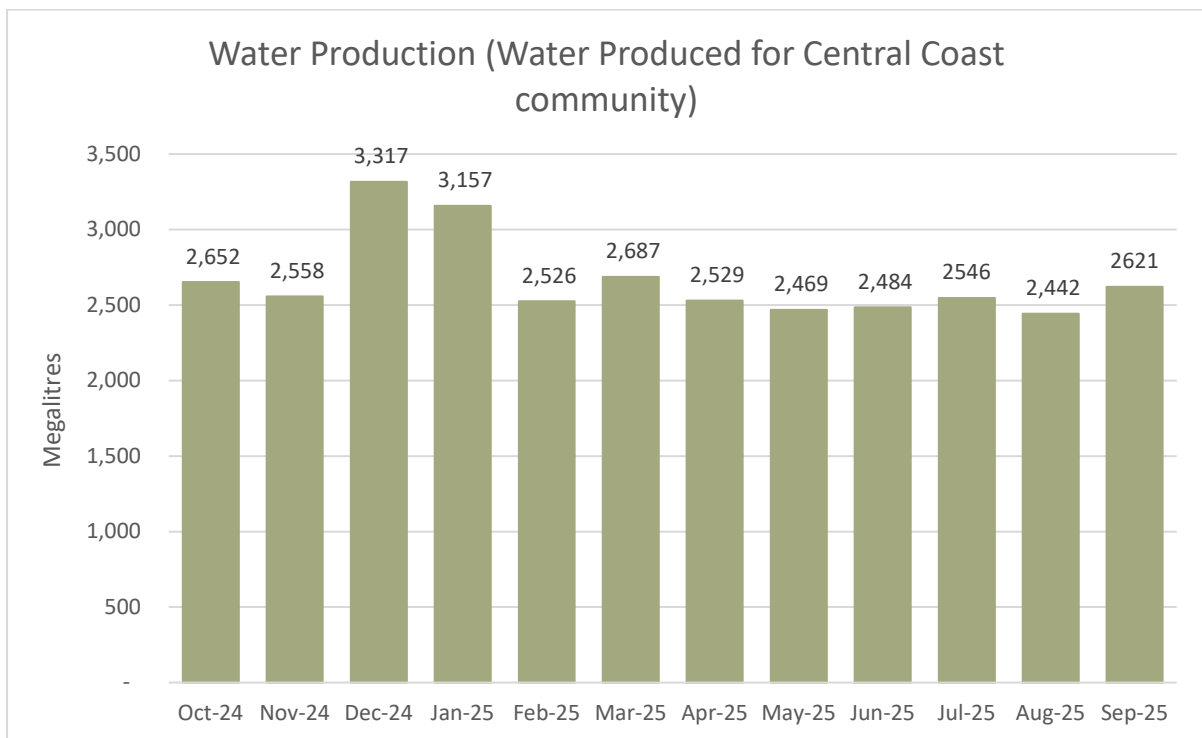


Water produced for the Central Coast community

The Central Coast water supply has a shared connection to Hunter Water Corporation’s water supply through the Central Coast/ Hunter Water transfer. The water produced by Council is dependent on the demands of our communities.

Demand for water in our community usually peaks during the spring/ summer months and drops during the autumn/winter period.

Longer-term, Council’s Water Security Plan looks at our community needs along with the source of our water supply. This will ensure that the Central Coast has a sustainable water supply.

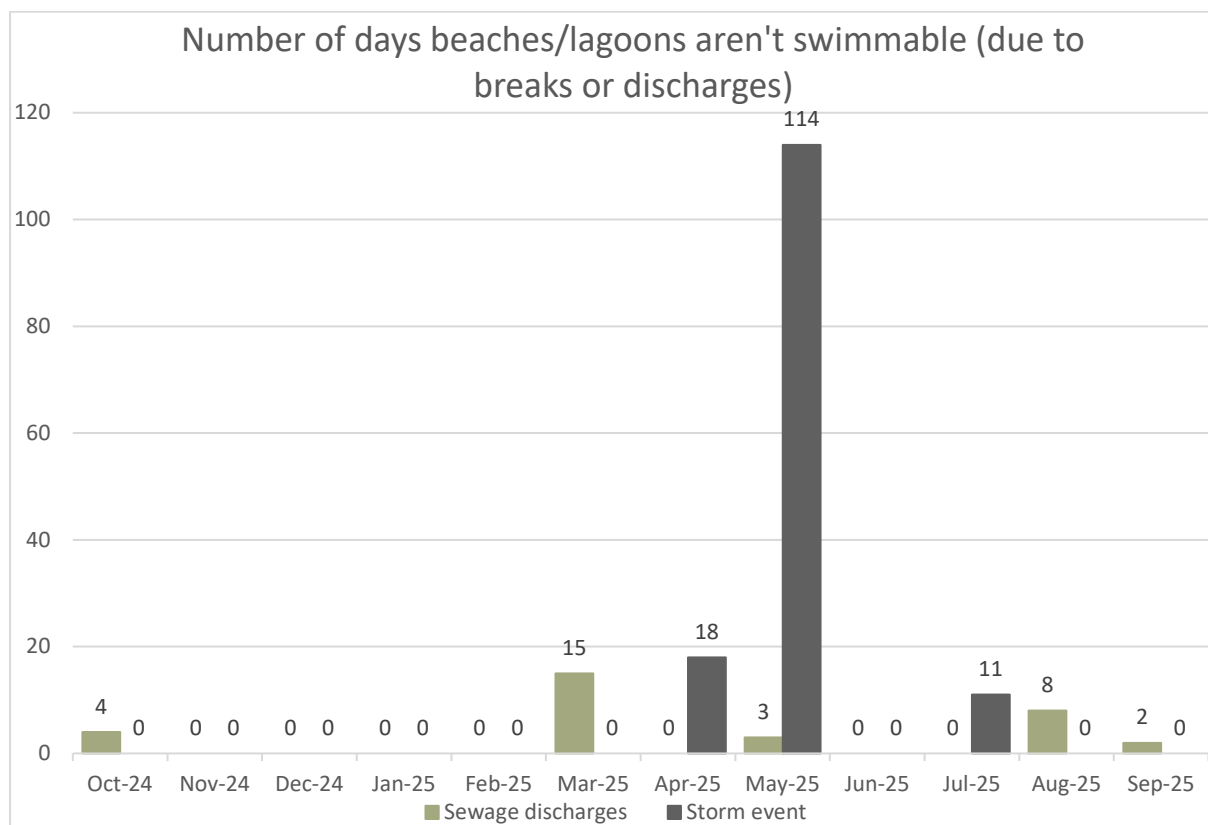


Number of days that beaches/lagoons are not swimmable (due to breaks or discharges)

The number of days for beach/lagoon closure is an accumulative total of days, where in the instance of 10 beaches being closed for the same period of 2 days, this would equate to a value of 20.

The high total number of 114 days of closure occurred across April and May, where the Central Coast region experienced significant extended wet weather event. Pollution warning signs remained in place whilst monitoring was undertaken.

Council monitors our beaches and lagoons through the [NSW Beachwatch Program](#).

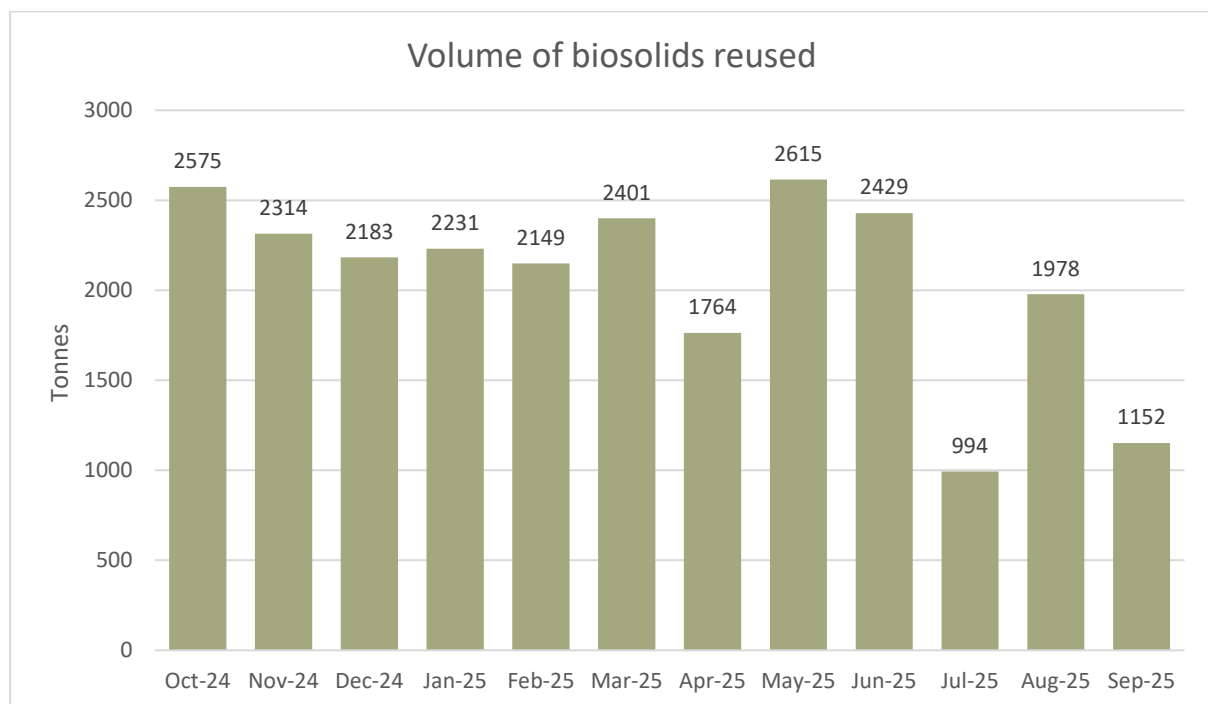


Volume of biosolids reused

Biosolids are mainly a mix of water and organic materials that are a by-product of the sewage treatment process. Most wastewater comes from household kitchens, laundries, and bathrooms.

The volume shown represents all biosolids entering Buttonderry Waste Management Facility 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.

Learn how to keep our sewerage network flowing and [reduce biosolids](#).



Number of Environmental Protection Licence (EPL) non-compliances

During the reporting period, Council recorded two instances where the acceptable presence of a substance or pollutant in the effluent have been above the allowable limits at ocean outfalls. Our Sewage Treatment Plants (STP) operate using a variety of biological processes and equipment to achieve a high-quality effluent that is released to the ocean via one of our three ocean outfalls. It should also be noted that improvement in Council's exceedance of the allowable limits at some ocean outfalls will not be realised until the completion of the current ongoing large maintenance works and the extensive capital improvement projects.

The non-compliances and high load limits during the period are related to:

- The flow-weighted load for total suspended solids (TSS) coming from Bateau Bay STP (EPL 1942) was trending unfavourably, with a key asset taken offline for essential maintenance.
- The flow weighted load for total nitrogen discharged to the Norah Head Ocean Outfall (EPL 2647) continued to be unfavourable, primarily due to ongoing issues with the biological removal of nitrogen from Charmhaven STP.

Council is continuing to focus on the progress towards the planned Sewage Treatment Plant upgrades, refurbishments, and maintenance activities of the aging process equipment to address the non-compliances. This will help to improve our effluent discharge quality. However, significant improvements in the effluent discharge quality will not be fully realised until the commissioning of major planned plant upgrades and beyond. These upgrades are scheduled for completion in early 2028.

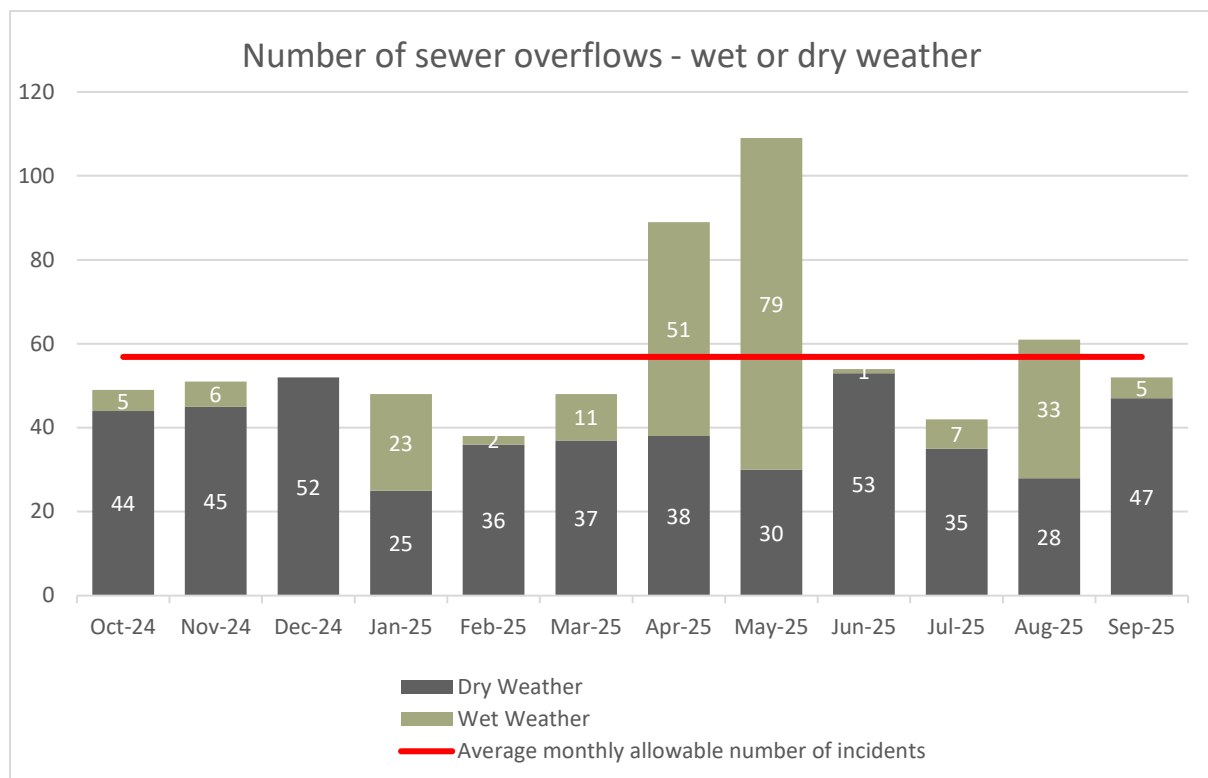
Sewage overflows

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.

During the reporting period, performance fell below the target KPI for two out of the three months. The increase observed in August was attributed to conditions related to wet weather.

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.

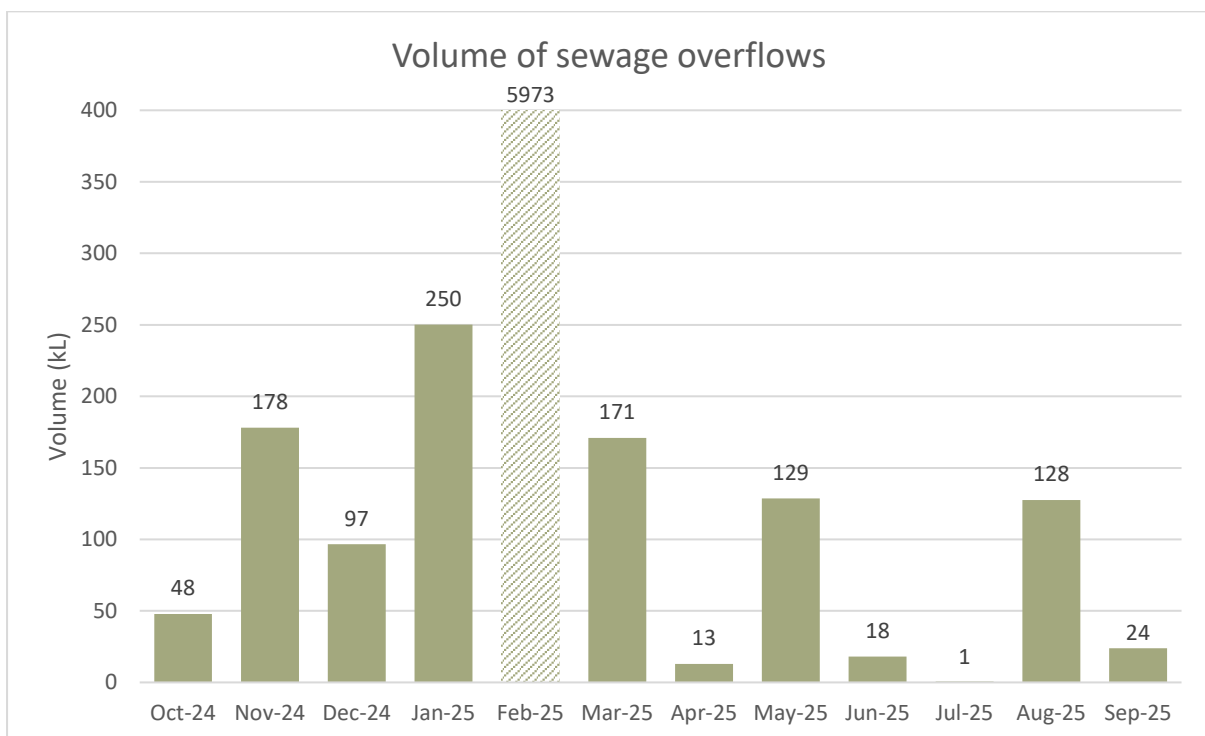
Council is continuing to focus on a proactive program of tree root removal, together with other programs designed to target a reduction in overflows across the entire network. This includes sewer main renewals and relining of larger sewer pressure pipeline and sewer maintenance access hole resealing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



Volume of sewage overflows

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.

The highest volume reported in the reporting period was mainly due to a single storm event in August where 108kL (kilolitres) of heavily diluted sewage escaped from the wastewater system. In September there were two instances at separate locations of minor overflows.

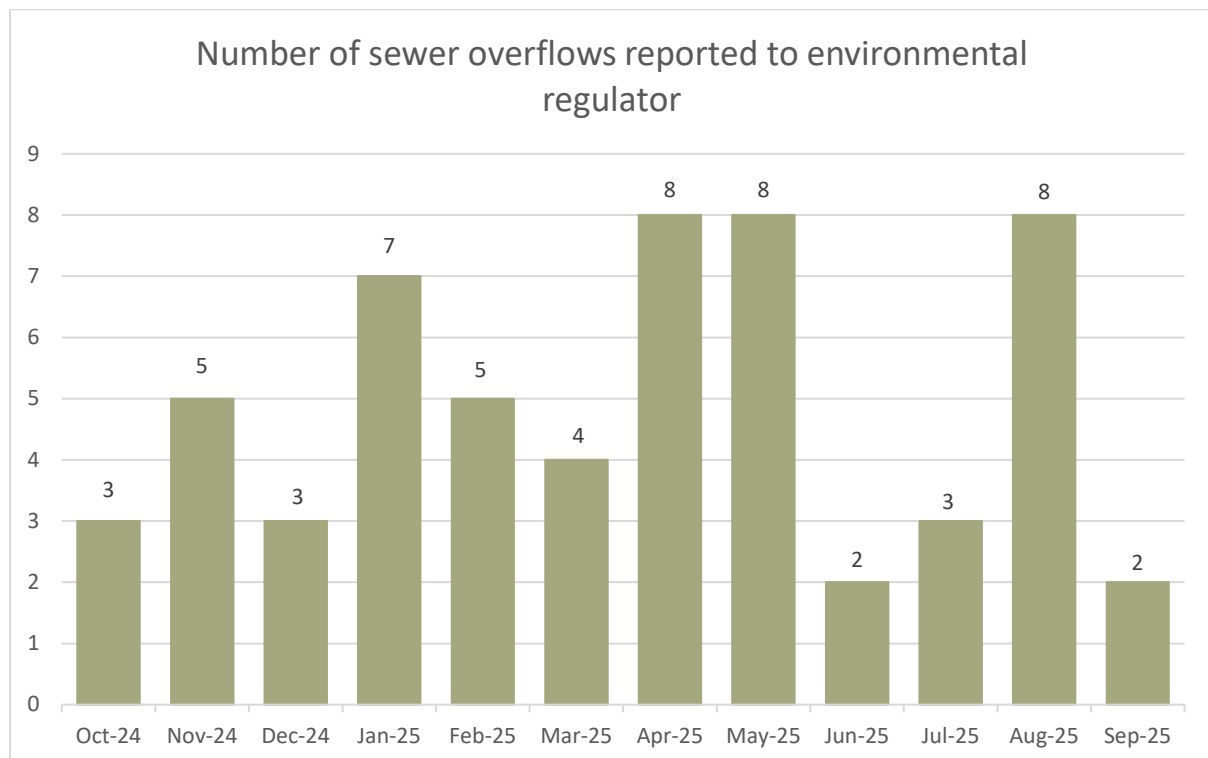


** The volume of sewage overflows excludes storm events as there is no method through which volume can be estimated. The graph above only shows network sewage overflows that were reported to the EPA that did not occur during heavy rainfall events.*

Number of sewage overflows reported to the environmental regulator

Council is required to report back to one of our regulators (the New South Wales Environmental Protection Authority - EPA) on sewage overflow events. Events reported are primarily those where sewage has entered waterways either directly through sewage overflows or indirectly with sewage entering a stormwater system. Factors such as root intrusion, flushed foreign objects, fats & oils and increased rainfall can all contribute to the number of sewage discharges and thus reportable incidents.

The results saw a spike in reported overflows in August with several reports being based on stormwater inundation, blockages due to rags and tree roots. Our customers have told us reducing overflows near waterways is something they want us to focus on. A reveal and seal program has been implemented to identify and prevent manhole overflows. The program will also escalate significantly impacted maintenance holes to our Assets teams for renewal under the new trenchless sewer rehabilitation contract.



Sewer main breaks and chokes

During this reporting period, the number of monthly sewer breaks and chokes remained high, consistently exceeding the target of 66 incidents per month. Sewer chokes occur when a foreign object inside a pipe inhibits the flow.

The main cause of these chokes continues to be tree roots, responsible for around 60–70% of cases each month. Issues with manholes are also significant, causing about half to two-thirds of the reported problems, while sewer mains account for a smaller proportion. The quarterly summary highlights key actions to improve sewer system reliability, including targeted maintenance chamber repairs, enhanced fault reporting, and escalations for major renewals. These steps aim to prevent overflows and minimise customer disruptions in the near future.

Our community can help by engaging with our [Sinkables and Flushables](#) campaign and ensuring only water, soap, and toothpaste go down your sink drains and only flush pee, poo and toilet paper in your toilet.

