Water Security Strategy 2023

TasWater

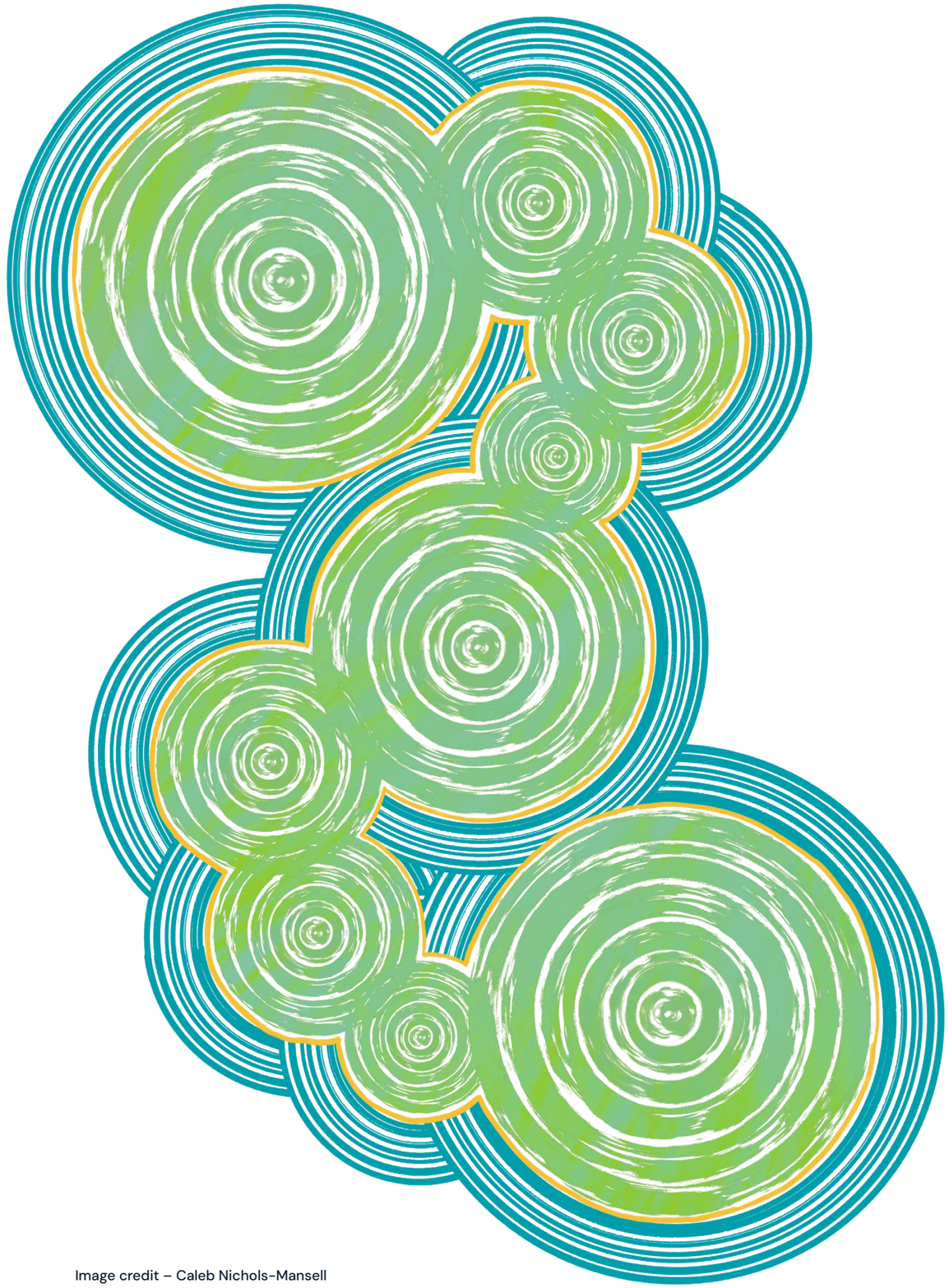


Image credit – Caleb Nichols-Mansell

TasWater proudly acknowledges the Tasmanian Aboriginal people as the Custodians of lutruwita / Tasmania – Aboriginal land, sea and waterways. We pay our deep respects to the Elders past and present and acknowledge today's Tasmanian Aboriginal community.

Contents

Foreword

Water is essential for everyday life. The flow of water supports people, our unique Tasmanian environment and the places we live, work and play – now and for generations to come.

That is why I am pleased to share our inaugural Water Security Strategy with you.

Here in Tasmania, we enjoy water in many ways: we have wild rivers for nature and recreation, we have growing irrigation capability and agricultural production, we have a storied hydropower legacy, and we provide clean water for visitors and residents to drink.

But water is a limited resource and demand for water is increasing. Our organisation faces many challenges to ensure there is enough drinking water for our customers:

- Our water supply systems are already nearing capacity
- Our climate is changing
- Our population is growing
- Our water network losses are too high
- A number of catchments in Tasmania are nearing full allocation.

Our Water Security Strategy is a response to these challenges. It provides an overview of our water supply systems, summarises the challenges we face in providing drinking water to our customers, sets out our strategy to navigate these challenges, and identifies the potential outcomes our customers and stakeholders will experience as a result.

We share with our customers a deep pride in Tasmania's drinking water. We also recognise our role as a steward of Tasmania's natural resources. Through our Water Security Strategy, we are determined to ensure our customers receive enough drinking water over the long term while also protecting Tasmania's environment and supporting the Tasmanian economy.

George Theo
CEO

As you read through this Strategy, please keep in mind the below questions:

- Does this Strategy address the current and future water availability challenges for Tasmania adequately?
- What is the minimum volume of water I need for the daily activities I want/need to use it for?
- Where am I using the most water and where could I be more efficient?
- Is the proposed water restriction frequency and duration right?
- How much investment should there be in innovative technologies or practices to enhance water resilience?

About this strategy

We supply drinking water to more than 220,000 homes and businesses in Tasmania.

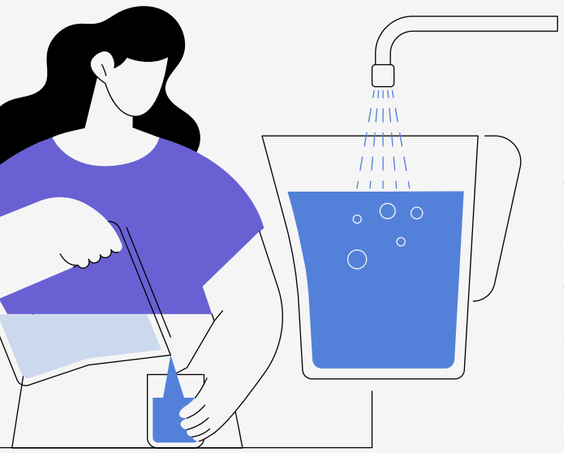
The purpose of our Water Security Strategy is to ensure our customers receive enough drinking water to meet their needs over the long term. To do this, we need to work together with our customers, our community, our regulators and other water catchment stakeholders in Tasmania.

Water resource management in Tasmania

In Tasmania, rights to water are established under the *Water Management Act 1999*. The objectives of the Act broadly:

- Promote the sustainable use of water resources while recognising that water provides various social, economic and environmental benefits to Tasmania;
- Encourage community involvement in water resource management; and
- Provide for the fair, orderly and efficient allocation of water resources in Tasmania.

The Water Management Act is administered by Natural Resources and Environment (NRE) Tasmania. TasWater works closely with NRE Tasmania during times of drought to ensure that our systems have prioritised access to water.



The State Government has also established various policies and strategies to direct the use and management of Tasmania's freshwater resources. This includes specifying when, where and how much water users can take from Tasmania's surface water catchments.

Water resource planning at TasWater

The Water Security Strategy (this strategy) explains how we source water for our customers, identifies our future challenges to supply enough water to our customers, describes our strategy to navigate these challenges, and sets out the water security outcomes our customers will receive.

This strategy helps to inform our Regional Master Plans. The Regional Master Plans consider future population growth, the level of service objectives set out in the Water Security Strategy and other factors to determine future investment requirements in our systems.

The long-term outlook of the Water Security Strategy and Regional Master Plans helps inform our Price and Service Plan from a water security perspective. The Price and Service Plan is assessed by an independent economic regulator and sets out the prices, services, projects and outcomes that TasWater will deliver.

Water Management Act 1999 (Tas)

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State Government Policies and Strategies
- Surface Water Allocation Framework
- Rural Water Use Strategy
- State Policy on Water Quality Management
- Water Management Plans and Statements
- Various other strategies and guidelines

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TasWater Corporate Strategy
- Defines TasWater's long term aspirations, outcomes and success measures

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TasWater Water Security Strategy
- A long-term strategy to ensure customers get enough water to meet their needs

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TasWater Regional Master Plans
- Regional plans to identify future investment requirements in our systems over the long term

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TasWater Price and Service Plan
- A plan that sets out prices, investments, services and outcomes for customers

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TasWater Corporate Plan
- A plan that sets out the direction of the organisation over a five-year period

An evolving strategy

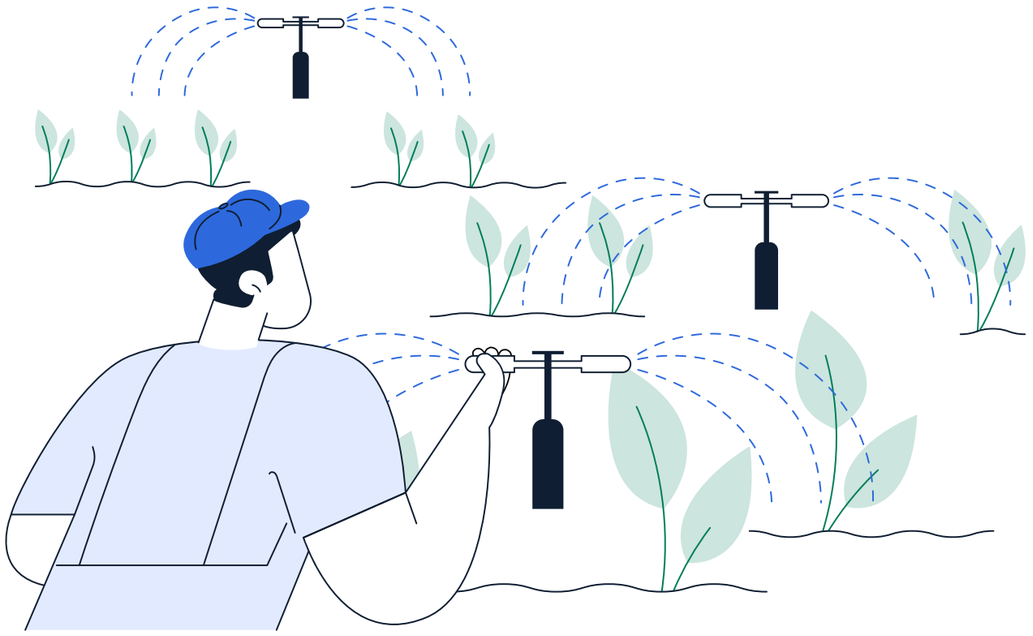
This is our first Water Security Strategy. It marks the start of our journey and recognises that we don't have all the answers. As we gather more data, receive customer feedback and further develop our plans, the Water Security Strategy will be updated on a regular basis.

What this strategy means for our customers

We aim to provide our customers and stakeholders with at least four main outcomes as a result of the Water Security Strategy.

We propose to provide customers and stakeholders with:

- Enough water to meet their needs
- Fair and sustainable bills
- Resilient communities; and
- A healthy environment.



Enough water to meet their needs

The Water Security Strategy aims to ensure we can always deliver a safe and reliable supply of drinking water to meet the essential needs of Tasmanians.

We are exploring all options, including:

- Reducing demand - limiting water losses, promoting community water efficiency
- Increasing supply - storing more water, exploring new sources of supply like water recycling, desalination and other sources

Fair and sustainable bills

Our Water Security Strategy is designed to deliver the greatest value to our customers and stakeholders.

This strategy takes a balanced approach to match future supply and demand. It includes demand reduction initiatives alongside more expensive supply changes - and considers environmental and social impacts too.

Our aim is to meet water security expectations while also minimising the impact on water bill increases.

Resilient communities

By increasing the resilience of our water systems through the Water Security Strategy, we aim to make Tasmanian communities more resilient.

In response to a changing climate, increasing population and a limit to the water resources available to us, this strategy aims to ensure water is reliably delivered to our customers – helping homes and businesses to continue to prosper across Tasmania in the face of these future challenges.

A healthy environment

We know our customers and stakeholders value the environment and expect us to play a part in protecting and enhancing Tasmania's natural resources.

The Water Security Strategy recognises this role and aims to deliver long-term improvement by considering environmental flows in our water supply and demand planning.

We will also work with land managers and regulators to ensure that water quality in our catchments is of high quality, and we don't impact water quality through discharges from our activities.

Water supply in Tasmania

TasWater has 59 drinking water systems and supplies water to more than 220,000 homes and businesses across Tasmania.

Our services help to provide social, environmental and economic benefits for our island state.

TasWater is responsible for:

- 6,557 km of water mains
- 289 water distribution facilities
- 218 water pump stations
- Delivering more than 63,000 ML of water to our customers each year

TasWater Master Plan Regions

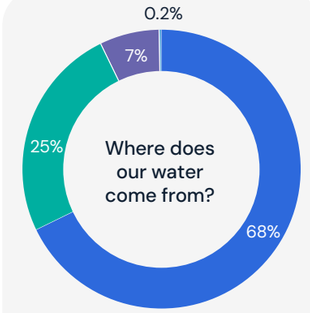
- North East
- Meander-Tamar
- Central Coast
- North West
- West Coast
- Central Midlands
- East Coast
- Derwent-Hobart
- Huon

- Water treatment plants

Where does our water come from?

We source water from rivers, streams, groundwater sources and third-party infrastructure.

In most systems, we extract water from a river and send it straight to a water treatment plant before distributing it to our customers. These are called run-of-river systems. In other systems, we use weirs and/or dams to store water before it is sent to our water treatment plants and then into the system for distribution. These are called storage systems. In some cases, we source water from third-party infrastructure such as water from dams and pipelines owned by entities like Hydro Tasmania and Tasmanian Irrigation. In a few smaller systems, we extract water from a local aquifer before treating and distributing it. These are called groundwater systems.

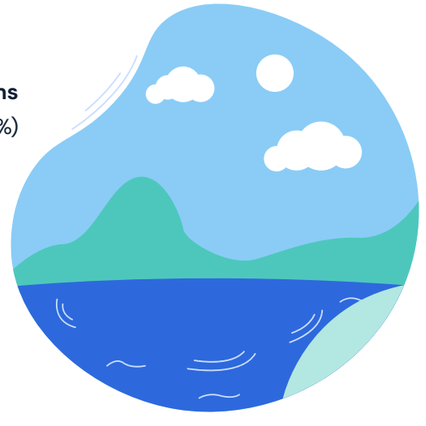


Run-of-river systems

About 62GL (68.3%) of the water we source each year is through a run-of-river system. The vast majority of this comes from rivers with flows influenced by the activities of Hydro Tasmania and/or Tasmanian Irrigation. These systems are also vulnerable to rainfall fluctuations.

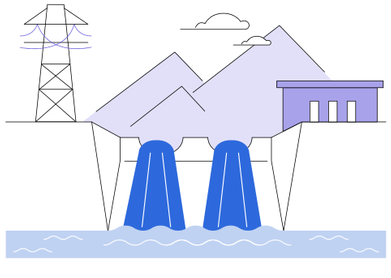
Storage systems

About 22GL (25%) of our water is sourced via a storage-based system.



Third-party infrastructure

About 6GL (6.5%) of our water is sourced directly from third-party infrastructure.



Groundwater systems

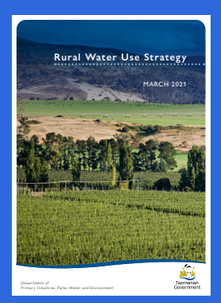
Only about 0.1GL (0.2%) of our water comes from a groundwater source.

Rural Water Use Strategy

In 2021, the State Government published a Rural Water Use Strategy[1].

This strategy notes that Tasmania's water resources are nearing full allocation in many catchments and that water management arrangements between different users are becoming more complex.

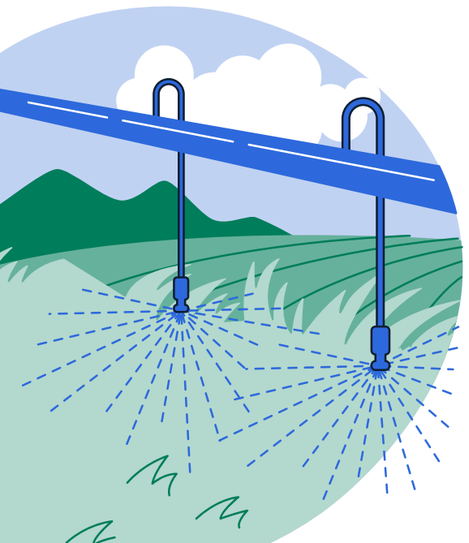
Among many other goals, the Rural Water Use Strategy seeks to improve the data and evidence base supporting the allocation of water resources, clarify legislation under which Hydro Tasmania's rights and obligations sit, and modernise the regulation and planning for water allocations.



Balancing the needs of water users

The State Government allocates water to various users in accordance with the *Tasmanian Water Management Act 1999*. Priority of access to water resources in Tasmania is given to:

- Town water supply (TasWater) as well as stock and domestic users and firefighting
- Then to the needs of the environment
- Followed by other uses.



Hydroelectric generation and irrigation are two of the largest uses of water in Tasmania. Hydro Tasmania manages over 13,500 GL of water per year. More than 900 GL of water is used for irrigation each year in Tasmania, of which more than 130 GL is sourced by Tasmanian Irrigation. In comparison, TasWater sources about 90 GL of water each year.

Nearly half of our water is sourced from a river influenced by the activities of Hydro Tasmania. We engage with Hydro Tasmania regarding its operational rules to ensure water is available downstream for our allocation and use.

Rainfall dependence

The Australian climate is highly variable due to its location between significant atmospheric circulations over the Indian, Pacific and Southern Oceans[2].

For TasWater, high climatic variability is especially important given that more than two-thirds of our water supplies are sourced from run-of-river systems which means there is no ability to store water from one season to the next. We are heavily dependent on seasonal rainfall patterns. Extended periods of low rainfall put pressure on our ability to deliver water to our customers and may result in taking water for public consumption to the detriment of environmental flows.

Learning from Traditional Owners

We are at the start of our journey to better understand Tasmanian Aboriginal people's perspectives on the water resources we use.

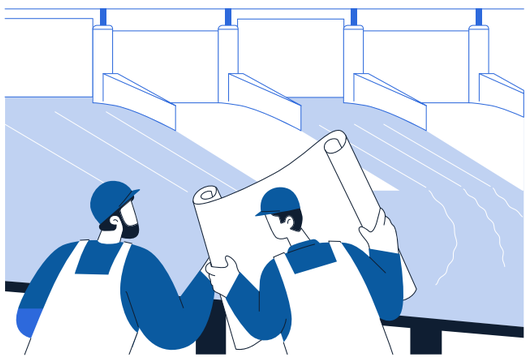
Our Water Security Strategy will be guided by our Reconciliation Action Plan as we seek to better understand and represent the views of Tasmanian Aboriginal people in our water resource planning.

1. Rural Water Use Strategy (nre.tas.gov.au)
2. About Australian Climate (bom.gov.au)

Trends and challenges to water security

Water security – that is, ensuring there is enough water to meet the needs of our customers over the long term - is dependent on both the amount of water we can source from rivers and streams (supply-side) and the amount of water that our customers use (demand-side). We have identified five key challenges impacting our ability to provide a secure supply of water to our customers in the future:

- Many of our water supply systems are already nearing capacity
- Our climate is changing
- Our population is growing
- Our water network losses are too high
- Tasmania's water resources are nearing full allocation.



Our water supply systems are already nearing capacity

Much of Tasmania's water infrastructure was planned and built by previous generations. Our water supply systems, while robust and long-lived, have faced decades of population growth, changing water quality and are not designed for climate and rainfall patterns that are becoming more variable.

As a result, many of our water supply systems are already at or nearing capacity. While we can continue to supply our customers with water, some communities are placed under water restrictions more frequently than they would like. And, in the systems that are at or nearing capacity, the risk to water security during a prolonged drought is higher than desirable.

This will only be exacerbated as the future challenges described below begin to take effect.

Changing climate

With increasing levels of greenhouse gas emissions in the atmosphere, climate change is affecting water utilities all over the planet. In recent years, Tasmania has been affected by extreme climate and weather activity including significant bushfire events, a marine heatwave off the East Coast, prolonged droughts and flooding[3]. Tasmania's climate is projected to continue to change with the following possible impacts by 2100[4]:

- Average temperature rises of 1.6°C to 2.9°C
- Change in rainfall patterns across the state
- Sea level rise of 0.4 metres to 0.9 metres by 2090;
- Increased frequency and intensity of extreme events including storms, droughts, bushfires, heatwaves and flooding.

3. Department of State Growth, How is Tasmania affected?
4. Department of State Growth, What are the projected climate change impacts for Tasmania?

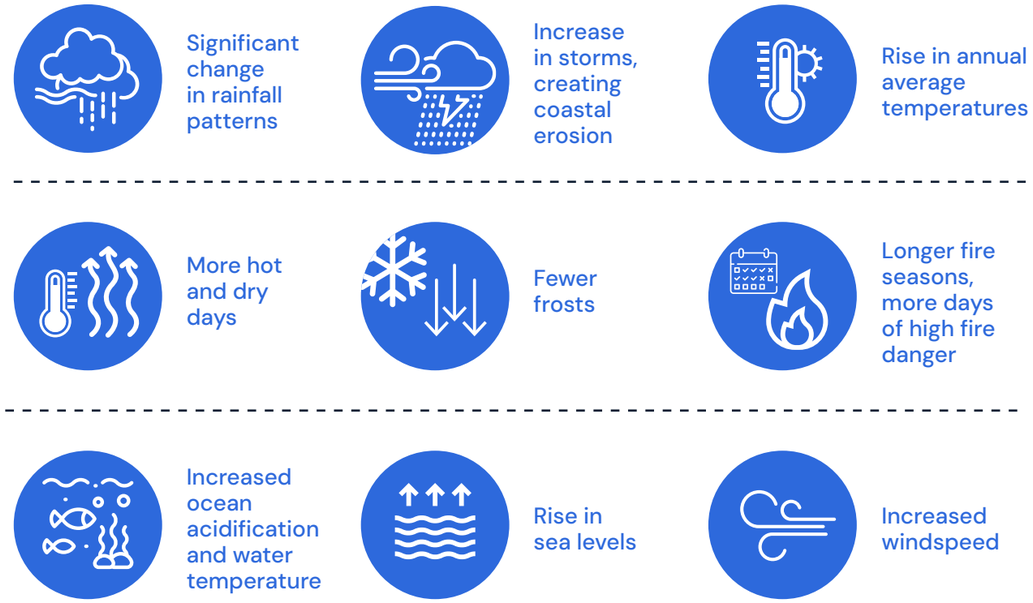


Figure 2 – Projected changes to Tasmania's climate by 2100 (source: adapted from Antarctic Climate & Ecosystems Cooperative Research Centre)

If these changes occur, it could cause both a reduction in the availability of water and an increase in the demand for drinking water. The impacts on TasWater could include:

- Less water available to take from our streams and rivers to produce drinking water
- Higher outdoor water use by our customers on hot days
- Reduced water quality due to floods or runoff after bushfires, impacting our ability to treat water and make it safe for drinking;
- Damage to our infrastructure from more frequent or intense floods and/or from sea level rise and bushfire.

Our water supply systems will need to adapt to these challenges to ensure we can supply our customers with reliable, high-quality water into the future.

Growing population

Tasmania's population – and its economy – are growing.

Since the year 2000, Tasmania's population has grown by more than 100,000 people – an increase of more than 20 per cent. The Australian Bureau of Statistics recently forecast a median population for Tasmania of 621,000 by 2050[5]. The State Government has defined an even more ambitious target of 650,000 people by 2050[6].

5. Department of Treasury, 2019 Population Projections (2022 interim rebase), 2022.
6. Department of State Growth, 2015 Population Growth Strategy, September 2015.

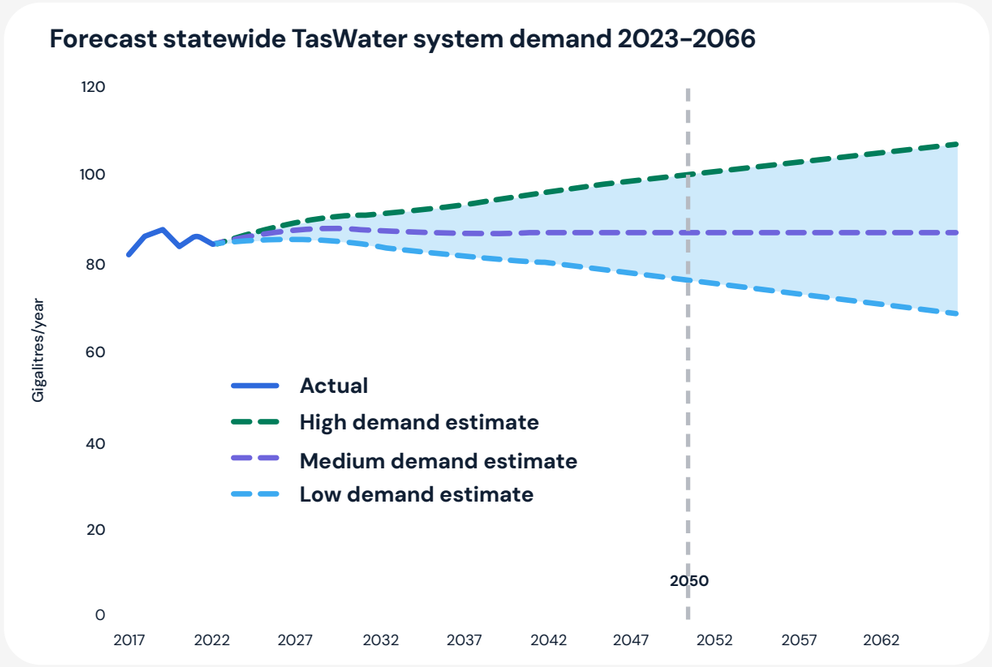


Figure 3 – Based on the range of ABS and Treasury population projections, and our targeted improvements to customer water efficiency and reductions in losses.

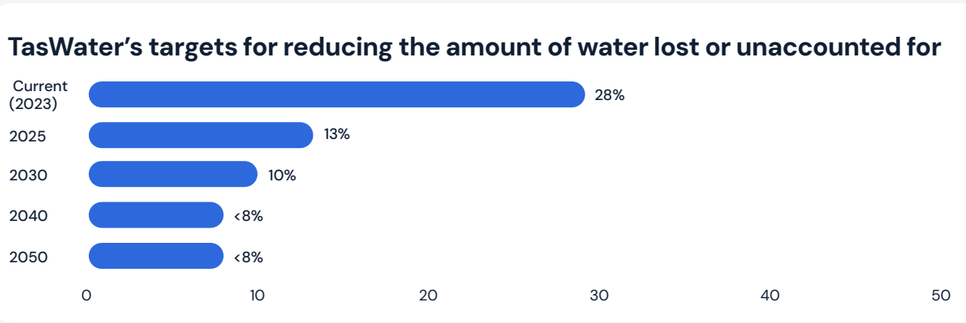
For TasWater, an increasing population means more homes and businesses that need drinking water. Changing demographics and housing styles mean people will use water differently in the future compared to the past, challenging how we design and operate our infrastructure.

Water losses

Currently, about 28 per cent of the water that we treat and put into the supply system is lost through leakage or is otherwise unaccounted for before it reaches our customers. This is higher than other comparable water utilities in Australia.

We know our water losses are too high. With increasing demand from a growing population and shifting rainfall patterns due to climate change, we need to reduce the water losses in our systems to make sure more of the water we source reaches our customers.

By reducing our water losses, we will be able to reduce the amount of water we need to take from our rivers and streams – leaving more water for the environment and lowering our treatment and electricity costs too.



Tasmania's water resources are nearing full allocation

TasWater's demand for water resources is increasing as Tasmania's population and economy grows. At the same time, other users have an increasing demand for water resources as well. In fact, Tasmania's water resources are nearing full allocation in many catchments[7].

This means that we cannot rely on taking more and more water from Tasmania's rivers and streams as the demand from our customers increases. Instead we will need to look at alternatives to the status quo including new technologies, non-traditional sources of water and other innovative solutions. All options must be on the table.

We propose to take an integrated approach to water management by working with the State Government, local government and other water managers such as Hydro Tasmania or Tasmanian Irrigation to ensure that there are robust plans in place for our river systems and TasWater customers retain secure rights to water under foreseeable climate scenarios.

Water for the environment

Rivers and streams need certain levels of water flow throughout the year to remain healthy and sustainable. This is known as environmental flow.

In Tasmania, water is allocated to protect the highest priority water uses which include essential services such as urban water supplies, water for livestock and firefighting, followed by environmental flows.

As rainfall patterns change and droughts become more frequent and severe, we increasingly face circumstances where we are under pressure to take water from rivers to the detriment of the environment.

Our future planning will need to consider the views of our customers and stakeholders on the importance of maintaining environmental flows and balancing the investments that may be needed as a result.

7. NRE Tasmania, Rural Water Use Strategy, March 2021

Our response to the challenges

We are continuing our journey to systematically analyse, plan for and provide water security for our customers. Our strategy aims to ensure we can meet the drinking water needs of our customers over the short term, while also building the capability to optimise our supply and demand planning over the medium-to long term.

Our strategy has four pillars:

- Develop and implement water security levels of service
- Plan and invest adaptively
- Engage, educate and incentivise customers
- Build and maintain our capability

Develop and implement water security levels of service

Levels of service are an agreement between a water utility and its customers. Water security levels of service are typically expressed in terms of the frequency and duration of water restrictions. TasWater does not currently have defined levels of service for water security. Agreeing on these levels of service with our customers is a fundamental first step of the Water Security Strategy.

The table below proposes levels of service for consultation with customers and stakeholders as part of our Price and Service Plan 5 and are provided to help start the conversation. The proposed service levels below are based on service levels adopted by comparable water utilities in Australia.

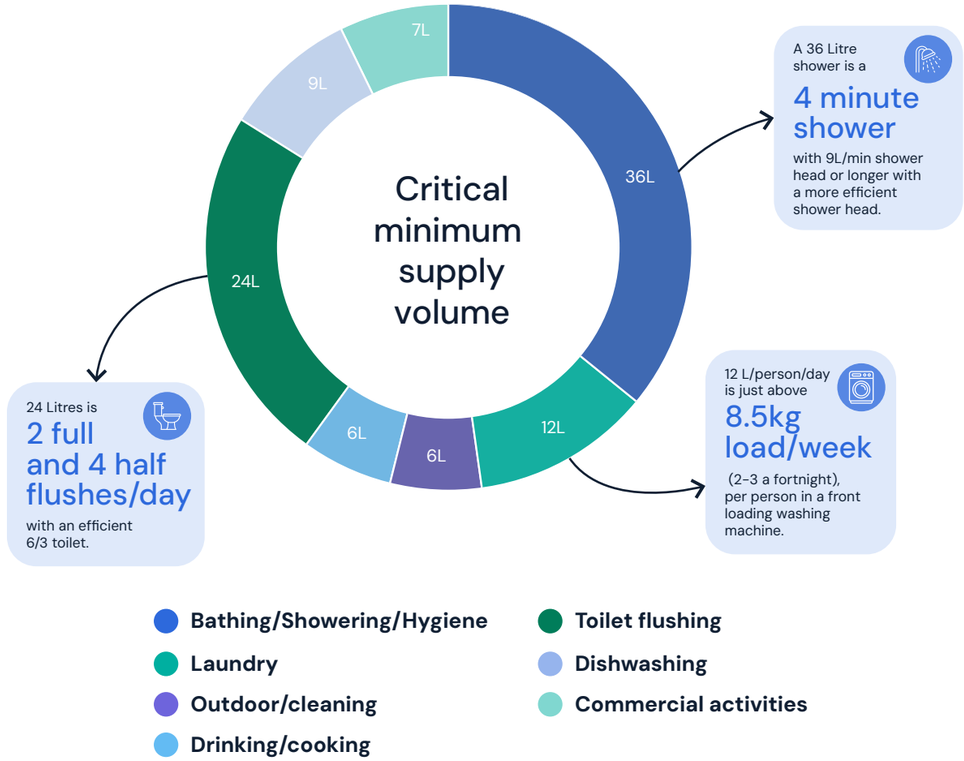
The proposed levels of service represent a trade-off in the frequency and duration of water restrictions that customers are willing to accept and the prices they are willing to pay.

For example, if our customers desire less frequent water restrictions, then prices may need to increase to enable infrastructure upgrades to better withstand prolonged periods of drought (and vice versa if customers are willing to accept more frequent water restrictions).

We estimate that less than 20 per cent of our customers are currently supplied by a system capable of delivering the proposed water security levels of service. We are currently modelling the performance of our systems against these objectives, which will be complete in 2024. Substantial investment will be required to achieve these proposed levels of service for all customers. This investment will need to be prioritised over time to balance water security service levels with the impact on water bills in accordance with our customers' expectations. The adjacent table shows our proposed targets for achieving the water security levels of service, which will be updated if necessary at the end of the consultation process.

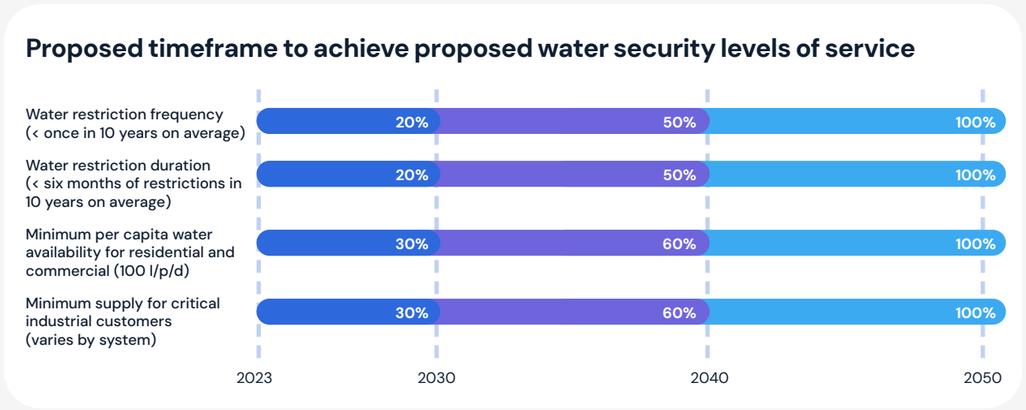
Critical minimum supply volume

In extreme conditions, we need to ensure that water is still available for essential use. A minimum volume of daily water use is adopted in our planning to ensure that our customers can continue to carry out their lives, even when the water supply is under extreme stress. The below chart shows an example of how 100 litres of water could be used by a single person in one day.



Proposed level of service objectives for water security

Description	Proposed level of service
Water restriction frequency	No more than once in 10 years on average (10 per cent probability)
Water restriction duration	No more than six months of restrictions in 10 years on average (5 per cent probability)
Critical minimum per capita water volumes for residential and commercial[1]	100 litres / person / day
Minimum supply for essential industrial customers[1]	Varies by system



Plan and invest adaptively

Water supply and demand planning is full of uncertainty. Rainfall is hard to predict over seasons and years. The climate is changing. Our population is growing. New commercial and industrial customers are emerging. The further ahead we forecast, the more uncertainty we have.

However, our Water Security Strategy uses adaptive planning to help us manage this uncertainty. Adaptive planning recognises that various future scenarios are possible, that there are multiple ways to respond to this uncertainty and that more data and information will be gathered over time. Adaptive planning enables us to make the right decision at the right time by keeping as many options open for as long as possible.

Historically, the response to a shortfall in demand would be to change supplies by taking more water from rivers and/or building bigger infrastructure. Instead, our Regional Master Plans propose to use an adaptive planning approach to:

- Forecast demand shortfalls and plan supply augmentations well in advance
- Consistent with best practices set out by the Water Services Association of Australia[8], consider all options for increasing water supply – including traditional water sources, opportunities to store water when there is an abundance, the use of high-quality recycled water and technologies such as desalination and other innovative solutions.
- Identify demand management initiatives and water efficiency programs by customer segment for consideration alongside supply augmentations; and
- As more data and information is gathered, investments will be chosen and implemented before they are needed – but not too early to ensure investments are effectively used and correctly sized.

Systems with insufficient capacity to meet the proposed water security levels of service will be prioritised for investment according to risk within the Regional Master Plans and the Price and Service Plan, with systems unable to meet proposed minimum levels of service to have an action plan developed by the end of 2024. Drought Response Plans are also being developed as a contingency measure during prolonged dry periods and will be completed for all systems by June 2024.

Regional master plans for all TasWater systems in Tasmania will be completed by June 2025. By this time, new data and updated climate change models will be available for Tasmania, enabling us to commence a new round of planning revisions with up-to-date information by the end of 2025.

Reducing water losses in our systems

As part of our adaptive planning and investment, we need to do our part to reduce water losses in our systems. This will help to make the most of our water resources and make our systems more resilient too.

Our strategy for reducing water leaks identifies initiatives to reduce water losses. In the near term, these include:

- Pressure management to reduce the level and variability of pressure within our systems
- The implementation of district metering to improve the accuracy of our data and help to identify potential areas of high leakage
- Various technology trials and implementations to actively manage leaks
- Continued investment in our water main renewal program

By implementing our Strategy, we will reduce non-revenue water to 13% by 2025.

8. Water Services Association of Australia, All options on the table: urban water supply options for Australia, September 2020.

Engage, educate and incentivise customers

While finding and fixing leaks to reduce water losses is a priority for us, we can also work with our customers to reduce demand. This defers the need for costly upgrades to the water supply network and helps our customers to respond to potential shortfalls if required.

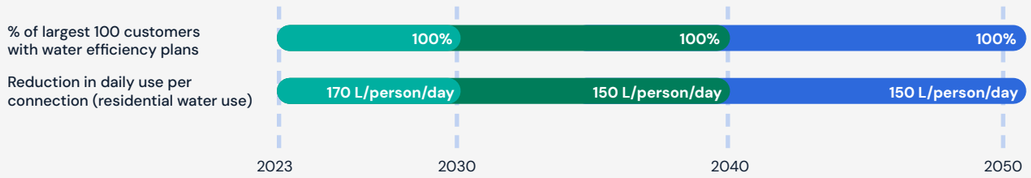
To help our customers reduce demand, we propose to:

- Gain a better understanding of how our customers use and derive benefits from water, before helping improve water literacy and water saving habits
- Share information on our role in the local water cycle to improve our customer's understanding of our infrastructure and appreciate its limitations
- Provide a dashboard to inform customers of the security of their water system with up-to-date information on dam levels and river flows
- Develop short and long-term demand management options for our different types of customers.
- Co-design water efficiency plans with major customers; and
- Deliver community education programs and help our customers to reduce their water consumption, including exploring options to improve the water efficiency of homes and businesses.

Development of proposed guidelines to support major customers to improve the water efficiency and resilience of their businesses will be completed by 2025.

The table below sets out our proposed targets for improvements in residential water use efficiency and development of efficiency plans for major customers.

Proposed water efficiency targets



Build and maintain our capability

There is an opportunity to increase the level of maturity and integration of water management planning across government, water managers and water users by learning from other jurisdictions across Australia. We are also building our internal capability as well as our water resources data, processes and systems.

With the challenges to Tasmania's water security mounting, it is important that we build and maintain our internal water resource and demand management capabilities to help deliver improvements to our water systems for current and future generations of customers.

To do this, we propose to:

- Support our people to undertake hydrologic and system modelling through procurement of appropriate software applications and training, and partner with the private sector for specialist advice and services; and
- Work collaboratively with the State Government to ensure robust water management and secure water rights for Tasmanian supplies under future climate change scenarios.
- Focus on continuous improvement, adopting new technologies for monitoring and managing our systems, with systematic documentation of processes.
- Analyse water security through the development of Regional Master Plans and Drought Response Plans (both currently underway), with frequent updates to reflect the latest data, science and climate modelling.

Residential water use in Tasmania

Residential customers make up the majority of demand for water supplied by TasWater.

Tasmanian residential customers water use is about 20 per cent higher than residential customers in Melbourne. There is an opportunity to work together to help residential customers in Tasmania reduce their water use to similar levels.

A multi-year study to understand where TasWater customers use water in their homes will kick off in 2024 and help us understand how we can support water efficiency improvements for all Tasmanians.

Implementation plan

With a growing population, a changing climate and increasing pressure on Tasmania's water resources from other users and the environment, there is much to do to ensure that our customers have a reliable supply of water over the long term. But there is also much that we do not yet fully understand. To ensure we make prudent and efficient decisions in delivering this strategy, our implementation plan proposes in the near term on gathering necessary data, completing Regional Master Plans and engaging and educating customers.

Progress against the implementation plan will be reviewed and updated each year. We will also continue to monitor future trends and progressively update this strategy and our Regional Master Plans to adapt to changing circumstances.

#	Milestone	Strategic Pillar	Expected Completion
1	Quantified Capacity and Level of Service Performance Metrics	Develop and implement water security levels of service	Jun 2024
2	Initial Drought Response Plans for all systems	Build and maintain our capability	Jun 2024
3	Paper – TasWater Customer Demand Management Opportunities	Build and maintain our capability	Jun 2024
4	Customer dashboard for water security status by system	Engage, educate and incentivise customers	Sep 2024
5	Updated Water Security Level of Service Objectives	Develop and implement water security levels of service	Nov 2024
6	Min Level of Service - High Risk System Action Plan	Plan and invest adaptively	Dec 2024
7	Submission paper to State Government – Legislative and policy amendments for future urban water security	Build and maintain our capability	Dec 2024
8	Completion of Regional Water Master Plans (rev 1)	Plan and invest adaptively	Jun 2025
9	Updated Climate Change Modelling Approach (CMIP6)	Build and maintain our capability	Jun 2025
10	Major Customer Efficiency Plan – Implementation Guidelines	Engage, educate and incentivise customers	Jun 2025
11	Reduce water losses in our systems to 13 per cent	Plan and invest adaptively	Jun 2025
12	Regional Water Master Planning Guidelines – Periodic Revision	Plan and invest adaptively	Sep 2025
		Build and maintain our capability	Sep 2025
13	Water Demand End-Use Study	Engage, educate and incentivise customers	Jun 2027

Glossary

Term	Definition
Adaptive plan	An approach to managing uncertainty that enables decision making through the consideration of different scenarios that describe how the future might look. Adaptive plans keep as many options open as possible open for as long as possible.
Augmentation	Expanding the capacity of the water supply system .
Drinking water	Water that is fit for human consumption.
Environmental flows	Rivers and streams need certain levels of water flow throughout the year to remain healthy and sustainable.
Groundwater system	A water supply system that takes water from sources beneath the Earth's surface
Level of service	Describes the quality of a given service delivered by a water utility to its customers. Water security levels of service are typically expressed in terms of the frequency, duration and severity of water restrictions.
Price and Service Plan	A plan that sets out the prices, services, projects and outcomes that TasWater will deliver over a period. The Price and Service Plan is assessed by an independent economic regulator.
Regional Master Plan	A plan that considers future population growth, the level of service objectives set out in the Water Security Strategy and other factors to determine and prioritise future investment requirements in our systems.
Run-of-river system	A water supply system that sources water directly from a stream or river with little or no water storage (eg a dam).
Storage system	A water supply system that uses weirs and/or dams to store water before it is sent to our water treatment plants and then into the system for distribution.
Water allocation	The process of distributing water supplies to meet the various requirements of a community. An allocation is an amount of water provided to a user, often at a specified level of reliability.
Water losses	Water that is produced and treated but never reaches the customer. Leakage is one type of water loss.
Water security	The ability of a community to access enough water at an acceptable quality to meet their needs over a specified timeframe.

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