# Branch Procedure: Pollution Incident Response Management Plan: Wills Street Wastewater Treatment Plant/South Wastewater Treatment Plant
# CEOP8202

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## 1.0 PURPOSE

Amendments to the Protection of the Environment Operations Act, 1997 require holders of Environmental Protection Licences to prepare and implement a 'Pollution incident response management plan'.

The following pollution incident response plan covers the following Essential Water Environmental Protection Licensed facilities:

| Facility: | Environmental Protection Licence Number: |
|---|---|
| Wills Street Waste Water Treatment Plant | 3925 |
| South Waste Water Treatment Plant | 5067 |

### 1.1 Why These Instructions Are Important

The Protection of the Environment Legislation Amendment Act, 2011 introduced several changes designed to improve the way pollution incidents are reported and managed.

Key changes mean all holders of an environmental protection licence have a duty to notify of a pollution incident immediately. Significant penalties now apply for non-compliance with the Act, including a $2 million penalty for failure to notify and $1 million for not preparing an incident response management plan.

This plan is in line with Essential Energy's commitment to being an environmentally responsible regional network services provider. Essential Energy is committed to:

- preventing pollution.
- preserving and conserving habitat and species.
- preserving unique features and heritage.
- demonstrating best practice via example.
- complying with statutory and regulatory requirements.

*(Source: CECM1000.90 -Operational Manual: Safety, Security, Health & Environment – Handbook*)

## 2.0 ACTIONS

### 2.1 Facilities Covered By This Plan

The pollution incident response management plan covers the Essential Water's sewerage reticulation system, comprising:

- two (2) Waste Water Treatment Plants (Wills Street and South)
- eleven (11) pumping stations
- a network of sewerage reticulation pipelines.

A summary of the sewerage reticulation system is provided in Table 1 (following page).

(*NB: Refer to attachments for maps of the facilities covered by the plan and diagram of the Broken Hillsewerage reticulation system)*.

### *2.1.1 Wills Street Waste Water Treatment Plant – EPL No: 3925*

Wills Street Waste Water Treatment Plant is a trickling filter plant, comprising:

- mechanically raked screens
- grit removal
- primary sedimentation
- trickling filtration
- secondary sedimentation
- anaerobic sludge digestion (open unheated tanks)
- ultraviolet final effluent treatment

The plant treats 4ML of effluent per day. Inflow details are summarised below:

| Catchment | Equivalent Population | Area ($km^2$) | Average Dry Weather Flow (ML/Day) (240L/capital/day) | Peak Dry Weather Flow (ML/Day) (480L/capital/day) | Wet Weather Flow (ML/Day) (3.6XPDWF) |
|---|---|---|---|---|---|
| Warren Street Catchment | 11051 | 11.88 | 2.65 | 5.30 | 19.08 |
| Gravitation Catchment | 2021 | 2 | 0.49 | 0.98 | 3.53 |
| Rakow Street Catchment | 1955 | 2 | 0.47 | 0.94 | 3.38 |
| Slag Street Catchment | 1104 | 0.97 | 0.26 | 0.52 | 1.87 |
| Kanandah Road | 116 | | 0.03 | 0.06 | 0.22 |
| **Total** | **16131** | **16.85** | **3.90** | **7.80** | **28.08** |

### *2.1.2 South Waste Water Treatment Plant – EPL No: 5067*

It is also a trickling filter plant and consists of the following procedures:

- manually raked inlet screens
- grit removal
- primary sedimentation
- trickling filtration
- secondary sedimentation

Anaerobic digestion (open unheated tanks) the plant treats approximately 1 ML of effluent per day. Inflow details are summarised below:

| Catchment | Equivalent Population | Average Dry Weather Flow (ML/Day) (240L/capital/day) | Peak Dry Weather Flow (ML/Day) (480L/capital/day) | Wet Weather Flow (ML/Day) (3.6XPDWF) |
|---|---|---|---|---|
| South Area | 4179 | 1.01 | 2.01 | 7.22 |

| | | | | | Rising Mains | | | | Gravitation Mains | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Catchment** | **Pumping Station** | **Storage Volumes (L)** | **Pumping Capacity (L/Day)** | **Pumping Capacity (L/Hour)** | **Pipe Size (mm)** | **Pipe Material** | **Pipe Length (m)** | **Year Installed** | **Sewer pipe sizes (mm)** | **Pipe Material** | **Total Length (m)** | **Average age of pipes** |
| Warren Street Catchment | PSWS Storm* Storage | 90000<br>265000 | 12960k | 540000 | 375 | Ductile Iron | 3271 | 1986 | 150-225-300-375-450-530 | E | 128107 | 51 |
| | PSKS | 9000 | 14109 | 589 | 80 | HDPE | 310 | 2012 | 150 | E | 1899 | 37 |
| | PS/RR | 13900 | 1469000 | 61200 | 150 | PVC | 285 | 1990 | 150 | PVC | 534.35 | 32 |
| | PS/RT | 13225 | 2475 | 103 | 100 | PVC | 1397 | 1976 | Nil | Nil | Nil | Nil |
| Rakow Street Catchment | PSRK | 105500 | 277200 | 11550 | 200 | UPVC | 550 | 1960 | 150-225-300 | E | 23114 | 49 |
| Slag Street Catchment | PSSS | 105500 | 105103 | 4379 | 200 | UPVC first | 114 | 2001 | 150-225-300 | E | 11721 | 45 |
| | | | | | 200 | UPVC | 515 | 2016 | | | | |
| Kanandah Road Catchment | PSKR | 9100 | | | 32 | PVC Class E | 1402 | 1972 | 150 | VCP UPVC | 2037.6 | 32 |
| | | | | | 80 | UPVC | 1402 | 2016 | | | | |
| | PS/PP | 5800 | | | 50 | PVC | 305 | 1989 | 150 | UPVC | 1654 | 18 |
| Gravitation Catchment | PSSR | 9000 | | | 40 | POLY | | 1990 | 150-225-250-300-450-530-600 | E | 21887 | 45 |
| South Gravitation Catchment | PSKG | 9500 | 60427 | 2518 | 150 | IRON | 515 | 1963 | 150-200-225-300-450 | E | 35203 | 44 |
| | PSWE | 8600 | | | 150 | CAST IRON | 420 | 1966 | 150-225-300 | E | 3863.1 | 39 |

Note: * Storm Storage is slowly transferred to main wells for pumping to Wills Street after storm / flood event.

Legend:

| | | | |
|---|---|---|---|
| PSWS – Pumping Station Warren Street | PS/RT – Pumping Station Racecourse Trust | PSKR – Pumping Station Kanandah Road | |
| PSKS – Pumping Station Kaolin Street | PS/RK – Pumping Station Rakow Street | PS/PP – Pumping Station Pinnacles Place | |
| PS/RR – Pumping Station Racecourse Road | PSSS – Pumping Station Slag Street | PSSR – Pumping Station South Road | |
| PSKG – Pumping Station King Street | PSWE – Pumping Station Wentworth Road | E = earthenware | VCP = Vitrified Clay Pipe |

## 2.2 The Procedures

### *2.2.1 Description and Likelihood of Hazards*

Potential sources and risk of pollution incidents have been identified as follows:

- overflow or system failure at Wills Street or South WWTPs.
- pump station/s overflows
- sewerage rising main/s failures
- sewer reticulation system overflows
- chemical spill/leak from chemical storage area or during transport or handling.

The largest potential identified risk is from sewage overflows. Sewage overflows are defined as discharges of raw or partially treated sewage into the environment from sewerage reticulation, distribution and treatment systems.

Historically, system overflows are caused by:

- stormwater infiltration into the sewer reticulation system
- damaged / aged pipelines
- blockages
- tree root invasion
- undersizing of pipes
- capacity of pump stations to cope during wet weather events
- pumping station mechanical failures
- power failures
- vandalism / intentional damage

Essential Water has conducted a risk assessment of sewerage overflow events on public health or the environment, utilising the following risk classifications (Table 2):

*Table 2: Risk Assessment for Sewerage Overflows*

| Level | Classification | Description |
|---|---|---|
| 1. | Insignificant | The overflow is extremely unlikely to drain to a local sensitive environment* and<br>• Where the overflow reaches waters, the volume of sewage likely to enter the waterway is insignificant with regard to the volume and flow of receiving waters; or<br>• Where the overflow reaches land, it is likely to be contained in an area with littlechance of public exposure within the maximum response time** |
| 2. | Minor | The overflow is extremely unlikely to drain to a local sensitive environment* and<br>• Where the overflow reaches waters, the volume of sewage likely to enter the waterway may be significant with regard to the volume and flow of receiving waters, or<br>• Where the overflow reaches land, it is likely to be contained in an area where public exposure is minimal given the maximum response time** |
| 3. | Moderate | The overflow is unlikely to drain to a local sensitive environment* and<br>• Where the overflow reaches waters, the volume of sewage likely to enter the waterway is significant with regard to the volume and flow of receiving waters, or<br>• Where the overflow reaches land, it may travel to an area where public exposure islow within the maximum response time** |
| 4. | Major | The overflow is likely to drain to a local sensitive environment* and<br>• Where the overflow reaches waters the volume of sewage likely to enter the waterway is high with regard to the volume and flow of receiving waters, or<br>• Where the overflow reaches land, the public exposure risk is likely given themaximum response time** |
| 5. | Catastrophic | The overflow is likely to drain to a local sensitive environment* and<br>• Where the overflow discharges to waters, the volume of sewage likely to enter the waterway is high with regard to the volume and flow of receiving waters, or<br>• Where the overflow discharges to land, the public exposure risk is high given the maximum response time** |

* Sensitive environment – refer to definition under key terms

** Maximum response time – refer to definition under key terms

(**Source:** '*Broken Hill Sewer Overflow Investigation Report',* DLM Environmental Pty Ltd, 2007).

*2.2.1.1 Likelihood of system overflows – Reticulation system*

Upon examining historical records of system overflow events, the likelihood of an overflow within the reticulation system during wet and dry weather events is assessed as likely.

| Component | Dry weather | Wet weather |
|---|---|---|
| Warren Street Catchment | C | B |
| Rakow Street Catchment | E | D |
| Gravitation Catchment | D | C |
| Slag Street Catchment | E | D |
| Kanandah Road Catchment | E | D |
| South Road Catchment | E | D |
| South Gravitation Catchment | E | E |

**Key**: **A** = almost certain, **B** = likely, **C** = moderate, **D** = unlikely, **E** = rare

Warren Street has been assessed as the catchment area with the greatest likelihood of a sewage overflow. It is also the highest risk catchment area with regards to the potential to affect a sensitive environment in a large discharge incident. The Warren Street catchment enters the drinking water catchment of Stephens Creek Reservoir. As drinking water catchments are deemed 'sensitive environments', the level of risk is classed as **Level 3 to 4 (**Moderate to Major) utilising the risk classification matrix (Table 2) in the event of a large discharge from an overflow entering the drinking water catchment.

*2.2.1.2 Likelihood of Overflows at Pumping Stations*

The likelihood of overflows at pumping stations has been assessed as below (based on historical data of overflow events):

| Component | Dry weather | Wet weather |
|---|---|---|
| Pumping Station Warren Street | D | C |
| Pumping Station Rakow Street | E | E |
| Pumping Station Slag Street | E | E |
| Pumping Station Kaolin Street | E | E |
| Pumping Station Kanandah Road | E | E |
| Pumping Station South Road | E | E |
| Pumping Station Pinnacles Place | E | E |
| Pumping Station Racecourse Trust | E | E |
| Pumping Station Racecourse Road | E | E |
| Pumping Station King Street | E | D |
| Pumping Station Wentworth Road | E | E |

**Key**: **A** = almost certain, **B** = likely, **C** = moderate, **D** = unlikely, **E** = rare

Warren Street Pumping Station has been assessed as the pumping station that has the highest likelihood of overflow during a wet weather event. This is due to the fact that the Warren Street pumping station is the largest and most crucial pump station and receives approximately 67 per cent of the total catchment flows.

Essential Water has identified the Warren Street pump station as a potential risk in terms of the impact of an overflow from the facility on environmental and public health. As such, Essential Water has upgraded the pumping station and installed additional measures to reduce the potential for an overflow; for example, the installation of additional effluent storage tanks that can store additional effluent in wet weather events.

Utilising the risk classification matrix (Table 2), the overall likelihood of an overflow event is rare, with the exception of Warren Street pump station, and the overall risk classification is deemed as Level 2-3 (Minor to Moderate).

*2.2.1.3 Likelihood of Sewerage Treatment Plant Overflows*

The likelihood of an overflow incident from Wills Street or South WWTPs has been assessed as follows:

| System Component: | Dry Weather: | Wet weather: |
|---|---|---|
| Wills Street WWTP | E | E |
| South WWTP | E | D |

**Key**: **A** = almost certain, **B** = likely, **C** = moderate, **D** = unlikely, **E** = rare

There have been no recorded incidents of overflows from either facility. In the event of an increased wet weather flow, each facility has emergency by-pass storage dams that can be utilised to prevent the likelihood of an overflow from each plant.

In the unlikely event of an overflow from South WWTP, the environmental or human health risk is rated at **Level 2** (minor) due to the location of the plant away from environmentally sensitive areas and residential properties.

In the unlikely event of an overflow at Wills St WWTP, the environmental or human health risk is rated as **Level 3** (moderate). Whilst the Wills St WWTP discharge point is away from environmentally sensitive areas and residential properties, it has the potential to impact upon the Kanandah Road industrial precinct. If this were to occur, Essential Water would endeavour to contact surrounding landholders as soon as practical after the overflow had been detected.

*2.2.1.4 Likelihood of a Chemical Leak During Storage, Handling or Transport*

The likelihood of a chemical spill, leak or emission from chemicals stored or handled at Essential Water's WWTPs or used during routine activities throughout the sewer reticulation system is rated at Level 2 (Minor). Whilst it is likely that a spill, leak or emission could occur, it is considered a low risk to sensitive environments due to the limited quantities stored at each facility.

Essential Water maintains a chemical inventory system, 'ChemAlert' in order to record and maintain a comprehensive database of chemicals stored at each facility (refer section 4.3 – Inventory of pollutants).

Essential Water staff members are trained to respond to leaks, spills and handle hazardous materials. Spill kits are available in each sewer field service vehicle (Refer SSHE Manual: Hazardous Materials - CECM1000.10). Chemical leaks, spills or emission incidents are to be recorded in Essential Energy's TotalSAFE system within 24 hours following an event.

### *2.2.2 Existing Mitigation Measures*

In order to prevent and/or reduce the likelihood of a sewerage overflow at the Waste Water Treatment Plants, pumping stations or reticulation system, Essential Water has implemented the following:

- a routine maintenance program for the surcharge areas of the reticulation system
- routine maintenance and repairs of pipes in identified problem areas (Warren Street, Rakow Street and gravitation catchments)
- a jet vac system to remove blockages, clean out debris from the reticulation system and respond to sewage overflows (Refer Operational Procedure – Operate and maintain jet vac system CEOP8214)
- recording all system data in a maintenance and management software system (MainPac).The program helps to prioritise replacement / refurbishment programs
- ongoing program of renewal for aged sewer assets
- upgrading of Warren Street pumping station. Additional effluent storage tanks have been installed that can be utilised in wet weather events to prevent an overflow of the pump station

- training for all appropriate staff members trained in how to respond to an overflow event
- measures to reduce stormwater infiltration
- investigation of illegal connections to sewer
- implemented a liquid trade waste inspection and compliance policy for commercial customers
- purchased a camera and software used for the inspection of pipes to assess condition to help identify problem areas.
- relining of pipes to extend their lifespan and prevent stormwater infiltration
- SCADA telemetry alarm system to monitor pump well levels and pump unit status at the largest pump stations for timely response to prevent an overflow event
- duty standby pump units to provide pumping capacity redundancy for normal flows
- ChemAlert system of recording inventory of chemicals and to provide staff access to SDS sheets
- employee training and education in the response to sewage overflows
- a routine sampling regime of local drinking water catchments and the reticulated drinking water supply to monitor for any evidence of faecal coliforms and other contaminants. Additional sampling would be conducted if a sewer overflow incident posed a potential risk to a local drinking water catchment
- a twenty four hour, seven day-a-week fault and emergency contact number (13 20 80) for the public to report overflow and pollution incidents
- emergency storage dams at Wills Street and South WWTPs that can be utilised in wet weather events to prevent an overflow
- installation of monitoring bores at various locations at both Wills Street and South WWTPs to monitor for evidence of groundwater contamination from the plants
- bunding of bulk chemicals
- employee training in the handling of disposable of hazardous chemicals and responding to leaks and spills
- monthly inspections of effluent storage dams to reduce likelihood of a leak
- generators and alternative power sources available in the event of power failure or outages at pumping stations

### *2.2.3 Inventory of Pollutants*

Essential Water maintains a ‘ChemAlert’ database to comprehensively record chemicals stored at each facility. The database records the location and quantities of chemicals stored at each site and provides employees with access to SDS sheets for each recorded chemicals.

Refer to attachment for a list of chemicals currently stored at each facility.
*(*Note: ChemAlert listing current at time of publication. For current list of chemicals, refer to ChemAlert database).*

*2.2.3.1 Accessing an SDS sheet on the ChemAlert database*

Any employee, contractor or labour hire contractor who requires a SDS and has access to ChemAlert should take the following steps:

1. Go to Essential Apps https://utilnsw.sharepoint.com/sites/essentialapps – Click on ChemAlert.
2. From here you can access Cheat Sheets and an E-learning package on how to use ChemAlert.
3. Click on ChemAlert under Launch and you will be taken to the homepage for ChemAlert.
4. Login by username and password
5. You can start your search or if you require further assistance you can click on top right hand corner of the page and select help from the menu.


(Source: SSHE Manual – Hazardous chemicals CECM1000.10)

### *2.2.4 Safety Equipment*

Safety equipment available to sewer field crew employees when responding to sewer overflow and other pollution incidents include:

- Personal Protective Equipment (including gloves, steel cap boots, protective clothing)
- Hydrogen sulphide meters
- Chlorine disinfection equipment
- Spills kits in all field service vehicles for responding to chemical leaks and spills
- Sharps kits
- First aid kits available in all field vehicles
- Telecommunications equipment (e.g 2-way radio, mobile phones)

### *2.2.5 Notification of Pollution Incidents*

*2.2.5.1 When is notification required?*

Notification of a pollution incident is required if there is a risk of 'material harm to the environment' or human health.

Risk of 'material harm to the environment' is defined in section 147 of the POEO Act as:

a) "harm to the environment is material if:

(i) It involved actual or potential harm to the health or safety of human beings or to ecosystemsthat is not trivial, or

(ii) It involves actual or potential loss or property damage of an amount, or amounts in aggregate,exceeding $10,000 (or such other amount as prescribed by the regulations), and

b) loss includes the reasonable costs and expenses that would be incurred in taking all reasonable andpracticable measures to prevent, mitigate or make good harm to the environment."

(*Section 147, POEO Act, 1997*)

*2.2.5.2 Information that must be provided to authorities when notifying*

When reporting and notifying authorities, employees must provide the following details:

- the time, date, nature and duration of the incident
- the location of the place where pollution is occurring or is likely to occur
- the nature, estimated quantity or volume and the concentration of any pollutants involved (if known)
- the circumstances in which the incident occurred, including the cause of the incident (if known)
- the action taken or proposed to be taken to deal with the incident and any resulting pollution or threatened pollution.

**If any of the above information is not known at the time of notification, as further information becomes available it is important that it is reported to the notified authorities.*

(Reference: Section 150, POEO Act, 1997 as amended)

*2.2.5.3 Mandatory notifications*

In the event of a pollution incident that poses a risk of material harm, it is mandatory that employees contact the following agencies:

- NSW Environment Protection Authority
- Safe Work NSW
- NSW Fire & Rescue
- NSW Department of Health
- Broken Hill City Council

(Refer to section 2.11 for contact numbers for the above agencies)

It is important that employees notify **ALL** of the above agencies in the event of a pollution incident, even if it is believed that an agency may not need to attend the incident. Employees have a responsibility to provide information to each of the five agencies and it is the responsibility of each respective agency to determine whether they need to attend the incident.

*2.2.5.4 Public notifications during a pollution incident*

Essential Water will endeavour to notify and keep residents and landholders informed should a pollution incident occur. This may include one or a combination of the following communication methods:

- door knocking of affected residents and landholders
- letterbox drops

- distribution of media releases or local media warnings
- updates and warnings posted on Essential Water's website (www.essentialwater.com.au)

Members of the public are able to notify Essential Water of a pollution incident via the fault and emergencycontact number **13 20 80** (available 24 hours, 7 days).

### *2.2.6 Minimising Harm to Persons or Property on The Premises*

Ensuring the safety of Essential Water employees, contractors and visitors to our sites and containing a pollution incident to the maximum extent possible is critical.

To minimise risk of harm to persons at the sites covered by the plan, Essential Water has the following procedures:

- evacuation and muster points
- HIRAC form to be completed by employees, contractors and visitors to the site
- contractor / visitor inductions
- Safe Work Method Statements / Job Safety Assessments.
- Personal Protective Equipment available to all
- Fire safety equipment
- back-up generators and alterative power sources
- telecommunications equipment

### *2.2.7 Actions to be taken during or immediately after a pollution incident*

Employees should use the following procedure during and after a pollution incident:

6. Identify pollution source.
1. Assess the level of risk to human health or the environment (If there is an **immediate** life threatening risk or fire, call **000**)
2. Notify the five mandatory agencies if there is a risk of material harm (Refer to Emergency contacts)
3. Take measures to contain the leak, spill or emission
4. (Do not try to contain it if there is a risk to yourself, fellow employees or members of the public)
5. Clean up the site and dispose of any contaminated soil or equipment as appropriate
6. (In accordance with SSHE manual – Hazardous Materials Responsibilities CECM1000.10)
7. Record the particulars of the incident in TotalSAFE within 24 hours
8. Review and evaluate the pollution response.

### *2.2.8 Staff Training*

All sewer field crew employees are to be made aware of the implications of the pollution incident response management plans.

Employees will be trained to ensure:

all employees can locate a copy of the pollution incident response management plan

- all employees know how to identify a pollution incident that poses or threatens risk of material

harm to the environment or human health
- all employees know who they must notify in the event of a pollution incident
- all employees are aware of key information that must be reported when notifying external agencies
- all employees can respond to a pollution incident in a safe, timely and effective manner
- all employees adequately report and record all pollution incidents.

Methods of staff training may incorporate the following methods:

- toolbox talks
- employee and contractor inductions
- E-Talk updates
- desktop scenarios
- training sessions
- Essential Knowledge and Skills (EKAS) internal training system

Training records are to be maintained for all employees that attend training and participate in desktop scenarios in relation to the plan.

### *2.2.9 Testing The Plan*

The pollution incident response management plan is to be routinely tested **once every 12 months.**

It is important that the testing carried out covers all components of the plan to ensure that it is capable of being implemented in a workable and effective manner.

Essential Water aims to test the plans by undertaking desktop scenarios, practical exercises and drills involving both internal staff members and external emergency agencies.

Following an exercise or scenario to test the plan, a full review is to be undertaken to examine the effectiveness of the response to the drill/scenario. The review shall include all involved employees and participants from external agencies.

Details of documentation that must be recorded following any testing of the plan is included in section 2.2.10 – Record keeping.

### *2.2.10 Record Keeping*

#### *2.2.10.1 Following an incident*

Details of all incidents (including near misses) must be recorded in Essential Energy's TotalSAFE system within 24 hours following an incident.

Details of all incidents must be recorded and kept in accordance with Essential Energy's Incident Management HSE manual – CECM1000.03.

#### *2.2.10.2 Drills, desktop scenarios & employee training*

Records are to be maintained of dates on which the plan has been tested, including the name of all employees involved.

Details of any amendments, updates or revisions to the plan as a result of a drill, scenario or training are to be maintained, including the date on which the relevant section/s were updated.

The date and name of employees in attendance at any training, educational session or toolbox talk in relation to the plan is to be recorded via a Training Attendance Form. (form CE0F6041 available from the Policy Library). Completed training forms are to be kept with the Pollution Incident Response Management Plan on each site and a copy forwarded to the Training Records Administration Officer.

### *2.2.11 Emergency Contacts Directory*

**NOTE TO ALL EMPLOYEES:**
The contact details listed below are for the use of employees only during the event of a pollution incident or emergency.

Contact details are **not to be released** to members of the public.

#### *2.2.11.1 Internal staff emergency contacts*

| Position | Contact number |
|---|---|
| **Head of Water** | (M) 0439 077 394 |
| **Works Co-ordinator Sewer** | (M) 0418 632 470 |
| **Leading Hand Supervisor Sewer** | (M) 0418 632 609 |
| **Acting - Manager Business (Water)** | (M) 0439 708 350 |
| **Community Relations Advisor** | (M) 0447 039 054 |
| **PR and Community Manager** | (M) 0418 160 031 |
| **Manager Operations (Water)** | (M) 0409 711 326 |

### *2.2.11.2 External agencies emergency contacts*

***Denotes MANDATORY agencies that must be notified in the event of a pollution incident. Contact details to be reviewed annually.***

| | Name / Organisation: | Contact details: | After Hours: |
|---|---|---|---|
| ***MANDATORY** notification of the these agencies in the event sof a pollutionincident: | ***NSW Environmental Protection Authority (EPA)** | **Environment Line: Ph: 131 555** | **Environment Line: Ph: 131 555 (24 Hours)** |
| | ***Broken Hill City Council** | **Administration Centre:** Ph: 8080 3300<br><br>**Alternative contact:** **Codie Howard** Chief Assets & Projects Officer 240 Blende St PO Box 448 Broken Hill NSW 2880 **Ph:** 08 8080 3122 | On-call number (M) 0408 858 493<br>(After 3.30pm daily and weekends)<br><br>**Alternate:** Codie Howard (M) 0427 314 365 |
| | ***NSW Department of Health** | **Primary Contact:** David Ferrall Senior Environmental Health OfficerPopulation Health Unit Far West Local Health DistrictPh: (08) 8080 1504 E-mail: dferrall@gwahs.health.nsw.gov.au | (M) 0409 462 137 |
| | | **Alternate contact:** Jason Harwood Environmental Health Officer Population Health Unit Far West Local Health DistrictPh (08) 8080 1486 | (M) 0409 746 311 |
| | ***** SafeWork NSW** | **Ph: 13 10 50** | **Ph: 13 10 50** |
| | ***NSW Fire & Rescue(Local fire station)** | Broken Hill Fire Station Ph: 8087 2233 (24 hrs) **In emergency: 000** | Broken Hill Fire Station Ph: 8087 2233 (24 hrs)<br><br>**In emergency: 000** |

*2.2.11.3 Other external agency contacts to be checked for currency*

| Other external agency contacts (as applicable to nature of pollution incident) | | |
|---|---|---|
| **Name / Position:** | **Contact details:** | **After Hours:** |
| **Broken Hill Police Station** | Ph: 8087 0299<br><br>**In emergency: 000** | Ph: 8087 0299<br><br>**In emergency: 000** |
| **State Emergency Service (SES)** | Ph:13 25 00<br>Broken Hill Command Centre:<br>Ph: 8082 5500 | Ph: 13 25 00 |
| **Kelvin Wise<br>District Emergency Management Officer Far West Local Emergency ManagementDistrict** | Ph: 8087 0211<br>Mob:0427 662 493<br>E-mail: wise1kel@police.nsw.gov.au<br>Far West Emergency Management District<br>PO Box 793, Broken Hill 2880 | (M) 0427 662 493 |
| **NSW Department Primary Industries** | Ph: 80 88 9300<br><br>Regional Vet Officer:<br>Ph: 8088 9336 / 0427 107 891 | Regional Vet Officer:<br>(M)0427 107 891 |
| **Ambulance Service** | **In emergency: 000**<br>Ph: 13 12 33 | **In emergency: 000** |
| **Roads & Maritime Service** | Ph: 131 700 | Ph: 131 700 |
| **National Parks & Wildlife** | Ph: 8080 3200<br>Far West Regional Officer:<br>183 Argent Street | |
| **Pastoralists Association of West Darling** | Ph: 8087 33 22<br>E-mail: pawd01@bigpond.net.au | |
| **Western Livestock Health & Pest Authority** | Kevin Smith<br>Ph: 8087 3378 | |
| **NSW Department of Primary Industries** | Dubbo Regional Office<br>Ph: (02) 6881 1270 | |
| **NSW Office of Water** | Ph: (02) 8281 7777<br>Ph: 1800 353 104 | |
| **NSW Land Property ManagementAuthority** | Jody Chinner<br>Rangelands Management Officer – Broken Hill/Unincorporated Area<br>Ph: (08) 8082 5203<br>E-mail: tiff.brown@lpma.nsw.gov.au | Ph:08 8088 9302 |

## 2.3 Attachments

1. Broken Hill Sewerage Reticulation Schematic
2. Locality Map: Wills Street WWTP
3. Locality Map: South WWTP
4. Wills Street WWTP monitoring and discharge points
5. South WWTP monitoring and discharge points
6. The Waste Water Treatment Process
7. Pollution incident notification protocol: Sewer

## 3.0 AUTHORITIES AND RESPONSIBILITIES

### 3.1 Contacts

| Position | Contact number |
|---|---|
| **Head of Water** | (M) 0439 077 394 |
| **Works Co-ordinator Sewer** | (M) 0418 632 470 |
| **Leading Hand Supervisor Sewer** | (M) 0418 632 609 |
| **Acting - Manager Business (Water)** | (M) 0439 708 350 |
| **Community Relations Advisor** | (M) 0447 039 054 |
| **PR and Community Manager** | (M) 0418 160 031 |
| **Manager Operations (Water)** | (M) 0409 711 326 |

## 4.0 DEFINITIONS

**ACT:** Refers to the *Protection of the Environment Operations Act, 1997* (as amended).

**EPA:** NSW Environment Protection Authority

**EPL:** Environmental Protection Licence

**MATERIAL HARM TO THE ENVIRONMENT:** Risk of 'material harm to the environment' is defined in section 147 of the POEO Act as:
a) harm to the environment is material if:
(i) It involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or
(ii) It involves actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding $10,000 (or such other amounts as prescribed by the regulations), and
b) loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment

**MAXIMUM RESPONSE TIME:** Should be based on the length of time taken for the licensee to detect the overflow, or for the overflow to be reported, and the time taken for the licensee to attend the site and secure against public contact.

**POLLUTION:** Under the *Protection of the Environment Operations Act, 1997*, defines pollution as:
(a) Water pollution
(b) Air pollution
(c) Noise pollution
(d) Land pollution

**POLLUTION INCIDENT:** The *Protection of the Environment Operations Act, 1997* defines a pollution incident as an incident or set of circumstances during or as a consequence of which there is or is likely to be a leak, spill or other escape or deposit of a substance, as a result of which pollution has occurred, is occurring or is likely to occur. It includes an incident or set of circumstances in which a substance has been place or disposed of on the premises, but it does not include an incident or set of circumstances involving only the emission of any noise.

**REGULATION:** Refer to the *Protection of the Environment Operations (General) Amendment (Preparation of Pollution Incident Response Management Plans) Regulation 2012.*

**SENSITIVE ENVIRONMENT:** A sensitive environment includes a drinking water catchment or domestic groundwater source, shell-fish growing areas, protected water bodies, ecological communities or conservation areas defined by legal and non-legal instruments, such as local environmental plans (LEP's), State environmental planning policies (SEPPs), national parks, work heritage parks, and Class P or Class S waters, waterways used for primary contact recreation, a recreation area of other area with high public exposure or associated health risk.

**WWTP:** Waste Water Treatment Plant

## 5.0 REFERENCES

| **Internal** |
|---|
| CECM1000.02 – HSE Manual: Risk Management |
| CECM1000.21 - HSE Manual: Personal Safety |
| CECM1000.70 – HSE Manual: Environmental Impact Assessment – NSW |
| CEOF1070.01 – Environmental Impact Assessment: Worksheet |
| CECM1000.03 – HSE Manual: Incident Investigation |
| CECM1000.10 – HSE Manual: Hazardous materials - Responsibilities |
| CECM1000.75 – HSE Manual: Waste |
| CEOF8374 – Water: Customer incident Investigation |
| CEOM7559 – Recovery Action Plan:  Northern Region – Broken Hill Operations |
| CEOM7611 –  Essential Water Emergency Response Plan |
| CEOP2224 – Media: Incident guidelines |
| CEOP8329 – Water operations: Notify customers |
| CEOF8080 – Water: Field Report |
| CEOP1060 – Records Management |

| **External** |
|---|
| *NSW EPA Environmental Protection Licence No. 3925*<br>*Available: http://www.environment.nsw.gov.au/prpoeoapp/* |
| *NSW EPA Environmental Protection Licence No. 5067*<br>*Available http://www.environment.nsw.gov.au/prpoeoapp/* |
| *Protection of the Environment Operations Act, 1997 as amended* |
| *Protection of the Environment Legislation Amendment Act, 2011* |
| *Protection of the Environment Operations (General) Amendment (Preparation of Pollution Incident Response Management Plans) Regulation 2012* |
| *NSW Environmental Protection Authority, 2012. Environmental guidelines: Preparation of pollution incident response management plans.* |

## 6.0 RECORDKEEPING

The table below identifies the types of records relating to the process, their storage location and retention period.

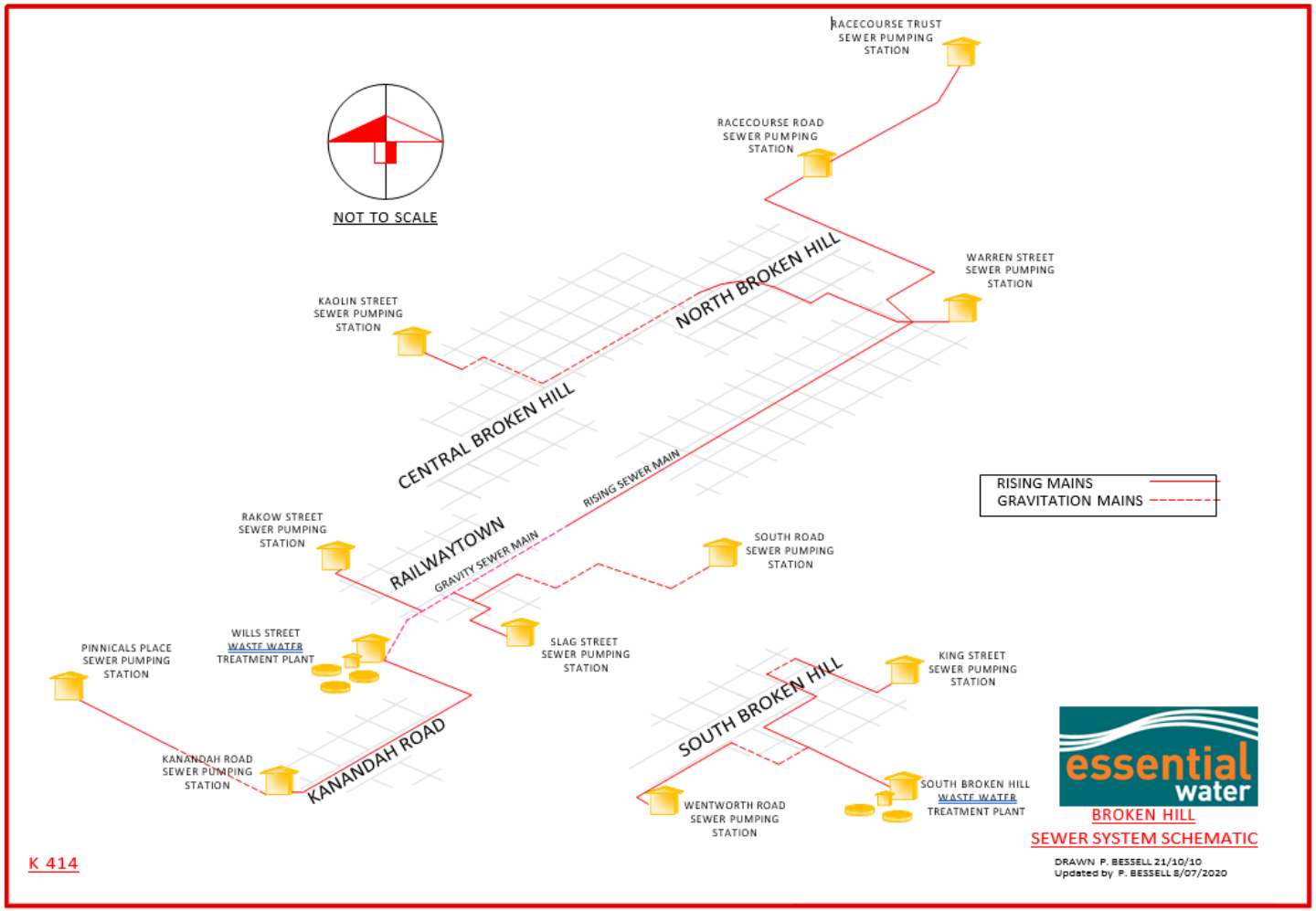
| Type of Record | Storage Location | Retention Period |
|---|---|---|
| Refer to Section 2.2.10 | | |

* The following retention periods are subject to change eg if the records are required for legal matters or legislative changes. Before disposal, retention periods should be checked and authorised by the 'Records Management Team'.

## 7.0 REVISIONS

| Issue No. | Section | Details of changes in this revision | Change Risk Impact? |
|---|---|---|---|
| 2 | All | Document reached its next review date and no changes were required. Updated issue number and published date only. | Low |
| 3 | All | Annual review and update. | Low |
| | All | Annual review and update. | Low |

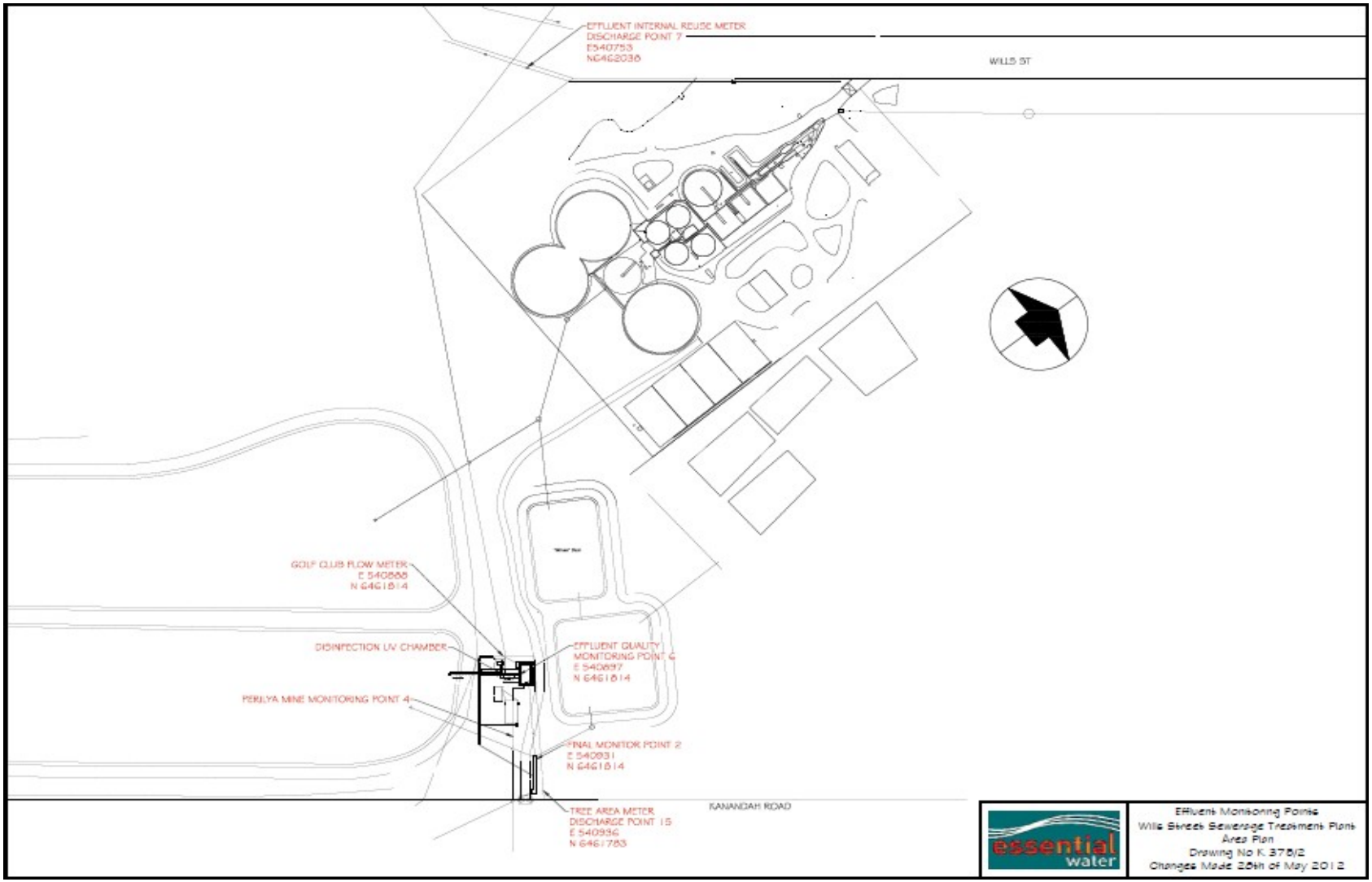
## Annexure A – Broken Hill Sewerage Reticulation Schematic



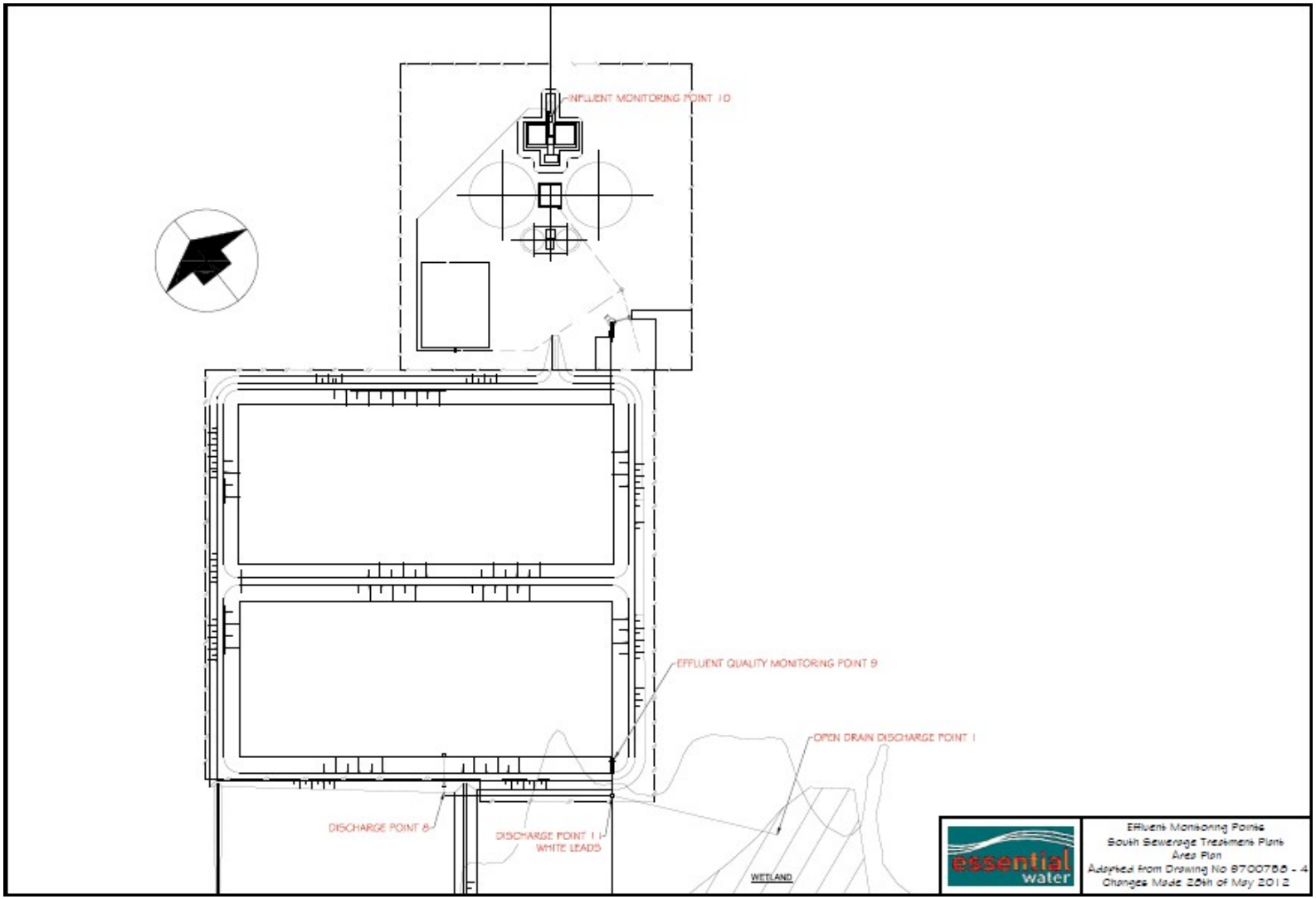
## Annexure B - Locality Map: Wills Street WWTP

## Annexure C - Locality Map: South WWTP

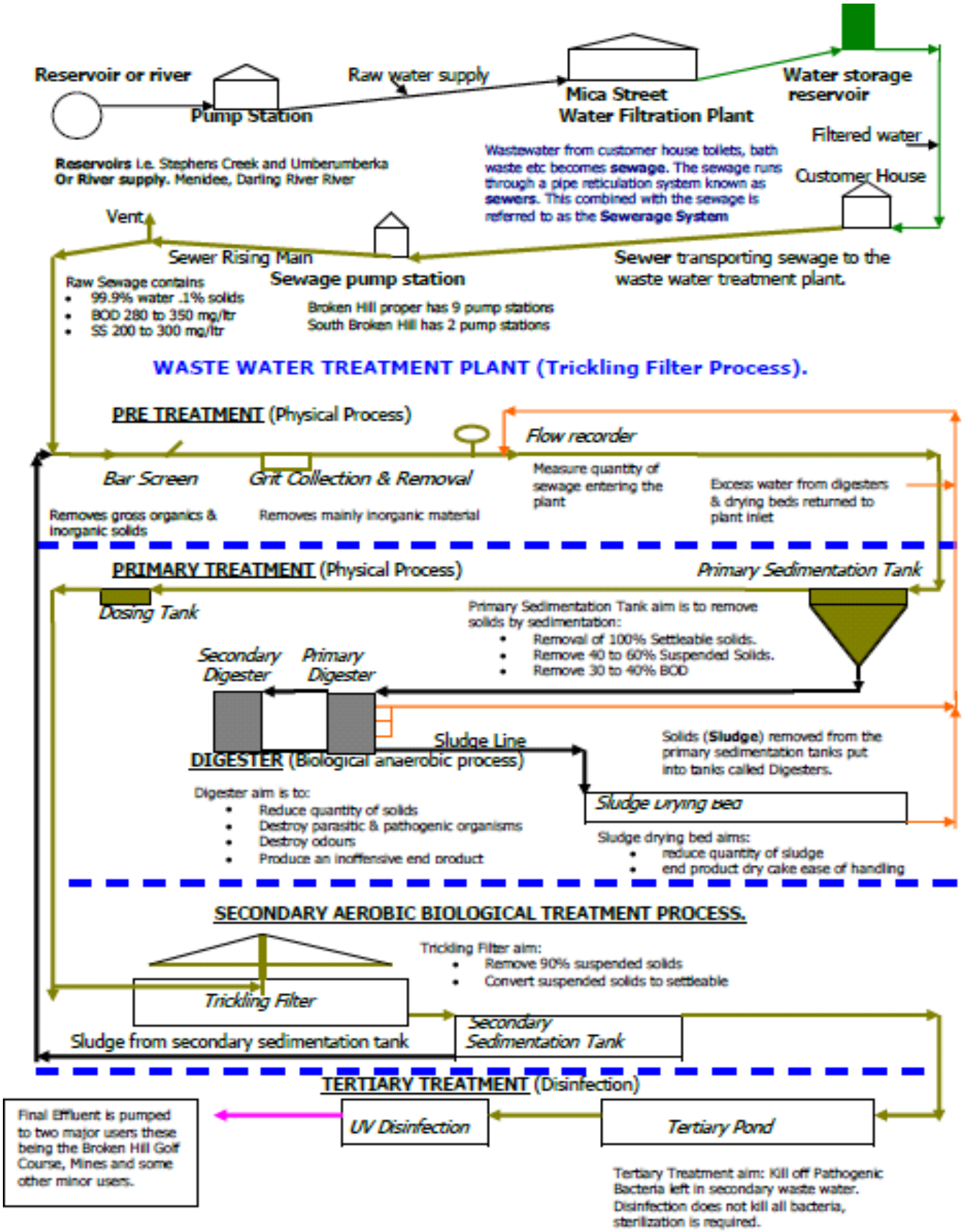
## Annexure D - Wills Street WWWTP Monitoring And Discharge Points



## Annexure E - South WWTP Monitoring And Discharge Points



## Attachment F – The Waste Water Treatment Process



## Attachment G – Pollution Incident Notification Protocol: Sewer