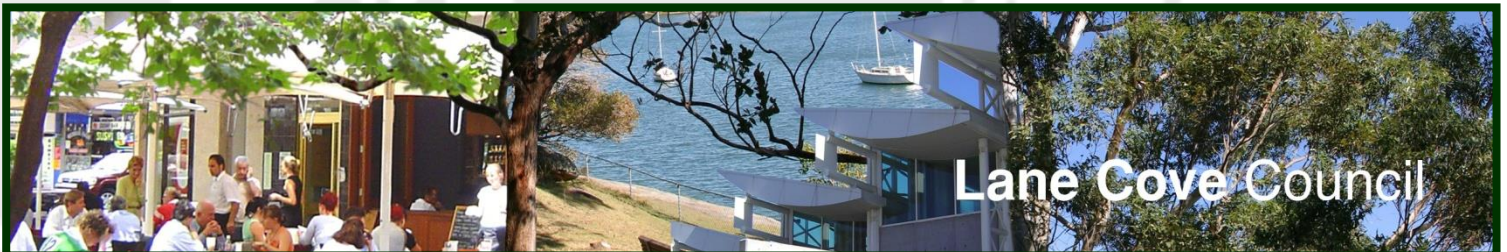


# Late Agenda Ordinary Council Meeting 8 December 2022

Council will commence consideration of  
all business paper agenda items at 7.00 pm.



**MAYORAL MINUTES**

1.   **MAYORAL MINUTE - SYDNEY WATER SUPPLY ISSUES IN LANE COVE  
NORTH AND SURROUNDS ..... 3**
2.   **MAYORAL MINUTE - SECURITY CAMERAS AND SECURITY GENERALLY  
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**NOTICES OF MOTION**

3.   **NOTICE OF MOTION - TREE PERMITS - IDENTIFICATION OF PROPERTIES..... 9**

**Ordinary Council Meeting 08 December 2022**  
**MAYORAL MINUTE - SYDNEY WATER SUPPLY ISSUES IN LANE COVE NORTH AND SURROUNDS**

**Subject:** Mayoral Minute - Sydney Water Supply Issues in Lane Cove North and Surrounds  
**Record No:** SU6013 - 73100/22  
**Division:** Lane Cove Council  
**Author(s):** Councillor Andrew Zbik

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**Background**

On Saturday 10th September 2022, the water main located near Epping Road in Lane Cove North burst. Water flowed in a large quantity down Epping Road, pooling to the eastern side of the Epping Road bridge over the Lane Cove River. This held up traffic. Water continued to flow down Epping Road until early Tuesday morning 13th September 2022.

The burst water main created a twelve-metre-long, seven-metre-deep trench.

Many residents experienced approximately four days of no water supply or extremely low water pressure. Many residents reported that they could not take a shower.

During this time, Lane Cove Council received no notice from Sydney Water about the issue.

Very little information was provided by Sydney Water via their website about the nature of the problem and any advice around what residents may be able to do to prepare for a potentially prolonged period without water supply.

Pursuant to Council Resolution 184/2022 at the Ordinary Council Meeting on 29th September 2022, Council resolved that:

**MAYORAL MINUTE - SYDNEY WATER SUPPLY ISSUES IN LANE COVE NORTH AND SURROUNDS.**

**184 RESOLVED** on the motion of Councillor Zbik that Council:-

1. Writes to Sydney Water to provide feedback and express concern about the lack of communication with Council. Thus, hindering Council's ability to have information to assist our community; and
2. Writes to the Minister for Lands and Water– Kevin Anderson MLA, Shadow Minister for Water– Rose Jackson MLC and Member for Lane Cove – Anthony Roberts MLA requesting for an independent inquiry into the matter with the purpose of developing a policy improve communication between Sydney Water and Local Council's/communities in the event of a major and prolonged water supply issue.
3. Write to InTheCove to acknowledge and thank them for their service in keeping our community updated during the prolonged water supply issue.
4. That council requests council officers to review the current status of the Emergency Services Plan and to provide a report back to council if deemed appropriate.

**Ordinary Council Meeting 08 December 2022**  
**MAYORAL MINUTE - SYDNEY WATER SUPPLY ISSUES IN LANE COVE NORTH AND SURROUNDS**

Council has received correspondence from:

- Roch Cheroux, Managing Director of Sydney Water on 2nd December 2022 (**AT-1**).
- The Hon Kevin Anderson MP - NSW Minister for Lands and Water, Minister for Hospitality and Racing on 2nd December (**AT-2**)

While the review undertaken, and responses suggest a number of worthwhile improvements it does address Part 1 of Council's resolution regarding the lack of communication with Council. Thus, hindering Council's ability to have information to assist our community. At the very least Council can assist by utilising its significant email database of our community to provide information direct to the community. Better utilisation of a local Council's resources can only assist in such situations and therefore I proposed Council make this suggestion back to Sydney Water.

**RECOMMENDATION**

That Council:-

1. Receive and note this Mayoral Minute.
2. Write to Sydney Water thanking them for advising of the improvements proposed as a result of the review, and indicating that better utilisation of a local Council's resources can only assist in such situations, in particular the distribution of information to local communities. Council therefore recommends co-ordination with the relevant local Council should be included in their response strategy

Councillor Andrew Zbik  
**Councillor**

**ATTACHMENTS:**

<b>AT-1</b>	<a href="#">View</a>	Sydney Water Response	2 Pages
<b>AT-2</b>	<a href="#">View</a>	The Hon Kevin Anderson MP - NSW Minister for Lands and Water, Minister for Hospitality and Racing Response	1 Page



2 December 2022

Cr Andrew Zbik  
Mayor  
Lane Cove Council  
48 Longueville Road  
LANE COVE NSW 2066

### **Independent Review into Lane Cove Incident Response**

Dear Mayor

Following the Lane Cove water main break in September 2022, at the request of the Minister for Lands and Water, Sydney Water commissioned an independent review into its response to the incident.

The Independent Review has made four recommendations:

1. Incident escalation criteria could be reviewed to consider how they can better incorporate customer impact and sentiment in addition to the criteria already present.
2. Sydney Water's Incident Management Team (IMT), including the Emergency Coordination Centre (ECC), need to have better visibility and analysis of real time customer call volumes, website traffic and customer sentiment to inform incident management planning, communications, and activity.
3. Sydney Water needs to investigate a way it can better manage the coordination of all incident-related communication across its Customer Hub, and its Communications and Stakeholder Communications teams when an IMT or ECC is operating. This needs to include an improved integration of the Customer Hub into IMTs, including the ECC.
4. Sydney Water needs to investigate means to better understand the number of people impacted by an incident as opposed to just the number of properties connected to the network. This includes being able to model in real time, the impact of incident related actions on low pressure networks such as rezonings.

Sydney Water is committed to implementing these recommendations with a particular focus on incident planning, response and communications to customers.

We acknowledge the inconvenience and disruption caused is not consistent with the level of service expected from our customers.

Mitigating the impact on our customers in the future is our number one priority and there have already been significant changes including:

- Additional Duty Managers and Customer Advocates to ensure customer impacts are closely monitored.
- Better co-ordination between the Customer Contact Centre and the Emergency Control Centre.



- Introducing a Customer Portal to allow people to register their contact details so they can be notified of outages.
- Engagement with Community-based social media groups to share service-impact information.

Thank you for your advocacy for the people who were impacted by the incident. We are continuing to work through compensation for our customers and to improve our process, capability, and systems.

Yours sincerely

A handwritten signature in black ink, appearing to read "Roch Cheroux", enclosed within a rectangular box.

Roch Cheroux  
Managing Director



**The Hon. Kevin Anderson MP**  
Minister for Lands and Water  
Minister for Hospitality and Racing

OFFICIAL

IM22/24159

Andrew Zbik  
Mayor  
Lane Cove Council  
48 Longueville Road  
LANE COVE NSW 2066

Dear Mr Zbik

A handwritten signature in blue ink that reads 'Andrew'.

Thank you for your letter of 27 October 2022 requesting an independent review of Sydney Water's stakeholder communications handling during a burst watermain incident at Lane Cove on 10 September 2022.

The incident occurred when a large 750-millimetre watermain, supplying drinking water to 50,000 customers, burst adjacent to Epping Road, Lane Cove. Due to the complexity of the break and its location in thick scrub, access was extremely difficult for field personnel.

Crews configured water supply to keep most customers on the network, however around 2,000 customers experienced low pressure or no water over subsequent days. As a result of the complex repair and difficult terrain, the isolation and repair of the main took a considerable time before normal supply was restored on the evening of 13 September.

Sydney Water provided media statements from 11 September as well as social media and website updates about the outages and impacted areas. From 12 September, Sydney Water also updated relevant local State MPs. These updates included details of the outages and repair, the filling stations, the hotel showering facilities, the water supply being restored and the compensation to impacted customers.

Following this, Sydney Water's Managing Director held a media conference on 13 September. A public apology was issued for customers impacted by the significant inconvenience and disruption caused. The community was also thanked for their patience while the complex repairs were being completed.

I can confirm that I wrote to Sydney Water on 21 September requesting an independent review be conducted into the timeliness and quality of the communication provided to the community. This review will be an important learning opportunity for improved communications in the future. I am informed the review will be completed no later than the 1 December.

Thank you for your interest in this matter.

Yours sincerely

A handwritten signature in blue ink that reads 'Kevin Anderson'.

**The Hon. Kevin Anderson MP**  
Minister for Lands and Water  
Minister for Hospitality and Racing

Date: 30.11.2022

OFFICIAL

GPO Box 5341 Sydney NSW 2001 ■ P: (02) 8574 5550 ■ W: [nsw.gov.au/ministeranderson](http://nsw.gov.au/ministeranderson)

**Ordinary Council Meeting 08 December 2022**  
**MAYORAL MINUTE - SECURITY CAMERAS AND SECURITY GENERALLY OVER THE**  
**CHRISTMAS PERIOD**

**Subject:** Mayoral Minute - Security Cameras and Security Generally Over the Christmas Period  
**Record No:** SU453 - 73102/22  
**Division:** Lane Cove Council  
**Author(s):** Councillor Andrew Zbik

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**Background**

At the ordinary Council meeting on 24th November 2022, Council passed the below resolution:

**NOTICE OF MOTION - SECURITY CAMERAS AND SECURITY GENERALLY OVER THE CHRISTMAS PERIOD**

Resolution 201/2022

**RESOLVED** on the motion moved by Councillor Bennison and seconded by Councillor Mort that:

1. The General Manager and/or the Mayor discuss at the next North Shore Police Area Command meeting the possible installation of security cameras at the entrance/exit points of our LGA and/or other measures that would assist Police in catching criminals. The Mayor and/or General Manager are to provide a report back, to the following Ordinary Council meeting, including any recommendations for consideration; and
2. The General Manager contact our local Police and develop and implement an information campaign to provide residents and the business community that assists them in protecting their personal/business property from crime over the Christmas period.

For the Motion were Councillors Zbik, Southwood, Roenfeldt, Kennedy, Flood, Bryla, Bennison, Brooks-Horn and Mort (Total 9).

Against the Motion was Nil (Total 0)

I confirm that I attended the Police Area Command Community Safety Precinct Committee Meeting on Tuesday 6th December 2022.

At this meeting I had a discussion with the Police Inspector about resolution 201/2022. Following the Precinct Committee Meeting the Police Inspector asked that we schedule a further meeting with relevant representatives of the Police Command and Council.

An email with further information was sent to the Police Inspector on Tuesday 6th December to schedule a follow-up meeting. We await a response to schedule such a meeting.

**RECOMMENDATION**

That Council receive and note this Mayoral Minute.

Councillor Andrew Zbik  
**Councillor**

**ATTACHMENTS:**

There are no supporting documents for this report.



<p style="text-align: center;"><b>Ordinary Council Meeting 08 December 2022</b> <b>NOTICE OF MOTION - TREE PERMITS - IDENTIFICATION OF PROPERTIES</b></p>
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**Subject:** Notice of Motion - Tree Permits - Identification of Properties  
**Record No:** SU707 - 71103/22  
**Division:** Lane Cove Council  
**Author(s):** Councillor Merri Southwood

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### **Executive Summary**

This Notice of Motion aims to improve transparency around the approval of tree pruning and/or removal on private land.

### **Discussion**

There is ongoing concern within the community about a perceived increase in pruning and/or removal of trees on private property.

On 18 October 2021 Council resolved "*that Council create an online public register of active Tree Permits*". **(153/2021)**

Council has, for technical reasons, been unable to migrate tree permit details to Council's website. Council will, instead, include a spreadsheet of all active tree permits on its website by the end of the year and which will be located on the Council website under the Environment/Trees tab.

To further improve transparency around the approval of tree pruning and/or removal on private land, it is proposed that a notice in an approved form be displayed in a prominent position on the street frontage of the property where work is to occur.

### **RECOMMENDATION**

That Council:-

- a. Determines a form of notification (tree permit notice) to be displayed at the street frontage of all private properties for which a tree permit has been issued;
- b. Issue to all applicants a tree permit notice relating to works to be carried out by or on behalf of the applicant; and
- c. Require the applicant to display the tree permit notice as directed by Council until works have been completed in accordance with the relevant permit.

Councillor Merri Southwood  
**Councillor**

### **ATTACHMENTS:**

There are no supporting documents for this report.