

Water supply resilience

STAKEHOLDER UPDATE

Water supply resilience Programme Business Case – drafted

This update covers where we're up to and what's next with the water supply programme business case, and two related projects that are getting underway.

The water supply programme business case has been drafted and we're engaging with our owner councils to seek support for the levels of service it recommends.

The programme business case describes **four stages of recovery** from a major event and the levels of service that we could reasonably aim to provide during each stage:

1

Emergency

(days 1-7 following event)

- the focus is on assessing water network faults, mobilising and prioritising resources and setting up distribution points for the survival state. Users must be fully prepared and self-sufficient during this state.

2

Survival (days 8-14)

- repairs to bulk network continue. Distribution points are set up and supply residents with water from reservoirs. People who live in hilly areas will need to walk up to 500m to access water, and 1000m on the flat.

3

Economic (days 15-30)

- the emergency is over and the region is moving towards restoring normal water services to assist economic recovery. Major repair of the water supply reticulation network is under way. Restoring reticulated water to the majority of the metropolitan area including residents and businesses begins.

4

Restoration (from day 30)

- all critical customers and 80% of residents have water at their properties, but some areas may still have distribution points.

What comes next

Operating in a complex environment requires that we do things in the right order and ensure all parties are on board as we progress through project phases. Our current priorities are:

- To identify and engage with our critical customers to:
 - identify their expectations of water supply after an emergency
 - raise awareness of current and future realities of water supply following an emergency
 - raise awareness of the need for them to store water for an emergency
 - find out what they're doing about emergency water supply
 - inform where they can find advice on ways to store emergency water.
- To undertake a programme of investigations by the end of 2016 to inform the final programme business case.

New projects

In the course of developing the programme business case other lifeline dependencies, ie, electricity, transport and wastewater were identified as also needing a plan to identify and improve their resilience. This has led to two more projects being initiated.

Regional resilience

Support is growing for the region's major lifeline utilities (water, electricity and roading) to go under the resilience spotlight as a combined package. Fran Wilde, former chair of Greater Wellington Regional Council, is guiding development of a regional resilience programme business case. We'll contribute to the process and share learnings from our recent experience.

Wastewater resilience strategic case

What comes in must go out, so we recently kicked off the development of a strategic case for wastewater resilience.

Yon Cheong, Manager Regional Strategy and Planning, says the aim is to be able to line up the water supply and wastewater programmes and progress them as part of a combined strategy.

A strategic case is the first step in the business case process. It involves bringing stakeholders together and, through two facilitated investment logic mapping sessions, arriving at a common understanding of the problems and the benefits that could be realised by solving the problems. It's deliberately high-level, succinct and does not consider options for solving the problem (that happens later in the business case process).



“Developing the wastewater resilience strategic case will take four months,” says Yon.



Meet project team member Keith Woolley – Chief Advisor Potable Water

As one of Wellington Water's chief advisors (or wise heads), Keith's role involves advising across the business on his speciality areas of water systems, hydraulic modelling and water asset management. An experienced engineer, Keith has a background in consulting with significant experience in the local government sector.

Keith's role on the water supply resilience project includes providing technical expertise, reviewing and workshopping proposals.

Keith has a busy life outside work as well. He lists his hobbies as including lead lighting, gardening, mountain biking, photography, family history, walking and anything outdoors.