



A little about me

Background in Mining & Manufacturing

Masters Degree in Work Health and Safety

Worked for Veolia for 4.5 Years

Elissa Peattie – Safety, Health, Environment & Quality (SHEQ) Adviser

Australian Water Association

The Contract

- 10 year Contract with Hunter Water Corporation.
- Commenced on 1st October 2014.
- Operate and maintain the 26 Water, Wastewater and Recycled Water facilities.
- Covers an area of 6,671 Km²
- Services 575,000 customers

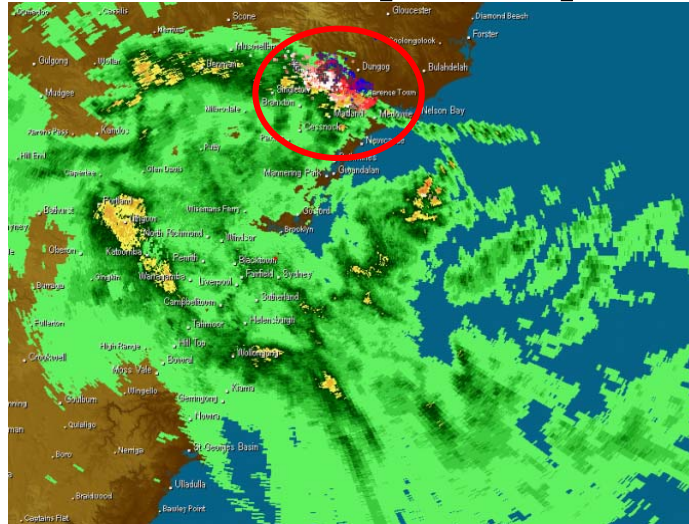


Overview

1. The Event
2. Key Successes
3. Areas for Improvement
4. Conclusion



The April "Superstorm"



Australian Water Association



The April "Superstorm"



Section of HWC CTGM Washed away during the storm



Main Street of Dungog

Australian Water Association



Incident and Emergency Management Manual (IEMM)

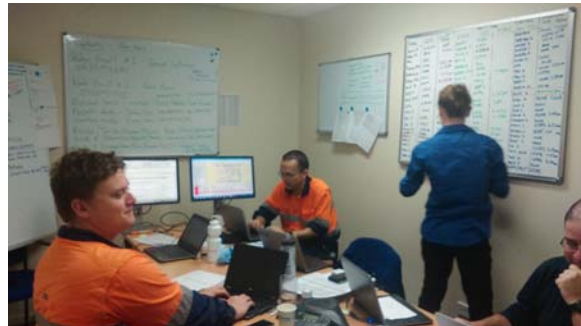
- Based on the Australasian Inter-Service Incident Management System (AIIMS) Methodology.
- Reviewed and updated following an incident
- Gives the structure of the Incident Management team and the roles and responsibilities of it's members.

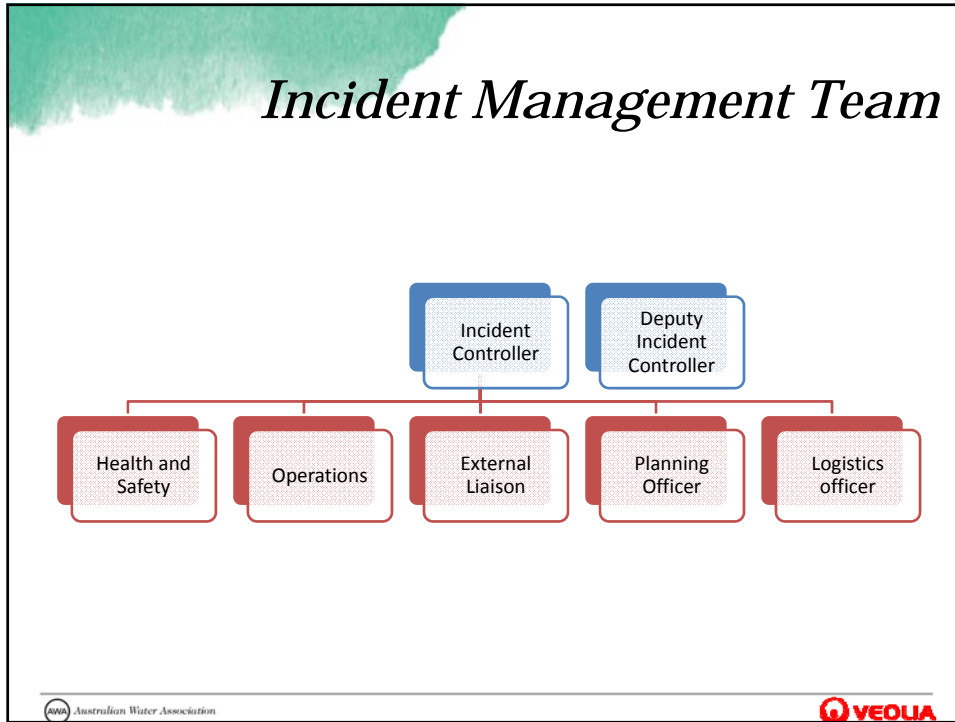


Car Yard at Maitland

Incident Control Room

- Must have power
- Multiple Whiteboards
- Laptop Computers and monitors
- Landline dedicated to communications with Hunter Water





Staff Communication

- Volume of communications difficult to manage
- Bulk SMS service great for group communications
- Issues with Mobile Phones
- UHF and satellite phones a good alternative

How the customer explained it	How the project leader understood it	How the engineer designed it	How the programmer wrote it	How the sales executive described it
How the project was documented	What operations installed	How the customer was billed	How the helpdesk supported it	What the customer really needed

Australian Water Association

Client Communication

SITE	Power	Current Risk	Issues	Overflowing
Beimont	YES	L	Inlet 900L/s, clarifier bridges intermittently failing (wind) Outfall pumps working. Outfall level 0.8m with gravity discharge Translake pumping still out of service 6:15am - No Change 8am - Operator onsite 9:15am - Plant on-line and all processes operating, one clarifier failed recently, ocean outfall 0.3m and gravity discharge. Translake P5 still not operational 12pm - Plant on-line and all processes operating, Ocean Outfall level now high with pumps off discharging via gravity - operators monitoring and all ok 2:50pm - Plant on-line and all processes operating, all 4 clarifiers on-line, outfall 0.7m gravity discharge 8:45pm - Running ok 11:15pm - No change 9:00am - Clarifier No. 5 offline, translake is running	NO
Branston	YES	M	Full power and comms OK. Pumps to Black Creek operating flow 36L/s. Wet weather pond overflowing 90L/s to Anvil Creek. Farmers pond level 0.9m and rising slowly. Wet weather pond returning to plant at 28L/s False flow recorded on farmers pond discharge to anvil creek. Creek overflowing to pond. 7:10 - Operator onsite addressing P1's. Farmers pump run out of fuel-not sure how to re-establish. 9:15am - 2 Operators on-site, 1 drum screen off-line, flow discharging from wet weather storage pond, Black Creek pumps at 65L/s to Black Creek. Overflow samples collected for yesterday including river. 12pm - Plant operating, all processes on-line, overflowing from wet weather storage still occurring. Pumping to Black Creek 2:50pm - All MBRs on-line, pumping to Black Creek, overflowing wet weather storage pond 3pm - Unable to obtain diesel fuel for Branston diesel pump from West tankers, attempting to get VES to assist with provision of diesel 8:45pm - pump refused. All MBRs on-line, pumping to Black Creek, overflowing wet weather storage pond at 100L/s 11:15pm - MBR #4 offline. Processing 60L/s. Overflowing wet weather storage pond at 100L/s 9:00am - All MBR online. FKSP empty as diesel supplied by VES. SCADA OK, Pumping to Black Creek 55L/s. WWSP overflowing 50L/s	YES
Cessnock	YES	M	No power. SCADA offline. No Comms on site. Most network WWPS out of service. Cessnock WWTW no access to site. Cannot collect overflow samples. 6:15am - Fitter en route to Paxton via Cessnock to check site access 8:30am - Access OK. Operator Onsite 7:10am - no Power. operator collecting overflow samples then heading to Paxton. 8am - pond 3 overflowing around the sample point - un-metered discharge? 9am - Still no power or telemetry, no feed flow. Operator in transit from Paxton back to Cessnock 12pm - Still no power or telemetry, pond 3 overflow sample collected 2:50pm - Power now to plant inflow also occurring, pond 3 still overflowing, most of plant has been returned to service 8:45pm - no change 11:15pm - No change 9:00am - Power all good. TTP operating, plant inflow 250L/s, overflowing to ponds. UV dropping out intermittently, considering dropping flow through UV to maintain reliable operation.	YES
Dora Creek	YES	M	No power. No P5 pumping raw sewage. No comms. 7:10am - Fitter en route ETA 1hr	NO

Suppliers and Contractors



Safety and Wellbeing

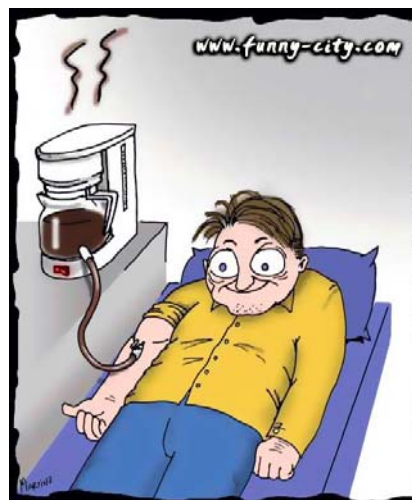
Name	LOC.	TIME	Name	LOC.	TIME	Name	LOC.	TIME
Aaron B.	HOME SICK	0700-	Daniel T.	HOME		MADHANI	W/ROCK	
Adam M.	G/TOWN	1:50pm	DEANNE P.	W/ROCK	1:50pm	NOFANE B.	S/ROCK	
Alice	SAD		ELISA P.	Transit HOME		MICHAEL B.	DEL MONT	
Andrew ME	Transit-TAN	1:30pm	ELINI W.	W/ROCK		MICHAEL S.	HOME	
Anthony B.	TRANSIT-BE	12:15pm	GABRIELLE	W/ROCK		MICHAEL A.	E/TERRACE	
Ashley Mill	TRANSIT-KUR		GERRARD LB.	HOME		NICOLE M.	TRANSIT	
Brent A.	BURWOOD		GREG A.	HOME	12:40pm	DOAN	W/ROCK	12:40pm
Brett P.	HOME		JAMES M.	G/TOWN		PAUL D.	W/ROCK	
Brock MP	HOME	1:5	JASON B.	G/TOWN		PETER F.	MUEBETH 12:50	
Carlin	Transit Home	1:50pm	JASON H.	Transit-TAN	1:30pm	DEBORAH M.	G/TOWN 1:50	
Colin D.	HOME		JASON H.	HOME		DEEKA W.	HOME	
Dan	W/ROCK	12:50pm	JULIA	TRANSIT-HOME		EVAN M.	TRANSIT BEL	
D	WOOD	1:5	JULIA	B/WOOD	1:45pm	SCOTT A.	HOME	
	K	12:50pm	JULIA	B/WOOD	1:45pm	SCOTT C.	HOME	
	RETS	12:50pm	JULIA	SHIRE		SHARON R.	G/TOWN	
			JULIA	SHIRE		SHARON D.	HOME	
			JULIA	SHIRE		SHARON C.	W/ROCK	
			JULIA	SHIRE		STEPHANE E.	10 MOUNT W/ROCK	
			JULIA	SHIRE		STEVEN D.	HOME	
			JULIA	SHIRE		STEVE J.	HOME	
			JULIA	SHIRE		TIM D.	HOME	
			JULIA	SHIRE		TOMMY	HOME	1:55pm
			JULIA	SHIRE		TOM W.	HOME	
			JULIA	SHIRE		YVES E.	HOME	
			JULIA	SHIRE		MARK (CAD)	HOME	

AWA Australian Water Association

VEOLIA

Fatigue Management

- Set maximum work hours and adhere to them.
- Need Coverage for specialist roles.
- Ensure stand down is rest time (Phone/ SCADA off).



AWA Australian Water Association

VEOLIA

Team Morale



5am Wake-up



Camping at Dungog



"Bromance"



Working the night shift

Key Successes

- Good, Clear Plan
- Clear structure to the IMT
- Having the Incident Control Room well set up.
- Good communication strategy
- Good relationship with contractors and suppliers
- Not compromising of safety.
- Managing Fatigue
- Managing Morale



Areas for Improvement

- The management of fatigue for key supervisory and technical staff.
- Reliance on mobile phones.



 Australian Water Association



What does Success look like?

- Safe and Happy Staff
- No Contractual Breaches
- Satisfied client

Well Done Veolia Water !!!
You were on the front foot from the commencement of this weather event and provided great service provision throughout. Hopefully we won't experience too many more of these events going forward.

Team Veolia,
Thank you for your commitment & efforts during the Mega-storm. It was reassuring to know there was a competent team overseeing our treatment operations during this time.

Dear Veolia Hunter Team,
Thank you for your dedication and commitment during the April 2015 Storms. Your support was essential in the response and recovery efforts, and we acknowledge the personal sacrifices you made under challenging conditions.

 Australian Water Association



Thank you

Further information:

Elissa.peattie@veolia.com