

# Subsequent Business Paper



Ordinary Meeting of Council

to be held at

Council Administration Centre

180 Mort Street, Lithgow

on

Monday 1 December 2025

at 6:30 PM

# ORDER OF BUSINESS

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## **1. Mayoral Minutes**

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The Mayor is able to table a Mayoral minute at the meeting if required.

## 2. Administration Reports

### 2.11. P&P - 01/12/2025 - Review of Lithgow Water Outage October 2025

#### Strategic Context for this matter:

##### Responsible Governance & Civic Leadership

To develop community confidence in the organisation by the way it is directed, controlled and managed.

**Author:** Shaun Elwood - Director People and Places

**Responsible Officer:** Shaun Elwood - Director People and Places

#### Executive Summary

Over the period 9 – 11 October 2025, the Council's treated water supply network suffered an outage of supply to customers across a large portion of Lithgow township. A review of the Council response to this water outage has identified recommendations for the management of future similar incidents, organisational development and asset management.

#### Administration's Recommendation

1. THAT Council endorse the recommendations of the *Review of Lithgow Water Outage 8 – 16 October 2025*.
2. THAT Council establish an Implementation Plan and Resourcing Strategy for the adopted recommendations from the *Review of Lithgow Water Outage 8 – 16 October 2025*.

#### Attachments

1. LCC Water Outage Report 2811205 [2.11.1 - 48 pages]

#### Reference to any relevant previous minute

Min. No. 25-250 Mayoral Minute - Lithgow Water Outage - October 2025 - Vote of Thanks - Ordinary Meeting of Council held on 27 October 2025

Combined Finance, Infrastructure & WWW Review Committee Meeting - 22 October 2025 – Item 5.3. Water Outage - Strategic Discussion on Council Response

#### Background and discussion

The outage resulted from a break in two critical water lines, which were subsequently repaired on 9 October, and a consequent technical constraint resulting in the Oakey Park Water Treatment Plant not recommencing operations to resupply the network until 11 October. During this period of system outage, Council messaging to the community advising on reconnection timeframes was inaccurate and not supported by on ground situation awareness. Separate community and Council initiated container water refill locations were established during the outage.

## Consultation and Communication

After Action Review sessions were conducted with outdoors, administration and management staff in the week following the incident. The review of the outage response also evaluated input received from emergency service agencies, community social media feedback and technical specialists.

## Policy

No Incident Management Policy or procedures are currently adopted by Council.

## Legal

The October outage revealed a range of areas in the Council's operations where compliance activities must be strengthened to meet wider legal and relevant agency policy expectations. These are detailed in the report.

## Risk Management

While some short-term improvements can be achieved at relatively low cost, long-term resilience depends on strategic capital investment, particularly in the WTP, network redundancy, and digital asset management systems.

Failure to implement upgrades is likely to result in continued exposure to extreme and high risks, with greater costs incurred during potential future critical infrastructure failures.

Investment in communication capability and organisational resilience offers strong cost-benefit returns by improving critical infrastructure resilience, improving community confidence, and supporting legal and governance compliance.

## Financial

- Budget approved - Nil
- Cost centre - Varies
- Expended to date – Expenditure to date on outage related costs are still being collated. Presently exceeding \$130,000.
- Future potential impact – Expenditure on network infrastructure resilience and asset management will be established on program development.

The minutes of the Combined Finance, Infrastructure & WWW Review Committee Meeting held on 22 October 2025 included an action for a proposal on the water asset program to be developed for Council's consideration. This would be developed in 2026 with funding from the Water Fund.

There are annual SRV Program budgets for Governance and Strategy Capacity and Capacity Building. These budgets may be utilised to implement Communication and Public Information, Incident Management and Staff Management improvements, as recommended in the report.