Stormwater Plan

2022

South East Water

Aboriginal acknowledgement

South East Water proudly acknowledges the Bunurong and Wurundjeri Woi Wurrung as the Traditional Owners of the land on which we operate, and pay respect to their Elders past, present and emerging.

We acknowledge their songlines, cultural lore and continuing connection to the land and water.

We recognise and value their rich cultural heritage and continued contributions of Aboriginal people and communities to our society in Victoria.

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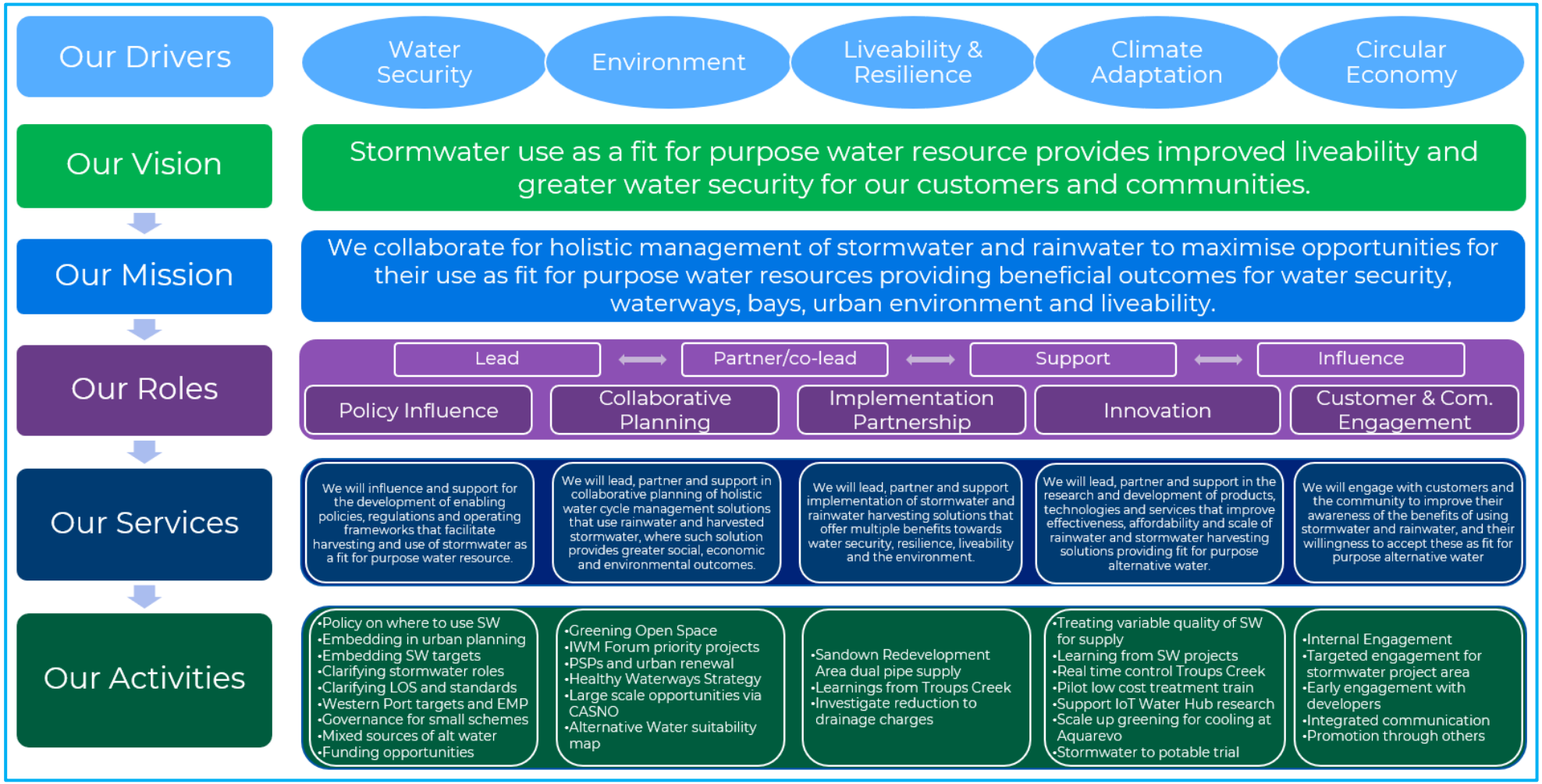

1. Purpose of this plan

Introduction

We supply water, sewerage, and recycled water services to over 1.9 million people in our service region. Our roles and responsibilities in these services are well defined and regulated under the Water Act 1989.

Stormwater is an alternative water resource that can help reduce the increasing demand for potable water. Recent advances in Integrated Water Management (IWM) calls for a co-ordinated approach by all stakeholder in effective management of stormwater. Stormwater and rainwater can provide fit for purpose alternative water that can deliver greater community and liveability outcomes for our customers.

South East Water has been actively engaged in a number of rainwater and stormwater harvesting projects, in partnership with Melbourne Water, councils and other partner organisations. Through the IWM Forum, the Greater Melbourne Urban Water and System Strategy (GMUWSS), and the Central and Gippsland Region Sustainable Water Strategy (SWS), we have made commitments to lead, support and collaborate in better management and reuse of stormwater in our service region.

Stormwater is an evolving area of opportunity in the water industry which also presents a number of economic, regulatory, and operational challenges. South East Water's involvement in stormwater management needs to be carefully planned to balance our aspirations, capacity and opportunities and the expectations of our customers and stakeholders.

The aim of South East Water's Stormwater Plan 2022 is to

- Outline South East Water's Vision for Stormwater Management
- Define the rules for South East Water involvement, and our priorities
- Clarify our role and services in different types of stormwater initiatives
- Set out an action plan for our short term and long-term activities
- Provide clarity to our customers and stakeholders
- Support alignment and engagement across internal business processes

Scope and limitations

This Plan is specifically focussed on South East Water's initiatives and activities around management and reuse of stormwater runoff that is generated from urban catchments. Rainwater that is captured at lot scale through use of rainwater tanks is not discussed in any detail within this Plan. South East Water's role and plan around rainwater tank services have been covered separately in our Rainwater Tank Strategy[1].

[1] Rainwater Tank Offering Strategy *South East Water, November 2021*

2. Stormwater and Integrated Water Management (IWM)

What's stormwater?

Stormwater is the rainwater that falls onto hard surfaces in urban areas – such as roofs, roads, and footpaths – and flows overland or through drains into creeks, waterways, and bays. Uncontrolled stormwater run-off interrupts the natural flows of waterways and can carry pollutants and chemicals that harm the health of the receiving waterbodies.

Stormwater as a water resource

Stormwater is a major environmental threat and the cause of localised flooding in urban areas. Stormwater can cause erosion, degradation and pollution of streams, wetlands and bays, and harm human health and aquatic ecosystem. However, when managed properly, it can become a valuable resource, rather than a waste product. As Melbourne's urban footprint expands, the volume of environmentally damaging stormwater will continue to increase. This opens opportunity to integrate stormwater into a diverse range of water supply sources that we need for securing our water future under the impacts of changing climate and urban growth.

Stormwater is an underutilised water resource. Studies show that the amount of water required to irrigate Melbourne's open spaces could more than double by the year 2050, increasing by 16 billion litres per year.[2] At least 40% of this demand could be met by stormwater and recycled water. SWS has committed to a potable water substitution target of 43GL per annum through use of stormwater and recycled water for various non potable uses. [3]

Water cycle benefits

By capturing stormwater before it is released to the waterways, many of the harms caused by polluting stormwater can be reduced. Capture and reuse of stormwater can also support urban greening and cooling of the local environment. Keeping water in the environment can reduce urban heat island impacts in our cities through healthy trees with greater canopy cover, and well-watered parks and gardens.

Availability of stormwater can also be an enabler for greater biodiversity and connected open space corridors within urban areas. Keeping excess stormwater within urban landscape has potential to replenish groundwater and improve base flows in the waterways.

Stormwater harvesting and storage can also be an effective way of reducing the risks of nuisance flooding in urban areas. Many flood modelling studies have shown that capturing stormwater within local catchments can be an effective way to avoid the need for costly and disruptive drainage upgrade works in highly built-up urban areas.

[2] Water for Greening and Cooling program, Melbourne Water (in press)
[3] Central and Gippsland Region Sustainable Water Strategy, DELWP 2022, https://www.water.vic.gov.au/planning/long-term-assessments-and-strategies/central-gipps-sws

3. Why South East Water?

Our strategic drivers

At South East Water, our vision is to Innovate with purpose and Act with care to deliver healthy water for life for our customers, community, and environment. We are committed to innovate, evolve, and improve our services to provide greater customer, community and environmental outcomes amidst the challenges posed by urban growth and climate change as well as opportunities presented by new knowledge and technologies.

Maximising the use of fit for purpose alternative water sources will contribute to our goals of securing future water supplies, protecting our environment and enhancing liveability and resilience of our customers. We are committed to make the most of all water resources including stormwater, as set out by Water for Victoria - the Victorian Government's Water Plan[4].

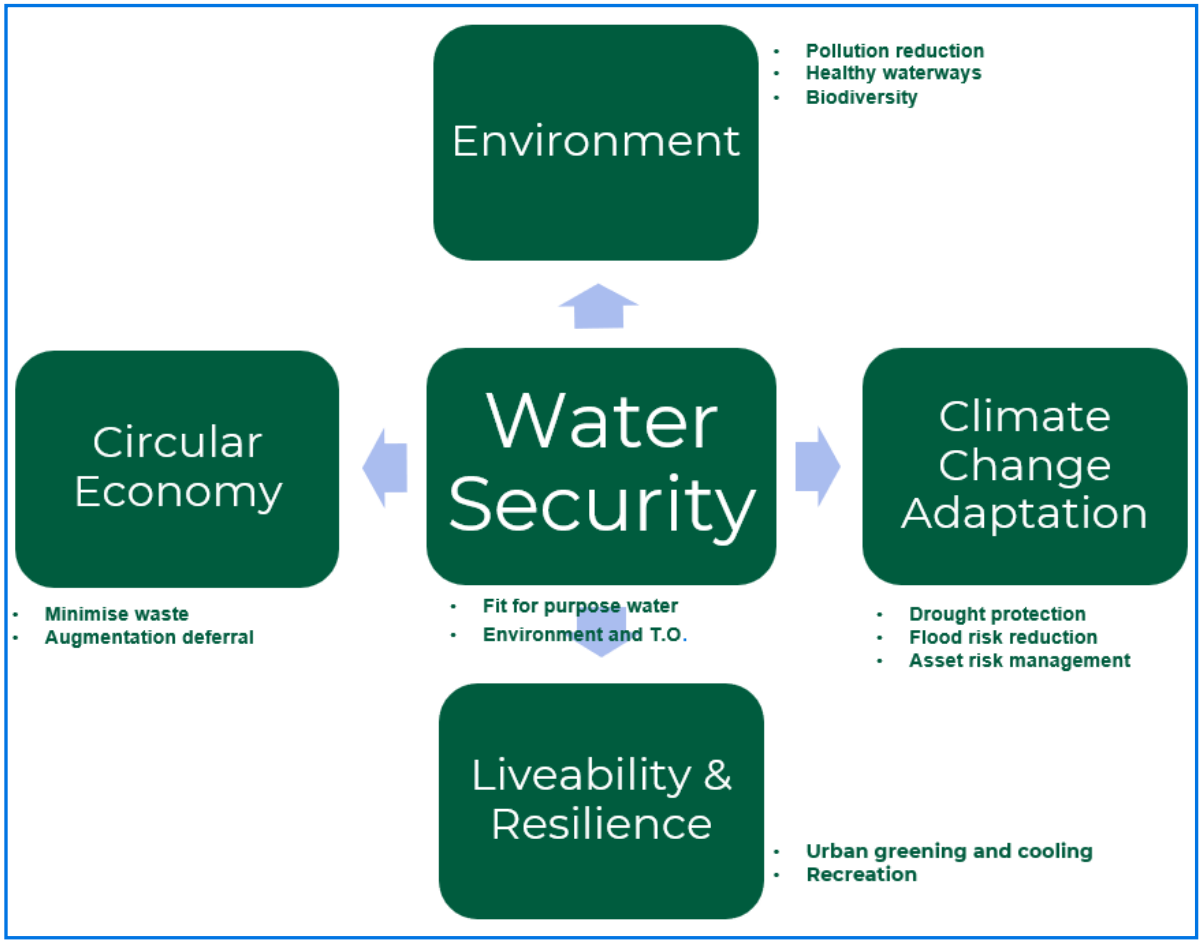

Figure 1: Our Strategic Drivers supporting stormwater harvesting and use

Good management of stormwater aligns with many of our strategic drivers including:

- Improving water security- through diversified sources of fit for purpose water

[4] Water for Victoria: Water Plan, *DELWP, 2016, https://www.water.vic.gov.au/water-for-victoria*

- Protecting our environment- reducing pollutants and providing water for the environment and biodiversity
- Resilience to climate change- reducing impacts of drought and flooding
- Enabling circular economy- through use of local sources of water and minimising waste
- Improving liveability- using locally available water to improve urban greening and cooling and recreational opportunities

Regulatory context

Traditionally, stormwater management has been focused on urban drainage, and disposal of water away from the urban landscape. Melbourne Water and councils have obligations to manage stormwater for drainage and flood mitigation. However, the broader benefits of stormwater management and reuse in providing community and ecological outcomes are not obligated to any specific agency.

The Statement of Obligations (General) 2015 issued by the Minister for Water under the Water Industry Act 1994 outlines guiding principles which drive our commitment to holistic management of water services. The statement of obligation specifically requires us to manage water resources in a sustainable manner to enhance environmental outcomes and amenity[5]. Ministerial letter of expectations issued by the water minister (2017) further consolidates our requirements to be a part of delivering holistic water solutions including stormwater management. The Ministerial letter of expectation (2022) has urged South East Water to implement relevant commitments within the IWM Forum Strategic Direction Statements, and Catchment Scale IWM Action Plans with reference to stormwater and recycled water performance targets.

Water corporations are required to comply with the commitments in the Regional Water Strategies. Policy 3.3 in the SWS states, "… water corporations will work with IWM forum partners to contribute to achieving the relevant targets in the Catchment Scale IWM Plans, to increase the use of fit-for-purpose recycled water, treated stormwater and rainwater…" SWS commits to embedding IWM objectives and criteria in all urban development or renewal projects to ensure that all sources of water including stormwater and recycled water are used in the landscapes (Policy 3.4), and further commits to Government co-investment with water corporations for using stormwater and recycled water for public open spaces (Action 3.8).

Customer expectations

Through our pricing submission engagement process, we tested expectations and priorities of our customers across a range of potential outcomes that can be supported by investing in IWM including stormwater management.

An extensive consultation process comprising 8 surveys and 28 workshops and focus groups and involving 8,680 customers showed us that our customers want us

[5] Statement of Obligations (General) 2015, *https://www.water.vic.gov.au/__data/assets/pdf_file/0015/54330/Statement-of-Obligations-General.pdf*

to deliver long-term water security in a way that honours the environment and ongoing liveability. Customers expect South East Water to use recycled water and stormwater instead of mains water where possible[6]. There was significant support for providing stormwater and recycled for business and agricultural users, as well as for projects aiming at making sportsgrounds, parks, and open spaces greener and more liveable.

Stakeholder needs

Councils, developers, businesses, and industries in our region highly value our collaborative approach in delivering IWM outcomes, and our pursuit of fit for purpose water supply for liveability and amenity outcomes. The consultation process during the development of South East Water IWM Policy Discussion paper demonstrated that Melbourne Water and councils in our service region want South East Water to increase our involvement in stormwater management, particularly in growth areas[7].

In recent years, land and water planners are ramping up their efforts to incorporate IWM in their work systems and processes. The gap between landuse planning and water planning is narrowing, aiming to deliver holistic outcomes for the community. For example, the VPA has issued new PSP guidelines that requires increase of canopy cover to at least 30% in all new developments, and provision of stormwater for irrigation of all street trees[8] Policy initiatives such as this puts a significant pressure on the councils and developers to do more for stormwater harvesting and reuse.

South East Water has the skills and capacity to support councils and Melbourne Water in delivering holistic management of stormwater using best practice technologies, and at a scale that enables IWM outcomes to be successfully achieved. Being a trusted and capable water services provider, our stakeholders have high expectations from South East Water in leading and supporting stormwater management projects and initiatives.

Our collaborative commitments

South East Water has collaboratively developed many strategies and plans with state and local governments, and other water corporations. We have endorsed the actions and targets included in these plans and have committed to contributing to the success of these plans. Some of these are described below.

IWM forums and catchment scale IWM plans

To help achieve the actions identified in Water for Victoria, the Victorian Government produced the Integrated Water Management Framework for Victoria which requires all government organisations to work together and with the community in planning, managing, and delivering IWM outcomes[9]. The IWM Forums established as a part of

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[6] Price Submission – Our journey through the customer engagement, *South East Water, August 2022 (internal report)*

[7] South East Water IWM policy discussion paper, *South East Water, March 2021*

[8] Precinct Structure Planning Guidelines: New communities in Victoria, *Victorian Planning Authority, 2021, https://vpa.vic.gov.au/project/psp-guidelines/*

[9] Integrated Water Management Framework for Victoria, *DELWP 2017, https://www.water.vic.gov.au/liveable/integrated-water-management-program/iwm-framework*

the IWM framework commits water corporations to provide a strong leadership role and facilitate and champion collaborative water management.

South East Water has a leadership role in the IWM Forums for Dandenong, Western Port and Yarra catchments. For each catchment, the forums have delivered catchment-scale IWM plans and a number of outcome-based performance targets across seven strategic priorities for each catchment, including fit for purpose water reuse, open space irrigation, increasing tree canopy cover, and reduction of pollutant discharge. South East Water has endorsed these targets and accepted our role in several projects and initiatives in our service region.

Urban Water Strategy and Sustainable Water Strategy

The Central and Gippslands Region Sustainable Water Strategy has numerous directions around IWM planning and increasing use of recycled water, rainwater, and stormwater. The strategy strongly encourages use of all sources of water across a range of public, private, and commercial settings and endorses the IWM Forum Catchment Scale IWM Plan targets. South East Water's commitment to these targets is further reinforced in the Greater Melbourne Urban Water and System Strategy[10] . GMUWSS work has demonstrated that IWM based pathways for water security provide viable alternatives to future desalination projects provided significant work is undertaken without delay in maximising the use of recycled water and stormwater using IWM approach.

Healthy Waterways Strategy and Flood Management Strategy

Healthy Waterways Strategy is a shared strategy developed by Melbourne Water with state and local governments, water corporations and the community. It covers the rivers, creeks, estuaries and wetlands of the Port Phillip and Westernport region, and aims at protecting and improving the waterways' environmental, social, economic, and cultural values for the community. The Strategy identifies that urban stormwater and recycled water represent a large alternative water source that can be used within landscapes and built environments[11].

South East Water has a committed partnership role in developing and delivering the Healthy Waterways Strategy for Dandenong, Western Port and Yarra catchments. As stormwater is a major source of pollution of waterways and the bay, our role in effective management of stormwater is critical in achieving the vision and goals of the Strategy in our service region.

Flood Management Strategy for Port Phillip and Western Port is similarly a collaborative strategy led by Melbourne Water and endorsed by state and local governments, and regional water authorities including South East Water. The strategy aims at reducing the flood risk to the community through structural and non-structural measures including IWM initiatives and place-based water opportunities led by retail water companies[12]. Many of the objectives of the Healthy Waterways

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[10] Water for Life – Greater Melbourne Urban Water and System Strategy Draft, *Melbourne Water, Yarra Valley Water, South East water and Greater Western Water, December 2021*
[11] Healthy Waterways Strategy 2018-2028, *Melbourne Water, 2018, https://healthywaterways.com.au/*
[12] Flood Management Strategy for Port Phillip and Westernport 2021-2031, *Melbourne Water, 2021, https://www.melbournewater.com.au/about/strategies-and-reports/flood-management-strategy-port-phillip-and-westernport-2021-2031*

Strategy and Flood Management Strategy are closely linked with the Catchment Scale IWM Plans developed through the IWM Forum process.

Plan Melbourne and Living Melbourne Strategy

Plan Melbourne is the Victorian Government's metropolitan planning strategy to manage Melbourne's growth and change. The strategy aims to make Melbourne cooler and greener, strengthen the metropolitan open space network, and better integrate urban development and water cycle management. Action 91 of the plan proposes government-wide action to cool and green Melbourne through creation of a metropolitan urban forest[13].

South East Water has endorsed, along with state and local government, the "Living Melbourne: Our Metropolitan Urban Forest" strategy[14]. The strategy specifies 2030, 2040 and 2050 targets for tree canopy and shrub cover for each Metropolitan Melbourne region. These targets have been adapted in the draft Land Use Framework Plans for 6 areas across Melbourne as an aspirational target[15]. South East Water plays an important role working with local and state government to support attainment of these targets through provision of fit-for-purpose water solutions.

[13] Plan Melbourne 2017-2050, *DELWP, 2017, https://www.planning.vic.gov.au/policy-and-strategy/planning-for-melbourne/plan-melbourne*
[14] Living Melbourne Our Metropolitan Urban Forest, *Resilient Melbourne, 2019, https://resilientmelbourne.com.au/living-melbourne*
[15] Melbourne's Future Planning Framework Have Your Say, *Engage Victoria, 2022, https://engage.vic.gov.au/mfpf*

4. Development of this strategy

South East water's Stormwater Plan was developed collaboratively by the Stormwater Plan Core Project team, in consultation with teams across South East Water, and selected experts from partner organisations.

A flowchart demonstrating various stages of the Plan's development process has been included in Figure 2. A brief summary of the Plan development process, and a list of key personnel involved have been included in Appendix 1.

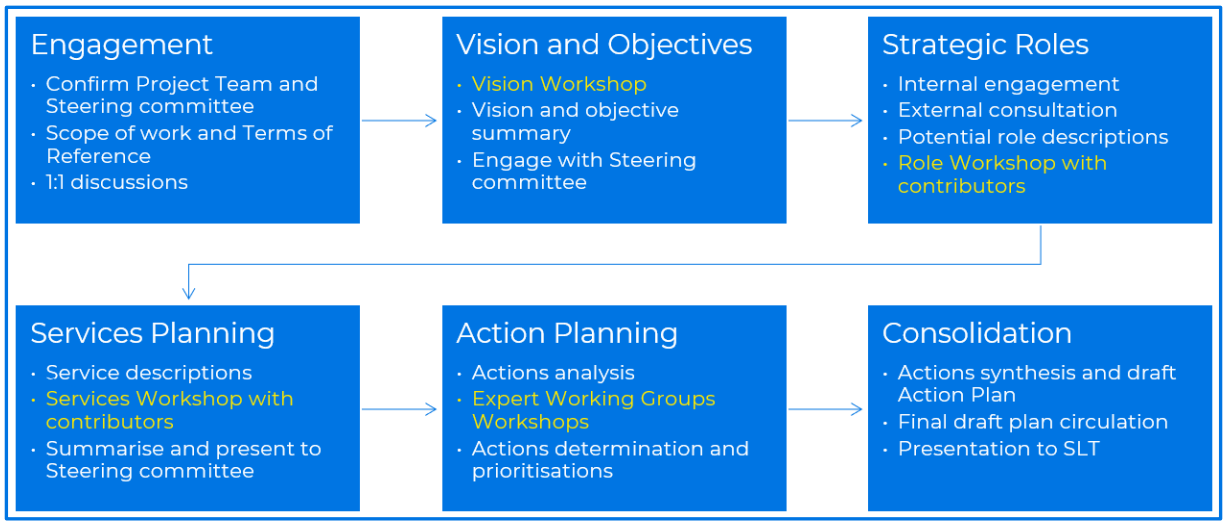

Figure 2: Development of the Stormwater Plan

The development of the Plan was guided through a program logic as illustrated in Figure 3. At the foundation of the Stormwater Plan lay our vision and mission for stormwater, collaboratively developed by the Core Project Team in consultation with teams across the business.

The vision and mission statements guided the definition of our strategic roles in stormwater and rainwater harvesting, and various collaborative roles that we could play for capitalising on these opportunities. Our potential services and activities were then further analysed, and a Stormwater Action Plan was developed prescribing our short term and medium-term activities in promoting stormwater harvesting and its use as a water resource.

Figure 3: Stormwater Plan Program Logic

5. Our vision for stormwater

South East Water's stormwater vision and mission were guided by our strategic directions and our emerging opportunities and challenges. The vison and mission statements were developed through an extensive discussion in the vision workshop at the beginning of the Plan development process.

Our vision

Stormwater as a fit for purpose water resource provides improved liveability and greater water security for our customers and communities

Our mission

We collaborate for holistic management of stormwater and rainwater to maximise opportunities for their use as fit for purpose Water resources providing beneficial outcomes for water security, waterways, bays, urban environment, and liveability.

6. Current situation

Our current involvement in stormwater

Stormwater and rainwater management is not an entirely new area of work for South East Water. In fact, South East Water has led Melbourne's water industry in rainwater reuse through leading edge IWM projects in Aquarevo and Fishermans Bend. We are also championing a stormwater harvesting research and development project in Troups Creek. We are leading or partnering in many other stormwater harvesting projects in our service area, for example in Sandown Racecourse Development area, and Narre Warren Activity Centre. This has raised expectations of our customers, community, and stakeholders that South East Water should be the lead or a major contributor to most of the rainwater and stormwater reuse projects in our service region[7].

A comprehensive list of our past and current initiatives in rainwater and stormwater management has been included in Appendix 2.

Key opportunities and gaps

Stormwater management has long been a complex area of service for the water industry. With the current drive towards diverse and resilient water resources, South East Water is presented with a range of new opportunities and challenges in relation to stormwater harvesting and use.

Our main interest in stormwater is driven by our strategic goal of water security for our customers. There are many existing and new rules, regulations and systems that support and encourage our involvement in stormwater. We are seeing increasing support and motivation from the government for South East water to lead and participate in stormwater and rainwater harvesting initiatives. Some of the key opportunities for South East Water include the followings.

- Historically high uptake of rainwater tanks, and Government initiatives to improve the uptake further through regulations, standards, and incentives
- Setting up of council led stormwater offset schemes enabling more local and precinct scale stormwater harvesting projects
- Industry wide interest and discussion around potential of stormwater for potable use
- Research and development providing low cost, high efficiency technologies and products enabling better management and control of rainwater and stormwater systems
- Greater collaboration among the water corporations, planning authorities and the Government agencies for integrated water and landuse planning

While there is a great support in the industry and community around harvesting and reuse of rainwater and stormwater at different geographical scales, numerous technical, financial, and regulatory challenges present barriers to advancement of

stormwater and rainwater harvesting. Some of the key challenges include the followings.

- Insufficient funding to cover stormwater project investments
- Limited demand for alternative water, compounded by policy restrictions on allowable uses, and decreasing area of public and private open space
- Lack of rules and agreement around whether stormwater, rainwater or recycled water should be preferred source of alternative water in a specific situation
- Absence of clear and consistent guidance around quality requirements for different end use, including guidance around mixing of different sources of alternative water
- Unclear rules around ownership and management of stormwater assets

A detailed description of the challenges and opportunities in advancing stormwater use as an alternative water resource has been included in Appendix 3.

7. Planning for the future

This strategy explores our long term and short-term roles in stormwater and rainwater initiatives. Acknowledging that roles in stormwater management are evolving and are likely to change in the future, this strategy adopt an adaptive approach that enables South East Water to act in the best possible way in the current framework, while also preparing to influence the change and take up greater roles in the best interest of our customers and the community.

Our collaborative roles

Our involvement in stormwater will be situational and varied. Our collaborative roles in stormwater will generally fall into one of the four categories:

1. Lead
2. Partner/co-lead
3. Support
4. Influence

Figure 5 illustrates how the significance of the issue or opportunity to our business might change our collaborative role in a particular initiative and vary our level of effort and investment. For the issues where we have high stakes, we will be keen to take a clear lead role and invest more heavily than other partners. On the other end, when we have a project which has certain merits but no direct benefit to our business or our customers, we will only support those projects in principle, with minimum or no investment of our resources.

Figure 4: Our Collaborative Roles in Stormwater

There will be a number of projects and initiatives, especially in policy and regulation space, where the decisions made will have impact on our business, but we do not

have direct role or authority for making decisions. For example, many projects and initiatives undertaken by the DELWP, the EPA, the Department of Health, and the ESC will impact our business operations. In such situations, our role will be to influence the decision-making authority to get the best outcome for our customers and the community.

Some examples of our typical collaborative roles in stormwater projects and initiatives are presented in Figure 6.

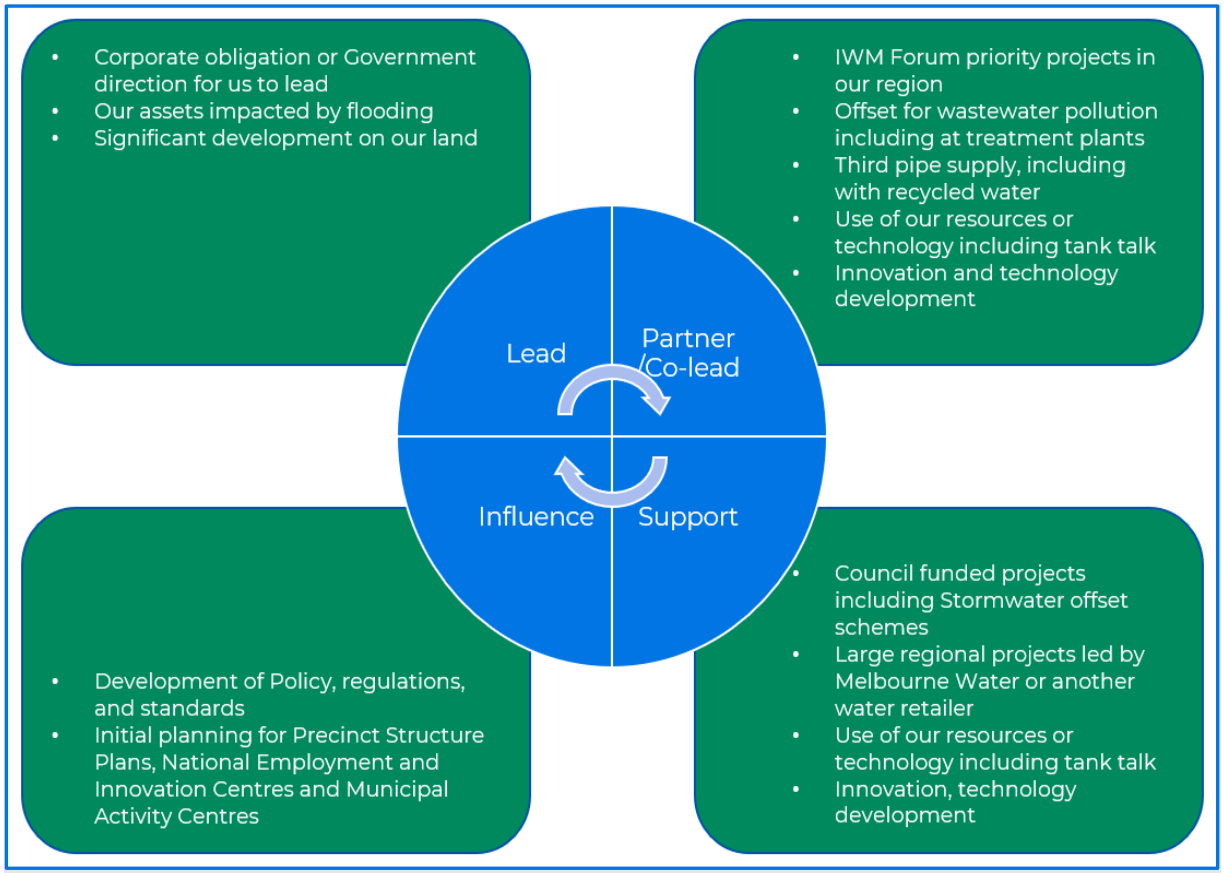

Figure 5: Examples of our varied roles in stormwater collaboration

As the roles and responsibilities, as well as resources and challenges in stormwater management will continue to evolve over the next many years, we will have a flexible approach to where we will lead, partner or support in stormwater projects and initiatives. Our decisions about whether and how much we will invest on a particular project, and which collaborative role we will take will be determined by:

- Significance of the issue or the opportunity to our business and our customers
- Resources available at the time
- Role and commitment of other partners
- Impacts, benefits, and capacity of others
- Scale and geographic location of the activity

Our strategic role categories

We engaged with teams across South East Water to identify and analyse various services and activities that we might like to get involved in, in relation to stormwater and rainwater. Through this engagement, we identified five clear themes in relation to our activities:

- Technology development
- Rainwater harvesting
- Partnership
- Supply options and prioritisation
- Solutions for the future.

Further analysis of these themes, and activity examples discussed during the engagement workshop clearly indicated 5 broad categories of our roles and services in stormwater. These have been illustrated in Figure 7.

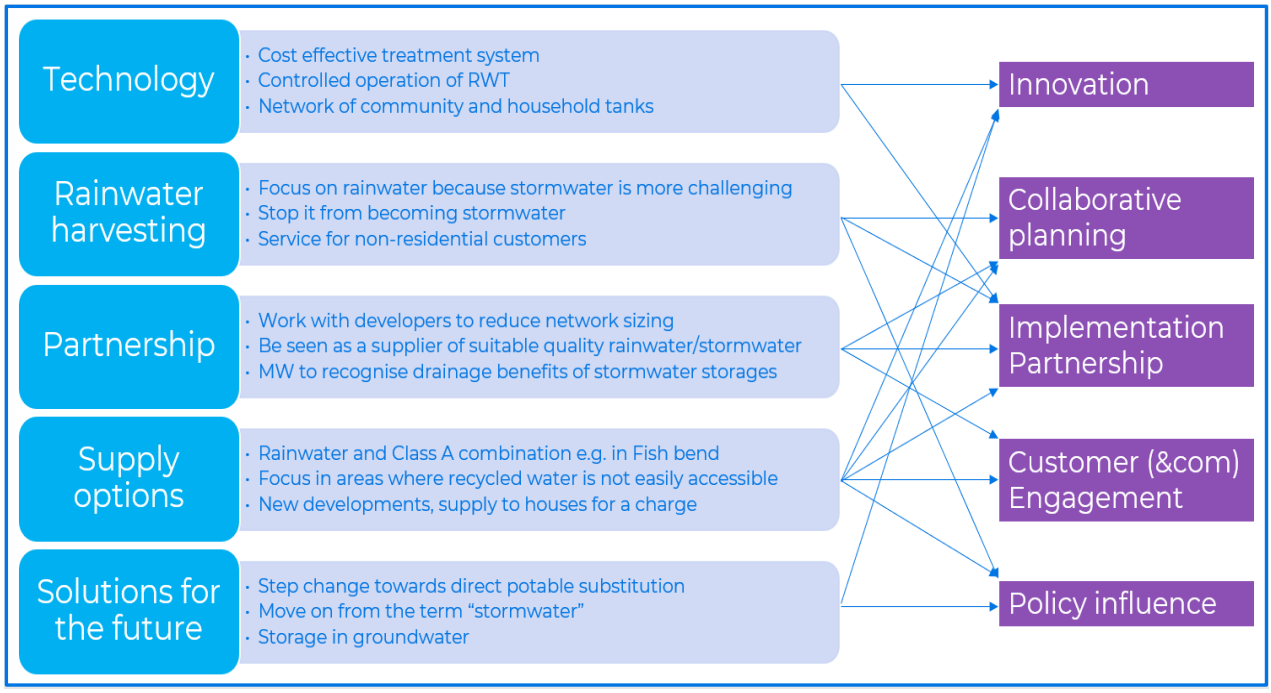

Figure 6: Our strategic role categories in stormwater

Our service commitments and planned actions under each of these strategic roles have been described in the subsequent sections.

Decision guideline for stormwater investment

We know that there is a lot that needs to be done in the field of stormwater. While we are preparing ourselves for clearer roles, and better resourcing in the future, we will endeavour to maintain a right balance between our aspirations and our currently limited role and resources in stormwater.

We developed a high-level strategic decision framework to determine where South East Water will prioritise our efforts in stormwater and other conditions where our

involvement will be limited or excluded. A schematic of the Decision Guideline has been presented in Figure 8.

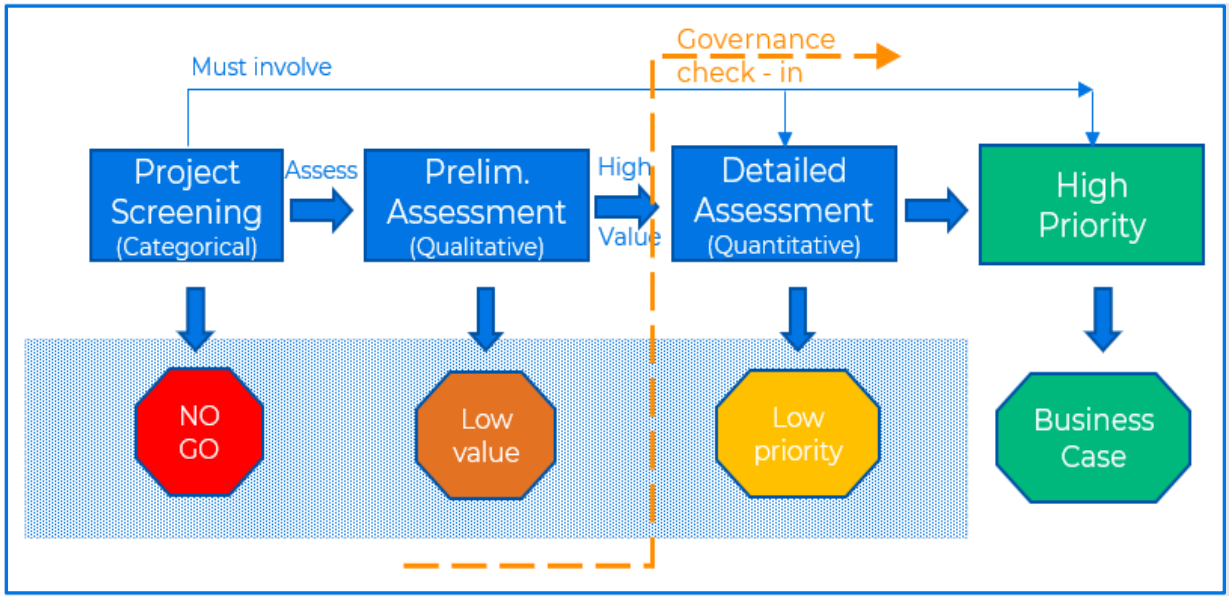

Figure 7: Stormwater Investment Decision Support Guideline

Our involvement decision for a Stormwater project or activity will be assessed through a 3-staged assessment process.

Stage 1: Project screening

In this initial stage of the screening process, all proposed projects and activities will be filtered through a high level-categorial assessment. The projects will be categorised into one of the three categories:

- Must involve
- Needs Assessment
- No-Go

Some examples of the projects that fall into each of these categories have been shown in Figure 9. Projects and activities that are deemed to be a No-Go will be removed from the list of potential projects at this stage.

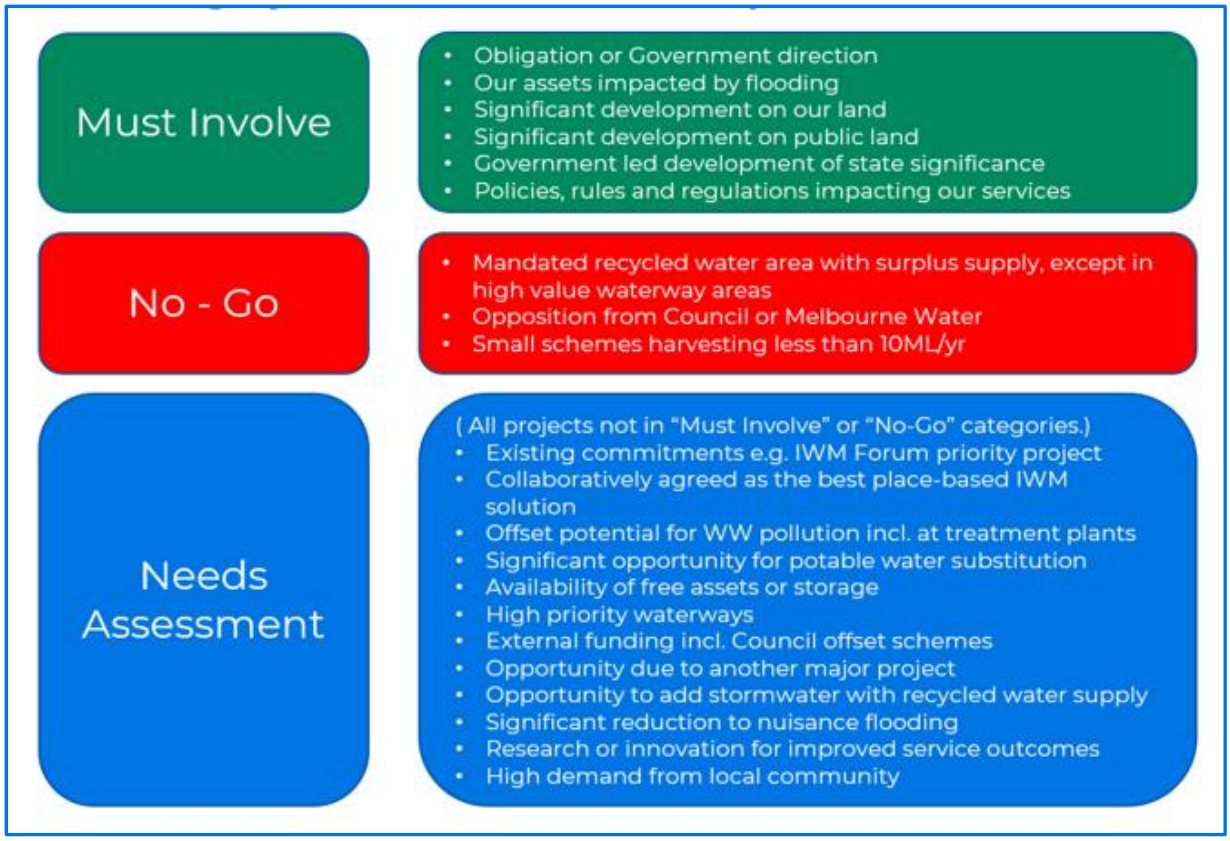

Figure 8: Examples of Categorical screening of Stormwater Projects

Stage 2: Preliminary assessment

Preliminary Assessment will involve a qualitative assessment of the proposed projects and activities based on the data and information that is already available. This assessment will evaluate what benefits the proposed project could provide to South East Water customers, and how much effort and resources might be required on that particular project from South East Water.

For the purpose of project preliminary assessment, we will use a high-level evaluation matrix developed and maintained by the South East Water IWM team. The matrix will test alignment of the proposed project with South East Water's strategic priorities and customer needs. The key criteria for assessment will include:

Water security

- Substitutes potable water use

Environment

- Reduces stormwater pollution
- Reduces sewer spill issues
- Supports Enviro. water reserve

Liveability

- Water for street tree irrigation
- Water for Active Open Space
- Water for Passive Open Space

Flood Resilience

- Reduces flood risk to customers
- Reduced flood risk to our Assets

Customer and Community

- Supports community groups
- Supports traditional owners
- Supports commercial and industrial customers

Commercial value

- Complements recycled water supply
- Supports R&D innovation and learning

Appendix 4 includes an example of how these criteria demonstrating values for South East Water will be used in evaluating and ranking various stormwater projects and initiatives.

This stage of analysis will rank the projects and activities based on their relative merits and filter out the projects that are of low value to South East Water customers. South East water may still provide nominal support to some low value projects to meet the stakeholder and partnership expectations, but no significant support will be provided to those low value projects.

The results from the preliminary benefit assessment process will be presented to South East water's leadership and governance team to ensure priority alignment and facilitate our program planning.

Stage 3: Detailed assessment

Projects that have been identified to be of high value and high priority projects, including the projects which are identified to be in "must involve" category will be analysed further at this stage. A detailed assessment of a selected project will include engineering analysis, concept design, and detailed cost and benefits estimation. This stage of analysis will assist in final prioritisation of high value projects and preparation of a business case.

8. The stormwater plan

Preparation of this Stormwater Plan involved developing a service definition for each of the five strategic role categories we have identified for South East Water. Our potential activities under each of the five role categories were identified, with a priority and urgency rating for each activity. The actions identified as high and medium priority were assigned a target completion date, and a responsible lead team. These actions were then included in the South East Water Stormwater Action Plan 2022. The Action Plan in its full detailed form has been included in Appendix 5.

Enabling action

The Stormwater Plan 2022 is South East Water's first Stormwater Plan. During the development of this Plan, all five working groups involved in developing the Action Plan identified that in the first year of its implementation, we need to allocate significant effort towards establishing good understanding of the Plan across the company and improving internal alignment and engagement. Importance of engagement with our Executive leaders to gather direction and support in implementing the Plan was also highly emphasized. This was nominated as an Enabling Action for the Stormwater Plan, to be completed by the Stormwater Plan Core Project Team within the first year of its implementation.

Policy influence

We will influence and support for the development of enabling policies, regulations and operating frameworks that facilitate harvesting and use of stormwater as a fit for purpose water resource.

High priority

- Develop policy and guidance on where to use stormwater, rainwater, and recycled water- across Western Port as an example
- Embed alternative water planning requirements in the PSP and infill development planning processes
- Embed stormwater targets in organisational strategies, obligations, and plans of IWM partner organisations
- Clarify institutional roles and responsibilities in stormwater beyond MUSIA- to enable management of stormwater as a water resource
- Develop uniform and agreed level of service and water quality standards and guidelines for different end uses
- Develop pollutant load targets and environment management plan for the Western Port Bay

Medium priority

- Develop clear guidance on funding, finance, and governance arrangements for small stormwater schemes
- Scope for exploring and developing policies around mixed sources of alternative water supply
- Identify and develop funding opportunities for stormwater harvesting and reuse

Collaborative planning

We will lead, partner and support in collaborative planning of holistic water cycle management solutions that use rainwater and harvested stormwater, where such solution provides greater social, economic, and environmental outcomes.

High priority

- Plan, detail and communicate Greening Open Space program
- Identify and support priority stormwater projects through IWM Forums and Catchment Scale IWM action plans
- Work with VPA and councils to promote stormwater harvesting in PSPs and urban renewal precincts
- Influence Healthy Waterways Strategy implementation process to make greater contribution to stormwater harvesting and reuse
- Support and influence appropriate investigations of large-scale stormwater opportunities via CASNO

Medium priority

- Develop an alternative water suitability map to provide an agreed base for where stormwater, rainwater or recycled water should be the preferred source

Implementation partnership

We will lead, partner and support implementation of stormwater and rainwater harvesting solutions that offer multiple benefits towards water security, resilience, liveability, and the environment.

High priority

- Work with Dandenong Council and Melbourne Water to progress Sandown redevelopment area dual pipe alternative water supply

Medium priority

- Document and communicate learnings from Troups Creek implementation and operation
- Work with Melbourne water to investigate the possibility to reduce drainage charges for developments that harvest and reuse stormwater

Innovation

We will lead, partner and support in the research and development of products, technologies and services that improve effectiveness, affordability and scale of rainwater and stormwater harvesting solutions providing fit for purpose alternative water.

High priority

- Partner in research to address challenges of treating variable quality of stormwater for supply

Medium priority

- Investigate and learn from Sunbury and other stormwater projects
- Pilot real time control at Troups Creek
- Pilot low-cost treatment train at Troups creek
- Support IoT Water bid for ARC Hub research for RTC in alternative water
- Scale up greening-for-cooling initiatives at Aquarevo
- Participate in a stormwater to potable trial project

Customer and community engagement

We will engage with customers and the community to improve their awareness of the benefits of using stormwater and rainwater, and their willingness to accept these as fit for purpose alternative water.

High priority

- Communicate and promote the Stormwater vision, plan, and activities with South East Water internal teams
- Develop and implement targeted engagement program for customers in stormwater project areas
- Identify and promote stormwater harvesting opportunities with developers at early planning phase

Medium priority

- Identify and use the opportunities to integrate Stormwater Plan communication within other initiatives e.g., GMUWSS communications
- Promote stormwater messaging through partner organisations e.g., DELWP and Council communications

9. Implementation of the plan

Implementation and governance

The Group Manager, Sustainable Futures will be the Responsible Manager for implementation of the Stormwater Plan. Co-ordination for implementation of the Plan and monitoring of the Plan actions will be undertaken by the Integrated Water Management team. Responsibility for implementation and reporting of individual actions will sit with the respective Lead Teams, as nominated within the Stormwater Action Plan.

Governance and support for implementation of the Stormwater Plan, and its actions will be provided by the Blue Links, or a similar Governance Committee, as directed by the General Manager, Liveable Water Solutions.

Any significant expenditure required for implementation of any action in the Plan, or its related activities (beyond what is available in the Sustainable Futures budget) shall be reviewed and endorsed by the Blue Links (or similar Governance Committee) and approved by the Group Manager of the action owner team according to their South East Water delegated authority.

Monitoring, evaluation and review

Integrated Water Management Team will monitor and report on the progress of this Plan annually. A soft review and update of the Plan will be undertaken after two years (in 2024) unless required earlier due to any major change in the obligation, policy, regulation, or role arrangements.

A full detailed review of this Plan will be undertaken in 5 years, with timing matched to provide input into preparation of South East Water's Pricing Submission in 2027.

Acronyms

ACAWN	Assessing Citywide Alternative Water Networks
AGWR	Australian Guidelines for Water Recycling
AGWR	Australian Guideline for Water Recycling
CASNO	Citywide Assessment of Stormwater Networking Opportunities
CBA	Cost Benefit Assessment
DELWP	Department of Environment Land Water and Planning
DoH	Department of Health
EPA	Environment Protection Authority
ESC	Essential Services Commission
GED	General Environmental Duty
GMUWSS	Greater Melbourne Urban Water and System Strategy
IWM	Integrated Water Management
LGA	Local Government Authority (Council)
MAC	Ministerial Advisory Committee
MUSIA	Melbourne Urban Stormwater Institutional Arrangements
NCC	National Construction Code
NEIC	National Employment and Innovation Cluster
POS	Public Open Space
PSP	Precinct Structure Plan
SEW	South East Water
SWS	Central and Gippsland Region Sustainable Water Strategy
VPA	Victorian Planning Authority
VPP	Victoria Planning Provision

Appendix 1: How this strategy was developed

The process

This strategy has been developed collaboratively by the Stormwater Plan Core Project Team, in consultation with broader business through:

1. Development of the South East Water vision and mission for stormwater
2. Analysing the logic and conditions for our involvement in stormwater
3. Defining our strategic roles and potential activities
4. Development of an action plan
5. Internal role alignment

Input and contributions

This strategy was developed with support and contribution from teams and individuals across South East Water. The project was sponsored by Andrew Sieber, the Group Manager, Sustainable Futures.

The core project team was comprised of:

1. Suresh Bajracharya – IWM Enabler (Project Manager)
2. Pam Kerry – IWM Manager
3. Rowan Barling – Alternative Water Manager
4. Steve Muir – Integrated Water Delivery Manager
5. Katrina Hermann – Environment Manager
6. David Bergmann – Research and Development Manager

The project team received support and contribution from teams across the organisation. The key contributors who were involved in various workshops throughout the development of the plan included:

1. Terry Daglish – Group Manager, Liveability
2. Vanessa Lenihan – Group Manager, Resource Recovery
3. Carolyn Madden – Group Manager Treatment and Recovery
4. Giuliano Gava – Group Manager Land Development
5. Paul Galvin – Manager Property Development
6. Anthea McManemin – Water Quality Manager
7. Vahid Sourghali – Minor Capital Works Manager
8. Declan McCreesh – Group Manager Network Operations

The short term and long-term actions under the 5 different strategic roles were identified through 5 Expert Working Groups assembled for this purpose. The personnel contributing to these working groups are as listed below.

Role	Working group members
1. Policy influence	Pam Kerry (IWM) Andrew Sieber (Sustainable Futures) James Westcott (Water Resources) Katrina Hall (Environment) Jon Theobald (Community and Stakeholders)
2. Collaborative planning	Rowan Barling (Alternative Water) Rob De Boos (IWM) Katrina Hall (Environment) James Westcott (Water Resources)
3. Implementation partnership	Steve Muir (Liveability) Ehsan Farno (Water Quality) Rowan Barling (Alternative Water) Paul Galvin (Connections) Conrad Dabrowski (IWM) Dat Pham (Water Network)
4. Innovation	David Bergmann (Research and Development) Ehsan Farno (Water Quality) Dat Pham (Water Network) Pam Kerry (IWM)
5. Customer and community engagement	Terry Dalgleish (Liveability) David Bergmann (Research and Development) Donna Jagger (Customer Strategy) Jon Theobald (Community and Stakeholders)

Several personnel from our partner organisations in the water industry, mainly from other water corporations and councils in our service area also actively contributed to the development of this strategy.

Appendix 2: Our current initiatives and case studies

Rainwater harvesting initiatives

South East Water has led the Melbourne's water industry in rainwater management through leading edge projects in Aquarevo and Fishermans Bend. This has raised expectations of our customers, community, and stakeholders in relation to our capacity and role in rainwater and stormwater harvesting. South East Water has raised to this challenge and recently developed a South East Water Rainwater Tank Strategy which outlines our vision, objectives and roles in provision and management of rainwater tanks and related services.

Apart from Aquarevo and Fishermans Bend, South East Water is also engaging with stakeholders in a number of other areas where smart tank technology is being sought to capture multiple benefits provided by rainwater reuse. For example, we developed a concept design for distributed tank system for flood mitigation in a catchment in Knox City Council and were also involved in deploying smart tank system for a project led by Whittlesea City Council through our commercial partner Iota. Our role in smart tanks and rainwater harvesting can be expected to grow wider in the future with additional emphasis being put on the importance of water conservation and local reuse.

Aquarevo

Aquarevo is a water- and energy-efficient residential estate being developed by South East Water and Villawood Properties. The estate will feature 460 water-sensitive homes that will reduce the community's reliance on drinking water by up to 70% and reduce local flooding by 25%. Smart technology developed by South East Water that monitors and controls the operation of rainwater tank, working together with hot water system, pressure sewer, and advanced water and energy use monitoring system makes Aquarevo a world leading example of water sensitive urban development.

Fishermans Bend

In Fishermans Bend, South East Water is working with Councils, Melbourne Water, and the Victorian Government to implement Smart rainwater tank system in every building which will result in reduced demand for potable water, reduced local flooding and improved urban greening and amenity. Provision of smart tanks, together with precinct scale water recycling plant providing alternative water to the whole precinct are key elements of the Water Sensitive City Vision for the Fishermans Bend precinct[16].

[16] Fishermans Bend Water Sensitive City Strategy, *Department of Jobs, Precincts and Regions, 2022, https://www.fishermansbend.vic.gov.au/media/fishermans-bend-water-sensitive-city-strategy*

Stormwater harvesting initiatives

South East Water's involvement in stormwater harvesting and reuse have so far been limited. There is a growing demand for South East Water to lead or partner in the stormwater reuse projects in our service region. Many councils in our service region are highly interested in stormwater reuse initiatives and seek our partnership and guidance in local stormwater harvesting opportunities.

There are also needs and expectations for South East Water to look into stormwater harvesting opportunities at a regional scale. South East Water has been working with Melbourne Water, DELWP and councils on many strategic initiatives that involve capture and reuse of stormwater at a larger scale such as through the Assessing Citywide Alternative Water Network (ACAWN) and Citywide Assessment of Stormwater Networking Opportunities (CASNO). Some of our current initiatives are summarised below.

Troups Creek

This project aims at real time monitoring and control of a stormwater wetland to deliver improved hydrological and treatment performance that results in better ecological outcomes, enhanced aesthetics, and supply of harvestable alternative water to local communities.

The project involves South East Water's OneBox technology and automated system for controlling the inlet and outlets of the stormwater wetland which will improve the wetland performance and deliver other optimisation benefits. Although the current focus of the project is on improving the wetland performance, the technology, when proven, can be more widely applicable for other projects focussing on stormwater harvesting and reuse.

Figure 9: Troups Creek Stormwater Harvesting

Fountain Gate

Fountain Gate is a partnership Stormwater Harvesting project being led by Casey Council and is one of the priority projects in Dandenong Catchment IWM Plan. The Victorian Government's $1.7 million contribution, along with co-contributions from Casey Council and south East Water enables the construction and operation of an advanced stormwater harvesting and treatment system at the Max Pawsey Reserve. A distribution network is planned to supply up to 50 ML per annum of treated stormwater for re-use through the area, including for irrigation of local parks. The proposed later stages of the project include higher level treatment for supply of treated stormwater to nearby recreational and residential users.

Sandown Racecourse

Sandown Racecourse is an approximately 112 ha site currently used as a racing track and an entertainment centre. The Melbourne Racing Club is proposing to develop this site primarily for residential housings accommodating 16,000 people within 7,500 dwellings and supporting commercial and community centres.

South East Water partnered with Melbourne Water and City of Greater Dandenong to develop a comprehensive IWM Plan for this site which supports multiple IWM objectives such as flood management, water quality improvement and use of fit for purpose alternative water. The centrepiece of the Plan is a local stormwater harvesting and treatment plant which will supply treated stormwater to all new residential dwellings through a third pipe supply network. Development of the plan and the developer guidance for IWM was partly funded through an IWM grant from DELWP. The project is a high priority project in the Dandenong Catchment IWM plan and is expected to set an example for stormwater harvesting and reuse within an infill development context.

Figure 10: Sandown Racecourse IWM Plan

Greening open space Program

South East Water is looking to build viable, co-funded partnerships with land managers where valued open spaces have been strategically planned, prioritised and improvement opportunities identified. Councils have conventionally relied on potable water supplies for watering these open spaces. Such supplies are subject to water restrictions during the times of drought and are costly for the councils. South East Water plans to develop a funding assistance program to support the councils in developing alternative water systems for these open spaces, enabling watering during the times of drought.

This partnership program seeks to:

- provide local landscapes and communities with cool, green, accessible areas
- provide access to a 'fit for purpose' water source
- ensure preservation/enhancement of active and passive public open space, including sportsfields
- provide support to open space operators in efficient and effective use of water
- develop a long-term program partnership with Councils in the management of integrated water solutions for broader liveability outcomes.

Many of the projects delivered through the partnership program are likely to include stormwater harvesting and reuse as such projects will deliver multiple benefits including reduced flooding risk and improvement of waterway water quality.

Assessing Citywide Alternative Water Network (ACAWN)

ACAWN was a DELWP led project, in collaboration with South East Water and other water corporations in Greater Melbourne. This study estimated that there could be an annual demand of about 330GL of alternative water in Greater Melbourne by 2070. By the same year, Melbourne will have wastewater volume of up to 700GL, and stormwater runoff of about 750GL per year[17].

ACAWN bookend option for stormwater assumes that the priority areas of the Healthy Waterways Strategy could each be serviced with stormwater harvesting schemes at regional scale, and this will capture typically a yield of 60% of runoff volumes. In South East region, the priority catchments of Cardinia, Toomuc, Deep and Ararat Creeks are estimated to have a harvestable stormwater volume of 4,255ML/year, and 60% of this volume, or 2.6GL/year is estimated to be harvested through centralised schemes. This harvested stormwater will potentially be used to meet the alternative water demands through the South-East growth dual pipe area, and south-east peri-urban agricultural areas.

The study concluded that for large network of supply like ACAWN, recycled water is more preferred source of supply that stormwater. However, there will be opportunities for large scale stormwater harvesting in the areas where recycled water is not readily available and/or there are other primary drivers such as flooding

[17] Assessing Citywide Alternative Water Networks, *Melbourne Water, 2021*

and high value waterways. The ACAWN project has recommended for detailed analysis and identification of such opportunities in Dandenong and Western Port Catchments as a matter of priority.

Appendix 3: Our opportunities and challenges in stormwater

Emerging opportunities

Mandatory rainwater tanks

The use of rainwater tanks for garden and household use is well established in Victoria. The key drivers for rainwater tanks are:

- Community initiative in response to drought and water restrictions
- A rebate scheme between 2011-2015 that supported 48,000 tank installations
- Stormwater management requirements under the VPPs, that are often met with a rainwater tank, particularly in infill development.
- Requirements under a Victorian Variation to the National Construction Code (NCC) that all new detached houses, semi-detached houses, and townhouses install either a solar hot water system or a 2kl tank plumbed to the toilet. The Victorian variation will likely be repealed in 2022.

DELWP is undertaking a study to investigate options to introduce rainwater tank requirements for all new building types currently not covered by the VPPs, as recommended by the Stormwater Ministerial Advisory Committee. A cost benefit analysis is being undertaken to develop a regulatory impact statement. There is also a potential for use of rainwater tanks to be more widespread among businesses, industries, and residents due to the General Environmental Duty provision in the new Environment Protection Act.

Stormwater offsets

One of the key recommendations of the Stormwater MAC was to establish an effective, voluntary stormwater quality offset schemes across Victoria. Subsequently, the Victorian Government has facilitated the process of developing stormwater offset schemes for areas not covered by Melbourne Water's Development Services Schemes.

The foundation of these programs is the ability of the councils to collect and treat stormwater at a suitable location which provides opportunities for harvesting and reuse of treated stormwater. Not all houses, particularly townhouses, will be able to install and use a rainwater tank onsite and hence offset may need to be offered. Several councils in South East Water service region including Kingston and Mornington Peninsula have established or are in the process of establishing stomrwater offset schemes in their jurisdictions.

Stormwater to potable

There will be opportunities and demand for supply of treated stormwater for potable use in the future if/when the rules around potable use of alternative water changes. If the rule allows, potable use of stormwater may be the most economical and

significant solution in some areas, especially in catchments with high value waterways. Cardinia Shire Council has expressed an interest for South East Water to look into these options for the Shire area. South East Group of Councils has also expressed interest in this area and are working with South East Water to further explore this.

Melbourne Water has started exploring stormwater to potable options for a few developments in the high value waterway catchments like Sunbury and Melton. These options were also included in the ACAWN and GMUWSS analyses as potential future water security measures.

Innovative Technologies

Real time control of stormwater storages provides exciting opportunities to improve performance of the stormwater wetlands. South East Water has currently been trailing this innovative technology in Troups creek wetland. We are partnering with Monash University to develop real time control of a wetland through low-cost sensors. This could be a game changer in stormwater harvesting.

There are also opportunities to develop a fully automated and self-correcting control system for controlling stormwater flow and volume in ways that maximise the stormwater volume and quality outcomes, and hence its reuse opportunities.

Partnership and Funding

The Victorian Government has shown commitments to support the use of alternative water, and in the recent year has put forward a number of incentives and grants for alternative water projects. These have bolstered the feasibility of some of the stormwater projects that would not have materialised without external funding and strong partnerships among the stakeholders.

There is also growing awareness and consensus among the water and land use planning industry that reuse of stormwater is beneficial for the community and the environment and they need to work together to bring these initiatives to fruition. Leading research institutions like the Water Sensitive Cities Institute (formerly the CRC for Water Sensitive Cities), and Government bodies like Infrastructure Australia and DELWP are showing increasing support for IWM projects that provide broader social and community outcomes which are difficult to monetise.

Key gaps

Limited demand, competing alternatives

It is a common challenge in IWM projects to have multiple sources of alternative water competing for the same limited demand. Even in greenfield development areas where third pipe recycled water has been mandated, it is common to have a competing need to consider rainwater and stormwater harvesting due to high value waterways or flooding problems.

In infill development areas, rainwater tanks are usually the go-to solution as building other alternative water supply infrastructure is logistically too challenging[7]. However, majority of precinct scale redevelopment or urban renewal areas that have moderate demand for alternative water face uncertainty in relation to the choice between

rainwater, stormwater, and recycled water. There is no clear decision rule or consensus among the water corporations and the councils in relation to the trade-off between different benefits offered by different sources of alternative water.

Stormwater regulations and guidelines

In June 2021, the EPA released the Urban Stormwater Management Guidance. The guidance is the result of the EPA's review of the BPEM and is focussed on stormwater volume reduction targets. The targets require significant capture of stormwater runoff to meet the performance objectives, especially in the Healthy Waterways Strategy priority catchments[18].

The guidance is anticipated to be coupled with General Environmental Duty (GED) and hence eventually could become a strong measure to improve stormwater management practices. It is however not clear how these requirements will be implemented in practice.

There are a few ongoing regulatory issues and barriers in effective and efficient management of stormwater which include:

- Unclear rights and rules over the use of stormwater
- Restrictions on end uses (Government rules)
- Lack of holistic, risk-based approach to mitigating impacts of stormwater through reuse
- Unclear rules for ownership and management of stormwater/IWM assets
- Insufficient funding to support stormwater investments

Stormwater supply quality standards

There is no clearly set requirements and guidance for treatment and reuse of stormwater for various purposes. The Urban Stormwater Guidance mentions about primary, secondary and tertiary treatment processes for stormwater treatment, but these treatment processes mainly focus on physical parameters and nutrients and do not cover pathogen removal.

Guidelines for Stormwater reuse, as set out in the Australian Guidelines for Water Recycling (AGWR) provides some guidance on managing potential public health and environmental risks associated with reuse of:

- Roof water collected from non-residential buildings (including industrial buildings)
- Urban stormwater from sewered areas, including stormwater collected from drains, waterways, and wetlands.

These guidelines are based on limited data and now over ten years old. This document also does not cover integrated water cycle planning, combined effluent, and stormwater supply schemes.

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[18] Urban stormwater management guidance, *EPA, 2021, https://www.epa.vic.gov.au/about-epa/publications/1739-1*

Australian Research Council, along with major water companies within Greater Melbourne are undertaking a review to develop a stormwater quality report that will inform future development of the AGWR and support the development of stormwater recycling.

Affordable stormwater solutions

Unlike sewerage systems, stormwater systems are not designed to flow onto a common large-scale storage and treatment location. Partial treatment of stormwater is required at local catchments to meet the water quality requirements set by the VPPs and then they are discharged into the waterways. This existing arrangement implies that the best location for collection and reuse of stormwater is closest to the stormwater outfall. Building a stomrwater collection system connecting different outfalls along a waterway is usually extremely expensive.

Another key cost component of stormwater harvesting projects is the land required for storage. Having a suitable local storage readily available for harvesting, or co-location of stormwater storage with other required infrastructure (such as retarding basins, easements, and passive open space) will increase the economic viability of stormwater harvesting projects. For stormwater harvesting and reuse to be feasible and more widely practicable, low-cost options for “fit for purpose” stormwater solutions need to be identified and implemented.

Obligations and funding for IWM targets

Currently our Statement of Obligations does not explicitly require IWM Forum targets to be met, however DELWP is seeking to embed these targets into our business obligations and requirements in different other forms, for example, in the Ministerial letter of expectation issued to water corporations in 2022. Melbourne’s water corporations have strongly supported that these targets have more likelihood of success if they are embedded as requirements rather than aspirations.

Through Pricing Submission process, we have estimated the bill impacts of alternative water projects on our customers, and tested customer’s willingness to fund these initiatives. Although there was a huge support from the customers for South East Water to invest in alternative water projects that support waterways and urban amenity, there is limited willingness to pay for these initiatives[19].

[19] What customers want and how much they are willing to pay, *South East Water, November 2021 (internal report)*

Appendix 4: Example projects values assessment table

Strategic Objectives	Water Security	Environment			Liveability			Flood Resilience		Customer and Community			Commercial value		Count
Benefits to SE water	Substitutes potable water use	Reduces stormwater pollution	Reduces sewer spill issues	Supports Enviro. water reserve	Water for street tree irrigation	Water for Active Open Space	Water for Passive Open Space	Reduces flood risk to customers	Reduced flood risk to our Assets	Supports community groups	Supports traditional owners	Supports com. & ind. Customers	Complements recycled water supply	Supports R&D innovation and learning	
Project Description															
Sandown Racecourse	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	No	No	Yes	TBC	Yes	8
Fountain Gate	Yes	Yes	No	No	TBC	Yes	TBC	Yes	No	No	No	Yes	No	No	5
Troups Creek	Yes	Yes	No	No	No	No	No	No	No	No	No	No	No	Yes	3

Appendix 5: South East Water stormwater action plan

(Please see the following page for Team Name abbreviations)

Action	Priority	Year	Lead	Collaborators
Enabling action				
Communicate and engage to establish common understanding, internal alignment and support on the Stormwater Strategy, priorities, approach, governance, and planned activities	High	2022	IWM	CPT, Blue link, PR, SF, CSM
Policy *(we will)* influence				
Develop policy and guidance on **where to use stormwater, rainwater, and recycled water**- across Western Port as an example	High	2024	IWM	RR
Embed alternative water planning **requirements in the PSP and infill development planning** processes	High	2024	IWM	LD, Growth
Embed stormwater targets in organisational strategies, **obligations, and plans** of IWM partner organisations	High	2024	IWM	PR, WR
Clarify institutional **roles and responsibilities in stormwater beyond MUSIA**- to enable management of stormwater as a water resource	High	2027	IWM	SF, PR
Develop uniform and agreed **level of service and water quality standards** and guidelines **for different end uses**	High	2027	WQ	IWM, R&D, Con, Live, RR
Develop pollutant load **targets and environment management plan for the Western Port Bay**	High	2027	IWM	RR, R&D
Develop clear guidance on funding, finance, and governance arrangements for small stormwater schemes	Medium	2027	PR	Finance, CS, IWM
Scope for exploring and developing policies around mixed sources of alternative water supply	Medium	2027	IWM	RR, R&D
Identify and develop funding opportunities for stormwater harvesting and reuse	Medium	2027	IWM	PR, WR
Collaborative planning				
Plan, detail and communicate **Greening Open Space program**	High	2024	IWM	RR, Live
Identify and support priority stormwater projects through **IWM Forums and Catchment Scale IWM action plans**	High	2024	IWM	
Work with VPA and councils to promote stormwater harvesting in **PSPs and urban renewal precincts**	High	Ongoing	IWM	Live, CSM
Influence **Healthy Waterways Strategy implementation process** to make greater contribution to stormwater harvesting and reuse	High	Ongoing	IWM	Live
Support and influence appropriate investigations of large-scale stormwater opportunities via CASNO	High	2024	IWM	RR

Action	Priority	Year	Lead	Collaborators
Develop an alternative water suitability map to provide an agreed base for where stormwater, rainwater or recycled water should be the preferred source	Medium	2024	IWM	RR. Live
Action	**Priority**	**Year**	**Lead**	**Collaborators**
Implementation partnership				
Work with Dandenong Council and Melbourne Water to progress **Sandown redevelopment area dual pipe alternative water** supply	High	2027	IWM	RR
Document and communicate learnings from Troups Creek implementation and operation	Medium	2024	R&D	IWM
Work with Melbourne water to investigate the possibility to reduce drainage charges for developments that harvest and reuse stormwater	Medium	2027	Live	IWM
Innovation				
Partner in research to address challenges of **treating variable quality of stormwater for supply**	High	2027	R&D	WQ, IWM
Investigate and learn from Sunbury and other stormwater projects	Medium	2024	IWM	
Pilot real time control at Troups Creek	Medium	2024	R&D	IWM, WQ, Live
Pilot low-cost treatment train at Troups creek	Medium	2027	R&D	WQ
Support IoT Water bid for ARC Hub research for RTC in alternative water	Medium	2027	R&D	IWM
Scale up greening-for-cooling initiatives at Aquarevo	Medium	2027	R&D	Live, IWM
Participate in a stormwater to potable trial project	Medium	2027	R&D	IWM
Customer and community engagement				
Communicate and promote the Stormwater vision, plan, and activities **with South East Water internal teams**	High	2024	IWM	Comms
Develop and implement **targeted engagement program for customers** in stormwater project areas	High	2027	Live	CSM
Identify and promote stormwater harvesting **opportunities with developers at early planning phase**	High	Ongoing	LD	Live, IWM
Identify and use the opportunities to integrate Stormwater Plan communication within other initiatives e.g., GMUWSS communications	Medium	2024	IWM	Comms, CSM
Promote stormwater messaging through partner organisations e.g., DELWP and Council communications	Medium	Ongoing	IWM	CSM

Team name abbreviations

Con = Connections	Comms = Communications and Media
CPT = Core Project Team	CS = Customer Strategy
CSM = Community and stakeholder management	Enviro = Environment
IWM = Integrated Water Management	LD = Land Development
Live = Liveability	PR = Pricing and Regulations
Rel = Reliability	RR = Resource Recovery
SF = Sustainable Futures	WQ = Water Quality
WR = Water Resources	

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How to get in touch

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