



LOGAN
WATER

Water Netserv Plan (Part A) 2022–2026



Acknowledgement of Country

We acknowledge the Yugambah people as the Traditional Custodians of the country on which we work. We honour Elders past and present, whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

We respect the deep cultural and spiritual connections that our local peoples have with the land and water, and its importance to cultural vitality, life and identity.

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Overview

The City of Logan

The City of Logan is a young and vibrant community, home to more than 363,000 people from 217 different cultural backgrounds who speak more than 50 languages. The median age is 34 years.

The City of Logan was created in 1979 and underwent rapid growth over the next 4 decades. Today, the City of Logan covers 959 km² and has 70 suburbs. The City of Logan is a growing residential area, with large rural, rural-residential, commercial and industrial areas. Rural areas are in the southern, western and eastern edges of the city. Looking ahead to the next 20 years, the City of Logan will continue to be one of the fastest growing cities in Queensland.

The City of Logan's population is projected to reach more than 500,000 by 2036. Our fastest growing suburbs include Yarrabilba, Park Ridge, Logan Reserve, Holmview and Flagstone.

About Logan City Council

The City of Logan is governed by Logan City Council. We are a progressive local government striving to build a better city. We do this by planning for the future in a way that is financially responsible, sustainable and focused on our community's needs.

We aim to provide our community and businesses with quality services, infrastructure and facilities, and work to ensure future growth is planned and managed. We are committed to creating a city of opportunities for families, lifestyle and business.

City vision

City of Logan: a green city full of pride, opportunity and culture.

Our purpose

To make a positive difference in people's lives through the quality of the services we provide.

Our goal

To be an organisation where our staff pursue excellence in all that they do with high levels of personal job satisfaction.



About Logan Water

The City of Logan's water supply and wastewater service provider is Logan Water. It operates as a commercial business unit of Logan City Council.

Logan Water is responsible for providing safe, reliable and efficient drinking water supply and wastewater services to customers in the City of Logan. As a wholly owned and operated business of Council, Logan Water strives to strike a balance between being a public utility and being a commercial business focused on effective customer service and value for money.

Logan Water works closely with the other water service providers in the region as well as various state government departments and bodies. This enables us to comply with legislation and regulations to uphold our environmental obligations, meet the Australian Drinking Water Guidelines, operate efficiently and sustainably and develop standardised policies and codes.

As a water service provider, we collaborate and engage closely with Seqwater, the state-owned statutory authority responsible for supplying, treating and transporting the bulk water that we deliver to our customers.

Logan Water's purpose

As a water service provider, Logan Water provides safe, reliable and sustainable water and wastewater services for the benefit of the Logan community. We are a water utility focused on reliable, cost-effective, high-grade service delivery.

Our ambition is to realise sustainable opportunities for the City of Logan to be stronger, greener, and smarter. Our commitment to innovative technology and integrated ways of working creates a future worth investing in.

Logan Water's vision

Reliable. Sustainable. Committed.

Our ambitions and objectives

Our strategic objectives provide the focus for achievement of our ambitions. They drive our priority setting, resource allocation, capability requirements and budgeting activities.

Effortless Customer Experience

Objective 1.1 We ensure our customers consistently get what they need and expect.

Objective 1.2 We make decisions based on authentic customer and community connection.

Resilient Infrastructure

Objective 2.1 We provide infrastructure to meet the region's growth.

Objective 2.2 We create resilient infrastructure adaptable to ongoing change.

Future-Ready People

Objective 3.1 We are a safe, engaged and thriving workforce.

Objective 3.2 We are empowered, enabled and accountable for our performance.

Objective 3.3 We are diverse, inclusive and prioritise equity.

Enhanced Sustainability

Objective 4.1 We power the City of Logan's circular economy.

Objective 4.2 We deliver assets that complement our natural environment.

Objective 4.3 We drive long term financial sustainability.

The Water Netserv Plan (Part A)

A Water Netserv Plan (Part A) is a statutory requirement under the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*. It provides information to our customers and stakeholders about Logan Water's water supply and wastewater networks and services.

The Water Netserv Plan (Part A) aims to:

- › ensure water and wastewater services are safe, reliable and secure;
- › plan for the delivery of water and wastewater infrastructure for the next 20 years;
- › ensure water and wastewater service planning is integrated with land use and infrastructure planning;
- › provide strategic planning of water operations;
- › manage our water and wastewater services in an ecological and sustainable way.

Our Water Netserv Plan (Part A) is consistent with the *South-East Queensland Regional Plan 2017 (Shaping SEQ)* and the expectations of our local community. It sets out Council's commitments to our community and provides general information regarding our water and wastewater services.

It explains our commitment to the community, how we serve and engage with customers, how we deliver the right infrastructure, and how we are planning water and wastewater services for the future. Our Water Netserv Plan (Part A) is a key strategic and business management tool for our water and wastewater business and must align to the Local Government Infrastructure Plan (LGIP).

The LGIP is a long-term plan that shows the trunk infrastructure needed to serve the community and support growth across 6 infrastructure networks being:

- › water supply
- › wastewater (sewerage)
- › stormwater
- › transport
- › parks
- › land for community facilities.

The planned infrastructure shown in the LGIP is based on considerations such as the projected future urban development, the desired standards of service (DSS) and the capacity of existing infrastructure. Visit [Logan Planning Scheme – Logan City Council](#)

Customer service standards

As a provider of essential services, we commit to providing safe, reliable and sustainable water supply and wastewater services. This includes a positive and high-quality experience for our customers and residents, 24 hours a day, 7 days a week.

Our customer service standards can be viewed on our website. Visit [Logan Water – Logan City Council](#)

How to contact us

You can contact Logan City Council via the following methods:

☎ **07 3412 3412**

✉ council@logan.qld.gov.au

🌐 **logan.qld.gov.au**

📬 All mail should be addressed to:

Chief Executive Officer
Logan City Council
PO Box 3226
Logan City DC QLD 4114

Logan City Council has three customer service centres:

Logan City Council Administration Centre

📍 150 Wembley Rd, Logan Central
🕒 Open: 8 am–5 pm Monday to Friday

Beenleigh Customer Service Centre

📍 105 George Street Cnr City Road, Beenleigh
🕒 Open: 8 am–4:45 pm Monday to Friday

Jimboomba Customer Service Centre

📍 18–22 Honora St, Jimboomba
🕒 Open: 8 am–4:45 pm Monday to Friday

How we handle complaints

We welcome feedback from our customers to improve our business. Aligned to Council's Administrative Action Complaints Policy, our complaints management process is:

- > backed by a strong commitment to the complaints systems;
- > fair;
- > accessible and well publicised for all people;
- > responsive to customers;
- > effective;
- > open and accountable.

Energy and Water Ombudsman

We are committed to ensuring customers receive a fair, open and honest outcome to their enquiry or complaint. If you are not happy with the way in which we have dealt with your water or wastewater complaint, you can refer your concerns to the Energy and Water Ombudsman Queensland (EWOQ), who may be able to help.

EWOQ is an independent agency that receives and investigates consumer complaints about billing, metering and general complaint-handling processes of service providers in the energy and water industries in South- East Queensland. Customers can contact the EWOQ by:

🌐 [Submit a complaint | EWOQ](#)

☎ **1800 662 837**

📞 07 3087 9477

📬 **PO Box 3640, South Brisbane BC Qld 4101**

📍 Level 16, 53 Albert Street, Brisbane

Review period

Under the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*, Logan Water must review its Water Netserv Plan (Part A) every five years to ensure the plan:

- > is consistent with the SEQ regional plan;
- > is consistent with the relevant planning assumptions;
- > achieves the purposes of the plan (outlined above).

Logan Water also reviews the connection areas before October each year.

In making amendments to the Water Netserv Plan (Part A), Logan Water must identify the type of amendment (administrative, minor or major), carry out community consultation as required and follow the approval process as outlined in Section 99BRAA of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*.

The Water Netserv Plan (Part A)

1. Context

1.1 Preliminary

- (1) This plan has been prepared in accordance with the requirements of the *South East Queensland Water (Distribution and Retail Restructuring) Act 2009*. This plan may be cited as Logan Water's Water Netserv Plan (Part A). A notice was published on 17 November 2023. The commencement date for this plan was 6 November 2024.
- (2) The **purpose of this plan** is:
 - (a) to provide for **strategic planning** for the operation of Logan Water's business;
 - (b) to provide planning for the **delivery of infrastructure** for supplying Logan Water's water services and wastewater services for at least 20 years;
 - (c) to ensure the provision of **safe, reliable and secure** water services and wastewater services by Logan Water;
 - (d) to **integrate land use planning and infrastructure planning** for Logan Water's water services and wastewater services;
 - (e) to provide for the management of Logan Water's water services and wastewater services in a way that seeks to achieve **ecological and economic sustainability**;
 - (f) to provide a process for **approvals for connections** to Logan Water's water supply and wastewater infrastructure; and
 - (g) to state **fees and charges** that may be levied for connections to Logan Water's water supply and wastewater infrastructure, including trunk infrastructure.
- (3) Part A of the Netserv Plan:
 - (a) states in section 2 (**Planning assumptions**) the assumptions about future growth and urban development including the assumptions of demand for each trunk infrastructure network;
 - (b) states in section 3 (**Connection area and future connection area**) the area that Logan Water:
 - i. guarantees to provide connections to the water service or wastewater service if the connection complies with the relevant connection criteria (connection area);
 - ii. intends to extend its infrastructure network (future connection area);
 - iii. connection policy including typical conditions.
 - (c) states in section 4 (**Desired standards of service**) the desired standards of performance for each infrastructure network;
 - (d) identifies in section 5 (**Plans for trunk infrastructure**) the existing and future trunk infrastructure for the water supply and wastewater networks;
 - (e) states in section 6 (**Demand management**) Logan Water's strategy for demand management for water; and
 - (f) states, in section 7 (**Schedules**), the definitions, charges schedules, extrinsic material, schedules of work, current and future connection, service and network areas maps.

1.2 Interpretation

1.2.1 Definitions

- (1) A term used in this plan has the meaning assigned to that term by one of the following:
 - (a) the ***South-East Queensland Water (Distribution and Retail Restructuring) Act 2009***;
 - (b) the South-East Queensland Water (Distribution and Retail Restructuring) Regulation 2021 (the **Regulation**);
 - (c) the definitions in Schedule 1 of this plan;
 - (d) the Acts Interpretation Act 1954;
 - (e) the ordinary meaning where that term is not defined in the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*, the Regulation, Schedule 1 of this plan or the *Acts Interpretation Act 1954*.
- (2) In the event a term has been assigned a meaning in more than one of the instruments listed in subsection 1.2.1(1), the meaning contained in the instrument highest on the list will prevail.
- (3) A reference in this plan to any Act includes any regulation or instrument made under the Act, and where amended or replaced, if the context permits, means the amended or replaced Act.
- (4) A reference in this plan to a specific resource document or standard, means the latest version of the resource document or standard as amended or replaced.
- (5) A reference to a part, section, table or schedule in a specific resource document or standard, is a reference to a part, section, table or schedule of the latest version of the resource document or standard as amended or replaced.
- (6) Otherwise, a reference to a part, section, table or schedule is a reference to a part, section, table or schedule of this plan.

1.2.2 Standard drawings, maps, notes, editor's notes and footnotes

- (1) Standard drawings contained in codes or schedules are part of this plan.
- (2) Maps provide information to support the outcomes and are part of this plan.
- (3) Notes are identified by the title 'note' and are part of this plan.
- (4) Editor's notes and footnotes are extrinsic material, as per the *Acts Interpretation Act 1954*, and are identified by the title 'editor's note' and 'footnote' and are provided to assist in the interpretation of this plan but they are not part of the plan.

1.2.3 Punctuation

- (1) A word followed by ';' or ',' and 'is considered to be 'and'.
- (2) A word followed by ';' or 'or' means either or both options can apply.

1.2.4 Consistency with State and local planning provisions

1.2.4.1. Regional plan

The minister has identified that this plan appropriately advances the *South-East Queensland Regional Plan 2017 (Shaping SEQ)*, as it applies in the plan's area.

1.2.4.2. Local government planning assumptions

Logan City Council (as the planning authority for the Logan local government area) has identified that this plan is consistent with its planning assumptions as prescribed in the Local Government Infrastructure Plan (**LGIP**) at Part 4 and **Schedule 3** of the Logan City Council's planning scheme.

2. Planning assumptions

2.1 General

- (1) The planning assumptions state the assumptions about:
 - (a) population and employment growth;
 - (b) the type, scale, location and timing of future development and future growth including the demand for each trunk infrastructure network.
- (2) The planning assumptions together with the desired standards of service form a basis for the planning of the trunk infrastructure networks and the determination of the connection area and future connection area.
- (3) The planning assumptions have been prepared for the projection years stated in **sections 4.2.2** of the LGIP.
- (4) Details of the methodology used to prepare the planning assumptions are stated in the extrinsic material to the LGIP which is listed in **Part 4**.

2.2 Population and employment growth

- (1) A summary of the assumptions about population and employment growth for this plan's area is stated in **section 4.2.1** of the LGIP.
- (2) Detailed assumptions about population and employment growth for this plan's area is stated in **Schedule 3** of the LGIP.

2.3 Development

- (1) The development types are stated in **Table 4.2.1** of the LGIP, specifically column 2 with prescribed uses defined in column 3.
- (2) The planned density for future development is stated in **Table SC3.1.3** in **Schedule 3** of the LGIP.
- (3) The location of the net developable area is identified on map LGIP-02.00 in **Schedule 3** of the LGIP.
- (4) Assumptions about the timing of future residential and non-residential development for this plan's area is stated:
 - (a) in summary, in **Table 4.2.2.1** of the LGIP; and
 - (b) in detail, in **Table SC3.1.4** and **Table SC3.1.5** in **Schedule 3** of the LGIP.

2.4 Infrastructure demand

- (1) The demand generation rate for water supply and wastewater trunk infrastructure networks is stated in **Table SC3.1.3** of **Schedule 3** of the LGIP.
- (2) A summary of the projected infrastructure demand is stated in **Schedule 3** in:
 - (a) for the water supply network, **Table SC3.1.6** of the LGIP; and
 - (b) for the wastewater network, **Table SC3.1.7** of the LGIP.

3. Connection and future connection areas

- (1) The connection area identifies the area in which Logan Water guarantees to provide connections to its water service or wastewater service if the connection complies with the relevant connection criteria. The Connections Policy and supporting connections criteria can be viewed on our website. Visit [Water and wastewater \(sewage\) – Logan City Council](#) The future connection area identifies the area prioritised for the provision of trunk infrastructure to service the existing and assumed future urban development identified in the planning assumptions.
- (2) The connection area and future connection area are identified in **Schedule 5**.

4. Desired standards of service

- (1) This section states the standards of service for infrastructure to provide Logan Water’s water service and wastewater service.
- (2) Unless stated otherwise in the extrinsic material contained in **Schedule 4**, the desired standards of service for new infrastructure are detailed in the LGIP at **section 4.4**.

5. Plans for trunk infrastructure

The plans for trunk infrastructure in the Water Netserv Plan (Part A) identify the trunk infrastructure networks intended to service the existing and assumed future urban development at the desired standard of service for at least 20 years.

5.1 Plans for trunk infrastructure maps

- (1) The existing and future trunk infrastructure networks are shown on:
 - (a) for **water supply**; map **LGIP-03.00** in **Schedule 3 of the LGIP**;
 - (b) for **wastewater**, map **LGIP-04.00** in **Schedule 3 of the LGIP**.

5.2 Schedule of works

- (1) The future trunk infrastructure is identified:
 - (a) for the **water supply**, **Table SC 3.2.1** in **Schedule 3 of the LGIP**;
 - (b) for the **wastewater**, **Table SC 3.2.2** in **Schedule 3 of the LGIP**.

6. Demand management

- (1) Logan Water proposes to achieve effective demand management outcomes for the provision of water supply and wastewater services in the Logan local government area by:
 - (a) reducing demand for water;
 - (b) increasing the efficiency of water supply works;
 - (c) increasing the efficiency of the use of water by end-users;
 - (d) substituting a process that does not use a water resource in place of a process that does use a water resource; and
 - (e) substituting one water resource for another.
- (2) Logan Water will take an active and collaborative role in working with the bulk supplier and other Water Service Providers in demand management activities which benefit the SEQ Water Grid as a whole;
- (3) Logan Water will publish and maintain on its website details of its strategy for demand management for water for the current financial year. Visit [Water and wastewater \(sewage\) – Logan City Council](#)

7. Schedules

Schedule 1 Definitions and abbreviations

Table SC1.1 Definitions	
Term	Definition
alteration	has the meaning in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i>
applicant	means the applicant for the application under Schedule 2 and may include the property owner, property owner's authorised agent, or property developer.
connection	has the meaning in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> and means: <ol style="list-style-type: none"> (1) a property service connection, or (2) a network connection.
connection area	has the meaning in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> .
developable area	means the area identified on plan map LGIP-02.00 in Schedule 3 of the LGIP.
future connection area	has the meaning in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> .
infrastructure	has the meaning given to water infrastructure in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> .
local government	has the meaning in the <i>Local Government Act 2009</i> .
network connection	has the meaning in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> and means: <ol style="list-style-type: none"> (1) the connection of network infrastructure to Logan Water's infrastructure to supply a water service or wastewater service; and (2) the disconnection of network infrastructure from Logan Water's infrastructure to stop supply of a water service or wastewater service; and (3) the alteration of network infrastructure; and (4) works for the matters mentioned in paragraph (1), (2) or (3) to extend or upgrade Logan Water's infrastructure.
network connection charges	this charge is the costs to provide the property service connection and/or the network connection. This may include, but not limited to, works associated with the planning, design, project development, and delivery (including materials and labour) of the property service connection and/or the network connection.

Table SC1.1 Definitions	
Term	Definition
network contribution charge	This charge is a contribution towards the costs of providing local government trunk infrastructure. The charge is calculated based on the demand the proposed connection will place on the trunk infrastructure network.
owner	has the meaning in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> .
Planning Act	means the <i>Planning Act 2016</i> .
planning assumption	for Logan Water as a corporate entity (service provider), has the meaning in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> .
private works application	means the application made to Logan City Council to make a connection, disconnection and/or alteration to the existing water or wastewater network.
property service connection	has the meaning in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> and means: <ul style="list-style-type: none"> (1) the connection of property service infrastructure to Logan Water's water infrastructure to supply a water service or wastewater service (2) the disconnection of property service infrastructure from Logan Water's water infrastructure to stop supply of a water service or wastewater service (3) the alteration of property service infrastructure that is part of Logan Water's water infrastructure.
property service infrastructure	has the meaning in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> .
regional plan	has the meaning in the <i>Planning Act 2016</i> .
sanitary drain	has the meaning in the <i>Plumbing and Drainage Act 2018</i> .
utility charge	the meaning is in accordance with section 99 (Utility charges) of the Local Government Regulation 2012.
LGIP	Local Government Infrastructure Plan - as defined in the Planning Act.
SEQ	South-East Queensland

Schedule 2 Charges schedule

SC2.1 Purpose and content

- (1) The charges schedule states Logan Water's charges for its water service and wastewater services.
- (2) The charges schedule includes:
 - (a) charges for being able to be provided with water services and wastewater services;
 - (b) charges to connect customers to Logan Water's water service and wastewater services;
 - (c) charges for a customer's use of the services.

SC2.2 Service use charges

- (1) The water supply and wastewater service use charges in Logan's local government area can be viewed at: [Water and wastewater \(sewerage\) account – Logan City Council](#)

SC2.3 Charges for connection charges and works charges

- (1) The charges for connection charges and works charges can be viewed at: [Fees and applications – Logan City Council](#)

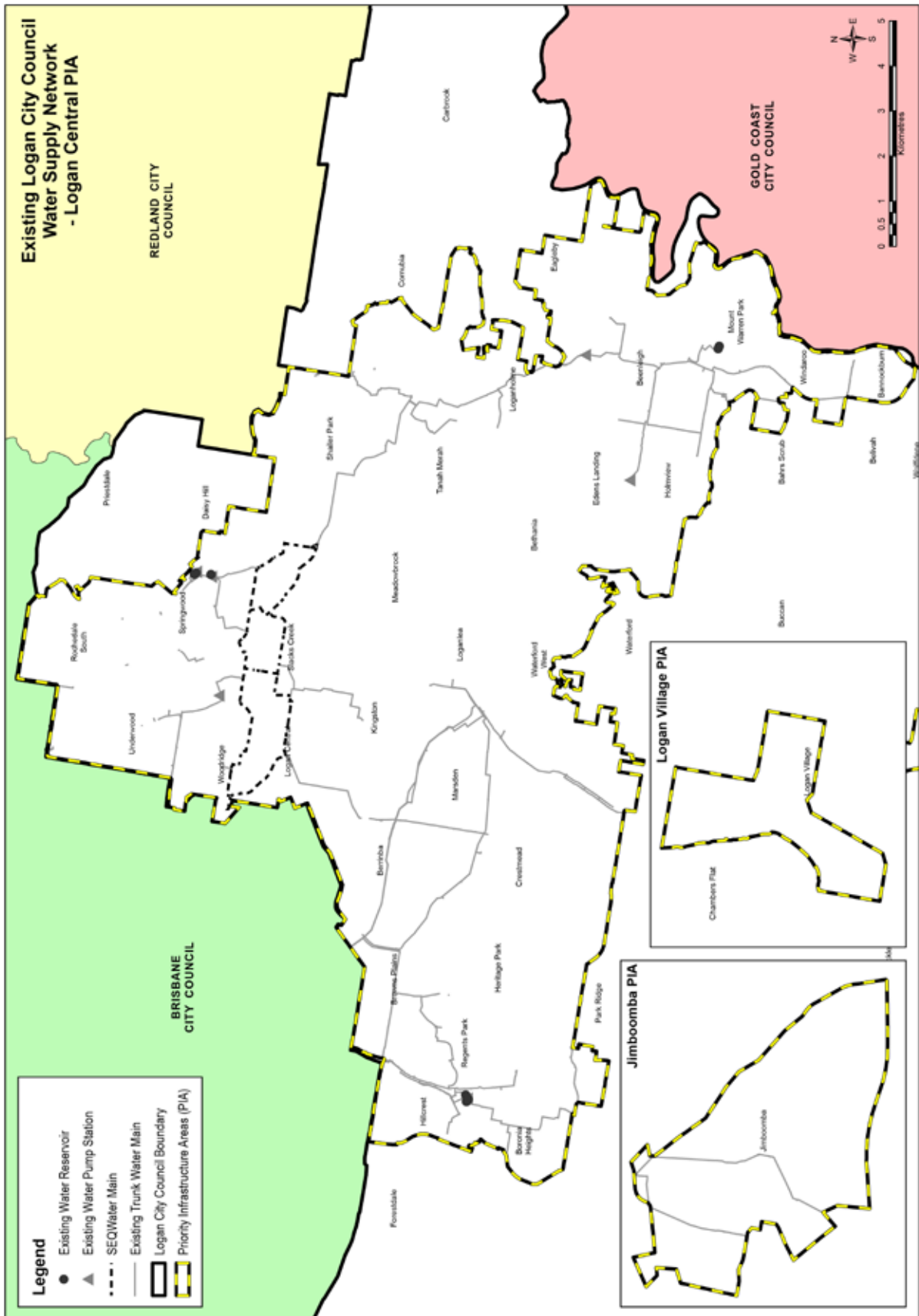
Schedule 3 Extrinsic material

Material that assists in the interpretation of this plan and are extrinsic material under the *Statutory Instruments Act 1992* are included in **Part 4** of the LGIP.

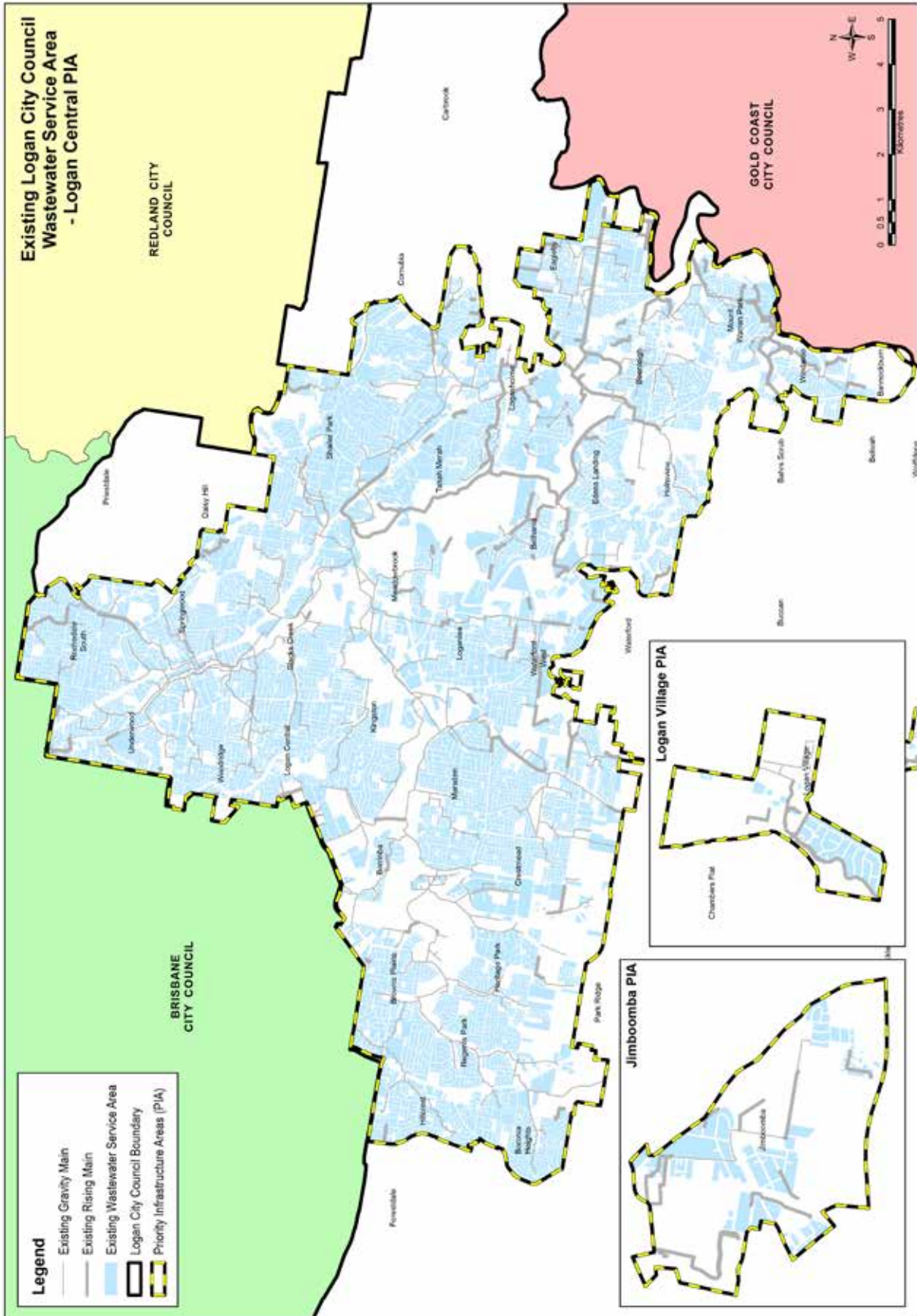
Schedule 4 Schedules of work

The Schedules of Work supporting this plan are stated in **SC3.2** of the LGIP.

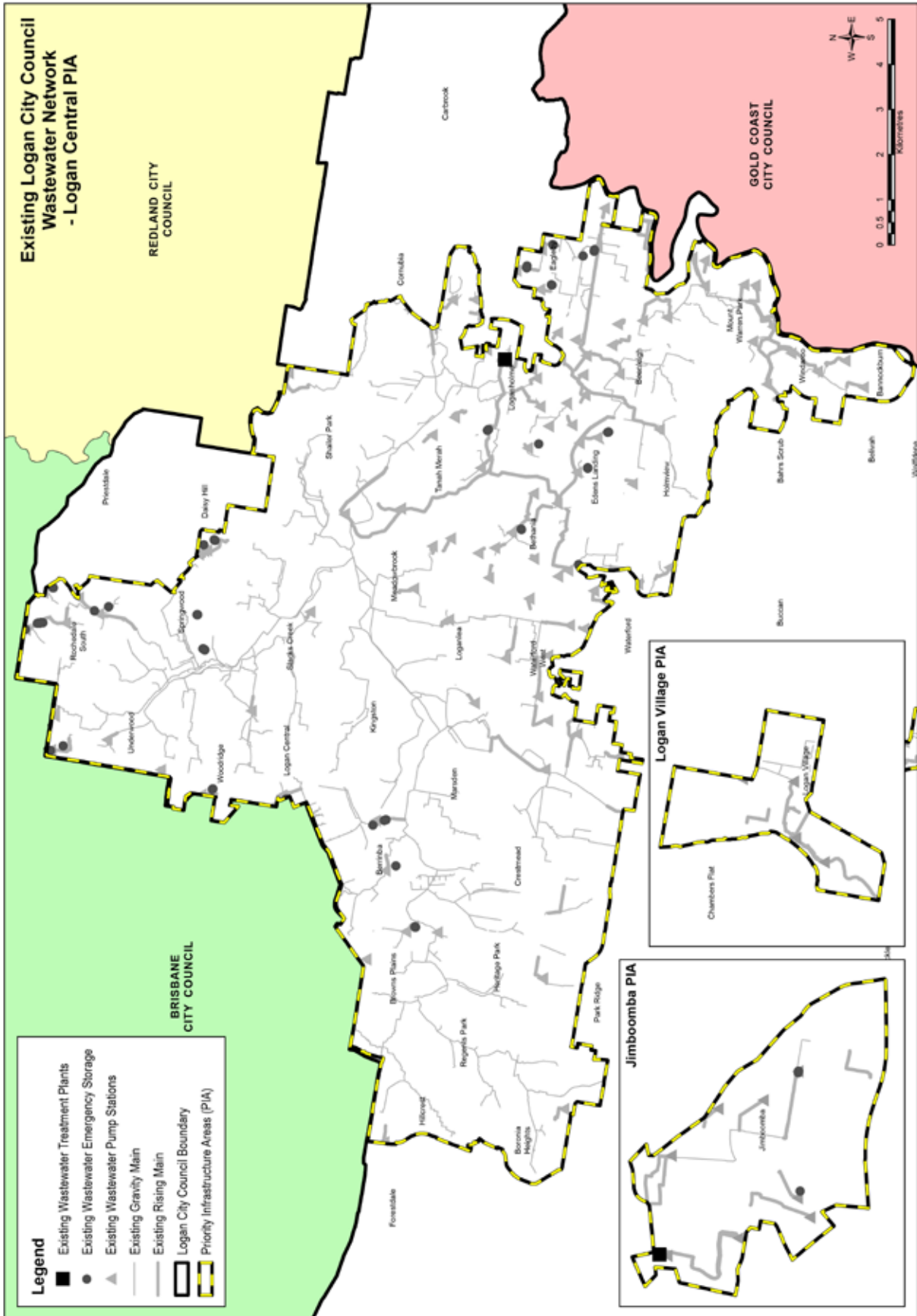
Map SC5.2 Existing water supply network



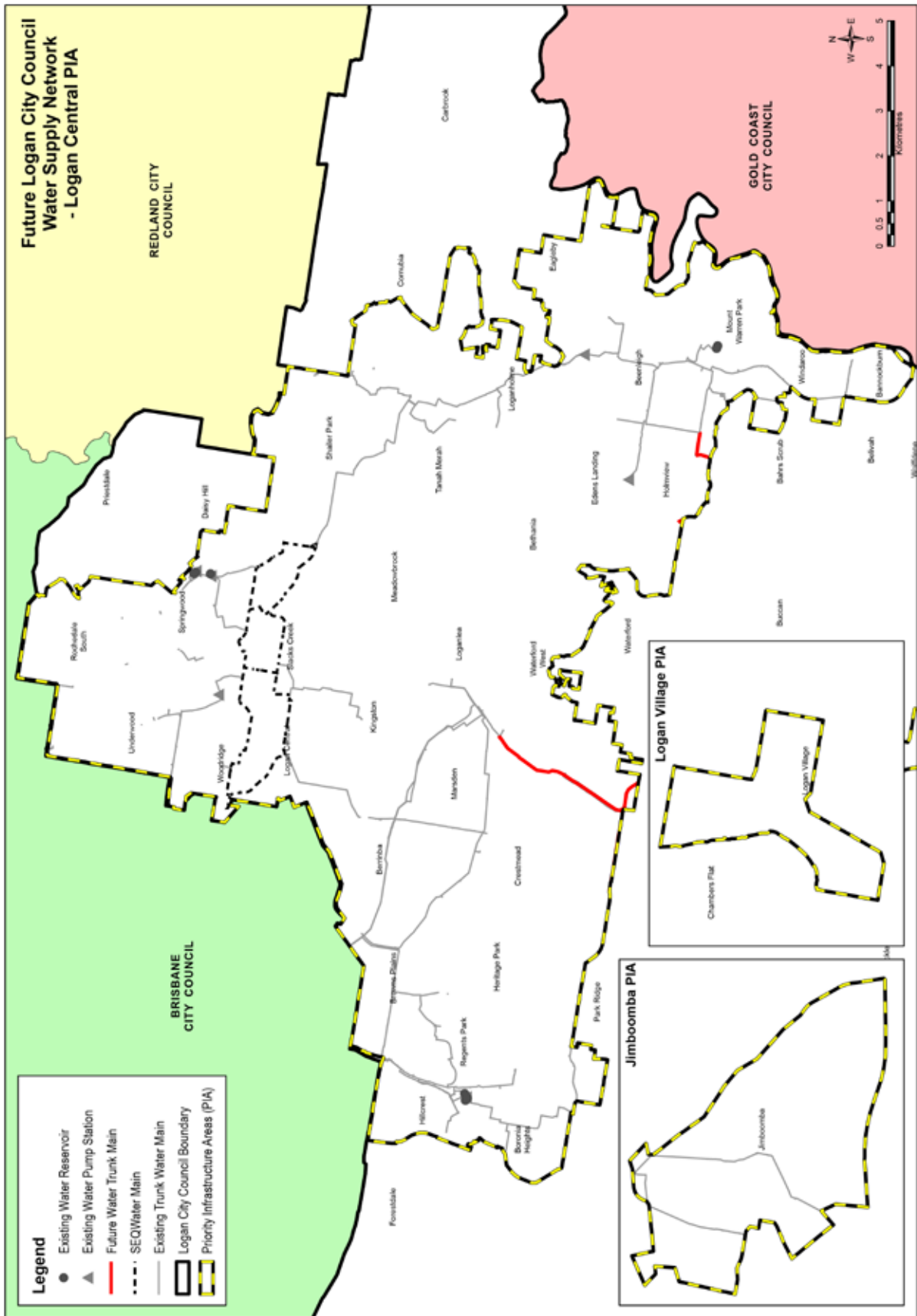
Map SC5.3 Existing wastewater connection area



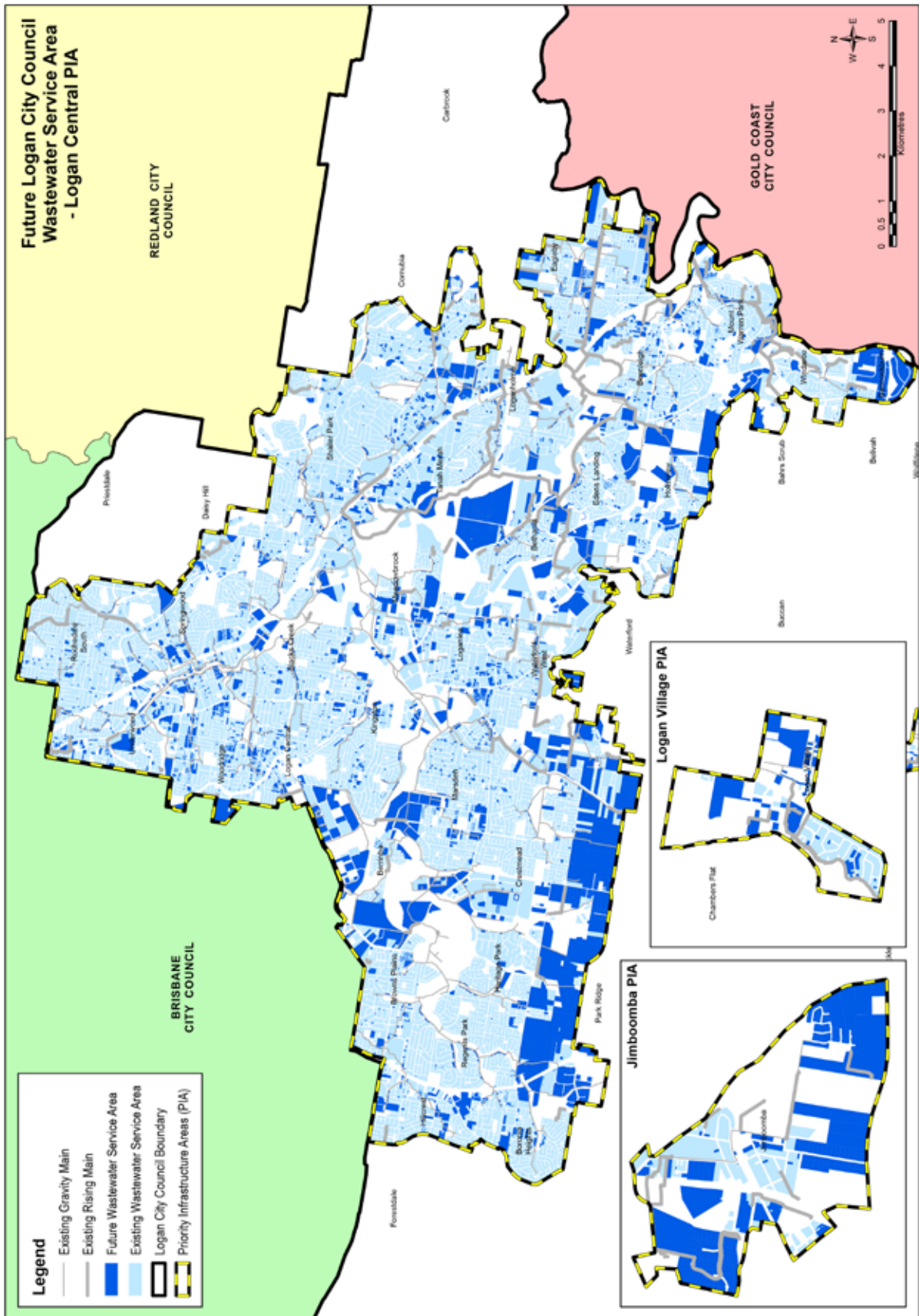
Map SC5.4 Existing wastewater network



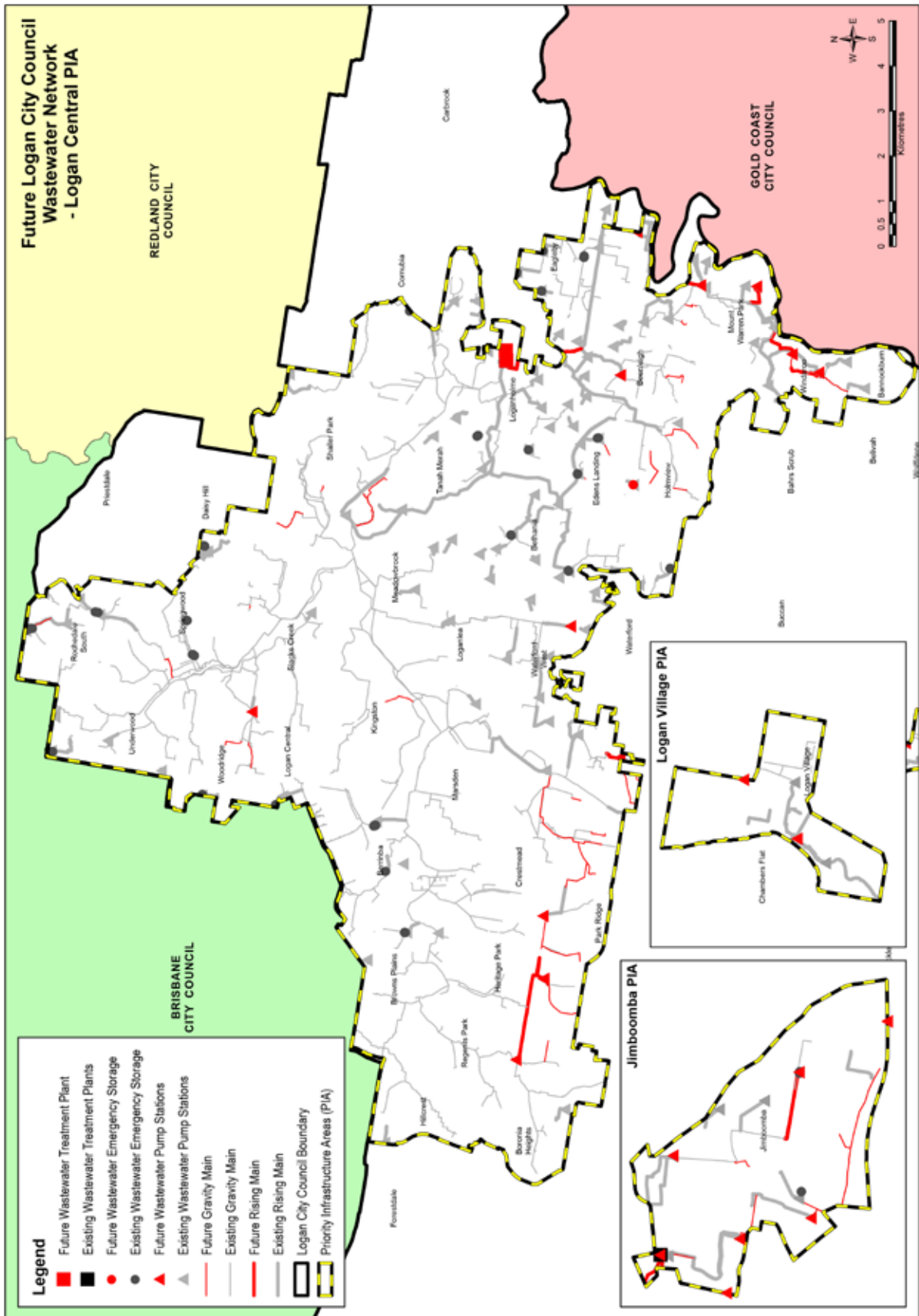
Map SC5.6 Future water supply network



Map SC5.7 Future wastewater connection area



Map SC5.8 Future wastewater network



logan.qld.gov.au/water-and-sewerage

