I, PAUL BELZ, state:

Role and Position

1. I am the General Manager for Planning for Queensland Urban Utilities (QUU). I am responsible for strategy and planning of water and waste water systems, environmental compliance, reporting, treatment plant design and land use planning and development assessments for QUU. Within QUU’s emergency framework, I am an emergency manager. I was the emergency management team leader during the flood event.

2. This statement is in response to the Requirement to Provide Statement to Commission of Inquiry (Requirement) received by Blake Dawson Lawyers (solitors for QUU) from the Queensland Floods Commission of Inquiry (Commission) dated 18 October 2011.

Question 1(a) - Any knowledge Queensland Urban Utilities (QUU) has of sewerage flooding/backflow at Ferry Road, West End, including, but not limited to such flooding/backflow at the Aura Apartments and the Arriva Apartments, on or about 12 January 2011.

3. At the time of the flood event, QUU did not have any knowledge regarding sewerage flooding/backflow at the specific location of Ferry Road, West End. QUU was aware from general information, including media coverage and reports from work crews on the ground in the vicinity, that the area was inundated by 2-3 metres of floodwaters.

4. QUU’s work crews were not able to investigate further, as police road blocks prevented access to the area.

5. QUU first became aware of reported sewerage flooding/backflow at the specific site of Aura Apartments (42 Ferry Road, West End) through evidence given at the Commission and correspondence received by QUU from the Commission.

6. QUU have been unable to locate any record of contact from property owners, the body corporate or residents in respect of the Aura Apartments, the Arriva Apartments and Ferry Road generally, including records of reported sewerage flooding/backflow at these sites, on or about 12 January 2011.

Question 1(b) - Any investigations into the causes of that sewerage flooding/backflow and the results of those investigations, including any action taken by QUU in consequence of the results.

7. Please see my response at paragraph 3 - 6 generally. Further, as QUU was not aware of any sewerage flooding/backflow at Ferry Road, West End, it has not as yet investigated it.

Question 2 - In respect of those instances of sewerage flooding/backflow in the January 2011 floods at which QUU attended to perform on site clean-up:

(a) The total number of such instances.

8. As I understand it, there were approximately 110 recorded instances where QUU attended locations to perform on site clean-up between 11 January 2011 and 25 January 2011. I am unable to ascertain with any certainty whether these clean-ups were required as a result of sewerage flooding/backflow or other reasons.

9. Given the magnitude of the flood event, QUU’s first priority was to initiate clean-up and asset recovery. QUU’s crews on the ground were not able to analyse causal factors at the same time as attending to clean-up and asset recovery. QUU’s focus at this time was on assisting customers, rather than on identifying the cause of flood damage.
(b) The categories of causes of the sewerage flooding/backflow and the number of instances within each category.

10. As I understand it, the cause of instances of sewerage flooding/backflow were varied. Generally, the causes of sewerage flooding/backflow included the following:
   - The large volume of rain experienced;
   - Flooding from flood waters; and
   - The failure of critical assets (sewerage pumping stations and waste water treatment plants) within the system, due to flood inundation and loss of electricity supply.

11. It is possible that stormwater entering the wastewater system through illegal storm water connections may have contributed to sewerage flooding/backflow in some areas.

12. QUU does not have actual knowledge of stormwater entering the wastewater system during the flood event, as no investigations were carried out at the time. However, QUU believes, based on prior experience, that illegal stormwater connections are a significant source of stormwater infiltration into QUU's wastewater system.

13. I am unable to provide exact numbers of instances for each category of cause. Further, the causes described at paragraph 10 were consequential in nature, in that the large volume of rain experienced caused flooding, which in turn caused the failure of critical assets.

(c) The nature of immediate remedial operations undertaken.

14. Generally, where an issue was reported to QUU or observed by QUU staff on the ground, QUU would assess and prioritise its response.

15. For example, the following immediate remedial operations were undertaken:
   - Site clean-up and ensuring the safety of sites;
   - Clearing of debris and/or blockages of any infrastructure in the area; and
   - Where possible, reinstating critical assets in the area and, where this was not possible, initiating interim measures.

Question 3. Any standards, policies, guidelines or working practices of QUU with respect to:

(a) identifying places at risk of sewerage flooding/backflow in flood prone areas; and

(b) addressing such risk.

16. QUU has a sewer overflow mitigation strategy (the Strategy). I annex a copy of the Strategy (Appendix A).

17. The Strategy is just one part of QUU's overall Strategic Asset Management Plan. It forms part of the Water Netserv Plan referred to in Robin Lewis' further statement at paragraphs 10 and 11.

18. The content of the Strategy is developed with reference to guidelines, which include the Department of Environment and Resource Management (DERM) Water and Sewerage Planning Guidelines. QUU has also utilised literature concerning industry best practice and the combined experience of relevant staff to ascertain the best strategy to implement in QUU's area of operation.
19. Part of the Strategy aims to identify areas that are at risk of sewerage flooding/backflow, so that QUU can take steps to address issues arising from this.

20. The Strategy is reviewed on a regular basis and is updated annually.

21. QUU is currently implementing the following initiatives, in line with the Strategy:

   • a trial for households in parts of Rosewood of overflow relief gully caps, designed to prevent stormwater entering and potentially overloading the local wastewater network;
   
   • improvements to the identification and tracking of sewage overflows;
   
   • identification of "at risk" properties and contributing catchments to enable more targeted investigation and maintenance programs;
   
   • a "case management" approach to prioritised properties;
   
   • investigation and improvements at a number of pump stations to increase wet weather performance; and
   
   • a targeted community education campaign under the banner of "Think at the Sink" that provides households with tips on how to improve the overall health of sewers by reducing both stormwater inflow into the wastewater network and sewer blockages.

22. Generally, QUU:

   • works with local councils to generate solutions;
   
   • is part of the Healthy Waterways Group. The Healthy Waterways Group is an independent body which is funded by DERM, local councils, local catchment groups and water utility providers. The aim of the group is to investigate and improve water quality in waterways;
   
   • works with customer and consumer reference groups. For example, QUU has its own customer and consumer reference group (CfRG). The CfRG consists of bodies such as the Australian Pensioner's League, stakeholder groups, environment groups and representatives from industry. The CfRG meets every two months, facilitated by QUU's Executive Director Retail, and provides feedback to the relevant business units within QUU, including Planning, on customer issues.

**Question 4.** Whether QUU have investigated measures which could mitigate and/or prevent sewerage flooding/backflow during times of flooding in:

(a) new waste water infrastructure; and

(b) existing waste water infrastructure.

And, if so, the results of those investigations, and, if the investigations revealed recommendations for implementation of such measures, whether, when and how QUU will implement those measures.

23. As part of the Strategy and in light of the flood event, QUU is currently undertaking a number of reviews incorporating an investigation of measures which could mitigate sewerage flooding/backflow during times of flooding.

24. In respect of existing waste water infrastructure, as mentioned in Robin Lewis' further statement at paragraph 54, QUU has commissioned AECOM Australia Pty Ltd, consulting engineers (AECOM) to undertake a business resilience study of its affected infrastructure, which will include consideration of the issue of sewerage flooding/backflow. This review
will include a high level strategy on flood risk mitigation options and indicative costs for making key assets more flood resilient.

25. AECOM's study is ongoing and the latest of several draft reports has now been provided to QUU. However, the draft report will be the subject of internal discussion and consultation. It is currently anticipated that the assessment will be concluded prior to the end of the calendar year.

26. In respect of new waste water infrastructure and the design of new assets, QUU is taking into account knowledge gained from the 2011 floods. For example, QUU has carried out post-flood reassessments of its Fernvale and Lockyer Valley wastewater treatment plants. The new designs of these wastewater treatment plants incorporate recommendations from the post-flood reassessment, such as new flood levels.

27. Timeframes for the implementation of some of these measures are detailed in the Strategy. QUU appreciates that the timeframes in the Strategy for certain actions are ambitious, but QUU is making every effort to achieve them.

Signed and solemnly, sincerely and truly affirmed and declared by Paul Belz, of Queensland Urban Utilities at Brisbane, Queensland, this 21st day of October 2011.

Witness Signature

Signature

NICOLIN VAN BOXEL

Print name
<table>
<thead>
<tr>
<th>Timeframe</th>
<th>Description</th>
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<tbody>
<tr>
<td>October 2011</td>
<td>Finalize Project Overview</td>
</tr>
<tr>
<td>November 2011</td>
<td>Initial Focus Area Development and Mapping</td>
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<tr>
<td>December 2011</td>
<td>Focus Area Definitions and Mapping</td>
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**Key Strategies**:
- Develop a comprehensive project overview.
- Conduct initial focus area development and mapping.
- Define focus area definitions and mapping.

**Update and Communication**:
- Regular updates and communications with stakeholders.
- Regular feedback mechanisms to ensure alignment.
- Regular review and adjustments to project priorities.

**Support and Resources**:
- Access to necessary resources and support.
- Regular support and assistance from team members.
- Regular reviews and feedback on project progress.

**Timeline**:
- Pre-Project Development
- Project Development
- Post-Project Development

**Key Milestones**:
- Project Initiation
- Focus Area Development
- Focus Area Definitions
- Project Completion