



# Townsville Water

## Quarter 2 Progress Report Against Performance Targets for 2015/2016

The following performance targets reflect the level of service Townsville Water intends to provide to its customers for water and wastewater services. Townsville Water will be accountable for its performance against these targets by reporting its quarterly progress against annual performance targets to council. All progress reports and annual results will be published on the council's website.

**LEGEND:** ● Target met ● Monitoring result ● Not met

Water Services					
Day to Day Continuity of Supply	Annual Target	Quarter 2 Result	Year To Date Progress	Progress Indicator	Comments
Total water main breaks (excluding those on the property owner's side) per 100km of water main per year.	<30	7.64	14.34	●	This service standard is on track to meet the target at the end of the financial year. During October, November and December there were 195 water main breaks. If maintained at this level, there will be less water main breaks at the end of the 2015/16 financial year than there were in the 2014/15 financial year.
Incidence of unplanned water interruptions per 1,000 connections per year.	<100	10.69	25.69	●	This service standard is on track to meet the target by the end of the financial year. There were 897 customer connections affected by 83 unplanned interruptions throughout October, November and December.
Average time to respond to an incident (excluding disasters).	Within 4 hours of advice of incident being reported.	Reporting in progress	Reporting in progress	●	Townsville Water's method of capturing data around response time to water incidents is being redeveloped to ensure accurate reporting in future. A new process has been mapped and is in the process of being set up. Awaiting receipt of <i>Tough Book</i> technology to implement in the field.
Time for restoration of service if excavation is required - unplanned interruptions.	>95% within 24 hours of receipt of underground service plans and necessary permits.	99.03%	98.52%	●	This service standard is on track. During October, November and December, in cases where water supply was lost, only 1 of the 104 service interruptions was not restored within the 24 hour service standard.
Install new water meters within 4 weeks of the Water Operations Department receiving a compliant meter application.	100%	97.41%	98.71%	●	Of the 155 water meters installed during the second quarter, 4 water meters were not installed within the targeted 4 week period.

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<b>Water Services (Continued)</b>					
<b>Adequacy and Quality of Supply</b>	<b>Annual Target</b>	<b>Quarter 2 Result</b>	<b>Year To Date Progress</b>	<b>Progress Indicator</b>	<b>Comments</b>
Compliance with drinking water quality requirements in accordance with the Australian Drinking Water Guidelines and the Townsville Water Drinking Water Quality Management Plan.	100%	99%	98%		In November 2015, there was an E.coli detection in the Townsville Water Drinking Water Scheme due to a chlorine dosing failure. Subsequent testing was compliant.
Number of water pressure customer complaints per 1,000 connections per year.	<5	0.93	1.50		This service standard is on target. There were 78 water pressure customer complaints during October, November and December.
Number of drinking water quality customer complaints per 1,000 connections per year.	<5	0.18	0.39		This service standard is on target. There were 15 drinking water quality customer complaints during October, November and December.
Number of drinking water quality incidents, for noncompliance with water quality criteria reported to the Regulator, per 1,000 connections per year.	<7	0.01	0.02		There was 1 drinking water quality incident reported to the Regulator during the second quarter. This related to an E.coli detection at Oak Valley as a result of a chlorine dosing pump failure. Subsequent testing was compliant.
<b>Wastewater Services</b>					
<b>Effective Transport of Wastewater</b>	<b>Annual Target</b>	<b>Quarter 2 Result</b>	<b>Year To Date Progress</b>	<b>Progress Indicator</b>	<b>Comments</b>
Total sewerage mains breaks and chokes per 100km sewer main per year.	<10	0.54	1.28		Townsville Water is performing well, with only 7 breaks and chokes during the second quarter, in comparison to the 1,300 kilometres of sewer main that Townsville Water maintains. This service standard is on track to meet the target at the end of the financial year.
Total sewage overflows per 100km of sewer main per year.	<10	0.62	0.95		There were a total of 5 sewage overflows during the second quarter, which is low considering that Townsville Water has over 1,300 kilometres of sewer main to manage.
Sewerage overflows to customer properties per 1,000 connections per year.	<3	0.70	0.76		There were a total of 50 sewage overflows to customer properties during the second quarter, compared to over 71,900 customer properties being serviced.
Number of odour complaints per 1,000 connections per year.	<2	0.19	0.49		There were a total of 14 odour complaints during the second quarter, compared to over 71,900 customer properties being serviced.

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Wastewater Services (Continued)					
Effective Transport of Wastewater	Annual Target	Quarter 2 Result	Year To Date Progress	Progress Indicator	Comments
Average time to respond to an incident (excluding disasters).	Within 4 hours of advice of incident being reported.	1 hour 3 minutes	52 minutes	●	Townsville Water is well within its target of responding within 4 hours of advice of an incident being reported. Note: This represents only the initial response to the incident, not necessarily the time it takes to resolve the issue.
Time for restoration of service if no excavation is required - unplanned interruptions.	>95% within 5 hours of incident being reported.	99.97%	90.89%	●	Restoration times were on target for the second quarter. The year to date result is below target due to the result for the first quarter also including instances where excavation is required, (our reporting systems were unable to distinguish between blockages that require excavation and those that don't at that time).
Time for restoration of service if excavation is required - unplanned interruptions.	>95% within 24 hours of advice from appropriate underground service authority.	100.00%	100.00%	●	Restoration times are on target for the second quarter and for the year to date.
Water and Wastewater Services					
	Annual Target	Quarter 2 Result	Year To Date Progress	Progress Indicator	Comments
Total water and sewerage complaints per 1,000 connections per year.	<13	2.03	4.46	●	During October, November and December there were 170 complaints recorded. This service standard is on track to meet the target at the end of the financial year.

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