



Townsville Water

Performance Against 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 quarterly and annually to council. All progress reports and annual results will be published on the council's website.

LEGEND: ● On Target ● Monitor ● Requires Action

Water Services					14/15 Annual Result	Comparison to 14/15 Result
Day to Day Continuity of Supply	Annual Target	15/16 Annual Result	Status	Comments		
Total water main breaks (excluding those on the property owner's side) per 100km of water main per year.	<30	30.82	●	In the 15/16 financial year, Townsville Water had a result of 30.82 water main breaks (excluding those on the property owner's side) per 100km of water main. This is a 7% increase on the 14/15 financial year, with 57 more breaks, and has been attributed to the continuation of dry weather and consequential ground instability.	28.62	7% more breaks
Incidence of unplanned water interruptions per 1,000 connections per year.	<100	59.73	●	Townsville Water met the service standard target for the 15/16 financial year.	67.71	13% fewer interruptions
Average time to respond to an incident (excluding disasters).	Within 4 hours of advice of incident being reported.	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. Testing will be undertaken in due course.	Not reported in 14/15	Not reported in 14/15
Time for restoration of service if excavation is required - unplanned interruptions.	>95% within 24 hours of receipt of underground service plans and necessary permits.	96.41%	●	In the 15/16 financial year, Townsville Water achieved target for restoration of service (where excavation was required). Whilst the target was achieved, fewer services were able to be restored in the targeted timeframe in the 15/16 financial year than in the 14/15 financial year.	99.55%	3% fewer on-target restorations

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Water Services (Continued)							
Day to Day Continuity of Supply	Annual Target	15/16 Annual Result	Status	Comments	14/15 Annual Result	Comparison to 14/15 Result	
Install new water meters within 4 weeks of the Water Operations Department receiving a compliant meter application.	100%	93.03%	●	In the 15/16 financial year, Townsville Water had a result of 93.03% of new water meters installed within the targeted 4 week period. The main contributor to the lower than targeted result was the prioritisation of reactive maintenance during quarter 3, where the meter installation crews were also repairing water leaks.	100%	7% fewer on-target installations	
Adequacy and Quality of Supply	Annual Target	15/16 Annual Result	Status	Comments	14/15 Annual Result	Comparison to 14/15 Result	
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%	●	In the 15/16 financial year, Townsville Water was 99% compliant with drinking water quality requirements. Whilst compliance was 100% during the fourth quarter, a boil water notice was in-place during July 2015 as a result of an occurrence of Giardia detected in the Paluma Drinking Water Scheme in June 2015.	89.84%	Quality 9% improved	
Number of water pressure customer complaints per 1,000 connections per year.	<5	2.25	●	Townsville Water met the service standard target in the 15/16 financial year. There were 189 water pressure customer complaints, compared to 205 in the 14/15 financial year.	2.45	9% fewer complaints	
Number of drinking water quality customer complaints per 1,000 connections per year.	<5	0.98	●	Townsville Water met the service standard target in the 15/16 financial year. There were 82 drinking water quality customer complaints, compared to 95 in the 14/15 financial year.	1.14	17% fewer complaints	
Number of drinking water quality incidents, for noncompliance with water quality criteria reported to the Regulator, per 1,000 connections per year.	<7	0.04	●	Townsville Water met the service standard target in the 15/16 financial year. There were 3 drinking water quality incidents, compared to 9 in the 14/15 financial year.	0.11	6 fewer incidents	

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Wastewater Services							
Effective Transport of Wastewater	Annual Target	15/16 Annual Result	Status	Comments	14/15 Annual Result	Comparison to 14/15 Result	
Total sewerage mains breaks and chokes per 100km sewer main per year.	<10	3.33	●	Townsville Water performed well in the 15/16 financial year, with only 45 breaks and chokes, in comparison to approximately 1,300 kilometres of sewer main.	2.76	17% more breaks	
Total sewage overflows per 100km of sewer main per year.	<10	2.40	●	There was a total of 32 sewerage overflows during the 15/16 financial year, which is very low considering that Townsville Water has over 1,300 kilometres of sewer main to maintain.	0.81	20 more overflows	
Sewerage overflows to customer properties per 1,000 connections per year.	<3	1.29	●	There was a total of 93 sewerage overflows during the 15/16 financial year, compared to over 72,300 customer properties being serviced.	0.16	81 more overflows	
Number of odour complaints per 1,000 connections per year.	<2	1.10	●	There was a total of 79 odour complaints during the 15/16 financial year, compared to over 72,300 customer properties being serviced.	1.20	7 fewer complaints	
Average time to respond to an incident (excluding disasters).	Within 4 hours of advice of incident being reported.	50 minutes	●	On average, Townsville Water responded to sewerage incidents within 50 minutes of receiving notice of the incident. Note: this represents only the initial response to the incident, not necessarily the time it takes to fix the issue. This is an improvement on the average response in 14/15, which was 104 minutes.	104 minutes	Response time halved	
Time for restoration of service if no excavation is required - unplanned interruptions.	>95% within 5 hours of incident being reported.	93.82%	●	In the 15/16 financial year, 93.82% of wastewater incidents not requiring excavation had services restored within 24 hours of the incident being reported. Although the results for three of the quarters of the year were on target, the annual result was affected by the result for the first quarter also including instances where excavation was required (our reporting systems were unable to distinguish between blockages that required excavation and those that didn't, at that time).	77.03% of all blockages cleared within 5 hours	17% more incidents restored on-time	
Time for restoration of service if excavation is required - unplanned interruptions.	>95% within 24 hours of advice from appropriate underground service authority.	100%	●	In the 15/16 financial year, 100% of wastewater incidents requiring excavation had restoration of service within 24 hours of advice from appropriate underground service authority.	91.79% of all blockages cleared within 24 hours	8% more incidents restored on-time	
Water and Wastewater Services							
	Annual Target	15/16 Annual Result	Status	Comments	14/15 Annual Result	Comparison to 14/15 Result	
Total water and sewerage complaints per 1,000 connections per year.	<13	10.23	●	Townsville Water met the service standard target in the 15/16 financial year. There were 860 water and sewerage complaints, compared to 843 in the 14/15 financial year.	10.11	1% more complaints	