



Townsville Water

Quarter 3 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 3 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	8.72	23.06	●	There has been a slight increase in the number of water main breaks in the third quarter, compared to the first and second quarters. The increased failure rate was attributed to the continuation of dry weather and consequential ground instability. If breaks continue at the increased failure rate, this service standard will be slightly above target by the end of the financial year.
Incidence of unplanned water interruptions per 1,000 connections per year.	<100	14.29	39.97	●	This service standard is on track to meet the target at the end of the financial year. There were 102 unplanned interruptions that affected 1,202 customer connections throughout January, February and March.
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. The essential Tough Book technology has been through a round of testing where issues were identified and further work is ongoing.
Time for restoration of service if excavation is required - unplanned interruptions.	>95% within 24 hours of receipt of underground service plans and necessary permits.	95.74%	97.59%	●	This service standard is on track. During January, February and March, in cases where water supply was lost, only two of the 47 service interruptions were not restored within the targeted 24 hour period. One of these instances related to a vacant property, and the other a public park.

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Water Services (Continued)					
Day to Day Continuity of Supply	Annual Target	Quarter 3 Result	Year To Date Progress	Progress Indicator	Comments
Install new water meters within 4 weeks of the Water Operations Department receiving a compliant meter application.	100%	79.38%	92.26%	●	Of the 160 water meters installed during the third quarter, 33 were not installed within the targeted 4 week period. Reactive maintenance was prioritised, with the meter installation crews also repairing water leaks.
Adequacy and Quality of Supply	Annual Target	Quarter 3 Result	Year To Date Progress	Progress Indicator	Comments
Compliance with drinking water quality requirements in accordance with the Australian Drinking Water Guidelines and the Townsville Water Drinking Water Quality Management Plan.	100%	100%	98.67%	●	In the third quarter, Townsville Water was 100% compliant with drinking water quality requirements.
Number of water pressure customer complaints per 1,000 connections per year.	<5	0.33	1.83	●	There was a significant decrease in the number of water pressure customer complaints during January, February and March. Of the 27 complaints, 16 were investigated and found to be owners side issues and five related to low pressure experienced during restricted watering times.
Number of drinking water quality customer complaints per 1,000 connections per year.	<5	0.25	0.64	●	This service standard is on target. There were 21 drinking water quality customer complaints during January, February and March.
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	0.04	●	There was one drinking water quality incident reported to the Regulator during the third quarter. This related to an exceedance of Manganese due to an issue with the sample point. The sample point was replaced and subsequent testing was compliant.

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Wastewater Services					
Effective Transport of Wastewater	Annual Target	Quarter 3 Result	Year To Date Progress	Progress Indicator	Comments
Total sewerage mains breaks and chokes per 100km sewer main per year.	<10	1.29	2.57	●	Townsville Water is performing well, with only 17 breaks and chokes during the third quarter, in comparison to approximately 1,300 kilometres of sewer main managed by Townsville Water. 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	1.14	2.09	●	There were a total of 15 sewage overflows during the third quarter, which is low considering that Townsville Water manages over 1,300 kilometres of sewer main.
Sewerage overflows to customer properties per 1,000 connections per year.	<3	0.28	1.04	●	There were a total of 20 sewage overflows to customer properties during the third quarter, compared to over 72,100 customer properties being serviced.
Number of odour complaints per 1,000 connections per year.	<2	0.28	0.76	●	There were a total of 20 odour complaints during the third quarter, compared to over 72,100 customer properties being serviced.
Average time to respond to an incident (excluding disasters).	Within 4 hours of advice of incident being reported.	56 minutes	53 minutes	●	In Quarter 3 Townsville Water performed well, responding within an hour 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.	94.5%	92.09%	●	Restoration times were slightly below target for the third quarter. The year to date progress is affected by 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 didn'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%	100%	●	Restoration times are on target for the third quarter and for the year to date.
Water and Wastewater Services					
	Annual Target	Quarter 3 Result	Year To Date Progress	Progress Indicator	Comments
Total water and sewerage complaints per 1,000 connections per year.	<13	2.63	7.08	●	During January, February and March there were 218 complaints recorded. This service standard is on track to meet the target at the end of the financial year.