



# Townsville Water

## Quarter 1 Progress Against Performance Targets for 2016/2017

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				
Day to Day Continuity of Supply	Annual Target	Quarter 1 Result	Progress Indicator	Comments
Total water main breaks (excluding those on the property owner’s side) per 100km of water main per year.	<30	8.66	●	Water main breaks are slightly higher than expected for the first quarter, with 223 water main breaks occurring. This is due to the continuation of dry weather and consequential ground instability, as well as increased pressure in water pipes as a result of water restrictions.
Incidence of unplanned water interruptions per 1,000 connections per year.	<100	8.58	●	This service standard is on track to meet the target at the end of the financial year. There were 58 unplanned interruptions which affected 724 connections.
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 the future. A new process has been mapped. New technology has been ordered and is expected to be received within the second quarter. Once a system upgrade has been completed in November, Townsville Water will be able to complete a trial of the new process. The trial is expected to be completed by the end of 2016, to enable the new data capture process to begin during the third quarter.
Time for restoration of service if excavation is required - unplanned interruptions.	>95% within 24 hours of receipt of underground service plans and necessary permits.	97%	●	Where water supply was lost, it took on average 5.42 hours for Townsville Water to restore the water service. Only 3 service interruptions were not restored within 24 hours. In each case the service was restored within 29 hours.
Install new water meters within 4 weeks of the Water Operations Department receiving a compliant meter application.	100%	100%	●	In the first quarter Townsville Water installed 174 meters, with an average install time of 1.6 weeks (11 days) where applications complied with the application process. 5 applications did not comply with the application process.

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Water Services				
Adequacy and Quality of Supply	Annual Target	Quarter 1 Result	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%	99.8%	●	Townsville Water achieved 99.8% compliance with its drinking water quality requirements. This was due to an E.coli detection and a Trihalomethane (THM) detection at a sample point in the Townsville Water Supply Scheme. Extensive flushing was carried out on the day of the E.coli detection and chlorines were increased to the area in order to ensure adequate disinfection. Resampling occurred as soon as the E.coli detection was discovered and these resamples came back clear. The THM detection occurred as a result of the increased chlorine dosing in the area. The THM levels have since reduced to within the Australian Drinking Water Guideline limits.
Number of water pressure customer complaints per 1,000 connections per year.	<5	0.69	●	This represents the number of instances where low pressure was reported by a customer and the issue was verified by Townsville Water by inspection and/or testing. 22 of the 58 instances of low pressure were related to bursts or leaks or Townsville Water undertaking work on the water network. 2 Instances related to low pressure experienced during restricted watering times.
Number of drinking water quality customer complaints per 1,000 connections per year.	<5	0.41	●	This represents the number of instances where quality concerns were reported by a customer and the issue was verified by Townsville Water by inspection and/or testing. There were a high number of complaints for the first quarter, due to milky water in two areas in the Townsville drinking water scheme after pressurized air entered the system. Though the water was still safe to drink, the dissipating air caused an opaque colour.
Number of drinking water quality incidents, for noncompliance with water quality criteria reported to the Regulator, per 1,000 connections per year.	<7	0.02	●	Two incidents occurred within the first quarter with an E.coli detection and a Trihalomethane (THM) detection at a sample point in the Townsville Water Supply Scheme. Extensive flushing was carried out on the day of the E.coli detection and chlorines were increased to the area in order to ensure adequate disinfection. Resampling occurred as soon as the E.coli detection was discovered and these resamples came back clear. The THM detection occurred as a result of the increased chlorine dosing in the area. The THM levels have since reduced to within the Australian Drinking Water Guideline limits

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Wastewater Services				
Effective Transport of Wastewater	Annual Target	Quarter 1 Result	Progress Indicator	Comments
Total sewerage mains breaks and chokes per 100km sewer main per year.	<10	0.01	●	Townsville Water is performing well, with only 7 sewerage mainline breaks and chokes in this quarter, in comparison to approximately 1300 kilometers of sewer main managed by Townsville Water.
Total sewage overflows per 100km of sewer main per year.	<10	0.23	●	In the first quarter there were 3 sewage overflows, which is low considering that Townsville Water has over 1300 kilometers of sewer mains to manage.
Sewerage overflows to customer properties per 1,000 connections per year.	<3	0.25	●	There were a total of 18 sewage overflows to customer properties in the first quarter compared to over 72,000 customer properties being serviced.
Number of odour complaints per 1,000 connections per year.	<2	0.23	●	There were a total of 17 odour complaints, compared to over 72,000 customer properties being serviced. This represents the number of instances where a customer reported an odour and the issue was verified by Townsville Water, or Townsville Water was unable to determine beyond a reasonable doubt that the odour was not caused by their operations.
Average time to respond to an incident (excluding disasters).	Within 4 hours of advice of incident being reported.	0:52	●	Townsville Water is well within the target, with the average time to respond to a wastewater incident being 52 minutes for the first quarter. Note: This represents only the initial response to the incident, not necessarily to fix the issue.
Time for restoration of service if no excavation is required - unplanned interruptions.	>95% within 5 hours of incident being reported.	97.78%	●	There were 90 blockages which didn't require excavation, with an average restoration time of 2.13 hours from the time of notification by the customer.
Time for restoration of service if excavation is required - unplanned interruptions.	>95% within 24 hours of advice from appropriate underground service authority.	100%	●	There were 8 blockages which required excavation, with an average restoration time of 3.33 hours from the time of notification by the customer.
Water and Wastewater Services				
	Annual Target	Quarter 1 Result	Progress Indicator	Comments
Total water and sewerage complaints per 1,000 connections per year.	<13	0.30	●	In the first quarter, Townsville Water received 25 complaints. This represents the number of complaints received through Council's Complaints Management System, as opposed to notifications or requests for service from a customer via our Customer Relationship Management system. Over half of the 25 complaints recorded related to the existence of water restrictions or watering times or enforcement of water restrictions.