



Townsville Water

Quarter 1 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 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	6.70	●	This service standard is on track to meet the target at the end of the financial year. During July, August and September there were 171 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	14.99	●	This service standard is on track to meet the target by the end of the financial year. There were 1,258 customer connections affected by 107 unplanned interruptions throughout July, August and September.
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.
Time for restoration of service if excavation is required - unplanned interruptions.	>95% within 24 hours of receipt of underground service plans and necessary permits.	98%	●	Where service has been lost, it takes on average 3.19 hours for Townsville Water to restore the water service. Only 1 of the 59 service interruptions exceeded the 24 hour service standard.
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 had an average install time of 3 weeks, where applications complied with the application process and onsite requirements. 209 water meters were installed during the quarter.

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Water Services (Continued)				
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%	97%	●	In June 2015, Giardia was detected in the raw water feed for the Paluma Drinking Water Scheme. A boil water notice was in place from 10th June 2015 to 10th July 2015. Sampling undertaken in July cleared the Scheme of further contamination. In August 2015, council agreed in principle to the installation of a treatment plant at Paluma, to address water quality risks. Funding and design will be considered in 2015/2016.
Number of water pressure customer complaints per 1,000 connections per year.	<5	0.57	●	This service standard is on target. There were 48 water pressure customer complaints during July, August and September.
Number of drinking water quality customer complaints per 1,000 connections per year.	<5	0.21	●	This service standard is on target. There were 18 drinking water quality customer complaints during July, August and September.
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	●	There was 1 drinking water quality incident reported to the Regulator during the first quarter.
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	0.74	●	Townsville Water is performing well, with only 11 breaks and chokes, in comparison to the 1,400 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	0.34	●	There were a total of 5 sewage overflows during the first quarter, which is low considering that Townsville Water has over 1,400 kilometres of sewer main to maintain.
Sewerage overflows to customer properties per 1,000 connections per year.	<3	0.07	●	There were a total of 5 sewage overflows during the first quarter, compared to over 71,700 customer properties being serviced.
Number of odour complaints per 1,000 connections per year.	<2	0.29	●	There were a total of 21 odour complaints, compared to over 71,700 customer properties being serviced.

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Wastewater Services (Continued)				
Effective Transport of Wastewater	Annual Target	Quarter 1 Result	Progress Indicator	Comments
Average time to respond to an incident (excluding disasters).	Within 4 hours of advice of incident being reported	41 mins	●	Townsville Water has improved its average response time from an average of 104 minutes for 2014/2015, to 41 minutes for the first quarter of 2015/2016. 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.	81.8% of all blockages cleared within 5 hours, and 100% of all blockages cleared within 24 hours	●	So far for the 2015/16 financial year, 4.77% more blockages were cleared within 5 hours than in 2014/2015, and 8.21% more blockages were cleared within 24 hours than in the 2014/15 financial year. Our reporting systems are currently unable to distinguish between blockages that require excavation and those that don't. Works are underway to develop reporting that can distinguish between the two categories, to report against these two indicators separately.
Time for restoration of service if excavation is required - unplanned interruptions.	>95% within 24 hours of advice from appropriate underground service authority.			
Water and Wastewater Services				
	Annual Target	Quarter 1 Result	Progress Indicator	Comments
Total water and sewerage complaints per 1,000 connections per year.	<13	2.43	●	During July, August and September, there were 204 complaints recorded. This service standard is on track to meet the target at the end of the financial year.