

Townsville Water Customer Service Standard Report Card

Quarter 1 Progress Against Performance Targets for 2018/2019

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	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	4.96	4.96		For the quarter there were 130 water main breaks.
Incidence of unplanned water interruptions per 1,000 connections per year	<100	2.18	2.18		There were 20 unplanned interruptions, which affected 200 connections, which is on track for the quarter.
Average time to respond to an incident (excluding disasters)	Within 4 hours of advice of incident being reported	3.68	3.68		Out of 1582 incidents, 1445 were responded to within the 4 hours period and 137 were responded to outside of the targeted period. On average, we responded to the 1582 incidents with a 91.34% percentage compliance.
Time for restoration of service if excavation is required - unplanned interruptions	>95% within 24 hours of receipt of underground service plans and necessary permits	97.37%	97.37%		There were 42 separate jobs that reported a loss of water, with 37 being completed within the targeted time frame.
Install new water meters within 4 weeks of Water Operations Department receiving a compliant meter application	100%	92.95%	92.95%		There were 156 applications for new water meters. We completed 145 within 4 weeks for the first quarter.
Adequacy and Quality of Supply	Annual Target	Quarter 1 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%	99.99%	99.99%		Drinking water quality was 99.99% for the first quarter as there was a further detection of lead found at one location during our ongoing sampling in August.

Number of water pressure customer complaints per 1,000 connections per year	<5	0.14	0.14		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. For quarter 1, there were 12 verified issues - 3 instances were a result of bursts, leaks or other issues with Townsville Water's infrastructure or assets. The remaining 2 issues require replacement of the water service.
Water Services (Continued)					
Adequacy and Quality of Supply (Continued)	Annual Target	Quarter 1 Result	Year To Date Progress	Progress Indicator	Comments
Number of drinking water quality customer complaints, per 1,000 connections per year	<5	0.22	0.22		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. For quarter 1 there were 19 water quality issues reported. 17 incidents were flushed resulting in satisfactory resolution and in 2 incidents the water meter was replaced.
Number of drinking water quality incidents, for noncompliance with water quality criteria reported to the Regulator, per 1,000 connections per year	<7	0.00	0.00		For Quarter 1 there were no new incidents reported to the Regulator.
Wastewater Services					
Effective Transport of Wastewater	Annual Target	Quarter 1 Result	Year To Date Progress	Progress Indicator	Comments
Total sewerage mains breaks and chokes per 100km sewer main per year	<10	1.41	1.41		There were 19 main line breaks and chokes for the quarter.
Total sewage overflows per 100km of sewer main per year	<10	0.00	0.00		There were no sewage overflows reported to the Regulators for the quarter.
Sewage overflows to customer properties per 1,000 connections per year	<3	0.18	0.18		There were 13 customer spills reported for the quarter.
Number of odour complaints per 1,000 connections per year	<2	0.19	0.19		There were 14 calls regarding odour complaints where work was commenced or investigated for the quarter.

Average time to respond to an incident (excluding disasters)	Within 4 hours of advice of incident being reported	3.90	3.90		For quarter 1 we received 197 customer service requests. We responded to 177 incidents within the 4 hour targeted time frame.
Time for restoration of service if no excavation is required - unplanned interruptions	>95% within 5 hours of incident being reported	91.50%	91.50%		There were 200 properties that did not require excavation for quarter one. We completed 183 within the 5 hour targeted time frame. Our average restoration time was 3 hours and 54 minutes.
Time for restoration of service if excavation is required - unplanned interruptions	>95% within 24 hours of receipt of underground service plans and necessary permits	100.00%	100.00%		There were 11 jobs that required excavation, all of which were completed within the 24 hour time frame.
Water and Wastewater Services					
	Annual Target	Quarter 1 Result	Year To Date Progress	Progress Indicator	Comments
Total water and sewerage complaints per 1,000 connections per year	<13	0.21	0.21		Townsville Water received 18 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. Majority of complaints were staff complaints. The majority of the complaints were for Staff Complaints. Townsville Water also received 6 compliments for the quarter, with the majority being for speedy repairs and professional workmanship.