

# Townsville Water Customer Service Standard Report Card

## Quarter 2 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 2 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	7.58	12.52		There were 199 water main breaks for the quarter. This is on target for the quarter and the year.
Incidence of unplanned water interruptions per 1,000 connections per year	<100	3.80	5.98		There were 32 unplanned interruptions, which affected 326 connections.
Average time to respond to an incident (excluding disasters)	Within 4 hours of advice of incident being reported	3:28	3:34		The average response time for the quarter was 3 Hours and 28 minutes, which is within the target of 4 hours.
Time for restoration of service if excavation is required - unplanned interruptions	>95% within 24 hours of receipt of underground service plans and necessary permits	91.84%	94.25%		There were 49 separate jobs that reported a loss of water, with 45 being completed within the targeted time frame.
Install new water meters within 4 weeks of Water Operations Department receiving a compliant meter application	100%	91.84%	92.52%		For the quarter there were 98 applications and 90 were completed within the 4 week timeframe. Some applications were delayed due further supply of information and the christmas period.
Adequacy and Quality of Supply	Annual Target	Quarter 2 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%	99.96%	99.98%		Drinking water quality was 99.96% for the quarter as there was a detection of Geosmin in October. Geosmin is not a reportable or breachable incident.
Number of water pressure customer complaints per 1,000 connections per year	<5	0.23	0.29		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 the quarter, there were 13 verified issues - 7 instances were a result of bursts, leaks or other issues with Townsville Water's infrastructure or assets, 1 instance was due to a valve being off for unknown reasons, 1 instances were due to Townsville City Council working in the area with the water off. The remaining 2 issues it was determined the service to the property required replacement.
Water Services (Continued)					

Adequacy and Quality of Supply (Continued)	Annual Target	Quarter 2 Result	Year To Date Progress	Progress Indicator	Comments
Number of drinking water quality customer complaints, per 1,000 connections per year	<5	0.23	0.45		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 the quarter 2 incidents required replacement of the water meter. The remaining incidents were flushed resulting in satisfactory resolution.
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 the Quarter there were no incidents reported to the Regulator.
<b>Wastewater Services</b>					
Effective Transport of Wastewater	Annual Target	Quarter 2 Result	Year To Date Progress	Progress Indicator	Comments
Total sewerage mains breaks and chokes per 100km sewer main per year	<10	0.81	2.22		There were 11 main line breaks and chokes for the quarter, in comparisons to approximately 1,400 kilometers of sewer main managed by Townsville Water.
Total sewage overflows per 100km of sewer main per year	<10	0.22	0.22		There were 3 sewage overflows reported to the Regulators for the quarter.
Sewage overflows to customer properties per 1,000 connections per year	<3	0.13	0.31		There were 10 customer spills reported for the quarter.
Number of odour complaints per 1,000 connections per year	<2	0.13	0.32		There were 10 calls regarding odour complaints where work was commenced or investigated for the quarter. From October the Wastewater Department move from manual forms to electronic. Due to this adjustment there could be some errors in the reporting.
Average time to respond to an incident (excluding disasters)	Within 4 hours of advice of incident being reported	17:59	9:31		For the quarter we received 118 customer service requests. We responded to 94 incidents within the 4 hour targeted time frame. From October the Wastewater Department move from manual forms to electronic. Due to this adjustment there could be some errors in the reporting.
Time for restoration of service if no excavation is required - unplanned interruptions	>95% within 5 hours of incident being reported	65.31%	80.40%		There were 147 properties that did not require excavation for the quarter. We completed 96 within the 5 hour targeted time frame. From October the Wastewater Department move from manual forms to electronic. Due to this adjustment there could be some errors in the reporting.
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 8 jobs that required excavation, all of which were completed within the 24 hour time frame.
<b>Water and Wastewater Services</b>					
	Annual Target	Quarter 2 Result	Year To Date Progress	Progress Indicator	Comments
Total water and sewerage complaints per 1,000 connections per year	<13	0.16	0.37		Townsville Water received 13 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. Townsville Water also received 10 compliments for the quarter.