Townsville Water Customer Service Standard Report Card

Quarter 3 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.

Average time to respond to an incident (excluding disasters) Within 4 hours of advice of incident being reported disasters) Within 4 hours of advice of incident being reported disasters) Within 4 hours of advice of incident being reported disasters) Within 4 hours of advice of incident being reported disasters) Within 4 hours of receipt of underground service plans and necessary permits P7.78% 95.45% There were 45 separate jobs that reported a loss of water, with 44 being completed within the targeted time frame. Install new water meters within 4 weeks of Water Operations Department receiving a compliant meter application Adequacy and Quality of Supply Annual Target Quarter 3 Result Year To Date Progress Indicator Compliance with dinking water quality requirements in accordance with the Australian Dinking Water Quality requirements in accordance with the Australian Dinking Water Quality Management Plan Dinking water quality was 99.90% for the quarter as there was a further detection of lead found one location during our orgoing sampling in January. There was also THM detection at Palums (Annual Target Quality Management Plan Number of water gressure customer complaints per 45 0.21 Out of 1886 incidents, 1476 were responded to within the 4 hours period. On average, we responded to the 1686 incidents with a 87.54% percentage compliance. There were 45 separate jobs that reported a loss of water, with 44 being completed within the targeted time frame. There were 60 applications for new water meters. We completed 48 within 4 weeks for the quarter as there was a further detection of lead found one location during our orgoing sampling in January. There was also THM detection at Palums (Annual Target Quality Management Plan March. Resamples are being taken. This represents the number of instances where low pressure was reported by a customer and issue was verified by Townswille Water by inspection and for testing. For the quarter, there were 15 separate jobs that reported a loss of water, with 44 b	LEGEND: On Target Monitor Requires Action								
Lay to by Continuity of Supply Annual larget Result Progress Indicator Comments Total water main breaks (excluding those on the properly owner's side) per 100km of water main per year Incidence of unplanned water interruptions per 1,000 comections per year Average time to respond to an incident (excluding disasters) Within 4 hours of advice of incident being reported of underground service plans and necessary permits 100% 76.67% 89.49% There were 45 separate jobs that reported a loss of water, with 44 being completed within the largeted time frame. There were 60 applications for new water meters. We completed 48 within 4 weeks for the qua application Adequacy and Quality of Supply Annual Target 100% 99.99% 99.95% There were 60 applications for new water meters. We completed 48 within 4 weeks for the qua application Direkting water quality was 99.90% for the quarter as there was a further detection of lead form one location during our ongoing sampling in January. There was also THM detection at Palumi Outsile inso and the Townsville Water Drinking Water Quality Management Plan Number of water pressure customer complaints per 1,000 connections per year	Water Services								
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disasters) Incident being reported 4.20 3.51 Iresponded to the 1686 incidents with a 87.54% percentage compliance. Irime for restoration of service if excavation is required unplanned interruptions Possible of underground service plans and necessary permits and necessary permits Install new water meters within 4 weeks of Water Operations Department receiving a compliant meter application Adequacy and Quality of Supply Annual Target Quarter 3 Result Progress Indicator Compliance with drinking water quality requirements in accordance with the Australian Drinking Water Quality Management Plan Dirinking water quality was 99.90% for the quarter as there was a further detection of lead found one location during our ongoing sampling in January. There was also THM detection at Palums (Quality Management Plan) Number of water pressure customer complaints per 1,000 connections per year 4.20 3.51 There were 45 separate jobs that reported a loss of water, with 44 being completed within the targeted lime frame. There were 60 applications for new water meters. We completed 46 within 4 weeks for the quarter as there was a further detection of lead found one location during our ongoing sampling in January. There was also THM detection at Palums (Austria) and Austria) an		<100	2.90	8.88		There were 31 unplanned interruptions, which affected 249 connections, which is on track for the quarter.			
Install new water meters within 4 weeks of Water Operations Department receiving a compliant meter application Adequacy and Quality of Supply Annual Target Quarter 3 Result Progress Indicator Compliance with drinking water quality requirements in accordance with the Australian Drinking Water Quality Management Plan Number of water pressure customer complaints per 1,000 connections per year of underground service plans and necessary permits 100% 76.67% 89.49% Progress Progress Indicator Comments Drinking water quality was 99.90% for the quarter as there was a further detection of lead fount one location during our ongoing sampling in January. There was also THM detection at Palume March. Resamples are being taken. This represents the number of instances where low pressure was reported by a customer and issue was verified by Townsville Water by inspection and/or testing. For the quarter, there were 15 verified issues - 6 instances the service required replacement 5 instances reported by a customer and issue was verified by Townsville Water by inspection and/or testing.			4:26	3:51					
Operations Department receiving a compliant meter application Adequacy and Quality of Supply Annual Target Quarter 3 Result Year To Date Progress Indicator Comments Comments Drinking water quality requirements in accordance with drinking water quality requirements in accordance with the Australian Drinking Water Quality Management Plan Drinking water quality was 99.90% for the quarter as there was a further detection of lead found one location during our ongoing sampling in January. There was also THM detection at Paluma March. Resamples are being taken. This represents the number of instances where low pressure was reported by a customer and issue was verified by Townsville Water by inspection and/or testing. For the quarter, there were 15 verified issues - 6 instances the service required replacement. 5 instances were deemed low.	• · · · · · · · · · · · · · · · · · · ·	of underground service plans	97.78%	95.45%					
Compliance with drinking water quality requirements in accordance with the Australian Drinking Water Guidelines and the Townsville Water Drinking Water Quality Management Plan Annual Target Result Progress Indicator	Operations Department receiving a compliant meter	100%	76.67%	89.49%		There were 60 applications for new water meters. We completed 46 within 4 weeks for the quarter.			
accordance with the Australian Drinking Water Guidelines and the Townsville Water Drinking Water Quality Management Plan 100% 99.90% 99.95% one location during our ongoing sampling in January. There was also THM detection at Paluma March. Resamples are being taken. This represents the number of instances where low pressure was reported by a customer and issue was verified by Townsville Water by inspection and/or testing. For the quarter, there were 15 verified issues - 6 instances the service required replacement, 5 instances Townsville Water were working with the water shut off, 3 instances were deemed low	Adequacy and Quality of Supply	Annual Target				Comments			
Number of water pressure customer complaints per 1,000 connections per year	accordance with the Australian Drinking Water Guidelines and the Townsville Water Drinking Water	100%	99.90%	99.95%		Drinking water quality was 99.90% for the quarter as there was a further detection of lead found at one location during our ongoing sampling in January. There was also THM detection at Paluma for March. Resamples are being taken.			
Water Services (Continued)	1,000 connections per year	<5	0.21	0.47		For the quarter, there were 15 verified issues - 6 instances the service required replacement, 5 instances Townsville Water were working with the water shut off, 3 instances were deemed low			

Adequacy and Quality of Supply (Continued)	Annual Target	Quarter 3 Result	Year To Date Progress	Progress Indicator	Comments
Number of drinking water quality customer complaints, per 1,000 connections per year	<5	0.21	0.66	indicator	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 there were 18 water quality issues reported.
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	0.02		For the Quarter there were 2 incidents reported to the Regulator.
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	2.94	5.17		There were 40 main line breaks and chokes for the quarter.
Total sewage overflows per 100km of sewer main per year	<10	0.22	0.44		There were 3 sewage overflows reported to the Regulators for the quarter.
Sewage overflows to customer properties per 1,000 connections per year	<3	0.15	0.46		There were 11 customer spills reported for the quarter.
Number of odour complaints per 1,000 connections per year	<2	0.15	0.47		There were 11 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	25:01	13:02		For the quarter we received 97 customer service requests. We responded to 73 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	98.57%	92.81%		There were 70 properties that did not require excavation for quarter one. We completed 69 within the 5 hour targeted time frame. Our average restoration time was 1 hour and 33 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	71.43%	92.31%		There were 7 jobs that required excavation, for the quarter 5 of these were completed within the 24 hour time frame.
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	0.20	0.56		Townsville Water received 17 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 7 compliments for the quarter.