

Townsville Water Customer Service Standard Report Card

Quarter 3 Progress Against Performance Targets for 2017/2018

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 3 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	5.75	16.31		There were 150 water main breaks in the third quarter, which is on target for the quarter and the year.
Incidence of unplanned water interruptions per 1,000 connections per year	<100	7.86	18.95		There were 53 unplanned interruptions during the third quarter which affected 672 connections.
Average time to respond to an incident (excluding disasters)	Within 4 hours of advice of incident being reported	3:27	3:11		The average response time for the third quarter was 3 hours and 27 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	99%	94%		There were 83 instances where supply was lost during the third quarter, with 1 instance where the water supply was not restored within the 24 hour time frame.
Install new water meters within 4 weeks of Water Operations Department receiving a compliant meter application	100%	72%	76%		In the third quarter, there were 115 new meter applications. 84 water meters were installed within the 4 week period. 26 meters were installed outside of the targeted 4 week period. 5 applications were not completed during the period due to delays from wet weather and rescheduling.
Adequacy and Quality of Supply	Annual Target	Quarter 3 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%	100%	92%		Drinking water quality compliance was 99.89% for the Townsville Metropolitan Water Supply Scheme and the Giru/Cungulla Water Supply Scheme. Some trihalomethane and chlorate detections occurred during the months of quarter 3 due to hot weather. The Paluma Water Supply Scheme continues to have a boil water notice in place due to the detection of Cryptosporidium and Giardia in the raw water supply in October and November 2016. The boil water alert at Paluma is expected to cease on 17 April 2018 when the new water treatment plant is completed.
Number of water pressure customer complaints per 1,000 connections per year	<5	0.14	0.79		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. In the third quarter, 8 of the 13 instances of low pressure reported were related to bursts, leaks or other issues with Townsville Water's infrastructure or assets, which were promptly repaired to fix the issue or related to times when Townsville Water was undertaking work on the water network. In the remaining 5 instances, low pressure or high pressure was verified at the location and further investigation or rectification is underway.

Water Services (Continued)					
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	0.19	0.90		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.
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		There have been no new noncompliances that have been reported to the Regulator during the third quarter. Paluma remains on boil water alert due to the detection of Cryptosporidium and Giardia in the raw water supply in October and November 2016. The boil water alert at Paluma is expected to cease on 17 April 2018 when the new water treatment plant is completed.
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	0.52	2.09		Townsville Water experienced 7 sewerage mainline breaks and chokes in the third quarter, in comparison to approximately 1,300 kilometres of sewer main managed by Townsville Water.
Total sewage overflows per 100km of sewer main per year	<10	0.15	0.52		In the third quarter there were 2 sewage overflows to the environment. This was due to the wet weather event in February/March.
Sewage overflows to customer properties per 1,000 connections per year	<3	0.26	0.57		There were a total of 19 sewage overflows to customer properties in the third quarter compared to over 72,000 customer properties being serviced.
Number of odour complaints per 1,000 connections per year	<2	0.39	1.00		There were 29 odour complaints for the third quarter. Due to the wet weather event during February and March, the cause of the odours were not determined and likely to be stormwater and mangrove areas. Council's Environmental Health are continuing to investigate.
Average time to respond to an incident (excluding disasters)	Within 4 hours of advice of incident being reported	6:29	5:12		Townsville Water is 2 hour and 27 minutes over target for the third quarter. 87% were responded within 4 hours with 19 requests exceeding the targeted 4 hour response time. The 19 requests where response time exceeded target were delayed as they were considered to be non-urgent requests and some of the requests were made after hours.
Time for restoration of service if no excavation is required - unplanned interruptions	>95% within 5 hours of incident being reported	94%	94%		There were 77 blockages (which did not require excavation) with an average restoration time of 2 hours and 34 minutes for the third quarter. There were 5 blockages where the restoration time exceeded the 5 hour targeted restoration time.
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%	100%		There were 6 services that required excavation and all were completed within 24 hours. Average restoration time of 3 hours and 57 minutes for the third quarter.
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	0.14	0.81		In the third quarter, Townsville Water received 12 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.