



# Townsville Water

## Quarter 3 Progress Against Performance Targets for 2016/2017

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	8.22	26.50	●	There were 212 water main breaks in quarter 3, which is a slight improvement on earlier quarters. However, breaks are still slightly higher than targeted for the quarter due to the continuation of dry weather and increased pressure in water pipes as a result of water restrictions.
Incidence of unplanned water interruptions per 1,000 connections per year.	<100	8.44	22.96	●	This service standard is on track to meet the target at the end of the financial year. There were 62 unplanned interruptions during the third quarter, which affected 714 connections.
Average time to respond to an incident (excluding disasters).	Within 4 hours of advice of incident being reported.	4:28	4:28	●	The average response time was 4 hours and 28 minutes. This is the first time that Townsville Water has been able to report on this indicator. Data is only available for the month of March, from the date that the new process was implemented. The average time to respond is slightly above target, however we attribute some instances to data capture issues, as the new process of recording Time On Site is still being fully implemented and finetuned. Further training will be undertaken with relevant staff to ensure that new process is properly embedded.
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%	99%	●	In all cases where water supply was lost during the third quarter, service was restored within 24 hours. This resulted in an average restoration time of 4.7 hours.
Install new water meters within 4 weeks of the Water Operations Department receiving a compliant meter application.	100%	99.14%	99.33%	●	In the third quarter, Townsville Water installed 126 meters, with an average install time of 1.4 weeks where applications complied with the application process. 2 water meters were not installed within the 4 week period. In both cases, the late installation was caused by the delay of the applicant in providing necessary information.

Quarter 3  
2016/17

# Townsville Water

Water Services					
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%	75%	86.03%	●	Paluma remains on boil water alert due to the detection of Cryptosporidium and Giardia in the raw water supply in October and November 2016. Assessment of responses is underway for an Expression of Interest process for a treatment option for the Paluma Township Water Supply Scheme. Investigations into the cleaning of the Paluma Weir and survey of septics in the Paluma Township area are ongoing. There were 2 E.coli detections in the Townsville Water Supply Scheme, which were adequately corrected to ensure continued delivery of potable water. There were breaches of Trihalomethanes and Chlorates in the Townsville Water Supply Scheme, as a result of higher than usual chlorine dosing required to combat reduced water turnover as a result of restrictions.
Number of water pressure customer complaints per 1,000 connections per year.	<5	0.44	1.63	●	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. 17 of the 37 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. 19 of the instances of low pressure related to times when Townsville Water was undertaking work on the water network. In the remaining 1 instance, investigations are still underway to establish the cause.
Number of drinking water quality customer complaints per 1,000 connections per year.	<5	0.35	1.20	●	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	0.05	0.12	●	Paluma remains on boil water alert due to the detection of Cryptosporidium and Giardia in the raw water supply in October and November 2016. Assessment of responses is underway for an Expression of Interest process for a treatment option for the Paluma Township Water Supply Scheme. Investigations into the cleaning of the Paluma Weir and survey of septics in the Paluma Township area are ongoing. There were 2 E.coli detections in the Townsville Water Supply Scheme, which were adequately corrected to ensure continued delivery of potable water. There were breaches of Trihalomethanes and Chlorates in the Townsville Water Supply Scheme, as a result of higher than usual chlorine dosing required to combat reduced water turnover as a result of restrictions.

# Townsville Water

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	0.60	1.59	●	Townsville Water is performing well with only 8 sewage 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	0.38	0.76	●	In the third quarter there were 5 sewage overflows to the environment, which is low considering that Townsville Water has approximately 1,300 kilometres of sewer mains to manage.
Sewerage overflows to customer properties per 1,000 connections per year.	<3	0.07	0.37	●	There were a total of 5 sewage overflows to customer properties in the second quarter compared to over 72,000 customer properties being serviced.
Number of odour complaints per 1,000 connections per year.	<2	0.41	0.85	●	In the third quarter, there were 30 complaints. This represents the number of instances where a customer reported an odour and the issue was verified by Townsville Water, or Townsville Water was unable to determine beyond a reasonable doubt that the odour was not caused by their operations.
Average time to respond to an incident (excluding disasters).	Within 4 hours of advice of incident being reported.	0:58	0:53	●	Townsville Water is well within the target, with the average time to respond to a wastewater incident being 58 minutes for the third quarter. Note: This represents only the initial response to the incident, not necessarily the repair of the issue.
Time for restoration of service if no excavation is required - unplanned interruptions.	>95% within 5 hours of incident being reported.	98.50%	98.76%	●	There were 67 blockages (which did not require excavation) within the third quarter, with an average restoration time of 2 hours and 9 minutes from time of notification by the customer.
Time for restoration of service if excavation is required - unplanned interruptions.	>95% within 24 hours of advice from appropriate underground service authority.	100%	100%	●	There were 8 blockages (which required excavation) within the third quarter, with an average restoration time of 3 hours and 22 minutes from the time of notification by the customer.
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	0.31	0.73	●	In the third quarter, Townsville Water received 26 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.