

Water Quality Performance Indicators

Water Quality Incidents

Number of drinking water quality incidents (non-compliance with water quality criteria reportable to the Regulator) per 1,000 connections per year.

KPI Limit

<7

Year To Date



0.01

Water Quality Complaints

Number of drinking water quality customer complaints per 1,000 connections per year.

KPI Limit

<5

Year To Date



0.07

Water Pressure Complaints

Number of water pressure customer complaints per 1,000 connections per year.

KPI Limit

<5

Year To Date



0.18

Drinking Water Quality Compliance

Compliance with drinking water quality requirements in accordance with the Australian Drinking Water Guidelines and the Townsville Water Drinking Water Quality Management Plan.

KPI Target

100%

Quarter



98%

All water quality performance indicators successfully achieved KPI targets for the year.

On 21/9/23 water quality monitoring identified a minor exceedance of Australian Drinking Water Guideline levels for bromate in the Paluma water system. Secondary testing is being undertaken to confirm results and water treatment process is being modified to return required levels.

Water Service Performance Indicators

Average Response Time to an Incident

Average time to respond to an incident (excluding disasters) note: the problem may not be fixed on the initial response.

KPI Limit

Within 4 hours of advices of incident being reported



Quarter

3:29

h

Average Response Time remained within the specified 4 hour time frame for Quarter 1.

Water Restoration Of Service

Time for restoration of service if excavation is required - unplanned interruptions

KPI Target

>95% within 24 hours of receipts of underground services plans and necessary permits.



Quarter

100%

A total of 31 restoration jobs were attended and completed within the targeted time of 24h.

New Water Meters Installation

Install new water meters within 4 weeks of the Water Operations Department receiving a compliant meter application.

KPI Target

100%

Quarter



100%

The target for installation time for new water meters were met 100% of the time in Quarter 1

Unplanned Interruptions to Water Service

Incidence of unplanned water interruptions per 1,000 connections per year.

KPI Limit

<100

Year To Date



3

Unplanned Interruptions tracked within set targets for the quarter.

Water Main Breaks

Total Water Main Breaks (Excluding those on the property owner's side) per 100kms of water main per year.

KPI Limit

<30

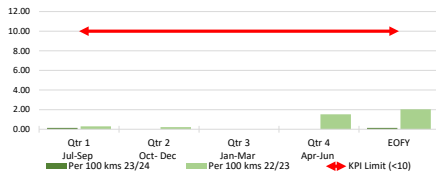
Year To Date



4

Water Main Breaks tracked within set targets for the quarter.

Wastewater Quality Performance Indicators



Sewerage Overflows

Total sewerage overflows per 100km of main per year.

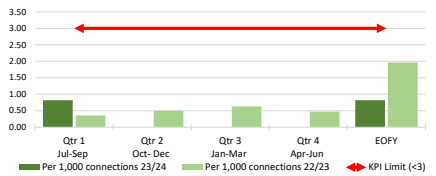
KPI Limit

Year To Date

KPI <10



0.14



Sewerage Overflows to Customer Properties

Sewerage overflows to customer properties per 1,000 connections per year.

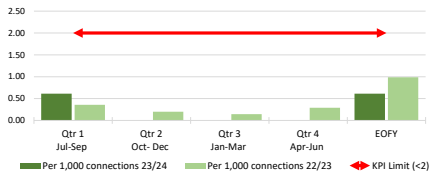
KPI Limit

Year To Date

<3



0.82



Sewerage Odour Complaints

Number of odour complaints per 1,000 connections per year

KPI Limit

Year To Date

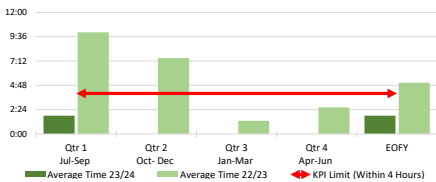
<2



0.61

All wastewater quality performance indicators successfully achieved KPI targets for the year.

Wastewater Service Performance Indicators



Average Response Time to an Incident

Average time to respond to an incident (excluding disasters) note: the problem may not be fixed on the initial response.

KPI Limit

Quarter

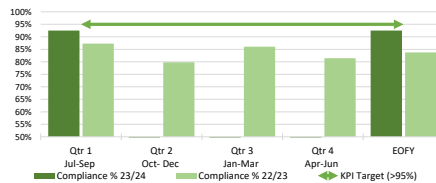
Within 4 hours of advices of incident being reported



1:48

h

Average Response Time remained within the specified 4 hour time frame for Quarter 1.



Restoration of Service - Excavation is NOT required

Time for restoration of services if no excavation is required - unplanned interruptions.

KPI Target

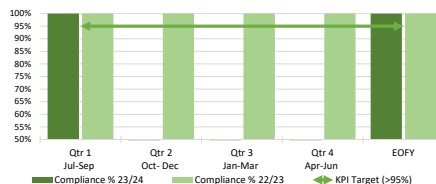
Quarter

>95% within 5 hours of incident being reported.



93%

Restoration of service improved in Quarter 1 with 93% (37 out of 40) of issues rectified and returned to service within 5 hours



Restoration of Service - Excavation IS required

Time for restoration of services if excavation is required - unplanned interruptions.

KPI Target

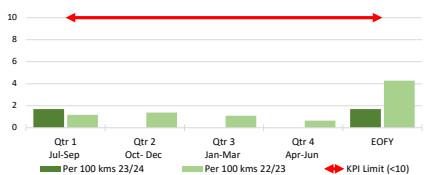
Quarter

>95% within 24 hours of advice from appropriate underground service authority.



100%

Restoration of service while excavation is required tracked within set targets for the quarter.



Sewerage Main Breaks

Total sewerage main breaks and chokes per 100kms of sewer main per year.

KPI Limit

Year To Date

<10



2

Sewerage Main Breaks tracked within set targets for the quarter.