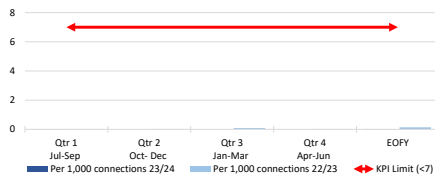| Quarter 2 2023/2024	Water and Resource Recovery Customer Service Scorecards

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.
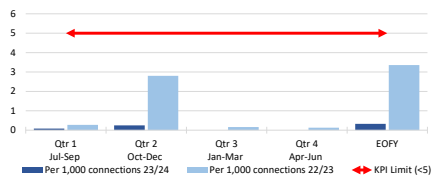
KPI Limit	Year To Date	
<7	✅	0.01

Water Quality Complaints

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

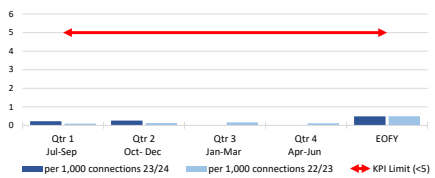| KPI Limit	Year To Date	
<5	✅	0.33

Water Pressure Complaints

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

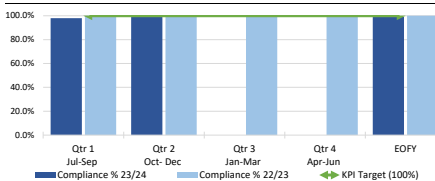| KPI Limit	Year To Date	
<5	✅	0.49

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.
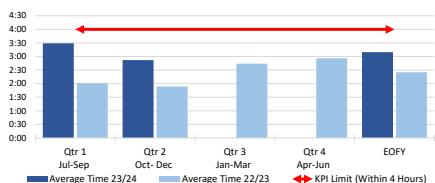
KPI Target	Quarter	
100%	✅	100%

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

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.

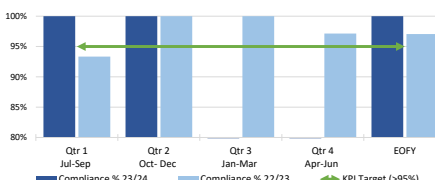| KPI Limit	Quarter		
Within 4 hours of advices of incident being reported	✅	2:52	h

Average Response Time remained within the specified 4 hour time frame for Quarter 2.

Water Restoration Of Service

Time for restoration of service if excavation is required - unplanned interruptions
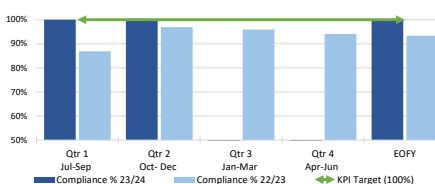
KPI Target	Quarter	
>95% within 24 hours of receipts of underground services plans and necessary permits.	✅	100%

A total of 39 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.
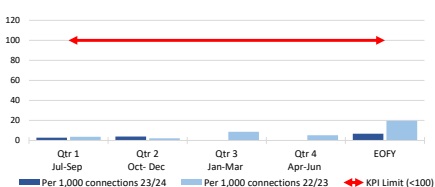
KPI Target	Quarter	
100%	✅	100%

The target for installation time for new water meters were met 100% of the time in Quarter 2

Unplanned Interruptions to Water Service

Incidence of unplanned water interruptions per 1,000 connections per year.
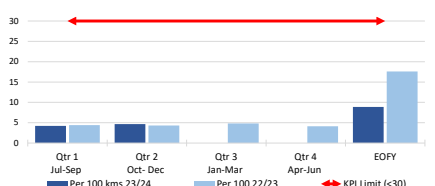
KPI Limit	Year To Date	
<100	✅	7

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.
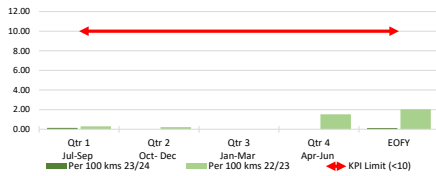
KPI Limit	Year To Date	
<30	✅	9

Water Main Breaks tracked within set targets for the quarter.

Wastewater Quality Performance Indicators

Sewerage Overflows

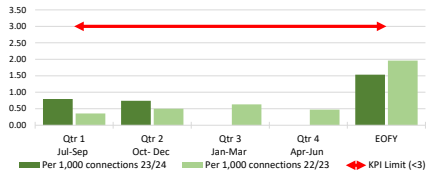Total sewerage overflows per 100km of main per year.

KPI Limit	Year To Date
KPI <10	✅ 0.12

Sewerage Overflows to Customer Properties

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

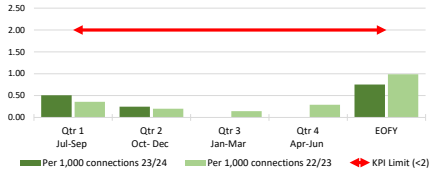| KPI Limit	Year To Date
<3	✅ 1.53

Sewerage Odour Complaints

Number of odour complaints per 1,000 connections per year
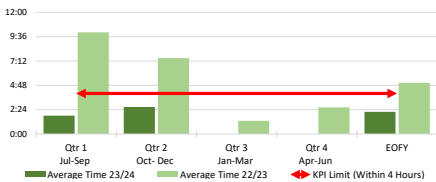
KPI Limit	Year To Date
<2	✅ 0.75

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

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.
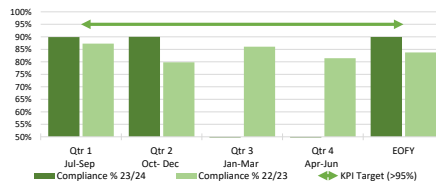
KPI Limit	Quarter
Within 4 hours of advices of incident being reported	✅ 2:39 h

Average Response Time was within the specified 4 hour time frame for Quarter 2.

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.	❌ 90%

For Quarter 2 there were 90 restoration jobs not requiring excavation and 81 were completed within the KPI for 5 hours, with the average restoration of service time for the quarter being just under 2 hours.

Restoration of Service - Excavation IS required

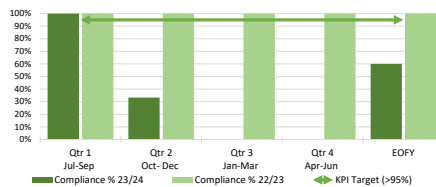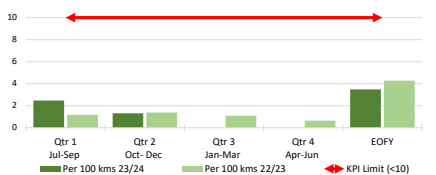Time for restoration of services if excavation is required - unplanned interruptions.

KPI Target	Quarter
>95% within 24 hours of advice from appropriate underground service authority.	❌ 33%

Restoration of service whereby excavation is required only had a total of 3 jobs for the quarter. 2 of the jobs were not completed within the 24 hours, one was completed just over 24 hours and the other was completed within 3 days.

Sewerage Main Breaks

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

KPI Limit	Year To Date
<10	✅ 3

Sewerage Main Breaks tracked within set targets for the quarter.