

# Townsville Water

## Quarter 2 Progress Against Performance Targets for 2017/2018

Legend	
<span style="color: green;">■</span> On Target	<span style="color: red;">■</span> Requires Attention
<span style="color: orange;">■</span> Monitor	

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.

Water Services					
Day to Day Continuity of Supply	Annual Target	Quarter 2 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	4.73	10.56		There were 123 water main breaks in the second quarter, which is on target for the quarter and the year.
Incidence of unplanned water interruptions per 1,000 connections per year	<100	5.87	11.08		This service standard is on track to meet the target at the end of the financial year. There were 47 unplanned interruptions during the second quarter, which affected 501 connections.
Average time to respond to an incident (excluding disasters)	Within 4 hours of advice of incident being reported	2:58	2:56		The average response time for the second quarter was 2 hours and 58 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	93%	91%		There were 47 instances where supply was lost during the second quarter, with 3 instances where the water supply was not restored within the 24 hour time frame. Of the 3 jobs that were not completed within the 24 hour timeframe, 2 were reports of no water at council park facilities. The remaining 1 was completed only slightly outside of the timeframe at 24 hours and 48 minutes.
Install new water meters within 4 weeks of Water Operations Department receiving a compliant meter application	100%	60%	78%		In the second quarter, there were 161 new meter applications. 96 water meters were installed within the 4 weeks period. 63 meters were installed during the period but were not installed during the targeted 4 week period. 2 of the water meter applications received are still pending installation.
Adequacy and Quality of Supply	Annual Target	Quarter 2 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%	87.5%		Drinking water quality compliance was 100% for December for the Townsville Metropolitan Water Supply Scheme and the Giru/Cungulla Water Supply Scheme. 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. Paluma residents have been moved to a nonpotable water tariff until such time as the new water treatment plant is installed (the drinking water quality compliance for the Paluma Water Supply Scheme will be excluded from this key performance indicator until such time as potable water has been restored).
Number of water pressure customer complaints per 1,000 connections per year	<5	0.34	0.65		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 second quarter, 19 of the 29 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. 7 of the instances of low pressure related to times when Townsville Water was undertaking work on the water network. In the remaining 3 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 2 Result	Year To Date Progress	Progress Indicator	Comments
Number of drinking water quality customer complaints, per 1,000 connections per year	<5	0.49	0.71		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 second 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.
Wastewater Services					
Effective Transport of Wastewater	Annual Target	Quarter 2 Result	Year To Date Progress	Progress Indicator	Comments
Total sewerage mains breaks and chokes per 100km sewer main per year	<10	0.67	1.57		Townsville Water is performing well with only 9 sewage mainline breaks and chokes in the second 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	0.37		In the second quarter there were 2 sewage overflows to the environment, which is low considering that Townsville Water has approximately 1,300 kilometres of sewer mains to manage.
Sewage overflows to customer properties per 1,000 connections per year	<3	0.16	0.31		There were a total of 12 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	0.12	0.60		<p>The number of complaints is significantly lower than previous quarters - the number of odour complaints have been above 25 per quarter for the last 3 quarters. The lower number of complaints is attributed to proactive management of a number of areas that have previously caused odour issues.</p> <p>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.</p>
Average time to respond to an incident (excluding disasters)	Within 4 hours of advice of incident being reported	5:17	4:34		Townsville Water is 1 hour and 17 minutes over target for the second quarter. There was 1 incident which was received late on a Friday afternoon and was not attended until Monday morning, causing Townsville Water's average response rate to the targeted 4 hour time. In this instance, contact was made with the customer to determine the necessity to attend outside of usual business hours and it was agreed that the matter could wait until Monday morning. 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	93%	94%		There were 70 blockages (which did not require excavation) within the second quarter, with an average restoration time of 4 hours and 4 minutes from time of notification by the customer. 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	0 incidents	100%		There were no incidents that required excavation during the second quarter.
Water and Wastewater Services					
	Annual Target	Quarter 2 Result	Year To Date Progress	Progress Indicator	Comments
Total water and sewerage complaints per 1,000 connections per year	<13	0.12	0.67		In the second quarter, Townsville Water received 10 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.