



Townsville Water

Quarter 2 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 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	9.62	18.28	●	Water main breaks are slightly higher for the second quarter, with 248 water main breaks occurring. This is due to the continuation of dry weather and consequential ground instability, as well as increased pressure in water pipes as a result of water restrictions.
Incidence of unplanned water interruptions per 1,000 connections per year.	<100	5.94	14.52	●	This service standard is on track to meet the target at the end of the financial year. There were 48 unplanned interruptions during the second quarter, which affected 502 connections.
Average time to respond to an incident (excluding disasters).	Within 4 hours of advice of incident being reported.	Reporting in progress	Reporting in progress	●	Townsville Water’s method of capturing data around response time to water incidents is being redeveloped to ensure accurate reporting in the future. A new process has been mapped, and changes to the flying squad team have occurred. New tablet devices will be implemented in the field shortly to begin trialling the capture of response times by the flying squad. If the trial of the new data capture process proceeds as planned, some data will be available for reporting in the third quarter.
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%	98.50%	●	In all cases where water supply was lost during the second quarter, service was restored within 24 hours. This resulted in an average restoration time of 2.6 hours.
Install new water meters within 4 weeks of the Water Operations Department receiving a compliant meter application.	100%	98.84%	99.42%	●	In the second quarter Townsville Water installed 171 meters, with an average install time of 1.9 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 or removing site obstructions.

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Water Services					
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%	83.3%	91.55%	●	Paluma is on a boil water alert due to the detection of Cryptosporidium and Giardia in the raw water supply in October and November 2016. Water Networks is currently investigating cleaning of Paluma weir and organising a sanitary survey of septics to be undertaken. An expression of interest for a treatment option for the Paluma Township Water Supply Scheme will be advertised by the end of January 2017. There were two (2) E.coli detections and a chlorine dosing exceedance in the Townsville Water Supply Scheme during the second quarter. The issues were adequately corrected by Townsville Water to ensure continued supply of compliant potable water to the community.
Number of water pressure customer complaints per 1,000 connections per year.	<5	0.51	1.20	●	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 43 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. 25 of the instances of low pressure related to times when Townsville Water was undertaking work on the water network. The remaining 1 instance of low pressure related to the elevation of the house on the premises.
Number of drinking water quality customer complaints per 1,000 connections per year.	<5	0.43	0.84	●	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	0.07	●	Paluma is on a boil water alert due to the detection of Cryptosporidium and Giardia in the raw water supply in October and November 2016. Water Networks is currently investigating cleaning of Paluma weir and organising a sanitary survey of septics to be undertaken. An expression of interest for a treatment option for the Paluma Township Water Supply Scheme will be advertised by the end of January 2017. There were two (2) E.coli detections and a chlorine dosing exceedance in the Townsville Water Supply Scheme during the second quarter. The issues were adequately corrected by Townsville Water to ensure continued supply of compliant potable water to the community.

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2016/17

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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	0.45	0.98	●	Townsville Water is performing well, with only 6 sewage mainline breaks and chokes in this 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	0.38	●	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.
Sewerage overflows to customer properties per 1,000 connections per year.	<3	0.05	0.30	●	There were a total of 4 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	0.21	0.44	●	There were a total of 15 odour complaints, compared to over 72,000 customer properties being serviced. 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.	0:51	0:51	●	Townsville Water is well within the target, with the average time to respond to a wastewater incident being 51 minutes for the second quarter. This is a slight improvement on the first quarter. Note: This represents only the initial response to the incident, not necessarily to fix the issue.
Time for restoration of service if no excavation is required - unplanned interruptions.	>95% within 5 hours of incident being reported.	100%	98.89%	●	There were 78 blockages (which did not require excavation) within the 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 5 blockages (which required excavation), with an average restoration time of 1 hour and 33 minutes from the time of notification by the customer.

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	0.13	0.43	●	In the second quarter, Townsville Water received 11 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.