



# **WATER COMMITTEE MEETING**

## **AGENDA**

**5 MARCH 2014**

*Your attendance is required at a meeting of the Water Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 5 March 2014 commencing at 9:00am for transaction of the enclosed business.*

A handwritten signature in black ink, appearing to be "C. R.", written in a cursive style.

**CHIEF EXECUTIVE OFFICER**  
25 February 2014

Next Meeting Date: 02.04.14

**Please note:**

In accordance with the *Local Government Regulation 2012*, please be advised that all discussion held during the meeting is recorded for the purpose of verifying the minutes. This will include any discussion involving a Councillor, staff member or a member of the public.

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**1 OPENING**

**2 PRESENT**

Members Present:

Councillor G A Belz (Chairperson)  
The Mayor, Councillor M F Strelow  
Councillor C R Rutherford  
Councillor A P Williams  
Councillor N K Fisher

In Attendance:

Mr E Pardon – Chief Executive Officer  
Mr R Holmes – General Manager Regional Services

**3 APOLOGIES AND LEAVE OF ABSENCE**

**4 CONFIRMATION OF MINUTES**

Minutes of the Water Committee held 5 February 2014

**5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

## 6 BUSINESS OUTSTANDING

### 6.1 BUSINESS OUTSTANDING TABLE FOR WATER COMMITTEE

**File No:** 10097  
**Attachments:** 1. Business Outstanding Table for Water Committee  
**Responsible Officer:** Evan Pardon - Chief Executive Officer  
**Author:** Evan Pardon - Chief Executive Officer

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#### **SUMMARY**

*The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Water Committee is presented for Councillors information.*

#### **OFFICER'S RECOMMENDATION**

THAT the Business Outstanding Table for the Water Committee be received.

# **BUSINESS OUTSTANDING TABLE FOR WATER COMMITTEE**

## **Business Outstanding Table for Water Committee**

**Meeting Date: 5 March 2014**

**Attachment No: 1**

Date	Report Title	Resolution	Responsible Officer	Due Date	Notes
20 November 2013	Fish Ladder at Fitzroy River Barrage	THAT a report be presented to a Full Council meeting outlining options for the fish ladder at the Barrage.	Robert Holmes	11/12/2013	
05 February 2014	Future Upgrading of Rockhampton and Gracemere Sewage Treatment Plants	That a Council workshop be convened on the proposed upgrade and augmentation strategy for Rockhampton and Gracemere sewage treatment plants as soon as practicable to allow due consideration to be given to requirements for the 2014/15 Budget.	Jason Plumb	19/02/2014	
05 February 2014	Expansion of the Gracemere Recycled Water Scheme	THAT Council approve the expansion of the Gracemere Recycled Water Scheme and the allocation of \$260,000 of capital funding previously identified in a recent capital budget review as deferred capital funding, to allow construction to commence immediately.	Jason Plumb	19/02/2014	



**7 PUBLIC FORUMS/DEPUTATIONS**

Nil

**8 OFFICERS' REPORTS**

Nil

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## 9 STRATEGIC REPORTS

### 9.1 FRW ANNUAL PERFORMANCE PLAN AS AT 31 DECEMBER 2013

<b>File No:</b>	<b>1466</b>
<b>Attachments:</b>	<b>1. Customer Service Standards as at 31 December 2013</b> <b>2. Customer Service and Financial Targets</b> <b>3. Non Compliance Comments</b>
<b>Responsible Officer:</b>	<b>Robert Holmes - General Manager Regional Services</b>
<b>Author:</b>	<b>Nimish Chand - Manager FRW</b>

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#### SUMMARY

*Fitzroy River Water's performance against financial and non-financial targets and key strategies is reported to Council on a quarterly basis in accordance with the adopted 2013/14 Performance Plan. This report as at 31 December 2013, is presented for the Committee's information.*

#### OFFICER'S RECOMMENDATION

THAT the Fitzroy River Water Annual Performance Plan quarterly report as at 31 December 2013 be received.

#### BACKGROUND

Fitzroy River Water (FRW) is required to provide a quarterly report on its performance against financial and non-financial performance targets and key strategies as adopted in the Annual Performance Plan for 2013/14.

FRW has legislative obligations to report to various external agencies and stakeholders. The data in these reports is presented based on water and sewerage schemes. The format of reporting actual non-financial performance against targets in accordance with the requirements of the Annual Performance Plan has been modified to be consistent with the external reporting requirements and is presented in Attachment 1.

#### COMMENTARY

##### Manager's Overview

Fitzroy River Water's performance remained consistent through the second quarter and focus continues on improving reliability and quality of services provided to customers.

##### Customer Service Performance

FRW has an internal service level agreement with Finance and Business for the provision of customer service related functions including:

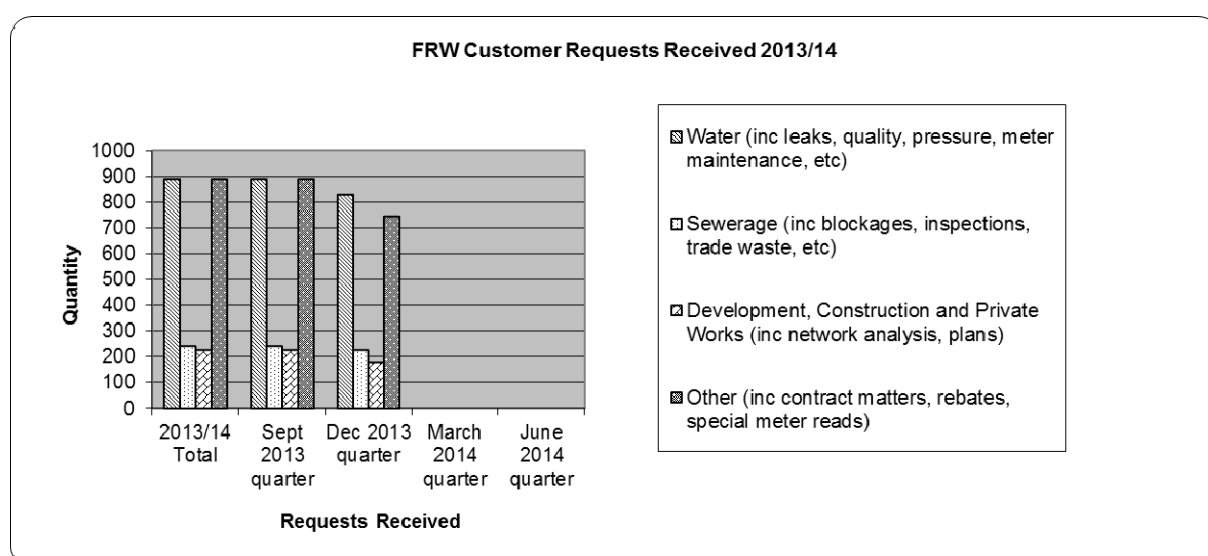
1. Face to Face Customer Support.
2. 24 Hour Telephone Contact Service.
3. Acceptance of Payment.

The following table summarises customer contacts made via the telephone and face to face at the Council Customer Service Centres. These customer contacts are then addressed by FRW.

Table 1: Customer Contact

2<sup>nd</sup> quarter – 30 September to 31 December 2013

Customer Contact Type	2nd Quarter 2013/14	2nd Quarter 2012/13	Total 2013/14 Year	Total 2012/13 Year	Total 2011/12 Year
Water (incl. leaks, quality, pressure, water meter maintenance, etc)	833	906	1724	3923	3719
Sewerage (incl. blockages, trade waste etc)	226	184	466	1263	1118
Development, Construction and Private Works	178	241	402	953	1013
Other (incl. contract matters, rebate, special meter reads, etc)	747	844	1640	3559	2997
<b>Total Customer Contacts</b>	<b>1984</b>	<b>2175</b>	<b>4232</b>	<b>9698</b>	<b>8847</b>



## Financial Performance

### Operational

The operational result is currently a surplus of \$5.4 million. Revenue is currently \$33.9 million compared with a budget of \$61.5 million, with the impact of LSC removed for January to June 2014, revenue is above target. Access charges for water and sewer are above expectation and water consumption revenue is on target.

Expenditure year to date is slightly below percentage of the year elapsed at 49% compared with budget. Areas to monitor and possibly be dealt with in the March budget revision (when actuals will be more aligned with budget after de-amalgamation) are contractors and consultants and internal charges for fleet and sludge disposal.

The October budget revision was scheduled to go to Council on 28 January for both capital and operational. The only change was in the depreciation for LSC assets which was budgeted for and will no longer be taken to account.

There are no material exceptions to report following the second quarter results.

### Capital

FRW's total capital expenditure is at 43% of budget with expenditure in the second quarter escalating compared to the previous quarter. This is largely due to contract works for sewer relining and the Tanby Heights development. Water year to date is 42.68% and Sewer year to date is 41.91%. Networks year to date is 50.46% and Treatment year to date is 24.93%.

There are no other material exceptions to this report.

**Compliance Matters**

Drinking Water Quality

All drinking water samples collected and tested during this quarter were compliant with State legislation and Australian Drinking Water Guideline (ADWG) health values.

**Variations / Concerns**

The month of September contained some unusually hot weather which followed on from the relatively warm end to the winter in July and August. As a result the volume of water supplied to customers during this first quarter of the water year has increased significantly compared to the previous year. Across the region an increase of approximately 20% in water demand was observed. This increased level of demand has placed some additional pressure on the water supply infrastructure in some locations, however, to date supply to all locations has been consistently maintained in order to meet demand.

**Safety Management**

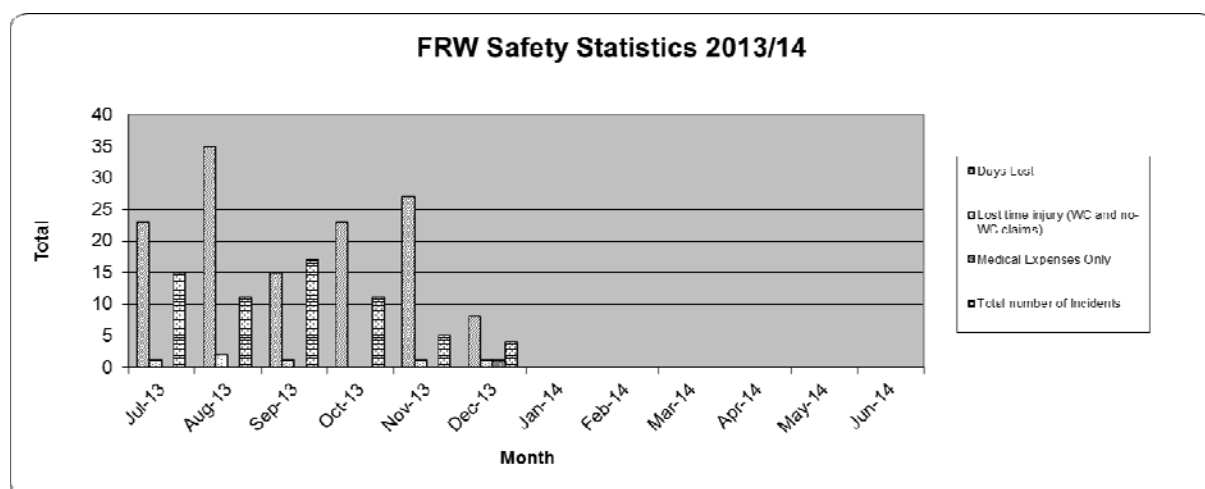
The safety statistics shown in Table 2 indicate incidents are still a regular occurrence in the workplace and this is being addressed through toolbox talks and the FRW Safety Committee.

Table 2: Safety Statistics

*Please be advised that the data recorded in this report is accurate at the time of compilation. As this information is sourced from a live database, changes will occur as required when amendments or upgrades are made to injury severities including lost and rehabilitation days.*

2<sup>nd</sup> quarter – 30 September to 31 December 2013

Lost Time Injury Statistics	2 <sup>nd</sup> Quarter 2013/14	2 <sup>nd</sup> Quarter 2012/13	Total 2013/14 Year
Days Lost *	58	79	131
Lost time Injury (Work Cover & non-Work Cover claims)	2	1	6
Medical Expense Only Claims	1	0	1
Total Number of Incidents Reported	20	31	63



**Risk Management**

Quarterly risk reviews and reporting requirements have been undertaken during this quarter and presented to the Risk Management Coordinating Committee.

**CONCLUSION**

Business performance is as expected for this quarter and this report serves two purposes – keeping the Council informed and meeting the legislative obligation of reporting on progress against the FRW Performance Plan.

# **FRW ANNUAL PERFORMANCE PLAN AS AT 31 DECEMBER 2013**

## **Customer Service Standards as at 31 December 2013**

**Meeting Date: 5 March 2014**

**Attachment No: 1**

### Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 31 December 2013

**Non-Financial Performance Targets**

Table Reference	CSS Reference	Performance Indicator	Potable Water Schemes											
			Rockhampton & Gracemore Water Supply Scheme Number of access charges - 52,807 as at 11 July 2013						Capricorn Coast Water Supply Scheme Number of access charges - 10,815 as at 11 July 2013					
			1st ctr	2nd ctr	3rd ctr	4th ctr	Annual Target	Year to Date	1st ctr	2nd ctr	3rd ctr	4th ctr	Annual Target	Year to Date
Table 1 Water - Day to Day Continuity	CSS1	Extent of unplanned interruptions - connections base (no. per 1,000 connections per year)	11	12			<80	23	18	22			<80	40
	CSS2	Extent of unplanned interruptions - incidents base (no. per 100 km of main per year) Rockhampton & Gracemore 828km Capricorn Coast 414km Mt Morgan 86.3km	10	10			<30	20	10	14			<30	24
	CSS3	Time for restoration of service - unplanned interruptions (% restored within 5 hours)	94%	94%			>90%	94%	98%	98%			>90%	98%
	CSS4	<b>Customer interruption frequency:</b>												
		1 interruption per year	1.83%	1.98%			12%	3.81%	4.28%	1.09%			12%	5.37%
		2 interruptions per year	0.20%	0.15%			2%	0.35%	0.05%	2.17%			2%	2.22%
		3 interruptions per year	0.00%				1%	0.00%	0.00%	0.73%			1%	0.73%
		4 interruptions per year	0.00%				0.50%	0.00%	0.00%	0.28%			0.50%	0.28%
		5 or more interruptions per year	0.00%				0.25%	0.00%	0.00%	0.04%			0.25%	0.04%
	CSS5	Relative incidence of planned and unplanned interruption incidents (% of planned versus total number of interruptions)	25%	14%			>30%	20%	19%	12%			>30%	16%
	CSS6	Average interruption duration - planned and unplanned (hours)	0.54	0.62			3 hrs	0.58	4.78	2.66			3 hrs	3.82
	CSS7	<b>Response time</b>												
		Priority 1 response - 1 hour	92%	76%			95%	84%	100%	100%			95%	100%
	Priority 2 response - 2 hours	87%	94%			95%	91%	100%	97%			95%	99%	
	Priority 3 response - 24 hours	97%	98%			95%	98%	100%	98%			95%	99%	
	<b>Restoration time</b>													
	Priority 1 restoration - 5 hours	92%	94%			95%	93%	100%	100%			95%	100%	
	Priority 2 restoration - 24 hours	98%	97%			95%	97%	100%	100%			95%	100%	
	Priority 3 restoration - 5 days	99%	100%			95%	100%	100%	98%			95%	99%	



Table Reference	CSS Reference	Performance Indicator	Potable Water Schemes									
			Rockhampton & Graceville Water Supply Scheme Number of access charges - 32,807 as at 11 July 2013				Capricorn Coast Water Supply Scheme Number of access charges - 10,815 as at 11 July 2013					
Table 2 Adequacy and Quality of Normal Supply of Water Supply	CSS8	Minimum pressure standard at the water meter (kPa)	220	220	220 kPa	220	220	220	220	220 kPa	220	
	CSS9	Minimum flow standard at the water meter	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	
	CSS10	Connections with deficient pressure and/or flow (% of total connections)	<2.5%	<2.5%	<2.5%	0.0%	<2.5%	<2.5%	<2.5%	<2.5%	0.0%	
	CSS11	Drinking water quality (compliance with industry standard)	100%	100%	>98%	100%	100%	100%	>98%	100%	100%	
	FRW's Drinking Water Quality Management Plan identifies the following key water quality parameters as reference indicators for customer service purposes: Physical and Chemical Water Quality Parameters Target: >99% of all samples tested compliant with Australian Drinking Water Guidelines and E.coli Target: None detected in >98% of all samples tested											
	CSS12	Drinking water quality complaints (number per 1,000 connections)	0.37	0.45	<5	0.82	1.76	3.7	<5	5.48	5.48	5.48
CSS13	Drinking water quality incidents (number per 1,000 connections)	0	0	<5	0	0	0	<5	0	0	0	

Table Reference	CSS Reference	Performance Indicator	Potable Water Schemes											
			Rockhampton & Graceville Water Supply Scheme Number of access charges - 32,807 as at 11 July 2013				Capricorn Coast Water Supply Scheme Number of access charges - 10,815 as at 11 July 2013							
			1st ctr	2nd ctr	3rd ctr	4th ctr	Annual Target	Year to Date	1st ctr	2nd ctr	3rd ctr	4th ctr	Annual Target	Year to Date
Table 3 Long Term Continuity of Water Services	CSS14	Water main breaks (number per 100 km main) Rockhampton & Graceville 828km Capricorn Coast 414km Mt Morgan 99.3km	4	10			<40	14	0	2			<40	2
	CSS15	Water services breaks (number per 1,000 connections)	5	5			<40	10	9	11			<40	20
	CSS16	System water loss (litres per connection per day)	227	181			< 200 L	194	7	87			≤ 190 L	47

Table Reference	CSS Reference	Performance Indicator	Sewerage Schemes											
			Rockhampton & Gracemore Sewerage Scheme Number of access connections - 41,401 as at 11 July 2013						Capricorn Coast Sewerage Scheme Number of access connections - 11,206 as at 11 July 2013					
			1st ctr	2nd ctr	3rd ctr	4th ctr	Annual Target	Year to Date	1st ctr	2nd ctr	3rd ctr	4th ctr	Annual Target	Year to Date
Table 4 Effective Transportation of Sewage	CSS17	Sewage overflows total (number per 100 km main) Rockhampton & Gracemore 645.4km Capricorn Coast 270.6km Mt Morgan 5.6km	12.53	12.71			<30	25.24	1.88	1.11			<10	2.97
	CSS18	Sewage overflows to customer property (number per 1,000 connections)	2.13	1.98			<10	4.11	0.38	0.27			<5	0.63
	CSS19	Occur complaints (number per 1,000 connections)	0.12	0.2			<1	0.32	0.09	0.18			<1	0.27
	CSS20	<b>Response time</b>												
		Priority 1 1 hour response	82%	88%			>95%	85%	100%	100%			>95%	100%
		Priority 2 2 hours response	84%	89%			>95%	87%	100%	100%			>95%	100%
		Priority 3 24 hours response	98%	100%			>95%	98%	100%	100%			>95%	100%
		<b>Restoration time</b>												
	Priority 1 5 hours restoration	94%	96%			>95%	95%	100%	100%			>95%	100%	
	Priority 2 24 hours restoration	97%	99%			>95%	98%	100%	100%			>95%	100%	
	Priority 3 5 days restoration	98%	100%			>95%	99%	100%	100%			>95%	100%	
Table 5 Long Term Continuity of Sewerage Services	CSS21	Sewer main breaks and chokes (number per 100 km main) Rockhampton & Gracemore 645.4km Capricorn Coast 270.6km Mt Morgan 5.6km	20.36	20.92			<50	41.28	3.28	2.96			<20	8.22
	CSS22	Sewer inflow and infiltration (ratio of Peak Day Flow to Average Day Flow)	1.2	1.5			<5	1.35	1.29	1.3			<5	1.30

Non-Financial Performance Targets

Table Reference	CSS Reference	Performance Indicator	Potable Water Schemes										Non Potable Water Supply Scheme								
			Mt Morgan Water Supply Scheme Number of access charges - 1,462 as at 11 July 2013					Marlborough Water Supply Scheme Number of access charges - 57 as at 11 July 2013					Oqmore Water Supply Scheme Number of access charges - 50 as at 11 July 2013								
			1st ctr	2nc ctr	3rc ctr	4th ctr	Annual Target	Year to Date	1st ctr	2nc ctr	3rc ctr	4th ctr	Annual Target	Year to Date	1st ctr	2nc ctr	3rc ctr	4th ctr	Annual Target	Year to Date	
Table 1 Water - Day to Day Continuity	CSS1	Extent of unplanned interruptions connections base (no. per 1,000 connections per year)	40	18			<80	58	0	0			<80	0	0	0			<500	0	
	The Oqmore supply system is base on a timoo constant flow type.																				
	CSS2	Extent of unplanned interruptions incidents base (no. per 100 km of main per year) Rockhampton & Gracemore 828km Capricorn Coast 414km Mt Morgan 56.3km	14	3			<30	17	0	0			<30	0						NR	
	CSS3	Time for restoration of service - unplanned interruptions (% restore within 5 hours)	100%	100%			>90%	100%	100%	100%			>90%	100%	100%	100%	100%			>90%	100%
	CSS4	Customer interruption frequency:	% restore within 24 hours													% restore within 5 days					
			1 interruption per year	8.13%	3.35%			12%	11.48%	ND	ND			12%	ND						
			2 interruptions per year	0.14%	0.06%			2%	0.20%	ND	ND			2%	ND						
			3 interruptions per year	0.00%	0.00%			1%	0.00%	ND	ND			1%	ND						NR
			4 interruptions per year	0.00%	0.00%			0.50%	0.00%	ND	ND			0.50%	ND						
	CSS5	Relative incidence of planned and unplanned interruption incidents (% of planned versus total number of interruptions)	10%	50%			>90%	30%	ND	ND			>90%	ND	ND	ND	ND			>80%	ND
CSS6	Average interruption duration - planned and unplanned (hours)	0.81	5.98			3 hrs	3.40	0				3 hrs	0	0					<3 days	0	
CSS7	Response time	Priority 1 1 hour response	67%	100%			95%	84%	100%	100%			95%	100%	100%	100%			95%	100%	
		Priority 2 2 hours response	88%	100%			95%	94%	100%	100%			95%	100%	100%	100%			95%	100%	
		Priority 3 24 hours response	100%	88%			95%	94%	100%	100%			95%	100%	100%	100%			95%	100%	
		Restoration time																			
		Priority 1 5 hours restoration	100%	100%			95%	100%	100%	100%			95%	100%	100%	100%			95%	100%	
		Priority 2 24 hours restoration	100%	100%			95%	100%	100%	100%			95%	100%	100%	100%			95%	100%	
		Priority 3 5 days restoration	100%	88%			95%	94%	100%	100%			95%	100%	100%	100%			95%	100%	

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes								Non Potable Water Supply Scheme					
			Mt Morgan Water Supply Scheme Number of access charges - 1,462 as at 11 July 2013				Marlborough Water Supply Scheme Number of access charges - 57 as at 11 July 2013				Otago Water Supply Scheme Number of access charges - 50 as at 11 July 2013					
Table 2 Adequacy and Quality of Normal Supply of Water Supply	CSS8	Minimum pressure stance at the water meter (kPa)	220	220	220 kPa	220	220	220	220	220 kPa	220	NR				
	CSS9	Minimum flow stance at the water meter	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	NR				
	CSS10	Connections with deficient pressure and/or flow (% of total connections)	<2.5%	<2.5%	<2.5%	0.0%	<2.5%	<2.5%	<2.5%	0.0%	<2.5%	0.0%	NR			
	CSS11	Drinking water quality (compliance with industry stance)	100%	100%	>98%	100%	100%	100%	100%	100%	>98%	100%	NR			
	FRW's Drinking Water Quality Management Plan identifies the following key water quality parameters as reference indicators for customer service purposes: Physical and Chemical Water Quality Parameters Guaiacols and E.coli Target: None detected in >98% of all samples tested												Target: >99% of all samples tested compliant with Australian Drinking Water			
	CSS12	Drinking water quality complaints (number per 1,000 connections)	2.05	1.37	<5	3.42	0	0	<5	0	<5	0	NR			
CSS13	Drinking water quality incidents (number per 1,000 connections)	0	0	<5	0	0	0	<5	0	<5	0	NR				

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes								Non Potable Water Supply Scheme									
			Mt Morgan Water Supply Scheme Number of access charges - 1,462 as at 11 July 2013				Marlborough Water Supply Scheme Number of access charges - 57 as at 11 July 2013				Otago Water Supply Scheme Number of access charges - 50 as at 11 July 2013									
			1st ctr	2nd ctr	3rd ctr	4th ctr	Annual Target	Year to Date	1st ctr	2nd ctr	3rd ctr	4th ctr	Annual Target	Year to Date	1st ctr	2nd ctr	3rd ctr	4th ctr	Annual Target	Year to Date
Table 3 Long Term Continuity of Water Services	CSS14	Water main breaks (number per 100 km main) Rockhampton & Gacomec 82km Capricorn Coast 414km Mt Morgan 68.3km	11	3			<40	14	0	0			<40	0	0	0			<40	0
	CSS15	Water services breaks (number per 1,000 connections)	8	3			<40	11	0	0			<40	0	0	0			<40	0
	CSS16	System water loss (litres per connection per day)	172	175			≤ 200 L	174	115	219			< 200 L	167						
Unable to measure this indicator due to the nature of the Otago system - any assessment will need to be based on field observations																				

Table Reference	CSS Reference	Performance Indicator	Sewerage Schemes					
			1st ctr	2nd ctr	3rd ctr	4th ctr	Annual Target	Year to Date
<b>Table 4 Effective Transportation of Sewage</b>	CSS17	Sewage overflows total (number per 100 km main) Rockhampton & Graceville 845.4km Capricorn Coast 270.6km Mt Morgan 5.6km	0	0			<10	0
	CSS18	Sewage overflows to customer property (number per 1,000 connections)	0	0			<5	0
	CSS19	Odour complaints (number per 1,000 connections)	0	0			<1	0
	CSS20	<b>Response time</b>						
		Priority 1 1 hour response	100%	100%			>95%	100%
		Priority 2 2 hours response	100%	100%			>95%	100%
		Priority 3 24 hours response	100%	100%			>95%	100%
		<b>Restoration time</b>						
		Priority 1 5 hours restoration	100%	100%			>95%	100%
		Priority 2 24 hours restoration	100%	100%			>95%	100%
	Priority 3 5 days restoration	100%	100%			>95%	100%	
<b>Table 5 Long Term Continuity of Sewerage Services</b>	CSS21	Sewer main breaks and chokes (number per 100 km main) Rockhampton & Graceville 845.4km Capricorn Coast 270.6km Mt Morgan 5.6km	0	0			<20	0
	CSS22	Sewer inflow and infiltration (ratio of Peak Day Flow to Average Day Flow)	1.38	1.21			<5	1.25

**Reference Codes**

A blank field should contain one of the following:

- a. 0 (zero)
- b. ND (no data is available, although the indicator is relevant)
- c. NR (not relevant; the indicator is not relevant to that scheme)

# **FRW ANNUAL PERFORMANCE PLAN AS AT 31 DECEMBER 2013**

## **Customer Service and Financial Targets**

**Meeting Date: 5 March 2014**

**Attachment No: 2**

### Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 31 December 2013 (cont)

#### Customer Service Targets

Table Reference	Performance indicator	1st qtr	2nd qtr	3rd qtr	4th qtr	Target	Year to Date
<b>Table 6</b>	Installation of new water connections (within the water service area)	83%	77%			<b>15 working days</b>	80%
	Installation of sewerage connections (within the sewerage area)	40%	75%			<b>15 working days</b>	58%
	Complaints – (excluding maintenance of water and sewerage services) – advise outcome	100%	100%			<b>20 working days</b>	100%

#### Financial Performance Targets

Table Reference	Performance indicator	1st qtr date reported	2nd qtr date reported	3rd qtr date reported	4th qtr date reported	Target
<b>Table 7</b>	RRC Operational Plan Reporting Frequency: quarterly	29/07/2013	10/01/2014			<b>Initiatives successfully completed by year end</b>
	Operating Budget Reporting Frequency: quarterly or when variations arise	30/09/2013	31/12/2013			<b>Conduct all activities in accordance with required timelines and budget</b>
	Annual Revenue Reporting Frequency: quarterly or when variations arise	30/09/2013	31/12/2013			<b>Timely reporting of any significant variations to budget revenue and collection timing</b>
	Capital Works Reporting Frequency: quarterly or when variations arise	30/09/2013	31/12/2013			<b>Completion of capital program in accordance with adopted timeframe and budget (within 3%)</b>

Customer and Financial

# **FRW ANNUAL PERFORMANCE PLAN AS AT 31 DECEMBER 2013**

## **Non Compliance Comments**

**Meeting Date: 5 March 2014**

**Attachment No: 3**



## Customer Service Standards - Non Compliance Comments for the 31 December 2013 quarter

Table Reference	CSS Reference	Scheme	Comment
Table 1	CSS2	Rockhampton & Gracemere Water Supply Scheme	A total of 86 unplanned incidents which affected 407 connections for the quarter. These figures have been altered due to regional boundary changes due to dealmagamation.
	CSS2	Capricorn Coast Water Supply Scheme	A total of 57 unplanned incidents which affected 240 connections for the quarter. These figures have been altered due to regional boundary changes due to dealmagamation.
	CSS2	Mt Morgan Water Supply Scheme	A total of 5 unplanned incidents which affected 26 connections for the quarter
	CSS4	Rockhampton & Gracemere Water Supply Scheme	These figures have been altered due to regional boundary changes due to dealmagamation.
	CSS4	Capricorn Coast Water Supply Scheme	These figures have been altered due to regional boundary changes due to dealmagamation.
	CSS5	Rockhampton & Gracemere Water Supply Scheme	Due to the ageing infrastructure Rockhampton has had 86 unplanned versus 14 planned water shut downs. A water main replacement program is in place. These figures have been altered due to regional boundary changes due to dealmagamation.
	CSS5	Capricorn Coast Water Supply Scheme	Due to the ageing infrastructure Rockhampton has had 57 unplanned versus 8 planned water shut downs. A water main replacement program is in place. These figures have been altered due to regional boundary changes due to dealmagamation.
	CSS5	Mt Morgan Water Supply Scheme	Due to the ageing infrastructure Rockhampton has had 5 unplanned versus 2 planned water shut downs. A water main replacement program is in place.
	CSS6	Capricorn Coast Water Supply Scheme	The planned duration for the quarter is 445 minutes based on 8 planned incidents compared to 70 minutes based on 57 unplanned incidents. A water main replacement program is in place. These figures have been altered due to regional boundary changes due to dealmagamation.
	CSS6	Mt Morgan Water Supply Scheme	The planned duration for the quarter is 857 minutes based on 2 planned incidents compared to 70 minutes based on 57 unplanned incidents. A water main replacement program is in place.
	CSS7	Rockhampton & Gracemere Water Supply Scheme	<b>Response</b> P1 - Total requests 17 and 13 responded to within 1 hour.
	CSS7	Mt Morgan Water Supply Scheme	<b>Restoration</b> P3 - Total requests 8 and 7 responded to within 5 days Continue to monitor weekly reporting of priorities. The output of that monitoring will be to identify both issues and areas for improvement.
	CSS16	Marlborough Water Supply Scheme	Although losses of 219L/s/connection are above the annual target of 200L/s, the relatively small network is considered to be quite sound with the majority of unaccounted water being attributed to water carting practices
	CSS16	Capricorn Coast Water Supply Scheme	The calculated losses of 87L/s/connection are still not considered to be an accurate representation of leakage within the Capricorn Coast Water Supply Scheme. Further investigation needs to be carried out including calibration and cross referencing of production data.
Table 2	CSS17	Rockhampton & Gracemere Sewerage Supply Scheme	A total number of 135 blockages and 82 overflows.
	CSS20	Rockhampton & Gracemere Sewerage Supply Scheme	<b>Response</b> P1 - Total requests 26 and 23 responded to within 1 hour. P2 - Total requests 96 and 85 responded to within 2 hours. <b>Restoration</b> P1 - Total requests 26 and 25 restored within 5 hours Network Service supervisory staff continue to work with staff on improving resource
	CSS12	Capricorn Coast Water Supply Scheme	The now non-compliant annual score is due to a relatively high number of discoloured water complaints received following a significant water main break that involved changing water supply zones to sustain water supply. The event was short-lived but relatively widespread throughout central Yeppoon.
Table 4	CSS21	Rockhampton & Gracemere Sewerage Supply Scheme	Rockhampton and Gracemere sewerage system sustained 135 breaks and chokes during the second quarter. The majority were jump ups and Network Services are currently undertaking planned repair work.

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**9.2 FRW FINANCE AND STRATEGIC MATTERS REPORT - JANUARY 2014**

**File No:** 1466  
**Attachments:** Nil  
**Responsible Officer:** Robert Holmes - General Manager Regional Services  
**Author:** Nimish Chand - Manager FRW

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**SUMMARY**

*This report details Fitzroy River Water's financial position and other operational matters for the Council's information as at 31 January 2014.*

**OFFICER'S RECOMMENDATION**

THAT the FRW Finance and Strategic Matters Report for January 2014 be received.

**VARIATIONS, ISSUES AND INNOVATIONS****Innovations**

In late January a new electrical switchboard was installed at the Gracemere STP Recycled Water Pump Station. The installation of this new switchboard provides a significant improvement in the level of electrical safety at this site and also the ability to remotely monitor and control the recycled water pumps from the FRW Operational Control Room at the Glenmore WTP. This upgrade will improve the ability to supply recycled water to the important end-users in the Gracemere area by eliminating the need for Operators to attend the site to switch the supply between the recycled water users. This improved operation of the recycled water scheme will help to ensure long term sustainable land disposal of the effluent produced by the Gracemere STP. The project was completed by a local external contractor with assistance from FRW staff.

**Improvements / Deterioration in Levels of Services or Cost Drivers**

The recent rainfall in parts of the Dawson River catchment followed by heavy rainfall north of Rockhampton has led to good flows of freshwater into the Fitzroy Barrage Storage. The arrival of these flows has led to a significant decrease in the Electrical Conductivity (E.C.) of the drinking water supplied to the community from the Glenmore WTP. After reaching almost 900  $\mu\text{S}/\text{cm}$  in late 2013, the E.C. of drinking water in Rockhampton has now decreased to be approximately 200  $\mu\text{S}/\text{cm}$ . Discerning customers will have noticed the sweeter taste and reduced hardness of the water in recent weeks. It is hoped that this low E.C. water will remain for several months to come.

**COMPLIANCE MATTERS**

All drinking water samples collected and tested during January were compliant with State legislation and Australian Drinking Water Guideline (ADWG) health values.

**FINANCIALS****Operational**

Revenue is trending above percentage of year elapsed at 88.9% in comparison to the October revised budget and a skewed comparative benchmark figure of 65.54% due to de-amalgamation. A more componentised view indicates private works is well above budget. This is due to bulk water sales to Livingstone Shire Council otherwise all other general private works remain under budget. Fees and charges revenue remains below budget. Billed water consumption remains approximately 19% above that billed in the same period of the previous financial year. Revenue for water consumption in the second quarter is 58% of budget with all of the second quarter revenue billed. At this stage consumption revenue appears to be on target relative to percentage of year elapsed. The third quarter consumption is anticipated to reduce due to a period of wet weather throughout January.

Expenditure year to date is 60.24% of October revised budget which is slightly below a skewed comparative benchmark figure of 65.54% due to de-amalgamation. Contractors and consultants remain over budget due to higher than expected legal fees for the Rockhampton to Yeppoon Pipeline, some easement claims, along with sewer and water pump rebuilds. Transfer/Overhead Allocations appear excessively over budget due to journals for cost of water for Livingstone Shire Council which are yet to be processed.

### Capital

Capital expenditure is slightly below the percentage of year elapsed at 57% compared to the October revised budget.

Water year to date is 49.51% and Sewer year to date is 76.39%.

Networks year to date is 79.79% and Treatment year to date is 32.18%.

Capital spend has decreased by \$3.5 million in the month of January compared to the previous month, which is to be expected in line with de-amalgamation of Livingstone Shire Council on 1 January 2014. The areas of prominent activity are the North Rockhampton dewatering biosolids and Water Main Replacement programs.

### Sundry Debtors

Below is a summary of aged sundry debtor balances at the end of January 2014. The 90+ day balances are either on payment plans, the business is in administration or the debt is with Collection House.

	Balance	0-30 Days	30-60 Days	60-90 Days	90+ Days
No of Customers	269	209	28	3	47
Total Value	\$ 315,104.02	\$ 155,681.02	\$ 30,400.48	\$ 41,052.28	\$ 87,970.24

30-60 Days	60-90 Days	Comments	90+ Days	Comments
Mixture of Standpipes, Irrigators, Emergency Works, Effluent usage	\$40,912.28	Effluent Testing Contract - highly likely to receive	\$40,168.77	Companies with administrators appointed - Private Works & Standpipe - unlikely we will see anything (some securities are held in trust for the Standpipe debtors but will not cover all)
	\$140	Standpipes - belonging to 90+day debtors (administrators appointed or payment plans)	\$12,905.38	Debts at Collection - (Standpipe and Trade Waste debts) – doubtful of recovery, most have moved to claims/hearings/unsuccessful to date.
			\$15,332.85	Long Term Payment Plans - Mt Morgan Sewerage Connections - Recovery will occur
			\$6,732.05	Other Payment Plans - Standpipes and Irrigators
			\$12,831.19	Other Overdue Debt with no fixed arrangements - Tradewaste, Irrigators, Standpipes - some of these have been in contact and we should be receiving soon without requiring further action(approx. 50%)

A summary of financial performance against budget is presented below:

	YTD			
	Actual	Budget Both Councils	Variance to Budget	Annual Revised Budget
	\$	\$	\$	\$
<b>Department Revenue</b>				
Net rates and utility charges	(52,175,718)	(38,818,940)	(13,356,778)	(58,151,437)
Fees and Charges	(1,098,830)	(1,111,971)	13,141	(1,827,180)
Private and recoverable works	(1,143,382)	(739,453)	(403,929)	(1,080,117)
Rent/Lease Revenue	(17,580)	(44,888)	27,307	(66,177)
Grants Subsidies & Contributions	(9,296)	0	(9,296)	0
Interest revenue	(188,658)	(210,000)	21,342	(309,600)
Other income	(27,279)	(9,584)	(17,695)	(13,957)
<b>Total Department Revenue</b>	<b>(54,660,742)</b>	<b>(40,934,836)</b>	<b>(13,725,907)</b>	<b>(61,448,467)</b>
<b>Expenses</b>				
Employee costs	4,759,861	6,425,425	(1,665,565)	9,144,649
Contractors & Consultants	1,101,227	897,028	204,199	1,324,761
Materials & Plant	2,035,366	2,091,814	(56,448)	3,210,096
Asset Operational	2,108,691	2,296,151	(187,460)	3,265,562
Administrative expenses	178,710	239,369	(60,659)	347,010
Depreciation	6,283,344	9,365,582	(3,082,238)	10,771,447
Finance costs	2,154,928	2,577,676	(422,748)	3,689,759
Other Expenses	27,622	38,792	(11,170)	57,786
Accounting Adjustments	4,027	36,750	(32,723)	31,500
<b>Total Expenses</b>	<b>18,653,775</b>	<b>23,968,586</b>	<b>(5,314,812)</b>	<b>31,842,570</b>
<b>Transfer / Overhead Allocation</b>				
Transfer/Overhead Allocation	886,872	954,670	(67,798)	753,378
OH Allocation	1,671,464	1,903,815	(232,351)	2,822,696
Competitive Neutrality Adjustments	12,245,009	12,396,270	(151,260)	20,055,471
De-amalgamation internal transfers	(40,007)	0	(40,007)	0
<b>Total Transfer / Overhead Allocation</b>	<b>14,763,338</b>	<b>15,254,754</b>	<b>(491,416)</b>	<b>23,631,545</b>
<b>TOTAL OPERATING POSITION (SURPLUS)/DEFICIT</b>	<b>(21,243,630)</b>	<b>(1,711,495)</b>	<b>(19,532,134)</b>	<b>(5,974,352)</b>

## ADMINISTRATION MATTERS

### Business and Administration

The Business and Administration team continues to provide high level administrative support to various sections across the business.

Pathway Statistics for the month of January 2014:

	Customer requests received	Requests Completed for the month			Action required by the Bus & Admin Team	Completed by the Bus & Admin Team
		Priority 3	Priority 2	Priority 1		
<b>RRWR</b>	572	388	166	51	127	605
<b>FRW</b>	582	181	154	37	344	372
<b>TOTAL</b>	<b>1154</b>	<b>569</b>	<b>320</b>	<b>88</b>	<b>471</b>	<b>977</b>

**Priority 3** - requests completed within the required timeframe.

**Priority 2** - requests not completed within the required timeframe and are escalated to the supervisor.

**Priority 1** - requests not completed within the required timeframe and are escalated to the manager.

### **Communication and Education**

#### *Notifications on Website*

A notifications page was developed in the website's test environment. The page will be updated by Dispatch Staff and provide the status on planned and unplanned water outages and problems across the Region. Public awareness will be undertaken in February, once the page is activated, to inform the community of the existence of the page. The aim is to reduce the number of calls to Customer Service related to water outages.

#### *Open Day at the Barrage*

Planning commenced for an Open Day at the Barrage on 25 October 2014, during National Water Week. A timeline of tasks has been developed to help guide the planning process of this large event.

#### *Don't spoil it at the toilet*

The 'Don't spoil it at the toilet' flyers commenced being inserted into Water Notices in January. Collateral for the campaign was also finalised including a media release, social media, web content, posters, and internal communication. The aim of the campaign is to educate residents as to the complications caused in the sewer network by flushing incorrect items down the toilet. The campaign will roll out in February.

#### *Media Releases and Community Notices*

No media releases were issued in January.

### **PROJECT AND CONTRACT MANAGEMENT**

An update on the activities of current projects is provided in the table below.

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual /committals
<b>NETWORK SERVICES CAPITAL WORKS PROGRAM</b>					
<b>Rockhampton Water (water main replacement)</b>					
Nobbs St ( Elphinstone – Rodboro) 160mm water main replacement	December 2014	February 2014	80%	\$110,890	\$110,890
Comments: On schedule					
Campbell St (Denham – William Str)	January 2014	February 2014	60%	\$81,829	\$32,035

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual /committals
150mm -200mm water main replacement					
Comments: On schedule					
Wandal Rd (Campbell – Norman) 200 mm water main replacement	January 2014	April 2014	15%	\$252,280	\$69,294
Comments: Project costs have increased due to hard rock and alignment conflicts with other utilities					
North St (Murray-Campbell), 250mm water main replacement	December 2013	February 2014	20% complete	\$187,292	\$82,352
Comments: Scheduled and materials ordered					
Rockonia Rd (Blanchfield-Stack) 200mm water main replacement	September 2013	January 2014	100% complete	\$303,727	347,072
Comments: Project cost has increased due to two under bore directional drilling failures.					
Armstrong St Gracemere 300mm sewer rising main replacement	December 2013	May 2014	35% complete	\$640,000	\$381,751
Comments: On schedule					
<b>Rockhampton Sewer</b>					
Sewer rehabilitation program (including Building over Sewer works)	July 2013	June 2014	49% complete	\$1,022,907	\$497,509
Comment: Rehabilitation and renewals annual program of works.					
<b>Gracemere Water (new and replacements)</b>					
Nil					
<b>Gracemere Sewer</b>					
GIA - S Main (Rising) 200mm Somerset Rd SPS 17 to SPS 4	November 2012	December 2013	100% complete	\$270,000	\$276,361
Comment: Completion re-scheduled to coincide with the commissioning of SPS17. Project is forecast to come in under budget - committals expected to reduce by approximately \$30,000.					
SPS17	Start of December 2013	End of February 2014	96% complete	\$444,818	\$425,482
Comments: On schedule					
GIA Main (Gravity) 225mm (Gce) Industrial (Gibb to SPS17)	October 2013	December 2013	100% complete	\$174,000	\$116,858

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual /committals
Comment: Completed					
Sewer Main (Trunk) Breakspear St	April 2013	February 2014	98% complete	\$989,224	\$1,143,751
Comments: Re-scheduled - February completion					
<b>Mount Morgan (water mains replacement)</b>					
East Street (Morgan-Dobbs) 200mm main replacement	October 2013	February 2014	90% complete	\$167,377	\$176,341
Comments: Scheduled					
Morgan St (Central-East) 150mm main replacement	November 2013	February 2014	80% complete	\$47,543	\$33,932
Comments: On schedule					
<b>TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM</b>					
R-S GSTP Augmentation. Strategic planning and augmentation of Rockhampton and Gracemere STPs.	1 July 2012	31 December 2013	99% complete	\$549,569	\$388,411
Comments: Council endorsement sought for strategy and upgrade projects following workshop in early March.					
R - NRSTP CCTV Camera Unit Installation of CCTV to improve physical security at NRSTP	1 September 2012	30 June 2013	100% complete	\$28,760	\$4,548
Comments: Project completed.					
M STP Communications Upgrade to enable monitoring of STP from Glenmore WTP.	1 April 2013	13 September 2013	100% complete	\$17,256	\$17,779
Comments: Project completed.					
M STP Chlorination Upgrade	1 April 2013	31 March 2014	50% complete	\$15,716	\$8,250
Comments: On schedule					
R – S NRSTP Aerator Replacement	1 July 2012	31 March 2014	70% complete	\$91,071	\$54,228
Comments: On schedule.					
Barrage Crane and Rail Restoration	December 2012	June 2014	30% complete	\$333,247	\$82,691
Comments: On schedule.					
GWTP Highlift Pump Station Upgrade (1 <sup>st</sup> Stage)	1 July 2012	16 August 2014	10% complete	\$3,366,922	\$256,704

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual /committals
		(1st Stage)			
Comments: On schedule. Construction scheduled to start on-site 17 March 2014.					
GWTP Lowlift Pump Station Upgrade	1 September 2012	30 June 2015	10% complete	\$0	\$5,784
Comments: Project deferred. Specification for tender now complete. A decision was made to defer this project to enable capital savings to be made as requested. This project will be included in the 2014-15 capital budget submission.					
Mechanical Dewatering NRSTP Installation of centrifuge at NRSTP	29 May 2012	31 March 2014	90% complete	\$758,700	\$664,398
Comments: On schedule.					
Gracemere Recycled Water Irrigation Electrical Upgrade	21 May 2013	31 January 2014	100% complete	\$200,000	\$166,707
Comments: Project completed.					
Arthur Street SPS Electrical Upgrade	1 August 2012	30 June 2015	10% complete	\$15,000	\$12,488
Comments: Technical Specifications for tender now complete. This project has been deferred due to insufficient available capital funding. A decision was made to defer this project to enable capital savings to be made as requested. The plan is to include this project in the 2014-15 capital budget submission.					
Yaamba Rd Reservoir Chlorination Upgrade	1 Jan 2014	30 June 2014	5% complete	\$50,000	\$0
Comments: On schedule.					
MM North Reservoir Rechlorination	1 July 2013	31 March 2014	90% complete	\$30,000	\$24,000
Comments: On schedule					
MMWTP Coagulant Dosing Upgrade	1 Jan 2014	30 June 2014	5% complete	\$21,000	\$644
Comments: On schedule.					

R = Rockhampton, G = Gracemere, M = Mt Morgan,  
O = Ogmoo.

WPS = water pump station, SPS = sewage pump station, STP = sewage treatment plant,  
S = sewerage, W = water.

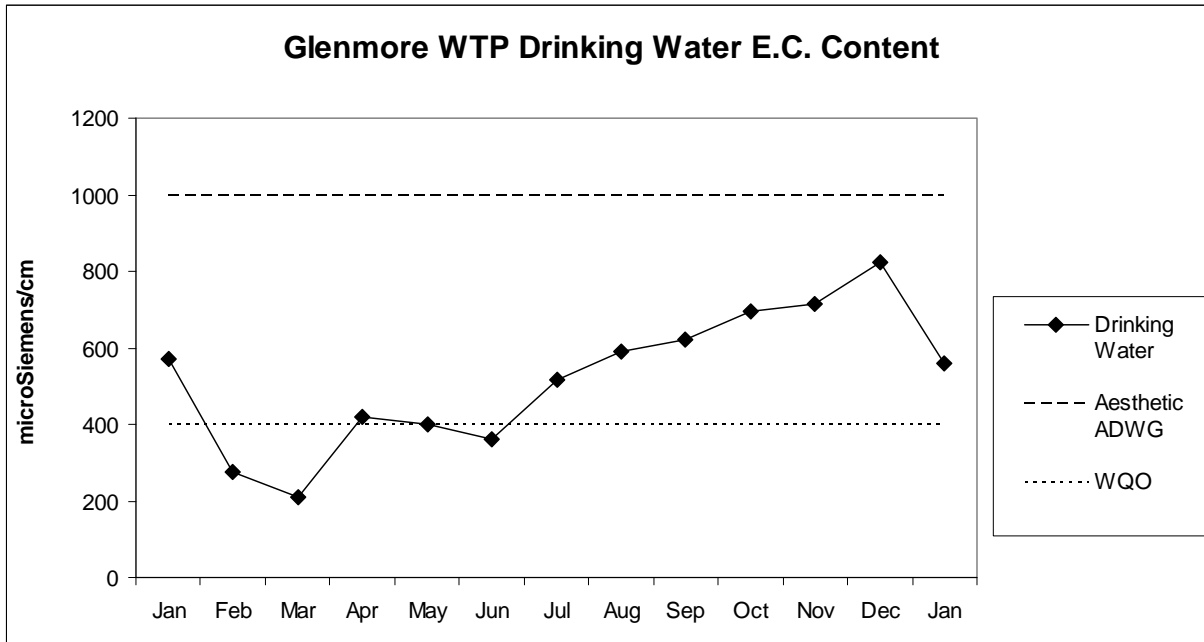
## TREATMENT AND SUPPLY

### Workplace Health & Safety

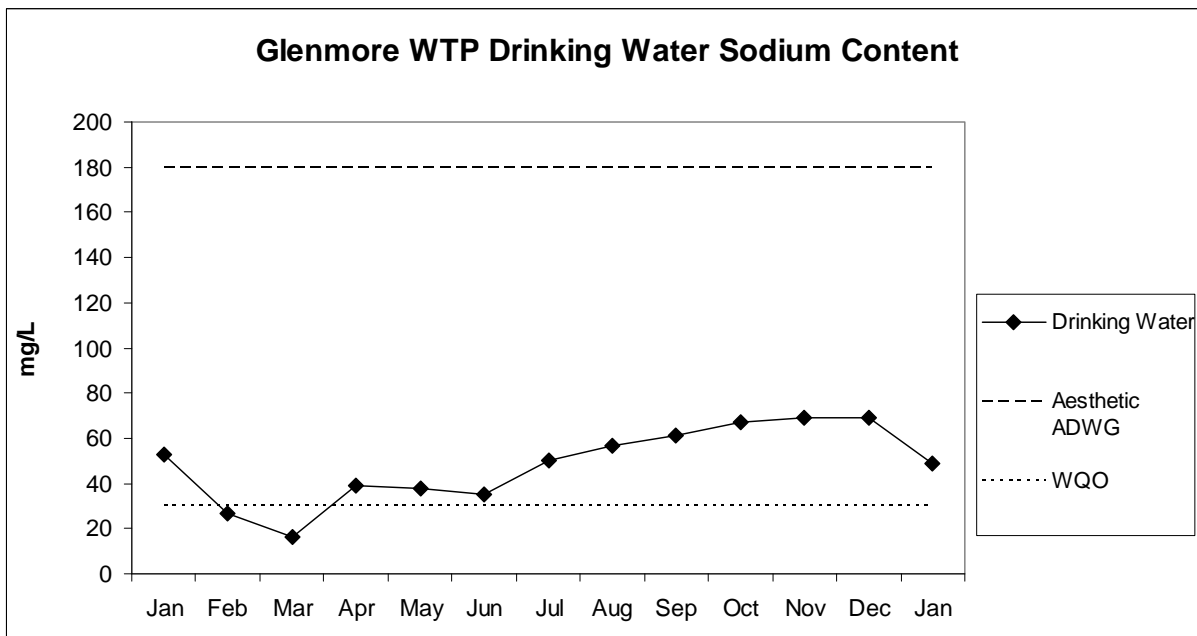
- There were no lost time injuries for the month.
- Six safety incidents were reported for the month.



Drinking Water E.C. and Sodium Content



The level of E.C. in drinking water supplied from the Glenmore Water Treatment Plant (GWTP) during January decreased to be 559 µS/cm. The decrease follows the recent flow of water in the Fitzroy River after the receipt of rainfall in the Dawson River catchment. The level of E.C. is still above the Water Quality Objective of 400 µS/cm and well beneath the previously used aesthetic guideline value of 1000 µS/cm. The current E.C. reading is expected to decrease further with the continued arrival of flows from the upstream catchment areas.

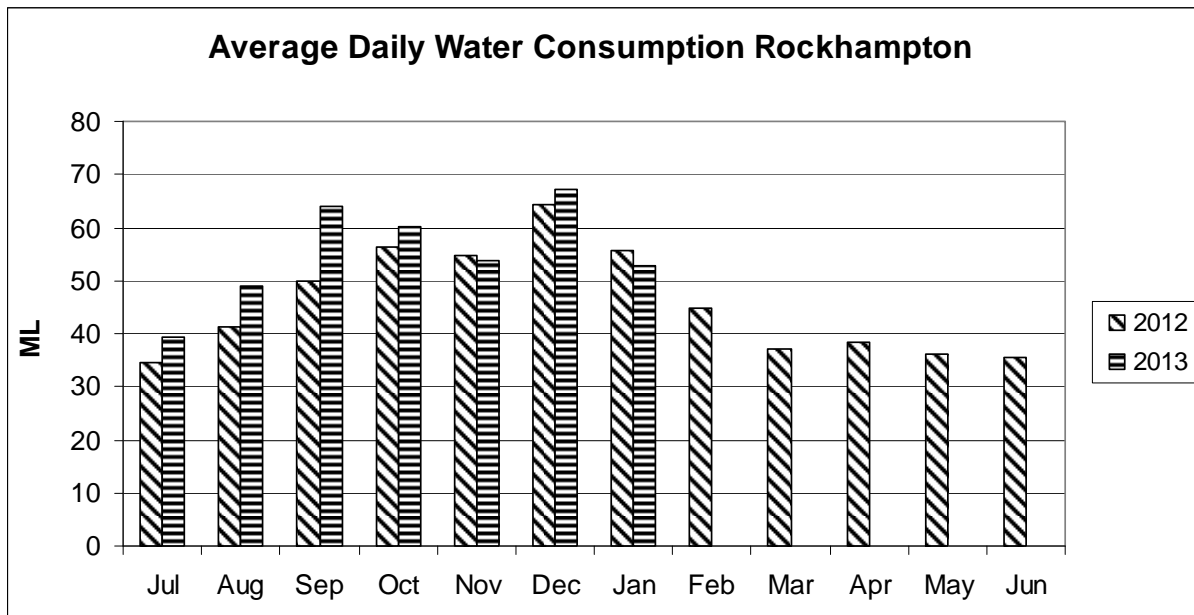


The concentration of sodium in drinking water supplied from the GWTP in January decreased to be 49 mg/L. This decrease was due to the arrival of flows in the Fitzroy River following the receipt of rainfall in the Dawson River catchment. The current level of sodium is above the Water Quality Objective value of 30 mg/L but is well beneath the aesthetic guideline of 180 mg/L for sodium in the Australian Drinking Water Guidelines. The sodium concentration is expected to decrease further with the continued arrival of flows from the upstream catchment areas.

Drinking Water Supplied

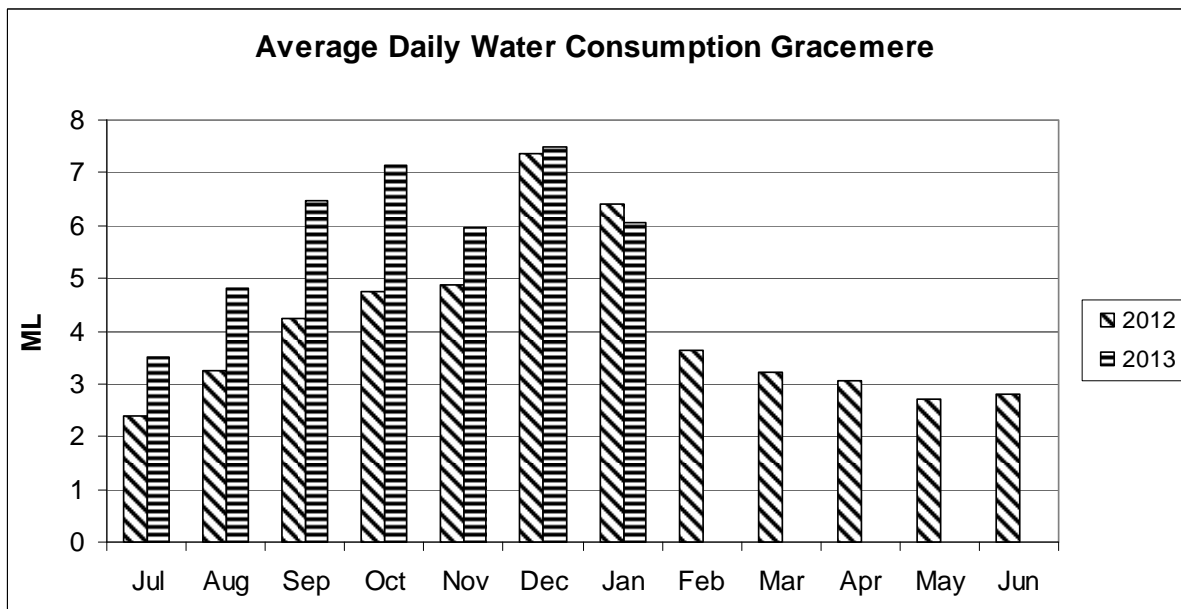
Data is presented in graphs for each water year (e.g. 2013 is the period from July 2013 to June 2014).

Rockhampton



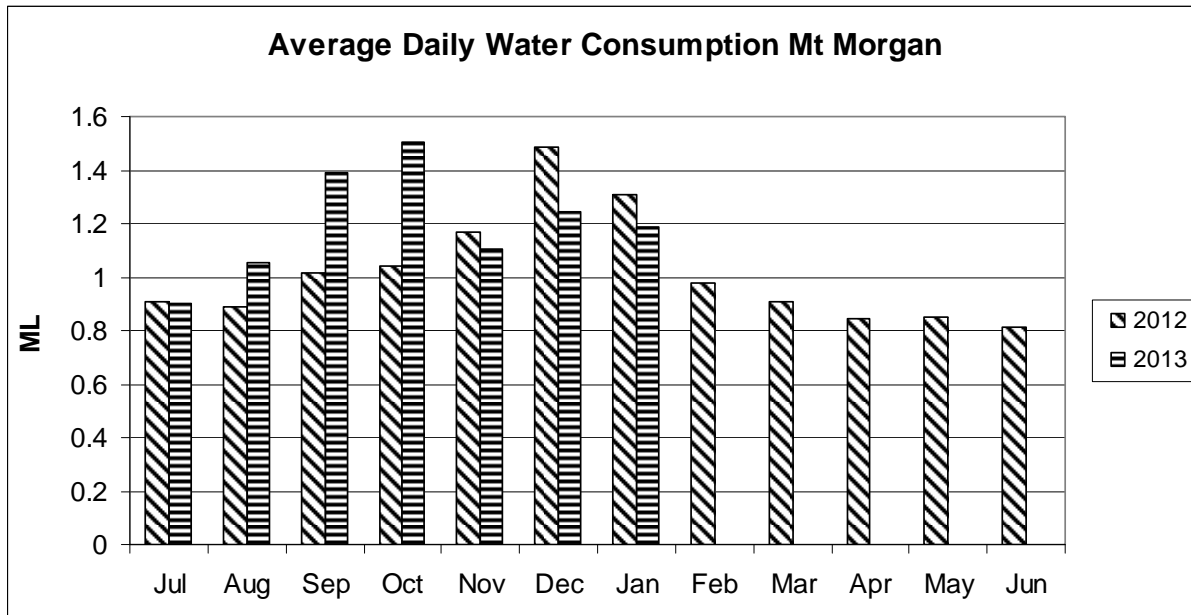
Average daily water consumption in Rockhampton during January decreased significantly compared to that reported in December and was slightly lower than that reported in the same period last year. The decrease was due to the receipt of some rainfall during the month. The Fitzroy Barrage Storage is currently at full storage level and is therefore well above the threshold in the Drought Management Plan used to trigger the implementation of water restrictions.

Gracemere



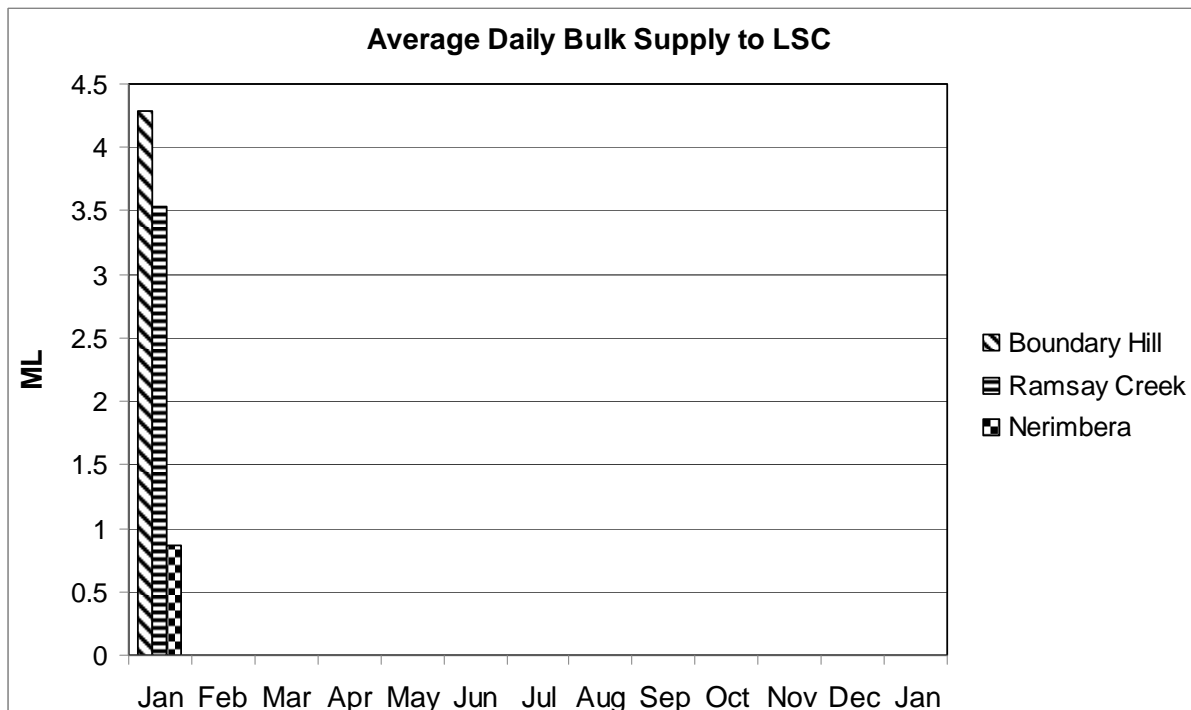
Average daily water consumption in Gracemere during January decreased significantly compared to that reported in December and was slightly lower than that reported in the same period last year. The decrease in consumption was due to the receipt of some rainfall during the month. The Fitzroy Barrage Storage is currently at full storage level and is therefore well above the threshold in the Drought Management Plan used to trigger the implementation of water restrictions.

Mount Morgan



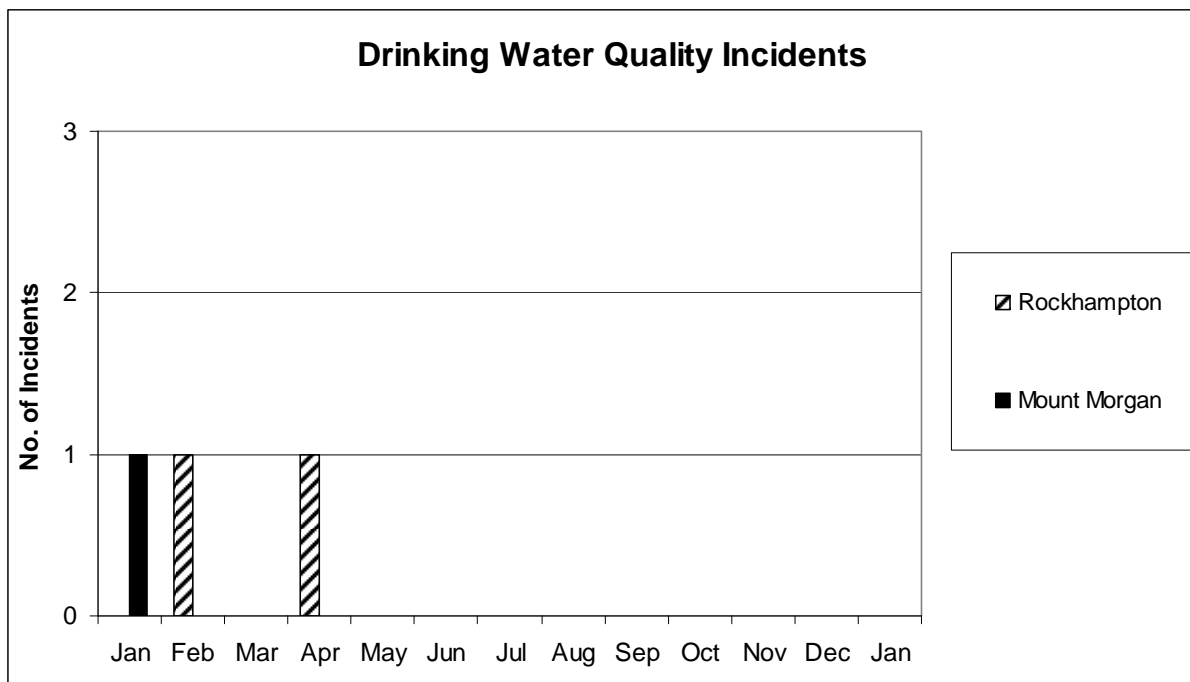
Average daily water consumption in Mount Morgan during January decreased slightly compared to that reported in December and was lower than that reported for the same period last year. The decrease in consumption was due to the receipt of some rainfall during the month. The No. 7 Dam is currently at full storage level, well above the 50% storage threshold value in the Drought Management Plan that is used to trigger the implementation of water restrictions in Mount Morgan.

Bulk Supply to Livingstone Shire Council



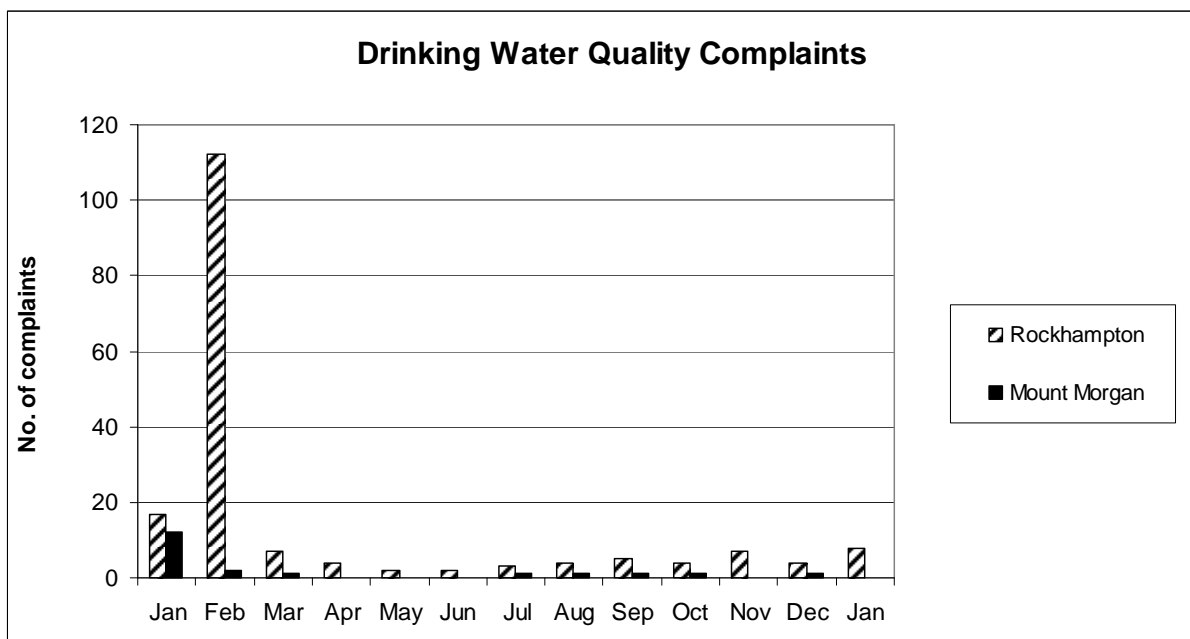
On 1 January 2014 the bulk supply of drinking water to the newly re-formed Livingstone Shire Council commenced with water supplied via the Boundary Hill Reservoir to Yeppoon, via the Ramsay Creek Water Pump Station to northern areas, and also to the Nerimbera area. The average daily bulk supply volumes to each location are shown above. A minimum of 4 ML is supplied from the Boundary Hill Reservoir to Yeppoon each day according to the bulk water supply agreement between the two Councils.

Drinking Water Quality Incidents



No drinking water quality incidents occurred during the month of January and only three drinking water quality incidents have occurred over the past 25 months.

Drinking Water Quality Complaints



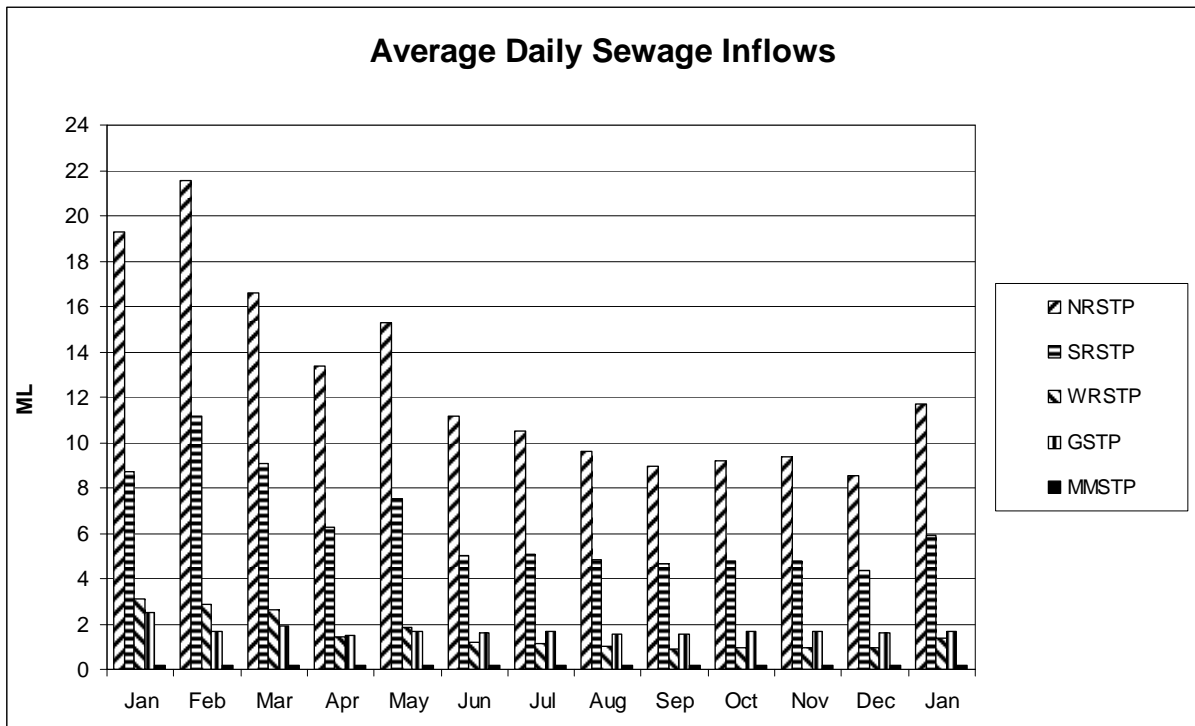
	Elevated Chlorine	Taste/Odour/Quality	Discoloured Water	Appearance (residue or air)
No. Complaints	0	3	4	1

The total number of drinking water quality complaints (8 complaints) received during January increased slightly from the 5 complaints received in December.

Four of the complaints were related to discoloured water with all of these complaints from Rockhampton. The other complaints included issues associated with taste and the presence of air in the water.

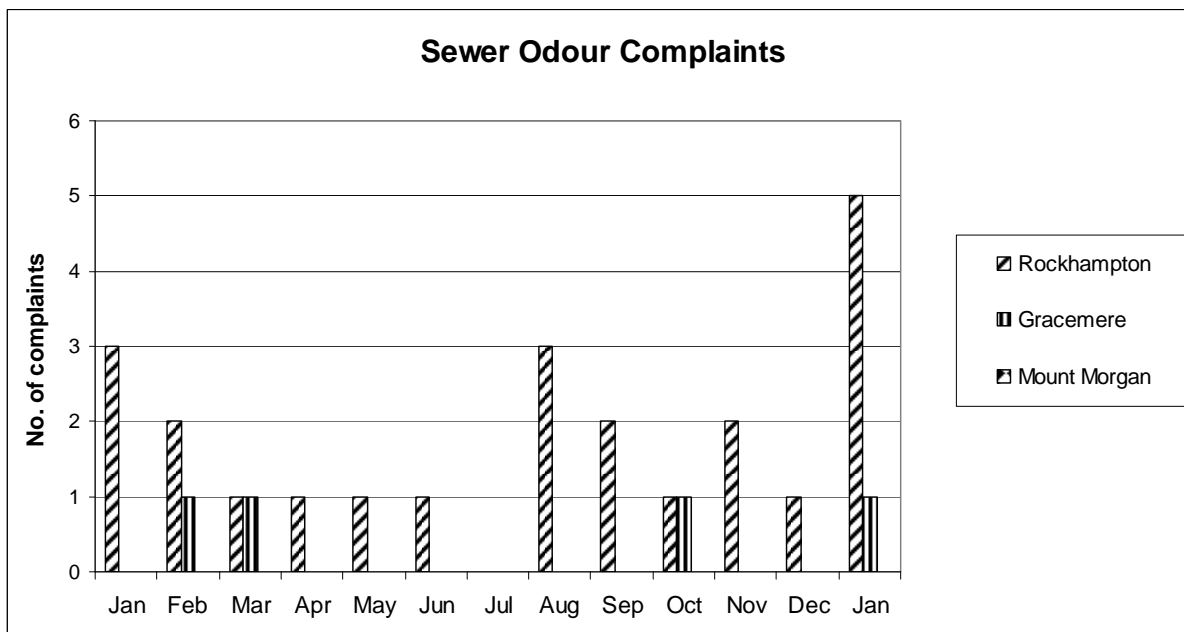
In all instances FRW assisted by taking action to address each issue by providing additional testing, information or through the flushing of water mains to resolve the issue.

Sewage Inflows to Treatment Plants



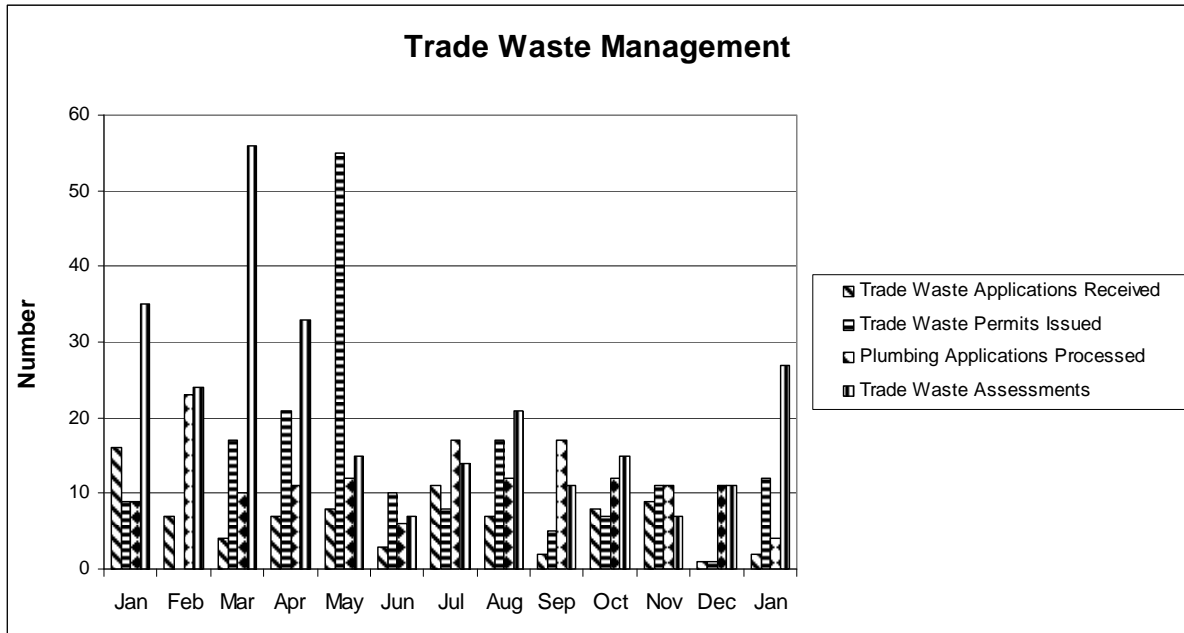
Average daily sewage inflows during January were higher than that reported in December due to the arrival of rainfall towards the end of the month. The high inflows received in late January offset the continued relatively low inflows experienced throughout most of the month of January.

Sewer Odour Complaints



Six sewer odour complaints were received during the month of January. Four of these complaints were related to sewer odour emanating from parts of the sewerage network and two of the complaints were associated with a small amount of odour emanating from a sewerage pump station. All except one of the complaints were received from Rockhampton. Each complaint was investigated and action was taken where possible to resolve the odour problem.

Trade Waste Management Activities

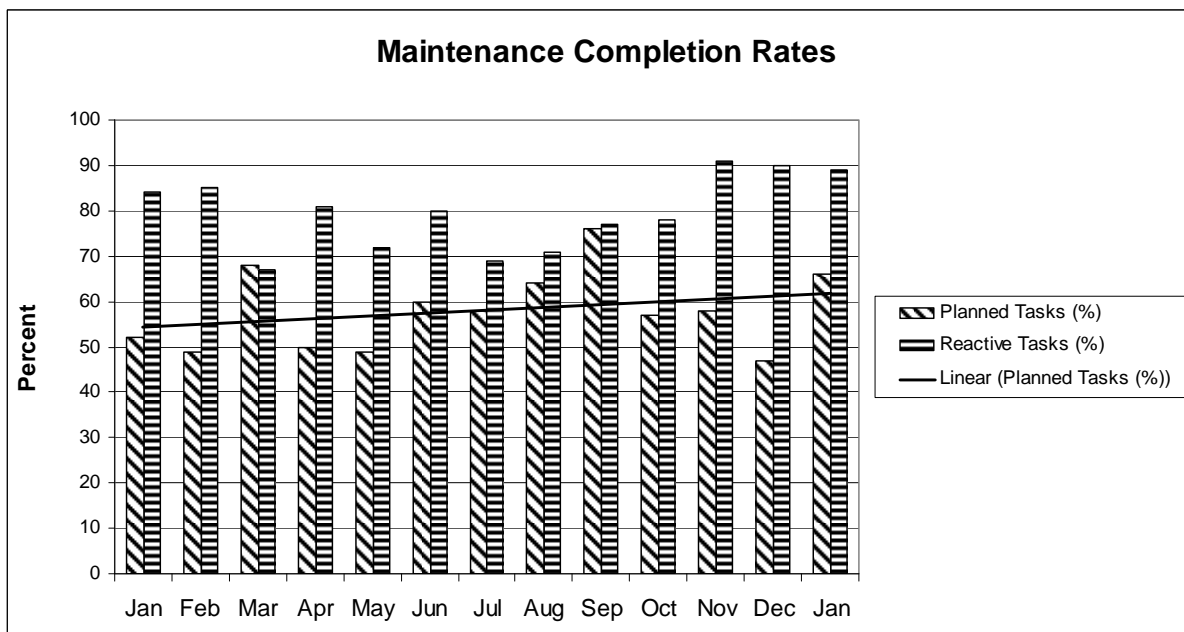


Two Trade Waste applications were received and 12 Trade Waste Permits were issued during the month of January. Four Plumbing Applications were processed and 27 Trade Waste Assessments completed by the team.

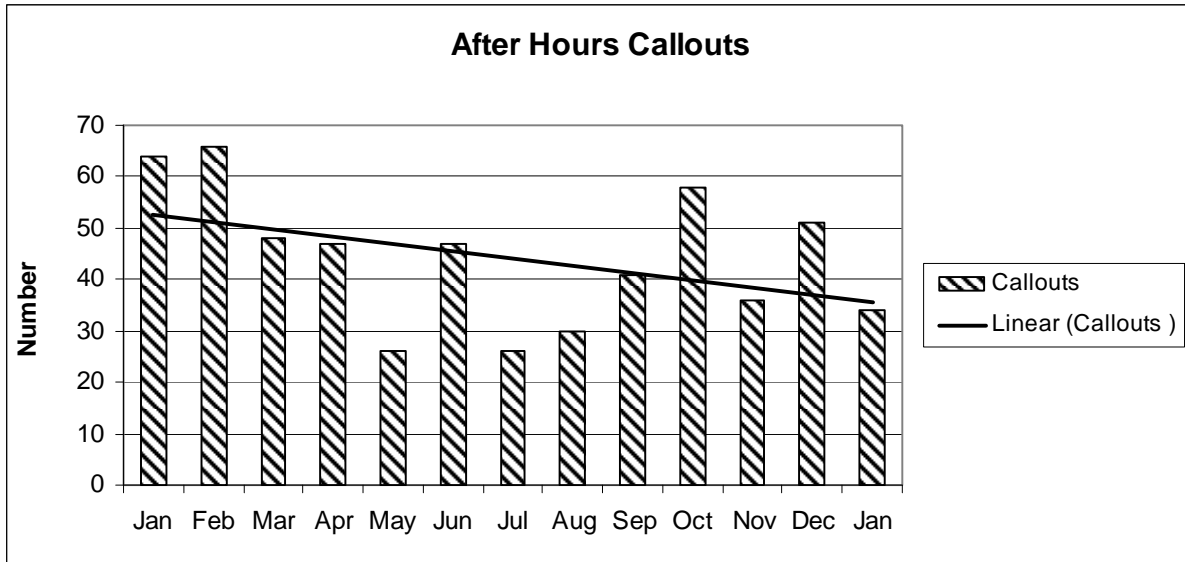
Maintenance Activities

The table below shows the breakdown of work completed based on the category of the work activity.

Maintenance Type	Work Category			
	Electrical	Mechanical	General	Operator
Planned	72	66	66	N/A
Reactive	56	56	3	N/A
After hours callouts	19	12	0	3
Capital	1	0	0	N/A



A total of 207 maintenance activities were scheduled and 160 reactive maintenance activities were requested during the month of January. Completion rates for each type of maintenance activity by the end of the month were 66% and 89% respectively. The increasing trend in the completion rate for planned maintenance tasks has continued during this month, with further improvement expected following further work to revise the planning and delivery of maintenance activities. The completion rate for reactive maintenance tasks remains relatively high with some of the tasks yet to be completed due to the time taken for delivery of new parts and equipment.



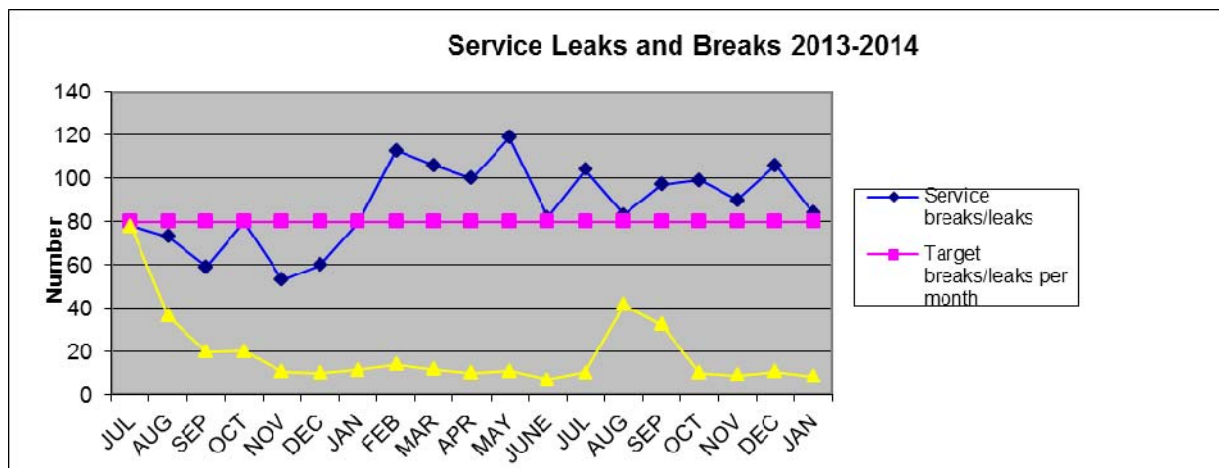
The number of after-hours call-outs for Treatment and Supply (34 call-outs) decreased during January compared to December. The number of callouts is lower than the 12 month rolling average of 43 call-outs and is consistent with the trendline in the graph which indicates a gradual decrease in call-outs over the last 12 months. The call-outs were required to attend faults in Rockhampton, Gracemere and Mount Morgan at water treatment plants, sewage treatment plants, reservoirs and water and sewerage pump stations.

**NETWORK SERVICES**

Workplace Health & Safety

- There were no lost time injuries for the month.
- Four safety incidents were reported for the month.

Regional Service Leaks and Breaks



Performance

Target not achieved – service breaks and leaks continue to exceed the internal target of eighty per month.

Issues and Status

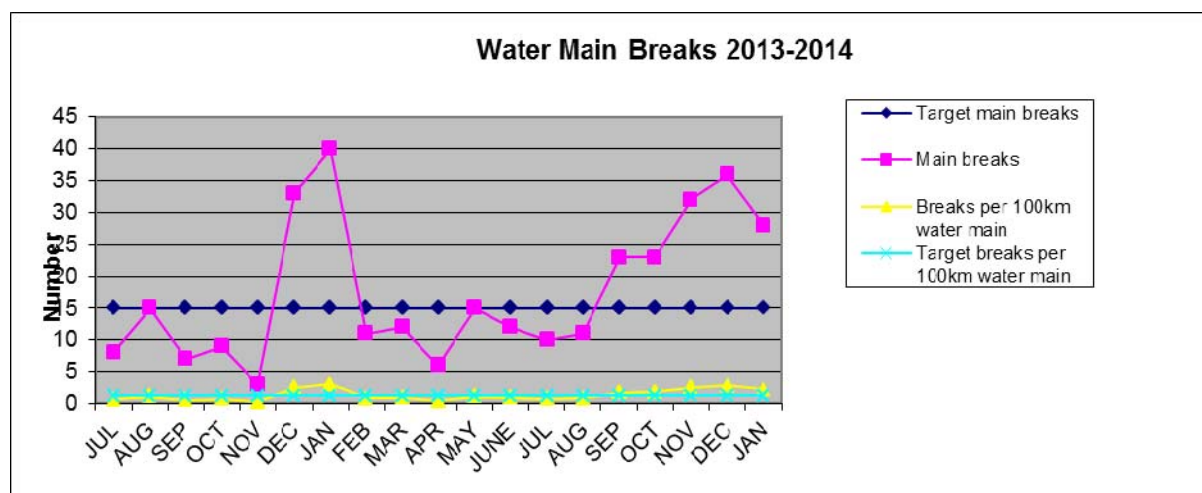
Maintenance records indicate a high percentage of service breaks consistently occurring on poly and galvanised iron water services.

Response to Issues

Water services subject to two failures are being replaced under the capital replacement program to minimise the risk of failure.

Locality	Service Leaks / Breaks
Rockhampton	84
Mount Morgan	0
<b>Regional Total</b>	<b>84</b>

Regional Water Main Breaks



Performance

Target not achieved – water main breaks continue to exceed the internal target across the region, in no particular area.

Issues and Status

The following table shows the number of breaks per month.

Water main type	October 2013	November 2013	December 2013	January 2014
Cast Iron	4	2	5	12
A C	14	22	26	5
PVC	3	5	2	6
Mild Steel	0	0	0	0
Poly	2	3	3	5
<b>TOTAL</b>	<b>23</b>	<b>32</b>	<b>36</b>	<b>28</b>

Response to Issues

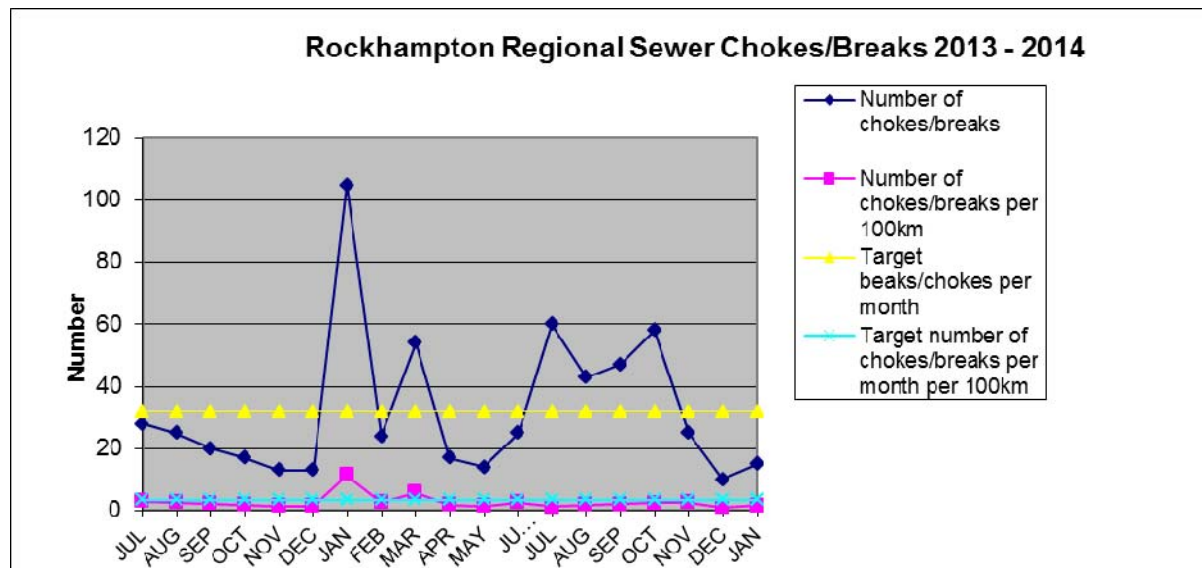
Continued defect logging and rectification will reduce failure occurrences.

	Number of Main Breaks	Target Main Breaks	Breaks per 100 km	Target Breaks per 100 km	Rolling average per 100 km
January	28	15	2.25	1.21	1.85



Locality	Main Breaks
Rockhampton	25
Mount Morgan	3
<b>Regional Total</b>	<b>28</b>

Rockhampton Regional Sewer Chokes/Breaks



Performance

Performance within target

Issues and Status

Majority of blockages continue to be caused by tree root intrusion.

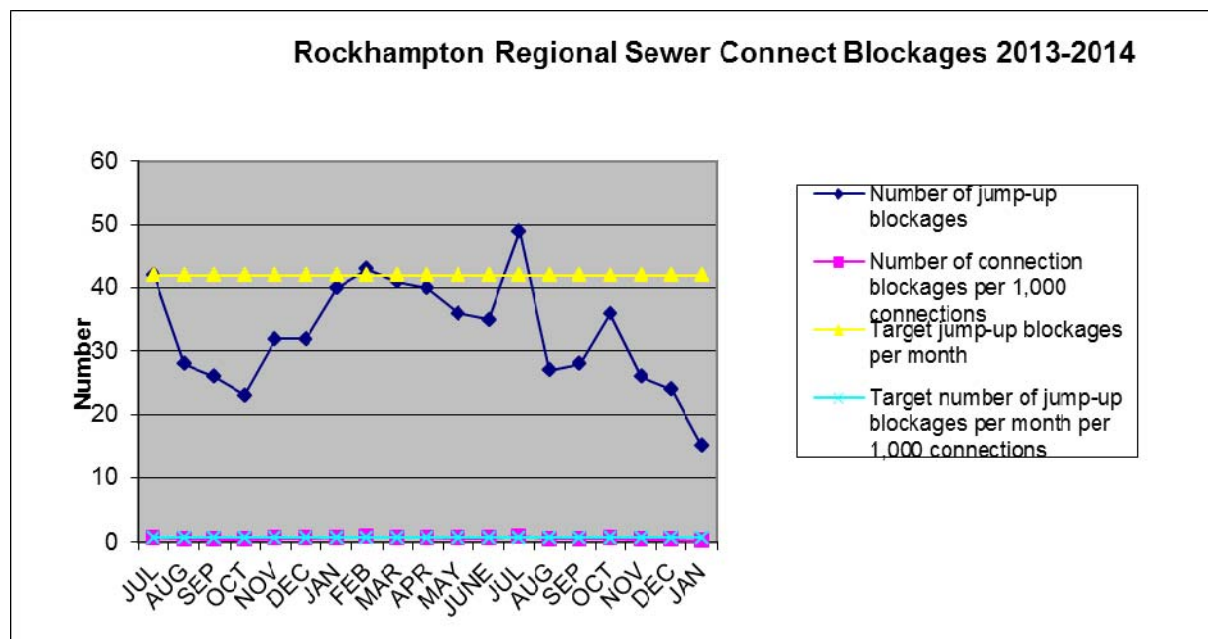
Response to Issues

Continue to log defects and monitor outcomes to ensure inclusion in the Capital rehabilitation program.

	Number of chokes/ breaks	Target chokes/breaks per month	Number of chokes/ breaks per 100 km	Target number of chokes / breaks per month per 100km	Rolling 12 month average per 100 km chokes / breaks
<b>January</b>	15	32	1.6	3.46	3.99

Locality	Surcharges	Blockages
Rockhampton	13	15
Mount Morgan	0	0
<b>Regional Total</b>	<b>13</b>	<b>15</b>

Rockhampton Regional Sewer Connection Blockages



Performance

Performance within target – sewer connection blockages continue to trend downwards.

Issues and Status

Tree root intrusion through defective pipes and joints continue to be the cause of blockages.

Response to Issues

Continue to log defects against the asset and properties experiencing blockages are being scheduled for repair.

	Number of connection blockages	Target connection blockages per month	Number of connection blockages per 1,000 connections	Target number of connection blockages per 1,000 connections	12 month average per 1,000 connections
<b>January</b>	15	42	0.28	0.80	0.36

Locality	Connection Blockages
Rockhampton	15
Mount Morgan	0
<b>Regional Total</b>	<b>15</b>

Sewer Rehabilitation Program

	Number completed for the month	Year to date totals
Access Chambers raised	2	90
Sewers repaired	12	145

Private WorksTable 1: New Water Connections:

Region	January	Year to Date 2014	Year to Date 2013	Year to Date 2012	Year to Date 2011
Gracemere	6	60	313	209	174
Rockhampton	15	161	100	65	58
Mount Morgan	n/a	n/a	n/a	n/a	n/a
<b>Regional Total</b>	<b>21</b>	<b>201</b>	<b>413</b>	<b>274</b>	<b>232</b>

This table shows the water connection data, for January, for the past 4 years.

Region	January 2014	January 2013	January 2012	January 2011
Gracemere	6	30	37	15
Rockhampton	15	13	13	5
Mount Morgan	n/a	n/a	n/a	n/a
<b>Total</b>	<b>21</b>	<b>43</b>	<b>50</b>	<b>20</b>

Table 2: Details on Private Works Jobs

Table 2 shows the quantity of private works jobs quoted and accepted during the reporting period and year to date. Jobs include both water and sewerage.

	January	Amount	YTD	Amount
Quotes Prepared	18	\$121,899.57	179	\$1075,749.50
Quotes Accepted	20	\$124,821.21	134	\$766,167.32
Jobs Completed	10	\$49,104.01	119	\$650,272.82

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSPWSC - Network Services – Private Works/Standard Connection Enquiry	8	1

Table 3: Undetected Leaks (Residential)

	January	YTD
New requests	9	54
Number declined	2	5
Number approved	4	65
Require more info	7	20
Total KI rebated	11,214	40230
<b>Total value approved</b>	<b>\$18,164.59</b>	<b>\$74,388.71</b>

Table 4: Undetected Leaks (Commercial)

	January	YTD
New requests	0	1
Number declined	0	0
Number approved	2	6
Require more info	0	0
Total KI rebated	1884	2429
<b>Total value approved</b>	<b>\$730.06</b>	<b>\$1507.91</b>

Table 5: Residential Rebates

	January	Total YTD Applications	Total YTD \$
Washing machines	6	165	\$16,500
Stand alone tank	0	5	\$1,250
Integrated tank	0	0	\$0
Dual flush toilet	0	7	\$350
Shower rose	1	5	\$125
Other	-	-	\$0
<b>Total</b>	<b>7</b>	<b>182</b>	<b>\$18,225</b>

Currently there are 3 unapproved applications pending further advice from the applicants. They relate to:

- The name on the receipt does not match the name on the application form (1)
- No receipt was provided with application form (2)

There are also 3 declined applications relating to:

- Product was purchased outside of the 12 month claim period (1)

- Applicant is not enrolled with Australian Electoral Commission (1)
- Applicant is not enrolled with Australia Electoral Commission and tank was not installed by a private plumber (1)

### Water Meters

A total of 7652 meters were read during the month of January and nil accounts were issued to customers. Most of the no reads were new meters added after reads were completed.

Sectors Read for January	1	2	3	Totals
No. of meters in Sector	2323	3223	2106	7652
No-Reads	15	29	8	52
% Of No-Reads	0.6%	0.8%	0.3%	0.6%

### Special Water Meter Reads

Reading Type	No. of Reads	\$ Value
Water Account Search - Averaged Readings \$27 per read	<b>104</b>	\$2,808.00
Water Account Search - On-Site Readings \$143.00 per read	<b>41</b>	\$5,863.00
Total \$ Value for Month		<b>\$8,671.00</b>
Total \$ Value Year to Date		<b>\$66,157.00</b>

### Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSWMRE - Network Services - Water Meter Reading Enquiry	13	0
NSSWMR - Network Services Special Water Meter Read Enquiry	2	0
FINIRR - Finance - Irrigators (Asset)	3	0

### Building Over Sewers

The following summary is an overview of the core business activity that requires ongoing negotiations with the respective stakeholders and detailed investigations to determine location and condition assessments of the associated infrastructure.

#### Activity Summary

	January	YTD
General enquiries	30	330
Site investigations	10	117
Approval Permits issued	0	20
Permits closed	0	5
<b>Total</b>	<b>40</b>	<b>472</b>

### Building Over Sewer Permits in Progress

Nil.

**INFRASTRUCTURE PLANNING**Sewer Network Investigations*Ellida (Stocklands) Development - Sewer Strategy*

The sewer strategy for the proposed Ellida development in Parkhurst has continued to be refined over the last few months. The technical issues surrounding the proposed size and staging of the two primary pump station sites and their associated rising mains are still under negotiation with the consultants.

It has been necessary to up size the earlier proposed infrastructure in order to accommodate the Edenbrook development that will ultimately discharge into the Ellida catchment.

The ultimate sizing and staging of infrastructure will be captured in an Infrastructure Agreement.

*Cramb Street - Sewer Strategy*

Council is in the process of developing options for the delivery of water and sewerage services to potentially sixteen properties in Cramb Street Kawana. Given the relatively small number and locality of these properties it has been proposed to develop a pressurised sewer scheme. This would require Council to construct a small pressurised sewer rising main that would allow each property to connect to via small privately owned pump stations.

*Mt Morgan Sewerage Strategy – Dee Street Detailed Design*

The detailed design for the Dee Street sewerage network has identified the physical constraints and the need for a private pump station for one property on the critical list. The need for this facility will require FRW to consider what products are deemed to be acceptable and how these facilities are to be installed and maintained.

Water Network Investigations*Edenbrook Development – Pumped Water Main Proposal*

The developer of the Edenbrook development has agreed to construct a 300mm diameter trunk main as part of the first stages of the Edenbrook development. An infrastructure agreement will ultimately need to be prepared to document the repayment plan for this piece of Priority Future Trunk Infrastructure.

The Parkhurst Edenbrook development had an existing approval to construct a water pump station at the Birkbeck reservoir site and provide a 200mm diameter main a distance of an estimated 1.2km to the intersection of McLaughlin St and William Palfrey Rd to service the initial stages of the development.

The formulation of future trunk infrastructure strategies in this area identified the need for a 300mm diameter trunk gravity main on the same alignment as the proposed 200mm main. The 300mm main will ultimately connect through to Yaamba Rd to enable Birkbeck reservoir to be supplied by either Boundary or Mt Charlton reservoirs and build further redundancy in to the water network.

**10 NOTICES OF MOTION**

Nil

## **11 URGENT BUSINESS/QUESTIONS**

*Urgent Business is a provision in the Agenda for members to raise questions or matters of a genuinely urgent or emergent nature, that are not a change to Council Policy and can not be delayed until the next scheduled Council or Committee Meeting*



**12 CLOSURE OF MEETING**