



# **WATER COMMITTEE MEETING**

## **AGENDA**

**2 APRIL 2014**

*Your attendance is required at a meeting of the Water Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 2 April 2014 commencing at 9:00am for transaction of the enclosed business.*

A handwritten signature in black ink, appearing to be the initials "C R" followed by a long horizontal stroke.

**CHIEF EXECUTIVE OFFICER**  
25 March 2014

Next Meeting Date: 07.05.14

**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.

---

## TABLE OF CONTENTS

---

ITEM	SUBJECT	PAGE NO
1	OPENING.....	1
2	PRESENT .....	1
3	APOLOGIES AND LEAVE OF ABSENCE .....	1
4	CONFIRMATION OF MINUTES .....	1
5	DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA.....	1
6	BUSINESS OUTSTANDING .....	2
	6.1 BUSINESS OUTSTANDING TABLE FOR WATER COMMITTEE .....	2
7	PUBLIC FORUMS/DEPUTATIONS .....	5
	NIL .....	5
8	OFFICERS' REPORTS.....	6
	NIL .....	6
9	STRATEGIC REPORTS .....	7
	9.1 FRW FINANCE AND STRATEGIC MATTERS REPORT - FEBRUARY 2014.....	7
10	NOTICES OF MOTION.....	30
	NIL .....	30
11	URGENT BUSINESS/QUESTIONS .....	31
12	CLOSURE OF MEETING .....	32



**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 March 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

---

#### **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: 2 April 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	



**7 PUBLIC FORUMS/DEPUTATIONS**

Nil

**8 OFFICERS' REPORTS**

Nil

---

## 9 STRATEGIC REPORTS

### 9.1 FRW FINANCE AND STRATEGIC MATTERS REPORT - FEBRUARY 2014

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

---

#### SUMMARY

*This report details Fitzroy River Water's financial position and other operational matters for the Council's information as at 28 February 2014.*

#### OFFICER'S RECOMMENDATION

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

#### VARIATIONS, ISSUES AND INNOVATIONS

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

A significant increase in illegal fishing at the Barrage has been observed following the decline of the recent flow event in the Fitzroy River. FRW has continued to work closely with Department of Fisheries officers to try to combat the increase in illegal fishing. FRW staff have been involved in attending the Barrage fish ladder to inform people that they are fishing illegally and have provided a number of pieces of CCTV footage to assist authorities with their enforcement activities. It is hoped that the continued teamwork between FRW and enforcement agencies will put a stop to this recent increase in illegal activity.

#### COMPLIANCE MATTERS

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

All sewage treatment plants (STPs) were compliant with their environmental authority licence conditions for Total Nitrogen, Total Phosphorus, BOD and suspended solids during the month of February. The West Rockhampton STP recorded some minor exceedances of pH and chlorine limits that were associated with problems following the rainfall events. The Gracemere STP experienced reduced Total Nitrogen removal performance following a 7 hour power outage on 8 February which caused loss of aeration to the STP and the subsequent mechanical failure of an aerator.

#### FINANCIALS

##### Operational

Revenue is trending above percentage of year elapsed at 93.5% in comparison to October revised budget and a skewed comparative benchmark figure of 72.43% 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 is nearing target. Fees and charges revenue remains below budget. Billed water consumption remains above that billed in the same period of the previous financial year. Revenue for water consumption in the third quarter is 73% of budget. At this stage consumption revenue appears to be on target relative to percentage of year elapsed.

Expenditure year to date is 66.56% of October revised budget which is slightly below a skewed comparative benchmark figure of 72.43% due to de-amalgamation. Contractors and consultants remain over budget due to higher than expected legal fees for Rockhampton to Yeppoon pipeline, some easement claims along with sewer and water pump rebuilds. Asset operational expenditure is slightly over attributed to electricity cost marginally above and the second rating cycle for six months processed on active asset sites.

---

Capital

Rockhampton Regional Council capital expenditure is below the percentage of year elapsed at 47.9% compared to the October revised budget.

RRC Water YTD 35.4% and RRC Sewer YTD 76.6%;

RRC Networks YTD 68.6% and RRC Treatment YTD 31.4%.

February has seen capital spend double from that in the month of January. The areas of prominent activity are the Gracemere Industrial sewerage pump station, Armstrong St 300mm sewer main, duplication of the 300mm water trunk main to Gracemere and Water Main Replacement programs.

Sundry Debtors

Below is a summary of aged sundry debtor balances at the end of February 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	133	41	60	5	39
Total Value	\$557,775.45	\$409,810.15	\$63,850.11	\$1,534.03	\$82,581.16

Below is an explanation of the debtor types, being a mixture of standpipes, irrigators, emergency works and effluent usage.

90+ days	Comments
\$40,137.17	Companies with administrators appointed - Private Works and Standpipe - unlikely we will see anything (some securities are held in trust for the Standpipe debtors but will not cover all).
\$12,905.38	Debts at Collection - (Standpipe and Trade Waste debts) – doubtful of recovery, most have moved to claims/hearings/unsuccessful to date.
\$14,767.85	Long Term Payment Plans - Mount Morgan Sewerage Connections - recovery will occur.
\$6,172.05	Other Payment Plans - Standpipes and Irrigators.
\$8,598.71	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%).
60-90 Days	Comments
\$366.91	Emergency Repair - Currently being disputed and investigated.
\$28.15	Standpipe - Administrator appointed - bond used to cover debts, likely this remaining amount to be written off.
\$1,068.97	Effluent Usage/ Standpipe.
30-60 Days	Comments
\$40,912.28	Effluent Testing contract - payment highly likely.

A summary of financial performance against budget is presented below:

	YTD			
	Actual	Annual Revised Budget	Variance to Budget	Annual Revised Budget
	\$	\$	\$	\$
<b>Department Revenue</b>				
Net rates and utility charges	(54,471,833)	(38,767,625)	(15,704,209)	(58,151,437)
Fees and Charges	(1,188,140)	(1,218,120)	29,980	(1,827,180)
Private and recoverable works	(1,547,095)	(720,078)	(827,017)	(1,080,117)
Rent/Lease Revenue	(51,014)	(44,118)	(6,896)	(66,177)
Grants Subsidies & Contributions	(9,296)	0	(9,296)	0
Interest revenue	(211,206)	(206,400)	(4,806)	(309,600)
Other income	(27,561)	(9,305)	(18,256)	(13,957)
<b>Total Department Revenue</b>	<b>(57,506,144)</b>	<b>(40,965,645)</b>	<b>(16,540,498)</b>	<b>(61,448,467)</b>
<b>Expenses</b>				
Employee costs	5,336,049	6,096,433	(760,384)	9,144,649
Contractors & Consultants	1,170,855	883,174	287,681	1,324,761
Materials & Plant	2,265,870	2,140,064	125,806	3,210,096
Asset Operational	2,476,124	2,177,041	299,083	3,265,562
Administrative expenses	185,594	231,340	(45,746)	347,010
Depreciation	7,180,965	7,180,965	(0)	10,771,447
Finance costs	2,154,928	2,459,839	(304,912)	3,689,759
Other Expenses	30,493	38,524	(8,031)	57,786
Accounting Adjustments	4,027	21,000	(16,973)	31,500
<b>Total Expenses</b>	<b>20,804,905</b>	<b>21,228,380</b>	<b>(423,475)</b>	<b>31,842,570</b>
<b>Transfer / Overhead Allocation</b>				
Transfer/Overhead Allocation	955,851	502,252	453,599	753,378
OH Allocation	1,910,244	1,881,797	28,447	2,822,696
Competitive Neutrality Adjustments	13,291,231	13,370,314	(79,083)	20,055,471
De-amalgamation internal transfers	(40,007)	0	(40,007)	0
<b>Total Transfer / Overhead Allocation</b>	<b>16,117,320</b>	<b>15,754,363</b>	<b>362,957</b>	<b>23,631,545</b>
<b>TOTAL OPERATING POSITION (SURPLUS)/DEFICIT</b>	<b>(20,583,919)</b>	<b>(3,982,902)</b>	<b>(16,601,017)</b>	<b>(5,974,352)</b>

**ADMINISTRATION MATTERS****Administration**

The Administration Team continues to provide high level administrative support to various sections across the business.

Pathway Statistics for the month of February 2014:

		Requests Completed for the month				
	Customer requests received	Priority 3	Priority 2	Priority 1	Action required by the Admin Team	Completed by the Admin Team
RRWR	431	273	91	34	93	398
FRW	539	149	133	39	308	321
<b>TOTAL</b>	<b>960</b>	<b>422</b>	<b>224</b>	<b>73</b>	<b>401</b>	<b>719</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***Don't spoil it at the toilet*

The 'Don't spoil it at the toilet' campaign rolled out in February. The aim of the campaign was to educate residents as to the complications caused in the sewer network by flushing incorrect items down the toilet. Activities included a media release, social media, web content, posters, flyers, and internal communications. Flyers will continue to be inserted into Water Notices until the end of March.

*Mount Morgan Sewage Expansion*

Planning commenced on community consultations for the Mount Morgan Sewerage Expansion project. A separate plan will be developed for each stage of the project and will include direct communication with affected residents and general community awareness of the project.

*Media Releases and Community Notices*

Two media releases and one media alert was issued in February.

**PROJECT AND CONTRACT MANAGEMENT**

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

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual /committals
<b>NETWORK SERVICES CAPITAL WORKS PROGRAM</b>					
<b>Rockhampton Water (water main replacement)</b>					
Nobb St (Elphinstone – Rodboro) 160mm water main replacement	December 2014	February 2014	100%	\$211,983.63	\$173,570
Comments: Completed					
Campbell St (Denham – William St) 150mm -200mm water main replacement	January 2014	February 2014	100%	\$81,829	\$65,570
Comments: Completed					
Wandal Rd (Campbell – Norman) 200 mm water main replacement	January 2014	April 2014	40%	\$252,280	\$108,475
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	June 2014	20%	\$187,292	\$90,529
Comments: Scheduled and materials ordered.					
Archer St (Campbell & West) 300 mm water main replacement	February 2014	June 2014	13%	\$835,430	\$111,829
Comments : Scheduled and materials ordered.					
McKean St	February 2014	March 2014	70%	\$63,315	\$9,175
Comments: On Schedule.					
Gracemere Duplication (Athelstone) 300mm new water main	February 2014	June 2014	35%	\$1,000,000	\$502,398
Comments: On Schedule.					
Armstrong Street Gracemere 300mm sewer rising main replacement	December 2013	May 2014	50%	\$640,000	\$465,864
Comments: On Schedule.					

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual /committals
<b>Rockhampton Sewer</b>					
Sewer rehabilitation program (including Building over Sewer works)	July 2013	June 2014	57%	\$1,022,907	\$587,100
Comment: Rehabilitation and renewals annual program of works.					
<b>Gracemere Water (new and replacements)</b>					
Nil					
<b>Gracemere Sewer</b>					
SPS17	December 2013	March 2014	96%	\$444,818	\$471,667
Comments: On schedule - Outstanding work includes communications, gates and RPZ valve box to be installed.					
Sewer Main (Trunk) Breakspear St	April 2013	February 2014	100%	\$989,224	\$1,233,819
Comments: Re-scheduled – Completed.					
<b>Mount Morgan (water mains replacement)</b>					
Dee St ( East - Edward ) 100 mm water main replacement	February 2014	May 2014	12%	\$204,580	\$25,231
Comments: On Schedule.					
Black St (Dee – Morgan) 100mm water main replacement	February 2014	June 2014	18%	\$60,299	\$11,289
Comments: Materials Ordered.					
Thompson St (Tippery and Sheild)	February 2014	June 2014	10%	\$72,565	\$7,706
Comments: Materials Ordered.					
East Street (Morgan-Dobbs) 200mm main replacement	October 2013	February 2014	100%	\$167,377	\$237,706
Comments: Completed. Project costs have increased due to rock and conflict with new pipework and existing water main levels.					
Morgan St (Central-East) 150mm main replacement	November 2013	February 2014	100%	\$47,543	\$36,219
Comments: Completed.					



Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual /committals
<b>Mount Morgan Sewer</b>					
Dee St, New 225mm Gravity Sewer	February 2014	May 2014	30%	\$250,000	\$91,433
Comments: On Schedule.					
<b>TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM</b>					
R-S GSTP Augmentation. Strategic planning and augmentation of Rockhampton and Gracemere STPs.	July 2012	December 2013	99%	\$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	September 2012	June 2013	100%	\$28,760	\$4,548
Comments: Completed.					
M STP Communications Upgrade to enable monitoring of STP from Glenmore WTP.	April 2013	September 2013	100%	\$17,256	\$17,779
Comments: Completed.					
M STP Chlorination Upgrade	April 2013	April 2014	60%	\$15,716	\$8,250
Comments: On schedule.					
R – S NRSTP Aerator Replacement	July 2013	May 2014	70%	\$91,071	\$54,228
Comments: Delayed due to design issues. Design issues now resolved with equipment supplier with delivery timeframe currently being determined.					
Barrage Crane and Rail Restoration	December 2013	June 2014	50%	\$333,247	\$120,202
Comments: Crane restoration completed. Quotes currently being evaluated for crane rail re-grouting.					
GWTP Highlift Pump Station Upgrade (1 <sup>st</sup> Stage)	July 2013	August 2014 (1 <sup>st</sup> Stage)	20%	\$3,366,922	\$349,075
Comments: Delays (4- 6 weeks) experienced during completion of detailed design. Contractor has now commenced work at site and is working through some design complications previously unforeseen.					
GWTP Lowlift Pump Station Upgrade	September 2013	June 2015	10%	\$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	May 2012	March 2014	90%	\$758,700	\$664,398

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual /committals
Comments: Delayed due to issues with contractor. Commissioning of new centrifuge to commence in week of 25 March.					
Gracemere Recycled Water Irrigation Electrical Upgrade	May 2013	January 2014	100%	\$200,000	\$166,707
Comments: Completed.					
Arthur Street SPS Electrical Upgrade	August 2012	June 2015	10%	\$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	Jan 2014	June 2014	5%	\$50,000	\$0
Comments: On schedule. Procurement underway for installation to commence in April 2014.					
MM North Reservoir Rechlorination	July 2013	May 2014	90%	\$30,000	\$24,000
Comments: On schedule.					
MMWTP Coagulant Dosing Upgrade	Jan 2014	June 2014	5%	\$21,000	\$644
Comments: On schedule.					
G Lucas St WPS electrical switchboard upgrade	Jan 2014	June 2014	10%	\$70,000	\$10,199
Comments: On schedule.					

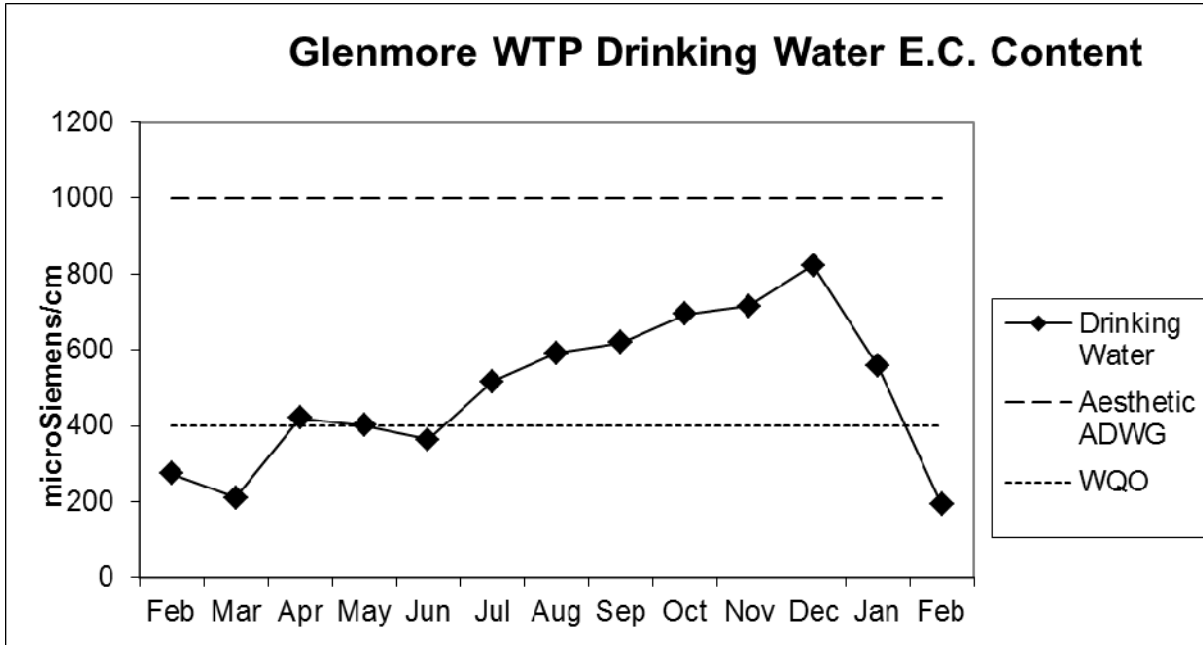
R = Rockhampton, G = Gracemere, M = Mount Morgan  
WPS = water pump station, SPS = sewage pump station, STP = sewage treatment plant,  
S = sewerage, W = water.

**TREATMENT AND SUPPLY**

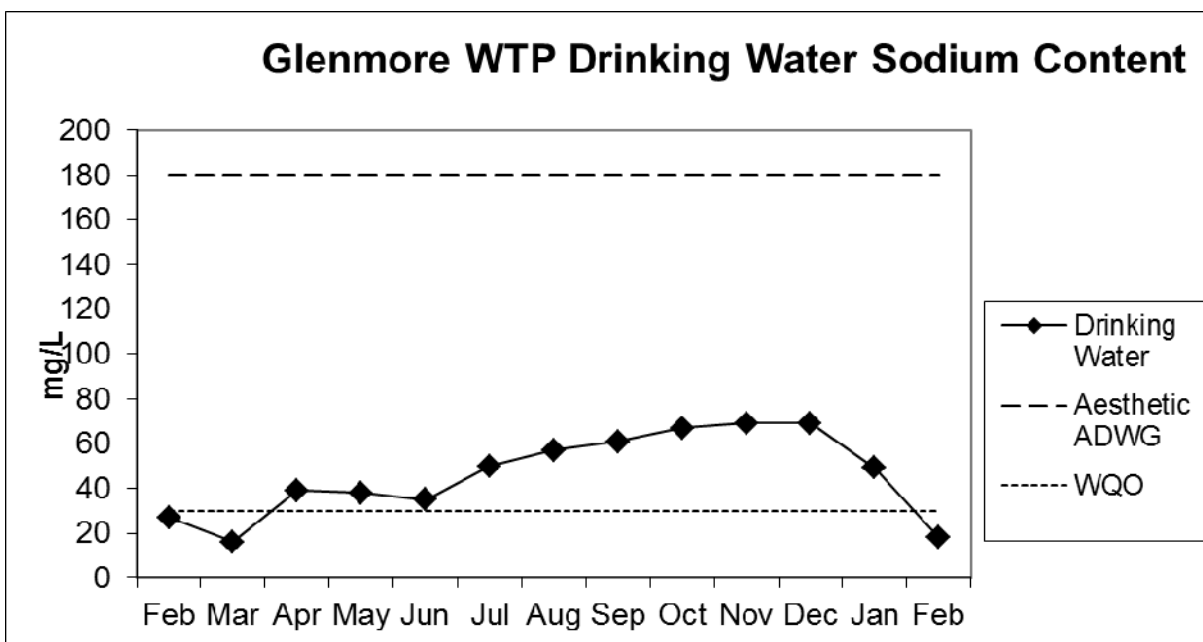
Workplace Health & Safety

- There were no lost time injuries for the month.
- Four 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 February decreased significantly to be 193 µS/cm. The decrease follows the recent flow of water in the Fitzroy River after the receipt of rainfall in the upstream catchments. The level of E.C. is now below the Water Quality Objective of 400 µS/cm and well beneath the previously used aesthetic guideline value of 1000 µS/cm. The E.C. reading is not expected to increase significantly within the next few months.



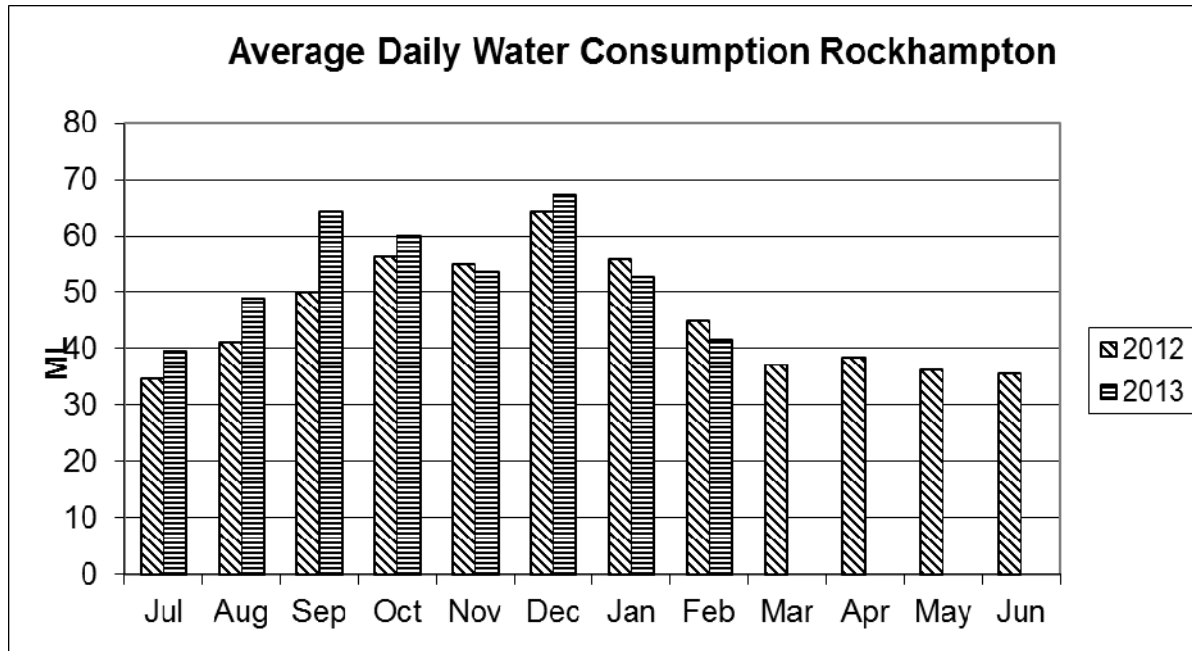
The concentration of sodium in drinking water supplied from the GWTP during February decreased significantly to be 18 mg/L. This decrease follows the recent flow of water in the Fitzroy River after the receipt of rainfall in the upstream catchment. The current level of sodium is now below the Water Quality Objective value of 30 mg/L and is well beneath the

aesthetic guideline of 180 mg/L for sodium in the Australian Drinking Water Guidelines. The sodium concentration is not expected to increase significantly within the coming months.

Drinking Water Supplied

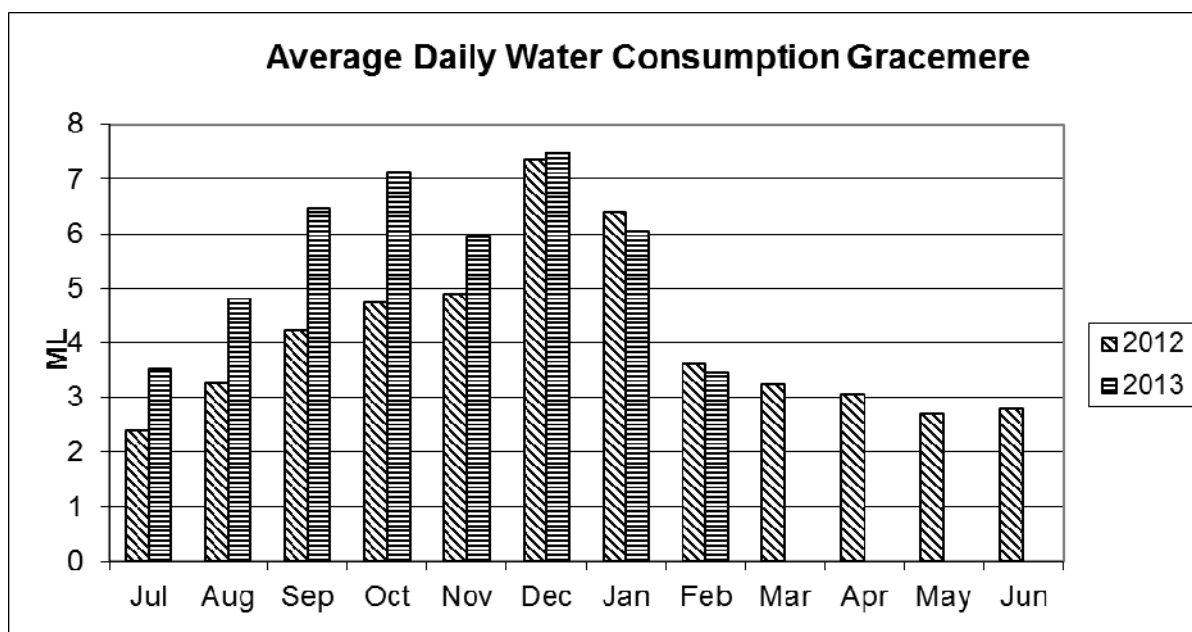
Data is presented in graphs for each water year (e.g. 2013 is the period from July 2013 to June 2014).

Rockhampton



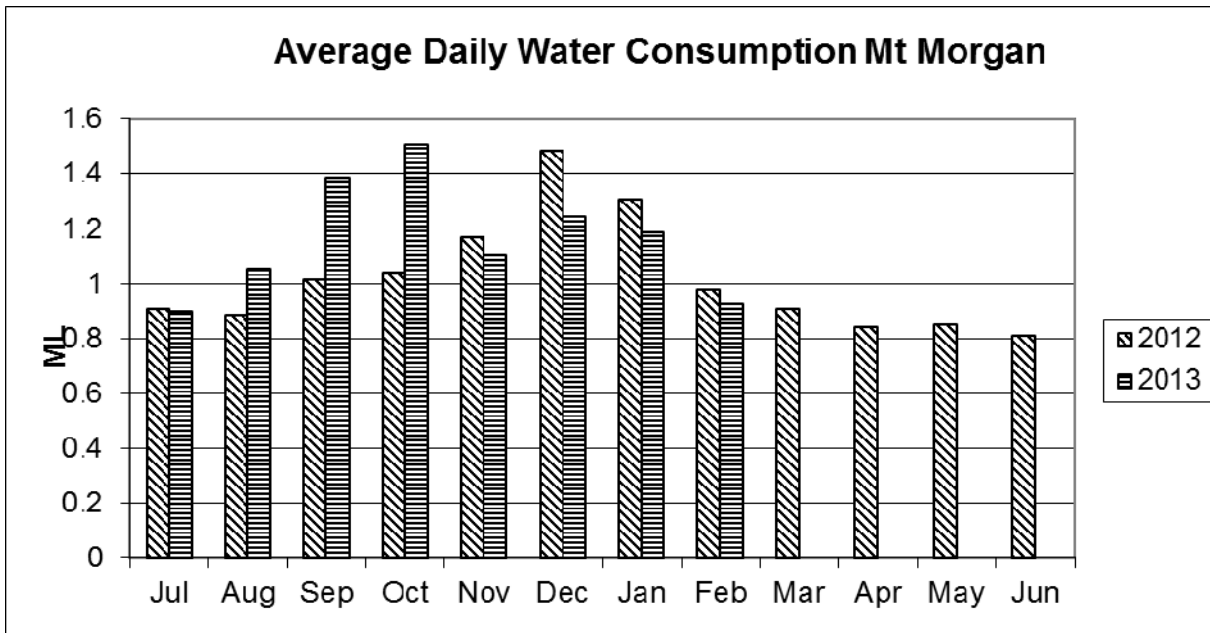
Average daily water consumption in Rockhampton during February decreased significantly compared to that reported in January and was slightly lower than that reported in the same period last year. The decrease was due to the receipt of heavy rainfall during the first half of the month. The Fitzroy Barrage 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



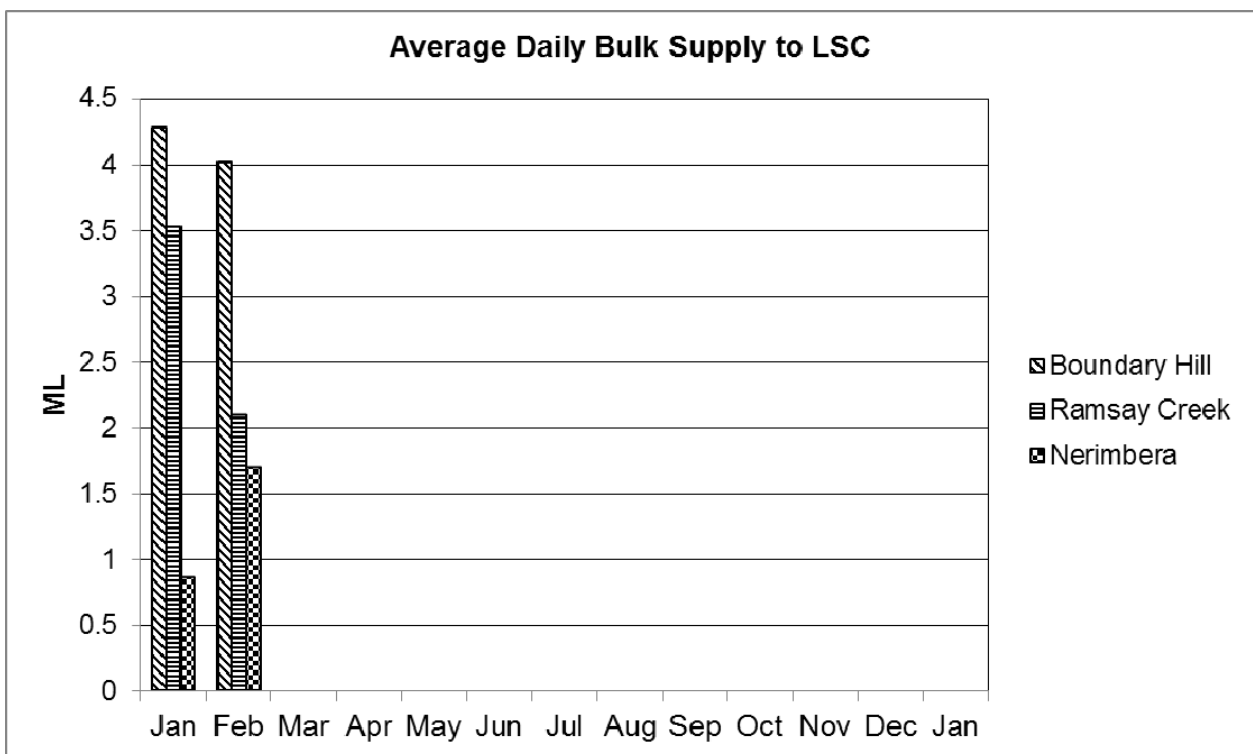
Average daily water consumption in Gracemere during February decreased significantly compared to that reported in January and was slightly lower than that reported in the same period last year. The decrease in consumption was due to the receipt of heavy rainfall during the first half of the month. The 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



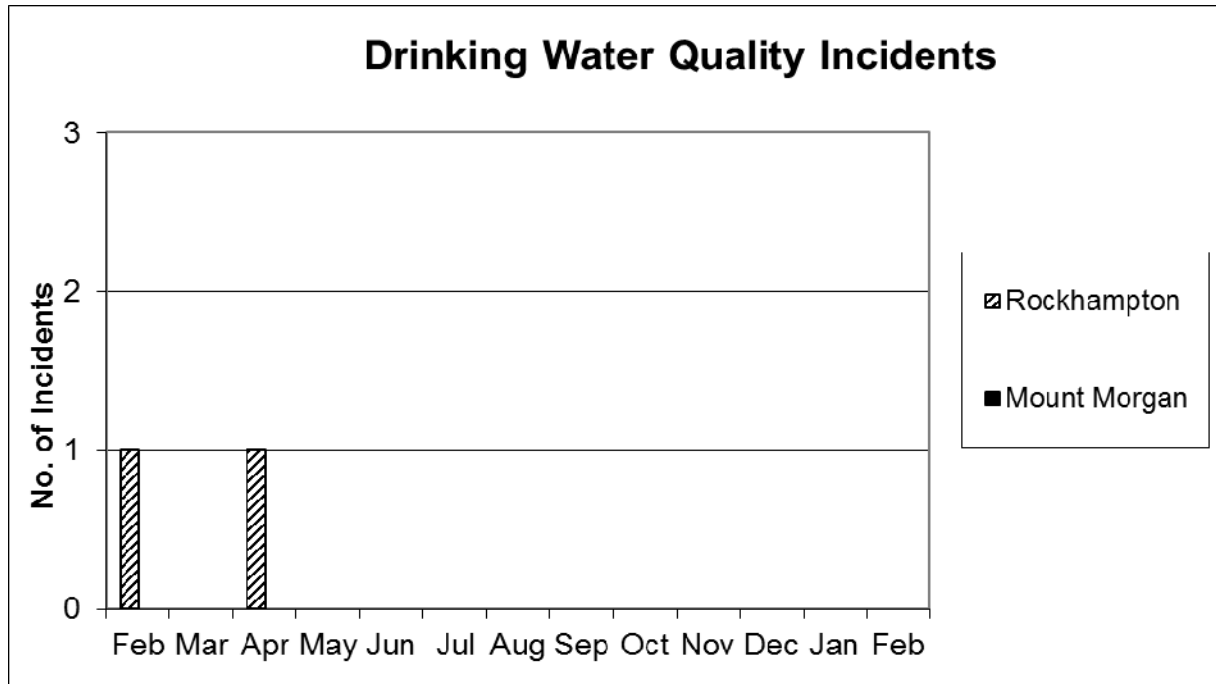
Average daily water consumption in Mount Morgan during February decreased significantly compared to that reported in January and was slightly lower than that reported for the same period last year. The decrease in consumption was due to the receipt of heavy rainfall in the first half of the month. The 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



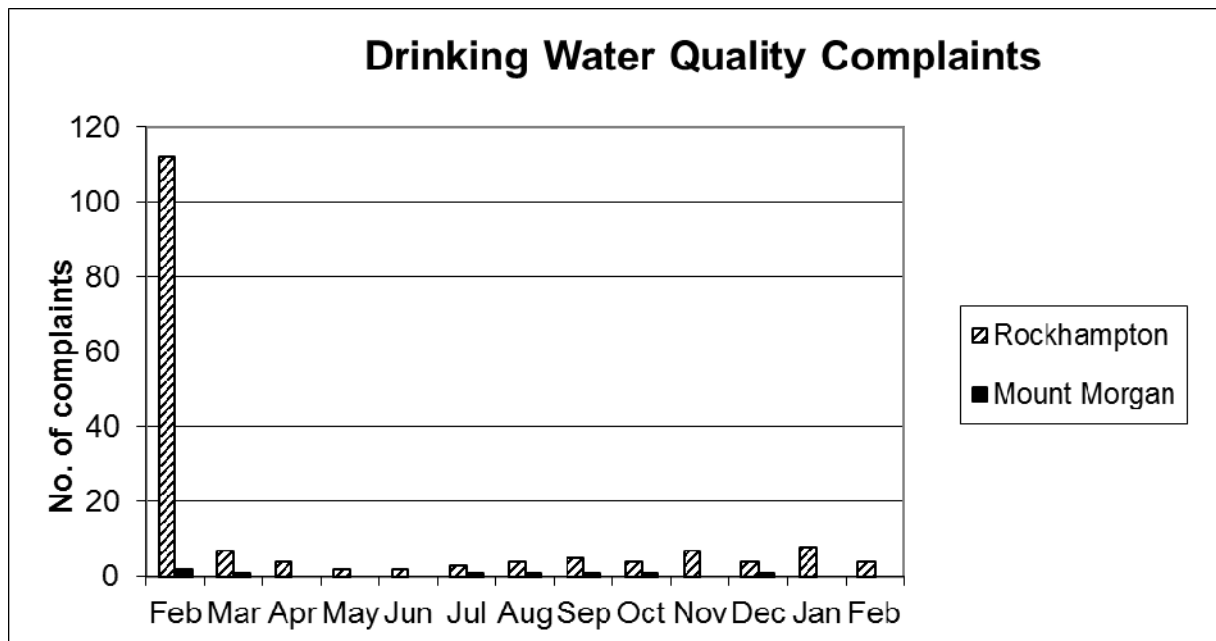
The average daily volume of water supplied to LSC via the Boundary Hill and Ramsay Creek bulk supply sites decreased during February compared to that recorded in January due to the receipt of heavy rainfall during the first half of the month. In contrast, the average daily volume of water supplied via the Nerimbera bulk supply site increased during February compared to that recorded in January. This is believed to be due to the increased water consumption during February following the recommencement of production at an abattoir located in Nerimbera.

Drinking Water Quality Incidents



No drinking water quality incidents occurred during the month of February and only three drinking water quality incidents have occurred over the past 26 months.

Drinking Water Quality Complaints

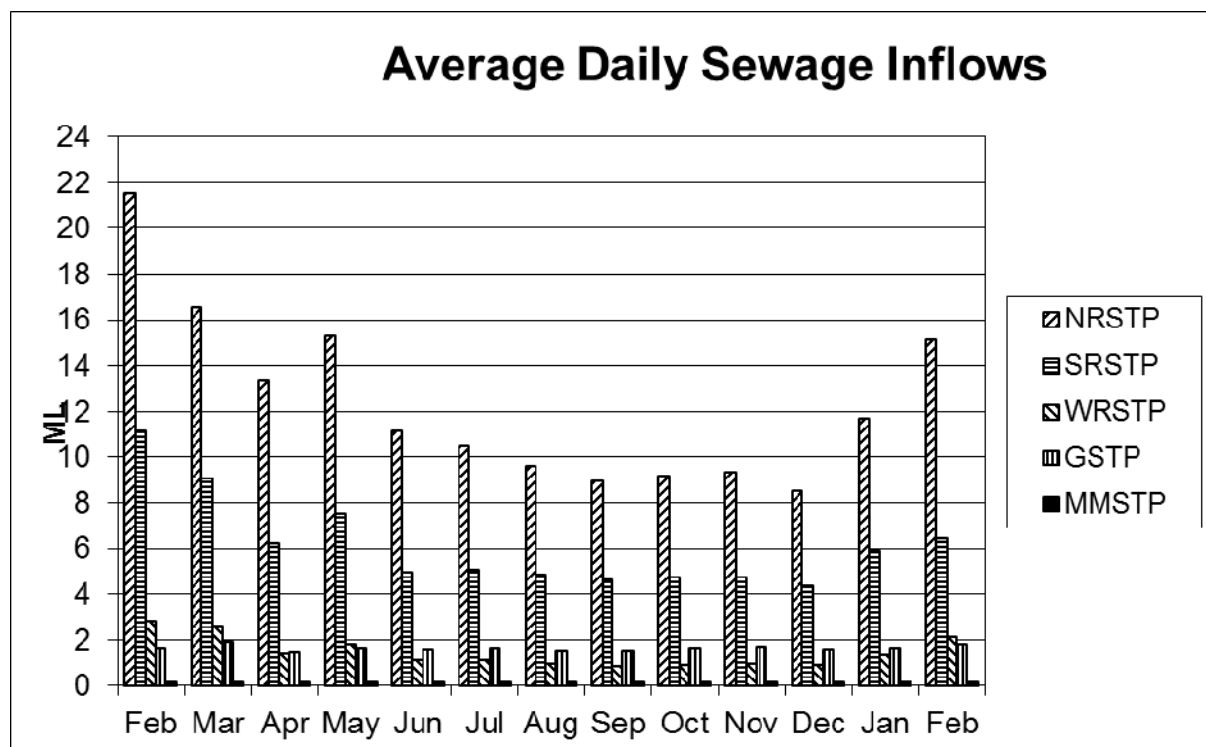


	Elevated Chlorine	Taste/Odour/Quality	Discoloured Water	Appearance (residue or air)
No. of Complaints	1	2	1	0

The total number of drinking water quality complaints (four complaints) received during February decreased slightly from the eight complaints received in January.

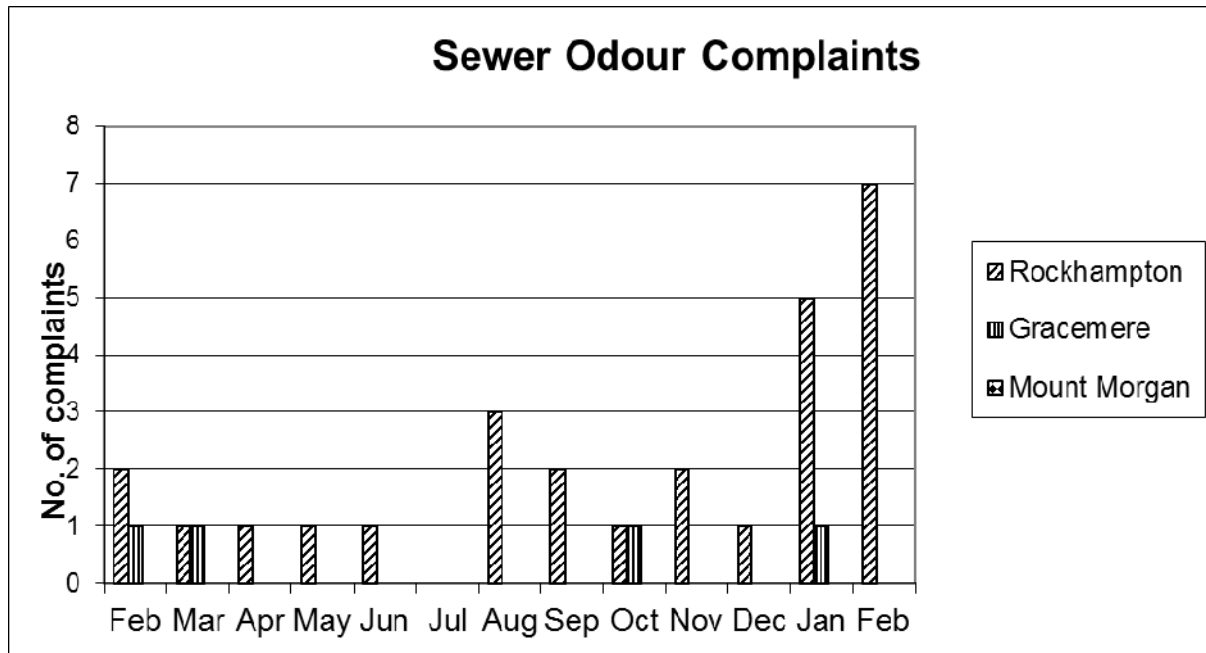
All four complaints received were from Rockhampton with two complaints associated with taste, one with elevated chlorine, and the other with discoloured water. The elevated chlorine level was found to be well beneath the health guideline but close to the aesthetic guideline and therefore noticeable. 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



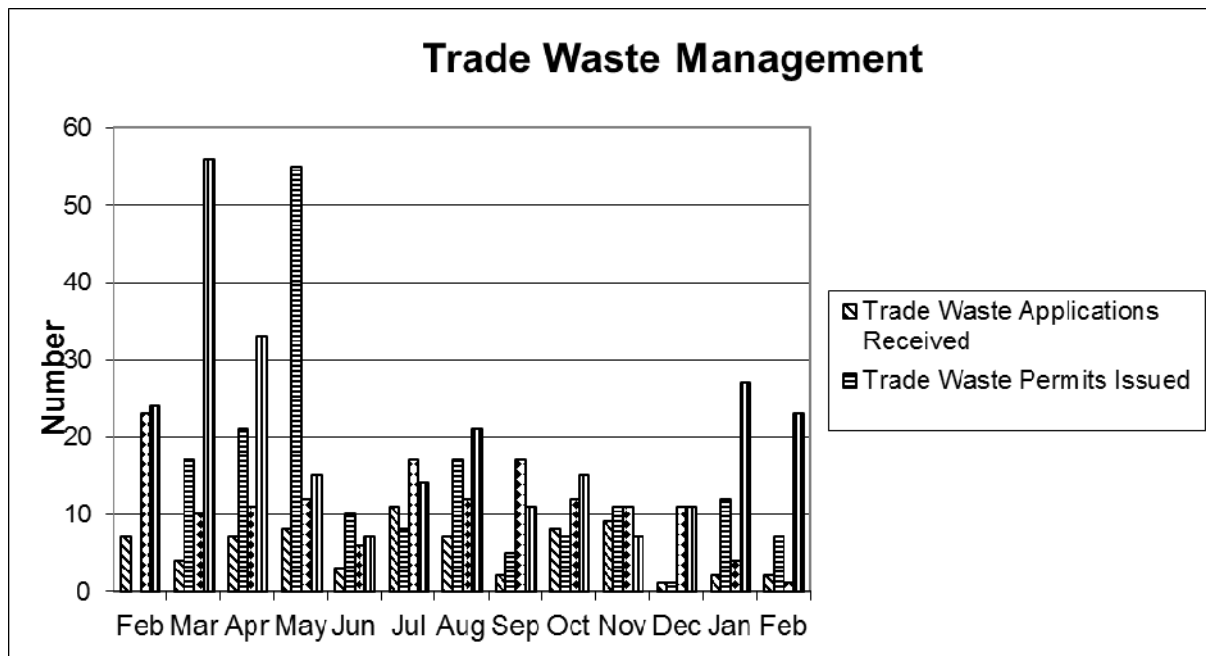
Average daily sewage inflows during February were higher than that reported in January due to the receipt of heavy rainfall in the first half of the month. The very high inflows received during early February were greater than five times normal dry weather inflows for all STPs except Mount Morgan.

Sewer Odour Complaints



Seven sewer odour complaints were received in Rockhampton during the month of February. Six of these complaints were related to sewer odour emanating from parts of the sewerage network and one of the complaints was associated with odour emanating from a sewerage pump station. Each complaint was investigated and action was taken where possible to resolve the odour problem. Vent-top odour filters were installed at the sewerage pump station to minimise the emanation of odours.

Trade Waste Management Activities



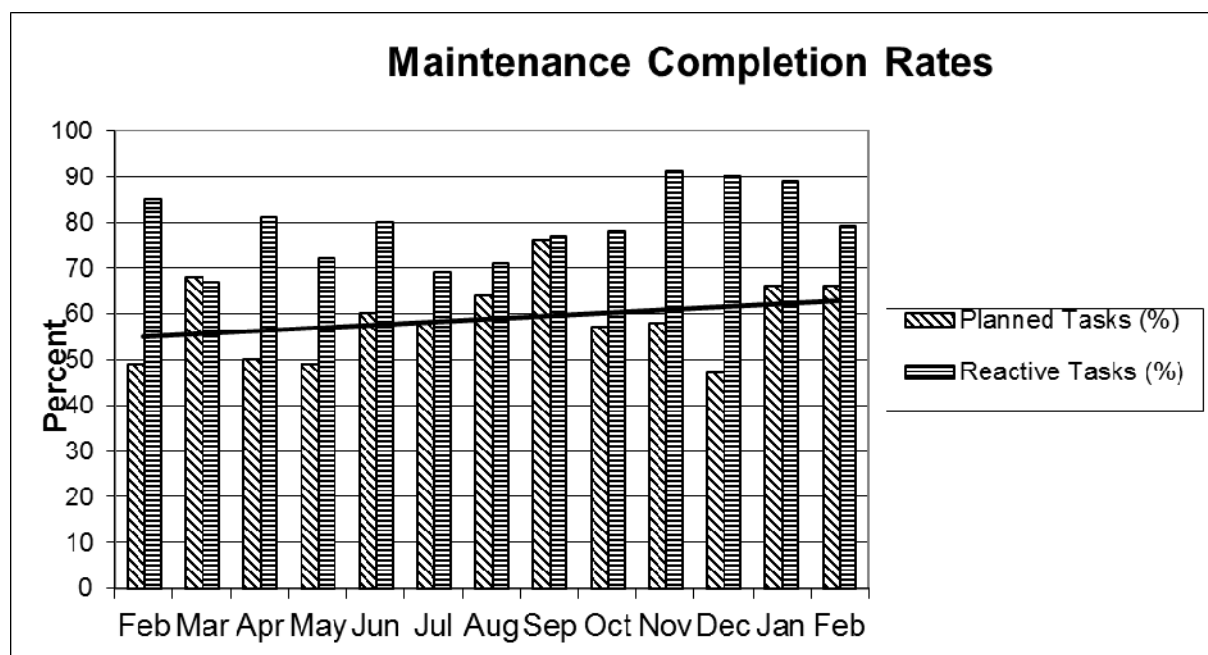
Two Trade Waste applications were received and seven Trade Waste Permits were issued during the month of February. One Plumbing Application was processed and 23 Trade Waste Assessments were completed by the team.



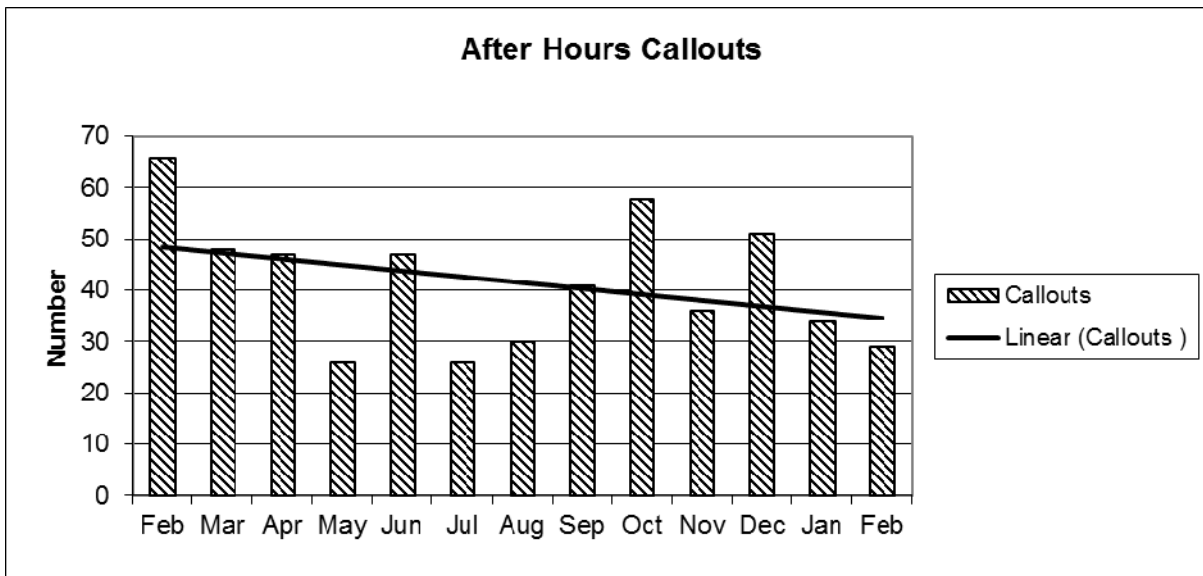
Maintenance Activities

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	58	88	63	N/A
Reactive	62	54	5	1
After hours callouts	13	13	0	3
Capital	0	0	0	N/A
Safety & Compliance	5	24	1	0



A total of 212 maintenance activities were scheduled and 186 reactive maintenance activities were requested during the month of February. Completion rates for each type of maintenance activity by the end of the month were 66% and 79% respectively. The increasing trend in the completion rate for planned maintenance tasks has continued during this month, with further improvement expected as further revision and optimisation of maintenance activities is undertaken. 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.



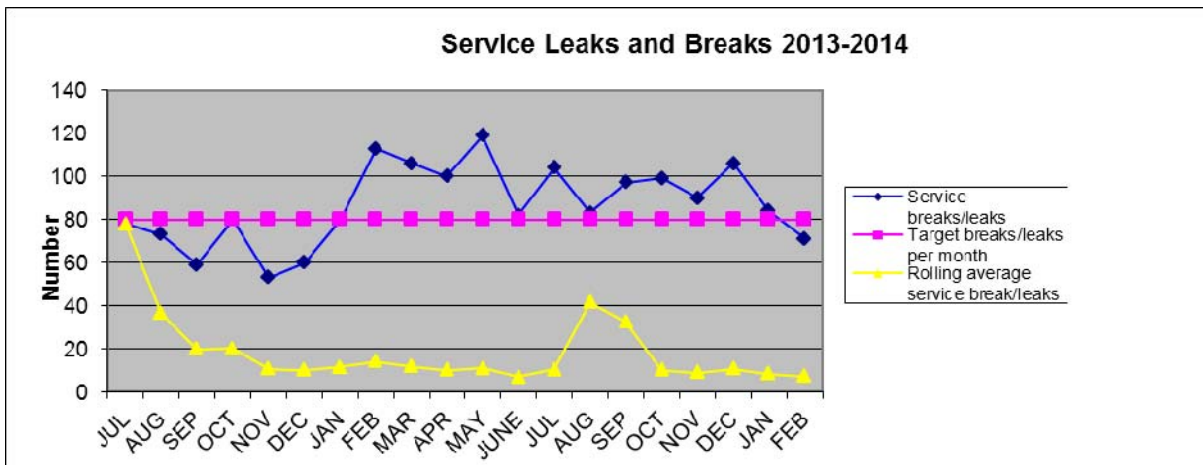
The number of after-hours call-outs for Treatment and Supply (29 call-outs) decreased during February compared to January. The number of callouts is lower than the 12 month rolling average of 39 call-outs. The trend line in the graph continues to indicate a gradual decrease in call-outs over the last 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. A number of call-outs were associated with power outages at locations throughout Rockhampton and Gracemere.

**NETWORK SERVICES**

Workplace Health & Safety

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

Regional Service Leaks and Breaks



Performance

Target achieved.

Issues and Status

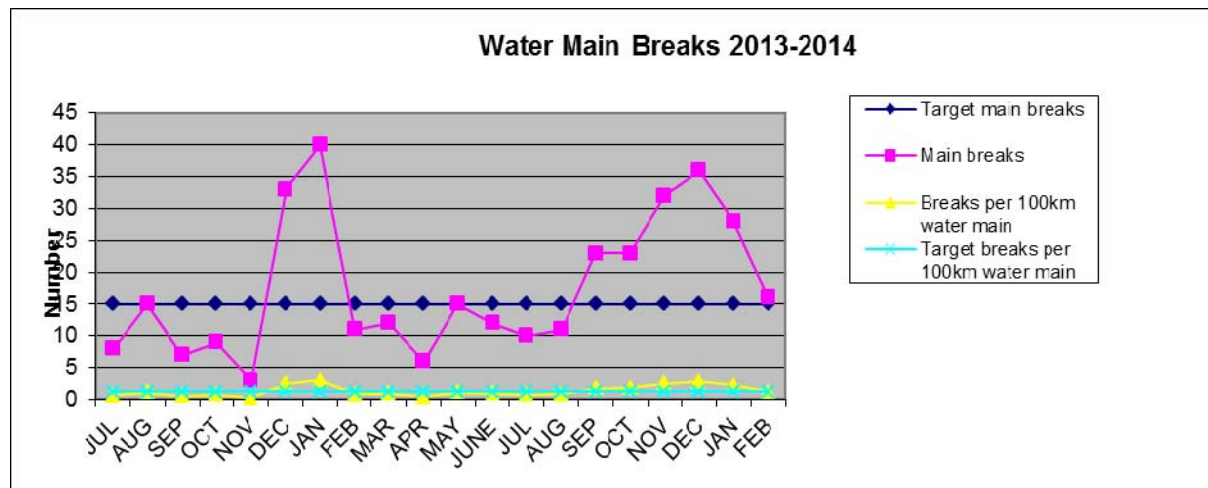
Maintenance records indicate a high percentage of service breaks and joint failures consistently occurring on poly.

Response to Issues

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

Locality	Service Leaks / Breaks
Rockhampton	68
Mount Morgan	3
<b>Regional Total</b>	<b>71</b>

Regional Water Main Breaks



Performance

Target not achieved – water main breaks continue to exceed the internal target. However, there has been a 57% reduction from the previous month across the region.

Issues and Status

The following table shows the number of breaks per month.

Water main type	November 2013	December 2013	January 2014	February 2014
Cast Iron	2	5	12	2
A C	22	26	5	6
PVC	5	2	6	3
Mild Steel	0	0	0	3
Poly	3	3	5	2
<b>TOTAL</b>	<b>32</b>	<b>36</b>	<b>28</b>	<b>16</b>

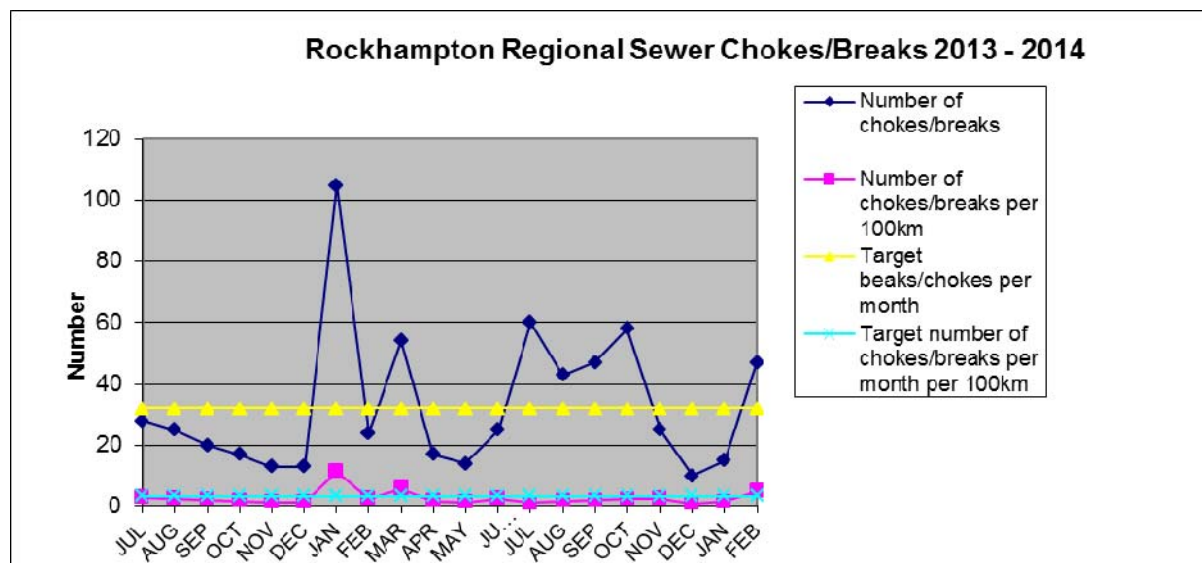
Response to Issues

Continue 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
<b>February</b>	16	15	1.29	1.21	1.78

Locality	Main Breaks
Rockhampton	12
Mount Morgan	4
<b>Regional Total</b>	<b>16</b>

Rockhampton Regional Sewer Chokes/Breaks



Performance

Target not achieved. Sewer chokes and breaks continue to exceed the internal target across the region in no particular area.

Issues and Status

Sewer chokes and breaks for the month are due to defective joints, cracked or broken pipes and age of asset. High percentage of blockages consistently occurs in Earthenware pipes, which is the original material in the network and was installed from 1936.

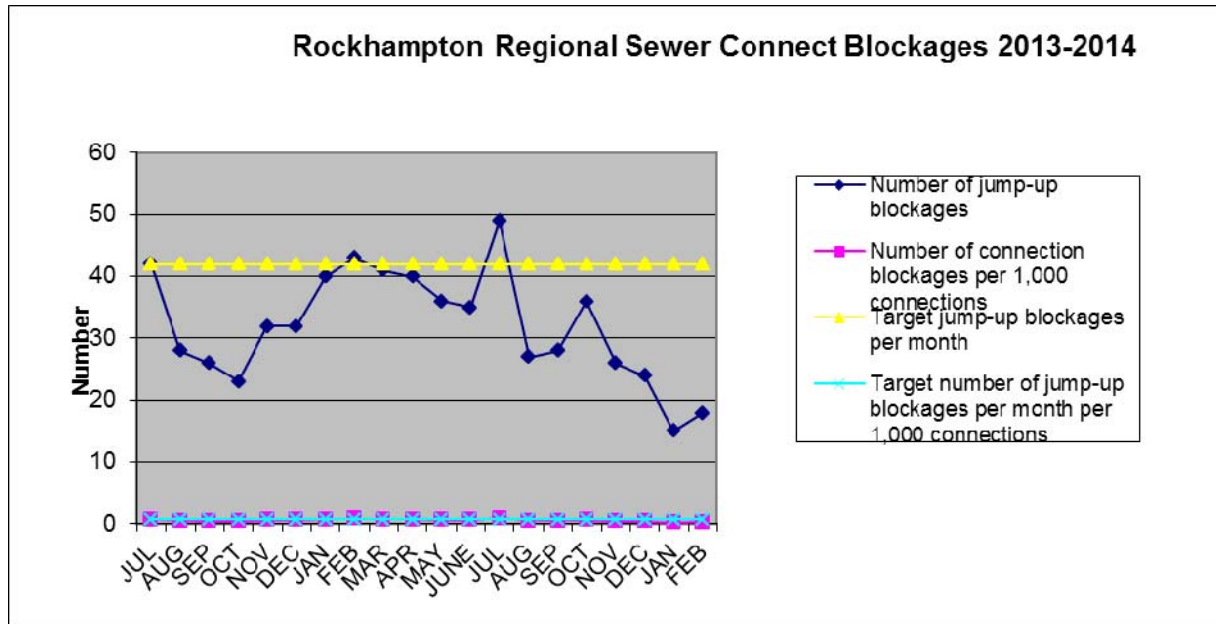
Response to Issues

Continue to log defects and monitor outcomes to ensure inclusion in the Capital Relining 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>February</b>	47	32	5.1	3.47	4.13

Locality	Surcharges	Blockages
Rockhampton	13	47
Mount Morgan	0	0
<b>Regional Total</b>	<b>13</b>	<b>47</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

Properties experiencing blockages are 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>February</b>	18	<b>42</b>	0.34	<b>0.80</b>	0.43

Locality	Connection Blockages
Rockhampton	18
Mount Morgan	0
<b>Regional Total</b>	<b>18</b>

Sewer Rehabilitation Program

Work Location	Number completed for the month	Year to date totals
Access Chambers raised	5	95
Sewers repaired	12	157

Private WorksTable 1: New Water Connections

Region	February	Year to Date 2014	Year to Date 2013	Year to Date 2012	Year to Date 2011
Gracemere	4	64	377	250	202
Rockhampton	16	177	112	71	71
Mount Morgan	0	0	0		
<b>Regional Total</b>	<b>20</b>	<b>241</b>	<b>489</b>	<b>274</b>	<b>232</b>

This table shows the water connection data, for February, for the past four years.

Region	February 2014	February 2013	February 2012	February 2011
Gracemere	4	64	41	28
Rockhampton	16	12	6	13
Mount Morgan	0	0	0	0
<b>Total</b>	<b>20</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.

	February	Amount	YTD	Amount
Quotes Prepared	25	\$135,945.96	204	\$1,211,695.46
Quotes Accepted	11	\$48,329.71	145	\$814,498.03
Jobs Completed	22	\$154,194.68	141	\$804,467.50

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSPWSC - Network Services – Private Works/Standard Connection Enquiry	12	2

Table 3: Undetected Leaks (Residential)

	February	YTD
New requests	12	66
Number declined	2	7
Number approved	1	66
Require more info	10	30
Total KI rebated	799	41029
<b>Total value approved</b>	<b>\$1067.86</b>	<b>\$75,456.57</b>

Table 4: Undetected Leaks (Commercial)

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

Table 5: Residential Rebates

	February	Total YTD Applications	Total YTD \$
Washing machines	20	185	\$18,500
Stand alone tank	0	5	\$1,250
Integrated tank	0	0	\$0
Dual flush toilet	0	7	\$350
Shower rose	0	5	\$125
Other	0	-	\$0
<b>Total</b>	<b>20</b>	<b>202</b>	<b>\$20,225</b>

There were three declined applications relating to:

- Product was purchased outside of the 12 month claim period and the receipt address did not match the address on the application form (2)
- Washing machine did not have a 4 star rating (1).

#### Water Meters

A total of 15,824 meters were read during the month of February and approximately 13,200 accounts were issued to customers. The difference in the reads compared to bills is due to two weeks lead time for bills to be processed and mailed to customers with there being overlaps from one month to the next. Customer enquiries have increased due to the higher reads resulting from a dry period at the end of 2013 and start of 2014. Most can be explained by either internal leaks or convincing customers that their water meter is operating satisfactorily and the water has been used. Some are still not convinced but unless there is evidence showing reasons for the increased consumption there is no action that can be taken to reduce the amount of the water account.

Sectors Read for February	4	5	6	7	8	9	Totals
No. of meters in Sector	2845	2651	2581	2765	2188	2794	15824
No-Reads	25	6	13	16	7	29	96
% of No-Reads	0.8%	0.2%	0.5%	0.5%	0.3%	1%	0.6%

Special Water Meter Reads

Reading Type	No. of Reads	\$ Value
Water Account Search - Averaged Readings \$27 per read	64	\$1,728.00
Water Account Search - On-Site Readings \$143.00 per read	43	\$6,149.00
Total \$ Value for Month		<b>\$7,877.00</b>
Total \$ Value Year to Date		<b>\$74,034.00</b>

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSWMRE - Network Services - Water Meter Reading Enquiry	11	3
NSSWMR - Network Services Special Water Meter Read Enquiry	4	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

	February	YTD
General enquiries	53	383
Site investigations	10	127
Approval Permits issued	0	20
Permits closed	1	6
<b>Total</b>	<b>64</b>	<b>536</b>

Building Over Sewer Permits in Progress

There are three permits in progress.

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

The last of the technical issues surrounding the proposed size and staging of the two primary pump station sites and their associated rising mains appear to have been resolved following recent discussions with Developers Consultants.

A summary document is to be prepared by Developers Consultants summarising the agreed resolutions including further details to support their case for a single wet well design as opposed to the standard dual wet well arrangement.

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, staging and triggers for new infrastructure will be captured in an Infrastructure Agreement.



*Bruce Highway Sewer Pump Station Wet Well*

Brown Consulting has advised Council they have a client interested in constructing the future trunk gravity main identified as SEW-11 in the Adopted Infrastructure Charges Resolution No.3.

Initial investigations indicate the Bruce Highway sewer pump station wet well does not have enough depth to command the identified catchment area. This could potentially result in the need to construct the future second wet well at an appropriate depth many years ahead of schedule. Brown Consulting has been advised of this potential issue and have been requested to complete their preliminary design of the trunk gravity main to establish what depth is actually required for the wet well in order to service the identified catchment.

Water Network Investigations*Paramount Crest Service Connection Issues*

Stage 10 of the Paramount Crest subdivision is comprised of 10 allotments. This stage is located along the northern boundary separating RRC and LSC. The 10 allotments are located within the LSC boundary where the road, water and sewer infrastructure that are to service the ten allotments are all located within the RRC boundary.

It was agreed that the requested connections for both sewer and water services would be provided on the understanding that LSC would prepare the required service agreement documentation.

*Braddy Street Pump Station Upgrade*

Investigations into the Braddy Street water pump station capacity have confirmed the peak hour residential demand is approaching the maximum capacity of the pump station leaving little or no fire fighting capacity.

An assessment into upgrading the pumps has also shown that more appropriate pumps could provide the required increased of service and still operate with less power.

Specifications for the proposed pump upgrade are to be provided to Treatment and Supply for implementation.

**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**