



WATER COMMITTEE MEETING

AGENDA

3 SEPTEMBER 2014

Your attendance is required at a meeting of the Water Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 3 September 2014 commencing at 12.30pm 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
28 August 2014

Next Meeting Date: 01.10.14

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
	NIL	2
7	PUBLIC FORUMS/DEPUTATIONS	3
	NIL	3
8	OFFICERS' REPORTS.....	4
	NIL	4
9	STRATEGIC REPORTS	5
	9.1 FRW ANNUAL PERFORMANCE PLAN AS AT 30 JUNE 2014	5
	9.2 FRW MONTHLY OPERATIONS REPORT - JULY 2014	16
10	NOTICES OF MOTION.....	46
	NIL	46
11	URGENT BUSINESS/QUESTIONS	47
12	CLOSURE OF MEETING	48

1 OPENING

2 PRESENT

Members Present:

Councillor G A Belz (Chairperson)
Acting Mayor, Councillor A P Williams
Councillor C R Rutherford
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

Leave of Absence for the meeting was previously granted to Mayor Margaret Strelow

4 CONFIRMATION OF MINUTES

Minutes of the Water Committee held 6 August 2014

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

Nil

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 OFFICERS' REPORTS

Nil

9 STRATEGIC REPORTS

9.1 FRW ANNUAL PERFORMANCE PLAN AS AT 30 JUNE 2014

File No:	1466
Attachments:	<ol style="list-style-type: none">1. Customer Service Standards as at 30 June 20142. Customer Service and Financial Targets as at 30 June 20143. Non Compliance Comments as at 30 June 2014
Authorising Officer:	Robert Holmes - General Manager Regional Services
Author:	Nimish Chand - Manager FRW

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 30 June 2014, is presented for the Committee's information.

OFFICER'S RECOMMENDATION

THAT the Fitzroy River Water Annual Performance Plan quarterly report as at 30 June 2014 be received.

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 30 June 2014 is presented for the Committee's information.

OFFICER'S RECOMMENDATION

That the Fitzroy River Water Annual Performance Plan quarterly report as at 30 June 2014 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.

Manager's Overview

Fitzroy River Water's performance remained consistent through the 4th 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.
-

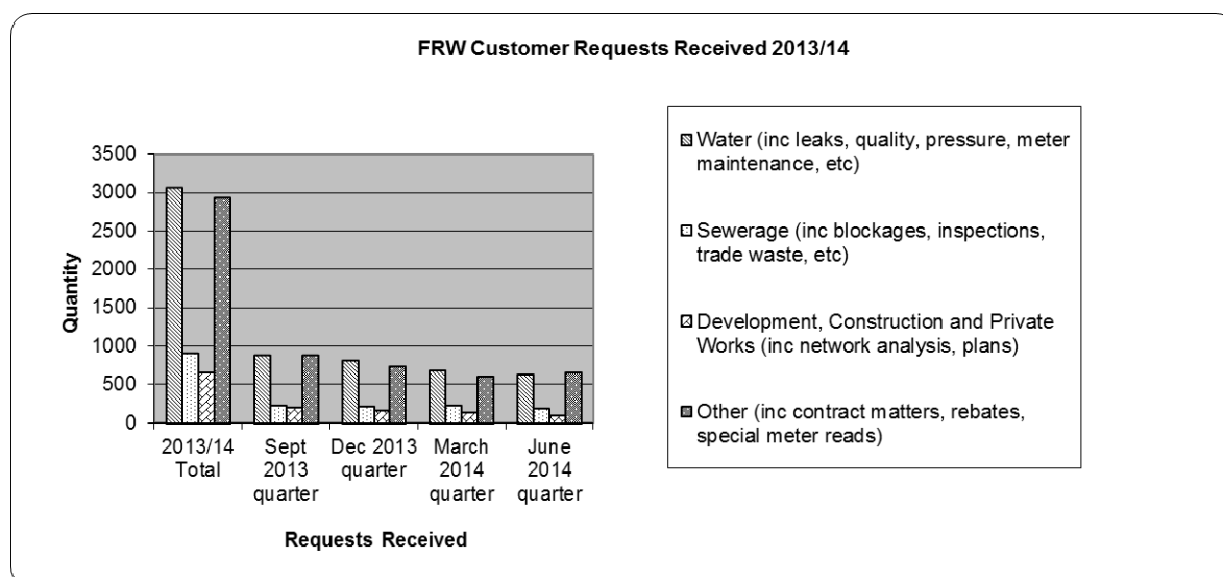
3. Acceptance of Payment.

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

4th quarter – 1 April to 30 June 2014

Customer Contact Type	4th Quarter 2013/14	4th Quarter 2012/13	Total 2013/14 Year	Total 2012/13 Year	Total 2011/12 Year
Water (incl. leaks, quality, pressure, water meter maintenance, etc)	654	893	3075	3923	3719
Sewerage (incl. blockages, trade waste etc)	211	244	917	1263	1118
Development, Construction and Private Works	119	202	678	953	1013
Other (incl. contract matters, rebate, special meter reads, etc)	62	950	2939	3559	2997
Total Customer Contacts	1656	2289	7609	9698	8847



Financial Performance

Operational

The operational result is currently a surplus of \$9.9M. Revenue is currently \$65.5M compared with budget of \$63.9M.

Expenditure year to date is 98.9% of February revised budget. The majority of the expenditure account groups are within target. Creditor accruals are still to be processed in towards the end of July. The major influences to the final result will be electricity, chemical, contractor accruals.

Overall FRW is in a favourable net position compared to budget. After the processing of accruals it is still anticipated that FRW will be in a better surplus position compared to budget.

There are no material exceptions to report.

Capital

Continuing Rockhampton Regional Council Capital expenditure is below the percentage of year elapsed at 90.7% and moving to 92.0% when including 6 months of LSC projects in comparison to the February revised budget.

Capital spend has increased greatly during this quarter, attributed to the final payment for the Rockhampton to Yeppoon pipeline. Taking out the effects of this payment, monthly capital expenditure is appears fairly static. This will not be the final capital result as there are accrual entries to be finalised towards the end of July. The areas of prominent activity are the Armstrong St 300mm sewer main, Gracemere effluent main expansion, duplication of the 300mm water trunk main to Gracemere, GWTP Highlift Pump Station upgrade and Water Main Replacement programs.

Overall the capital expenditure is anticipated to be circa 93% of budget at year end.

RRC Water YTD 98.8% and RRC Sewer YTD 86.5%.

RRC Networks YTD 107.0% and RRC Treatment YTD 68.5%.

There are no other material exceptions to this report.

Compliance MattersDrinking 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

In late March some reasonably heavy rainfall was received throughout parts of the region. Although no significant flooding resulted, the heavy rainfall led to some increased inflows in the sewerage networks which caused minor operational problems at sewage treatment plants. This late summer rainfall also caused a significant reduction in water demand. The remainder of this reporting period was otherwise typical of what is expected in autumn. Throughout this quarter, the Fitzroy Barrage storage remained at or very close to full storage as did the No. 7 Dam in Mount Morgan. The early wet weather together with some design issues led to some delays with the completion of Stage 1 of the Upgrade of the Glenmore High Lift Water Pump Station which was the main cause of the lower than expected YTD capital expenditure for CRRC Treatment.

Safety Management

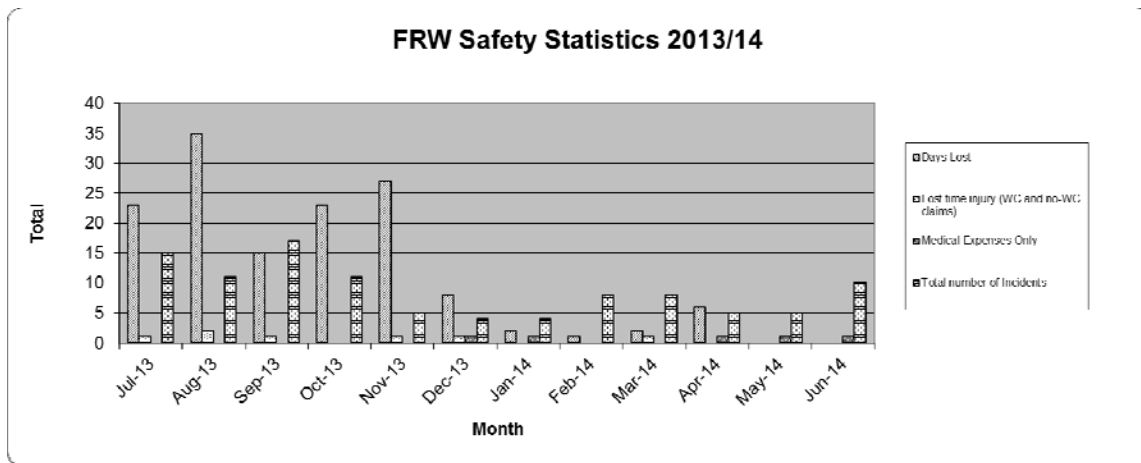
The safety statistics shown in Table 2 indicate an improvement in staff safety performance in the workplace. Safety initiatives include regular FRW management site audits, hazard inspections, risk assessments, staff toolbox talks and the FRW Safety Committee.

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.

4th quarter – 1 April to 30 June 2014

Lost Time Injury Statistics	4th Quarter 2013/14	4th Quarter 2012/13	Total 2013/14 Year
Days Lost	6	48	142
Lost time Injury (Work Cover & non-Work Cover claims)	0	4	7
Medical Expense Only Claims	3	3	5
Total Number of Incidents Reported	20	32	103



Risk Management

Quarterly risk reviews and reporting requirements have been undertaken.

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 30 JUNE 2014

Customer Service Standards as at 30 June 2014

Meeting Date: 3 September 2014

Attachment No: 1

Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 30 June 2014

Non-Financial Performance Targets

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes						Potable Water Schemes						
			Rockhampton and Graeme Water Supply Scheme Number of access charges - 35,280 as at 1 January 2014						Mt Morgan Water Supply Scheme Number of access charges - 1,454 as at 1 January 2014						
			1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	
Table 1 Water - Day to Day Continuity	CS51	Extent of unplanned interruptions - connections based (no. per 1,000 connections per year)	11	12	14	11	<80	48	40	18	77	31	<80	166	
	CS52	Extent of unplanned interruptions - incidents based (no. per 100 km of main per year) Rockhampton and Graeme 744.4km Mt Morgan 71.5km	10	10	19	15	<30	54	14	3	15	7	<30	39	
	CS53	Time for restoration of service - unplanned interruptions (% restored within 5 hours)	94%	94%	97%	100%	>90%	96%	100%	100%	94%	100%	>90%	99%	
	CS54	Customer interruption frequency:	1 interruption per year	1.83%	1.98%	2.53%	1.52%	12%	7.88%	8.13%	3.35%	7.84%	5.19%	12%	24.51%
			2 interruptions per year	0.20%	0.15%	0.07%	0.04%	2%	0.46%	0.14%	0.06%	0.34%	0.13%	2%	0.67%
			3 interruptions per year	0.00%	0.00%	0.00%	0.00%	1%	0.00%	0.00%	0.00%	0.00%	0.00%	1%	0.00%
			4 interruptions per year	0.00%	0.00%	0.00%	0.00%	0.50%	0.00%	0.00%	0.00%	0.00%	0.00%	0.50%	0.00%
			5 or more interruptions per year	0.00%	0.00%	0.00%	0.00%	0.25%	0.00%	0.00%	0.00%	0.00%	0.00%	0.25%	0.00%
	CS55	Relative incidence of planned and unplanned interruption incidents (% of planned versus total number of interruptions)	25%	14%	8%	9%	>30%	14%	10%	50%	8%	29%	>30%	24%	
	CS56	Average interruption duration (hours)	0.54	0.62	2.93	1.72	3 hrs	1.46	0.81	5.88	2.26	4.2	3 hrs	3.31	
CS57	Response time	Priority 1 - 1 hour response	92%	76%	81%	78%	95%	82%	87%	100%	83%	50%	95%	75%	
		Priority 2 - 2 hours response	87%	94%	87%	88%	95%	89%	88%	100%	67%	71%	95%	82%	
		Priority 3 - 24 hours response	97%	98%	93%	96%	95%	97%	100%	98%	88%	89%	95%	91%	
		Restoration time													
		Priority 1 - 5 hours restoration	92%	94%	88%	83%	95%	89%	100%	100%	88%	83%	95%	92%	
		Priority 2 - 24 hours restoration	96%	97%	99%	98%	95%	98%	100%	100%	100%	86%	95%	97%	
		Priority 3 - 5 days restoration	99%	100%	99%	99%	95%	99%	100%	100%	89%	89%	95%	94%	

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes						Potable Water Schemes					
			Rockhampton and Graeme Water Supply Scheme Number of access charges - 35,280 as at 1 January 2014						Mt Morgan Water Supply Scheme Number of access charges - 1,454 as at 1 January 2014					
Table 2 Adequacy and Quality of Normal Supply of Water	CS58	Minimum pressure standard at the water meter (kPa)	220	220	220	220	220 kPa	220	220	220	220	220 kPa	220	
	CS59	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	9 L/min	9 L/min	
	CS510	Connections with deiont pressure and/or flow (% of total connections)	<2.5%	<2.5%	<2.5%	<2.5%	<2.5%	0.0%	<2.5%	<2.5%	<2.5%	<2.5%	<2.5%	0.0%
	CS511	Drinking water quality (compliance with industry standard)	100%	100%	100%	100%	>98%	100%	100%	100%	100%	100%	>98%	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 Ecot - Target: None detected in >95% of all samples tested													
CS512	Drinking water quality complaints (number per 1,000 connections)	0.37	0.45	0.43	0.34	<5	1.59	2.05	1.37	0	4.81	<5	8.23	
CS513	Drinking water quality incidents (number per 1,000 connections)	0	0	0	0	<5	0	0	0	0	0	<5	0	

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes						Potable Water Schemes					
			Rockhampton and Graeme Water Supply Scheme Number of access charges - 35,280 as at 1 January 2014						Mt Morgan Water Supply Scheme Number of access charges - 1,454 as at 1 January 2014					
			1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date
Table 3 Long Term Continuity of Water Services	CS514	Water main breaks (number per 100 km main) Rockhampton and Graeme 744.4km Mt Morgan 71.5km	4	10	6	3	<40	23	11	3	10	8	<40	32
	CS515	Water service breaks (number per 1,000 connections)	5	5	6	5	<40	21	8	3	3	4	<40	18
	CS516	System water loss (litres per connection per day)	227	161	185	331	< 200 L	226	172	175	138	73	< 200 L	140

Table Reference	CSS Reference	Performance Indicator	Sewerage Schemes						Sewerage Schemes						
			Rookhampton and Gracemere Sewerage Scheme Number of access connections - 43,892 as at 1 January 2014						Mt Morgan Sewerage Scheme Number of access connections - 225 as at 1 January 2014						
			1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	1st qtr	2nd qtr	3rd qtr	4th qtr	Annual Target	Year to Date	
Table 4 Effective Transportation of Sewerage	CSS17	Sewerage overflows – total (number per 100 km main) Rookhampton and Gracemere 889.1km Mt Morgan 10.6km	12.63	12.71	13.64	12.92	<30	51.8	0	0	0	0	<10	0	
		CSS18	Sewerage overflows to customer property (number per 1,000 connections)	2.13	1.98	2.14	2.03	<10	8.28	0	0	0	0	<5	0
		CSS19	Odour complaints (number per 1,000 connections)	0.12	0.2	0.43	0.32	<1	1.07	0	0	0	0	<1	0
		CSS20	Response time												
			Priority 1 – 1 hour response	82%	88%	94%	84%	>85%	87%	100%	100%	100%	100%	>85%	100%
			Priority 2 – 2 hours response	84%	89%	84%	84%	>85%	85%	100%	100%	100%	100%	>85%	100%
			Priority 3 – 24 hours response	96%	100%	97%	100%	>85%	98%	100%	100%	100%	100%	>85%	100%
			Restoration time												
			Priority 1 – 5 hours restoration	94%	96%	94%	100%	>85%	96%	100%	100%	100%	100%	>85%	100%
			Priority 2 – 24 hours restoration	97%	99%	95%	96%	>85%	97%	100%	100%	100%	100%	>85%	100%
	Priority 3 – 5 days restoration	98%	100%	98%	100%	>85%	99%	100%	100%	100%	100%	>85%	100%		
Table 5 Long Term Continuity of Sewerage Services	CSS21	Sewer main breaks and chokes (number per 100 km main) Rookhampton and Gracemere 889.1km Mt Morgan 10.6km	20.36	20.92	25.26	19.16	<50	85.69	0	0	0	0	<20	0	
		CSS22	Sewer inflow and infiltration (ratio of Peak Day Flow to Average Day Flow)	1.2	1.5	4.78	3.57	<5	2.76	1.36	1.21	1.7	1.4	<5	1.42

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 30 JUNE 2014

Customer Service and Financial Targets as at 30 June 2014

Meeting Date: 3 September 2014

Attachment No: 2

Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 30 June 2014 (cont)

Customer Service Targets

Table Reference	Performance indicator	1st qtr	2nd qtr	3rd qtr	4th qtr	Target	Year to Date
Table 6	Installation of new water connections (within the water service area)	83%	77%	82%	81%	15 working days	81%
	Installation of sewerage connections (within the sewered area)	40%	75%	53%	20%	15 working days	47%
	Complaints – (excluding maintenance of water and sewerage services) – advise outcome	100%	100%	100%	100%	20 working days	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
Table 7	RRC Operational Plan Reporting Frequency: quarterly	29/07/2013	10/01/2014	03/04/2014	02/07/2014	Initiatives successfully completed by year end
	Operating Budget Reporting Frequency: quarterly or when variations arise	30/09/2013	31/12/2013	31/03/2014	30/06/2014	Conduct all activities in accordance with required timelines and budget
	Annual Revenue Reporting Frequency: quarterly or when variations arise	30/09/2013	31/12/2013	31/03/2014	30/06/2014	Timely reporting of any significant variations to budget revenue and collection timing
	Capital Works Reporting Frequency: quarterly or when variations arise	30/09/2013	31/12/2013	31/03/2014	30/06/2014	Completion of capital program in accordance with adopted timeframe and budget (within 3%)

FRW ANNUAL PERFORMANCE PLAN AS AT 30 JUNE 2014

Non Compliance Comments as at 30 June 2014

Meeting Date: 3 September 2014

Attachment No: 3

Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 30 June 2014 (cont)

Customer Service Targets

Table Reference	Performance indicator	1st qtr	2nd qtr	3rd qtr	4th qtr	Target	Year to Date
Table 6	Installation of new water connections (within the water service area)	83%	77%	82%	81%	15 working days	81%
	Installation of sewerage connections (within the sewerage area)	40%	75%	53%	20%	15 working days	47%
	Complaints – (excluding maintenance of water and sewerage services) – advise outcome	100%	100%	100%	100%	20 working days	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
Table 7	RRC Operational Plan Reporting Frequency: quarterly	29/07/2013	10/01/2014	03/04/2014	02/07/2014	Initiatives successfully completed by year end
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	Annual Revenue Reporting Frequency: quarterly or when variations arise	30/09/2013	31/12/2013	31/03/2014	30/06/2014	Timely reporting of any significant variations to budget revenue and collection timing
	Capital Works Reporting Frequency: quarterly or when variations arise	30/09/2013	31/12/2013	31/03/2014	30/06/2014	Completion of capital program in accordance with adopted timeframe and budget (within 3%)

9.2 FRW MONTHLY OPERATIONS REPORT - JULY 2014

File No: 1466
Attachments: 1. Attachment 1 - FRW Monthly Report
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 31 July 2014.

OFFICER'S RECOMMENDATION

THAT the FRW Monthly Operations Report for July 2014 be received.

FRW MONTHLY OPERATIONS REPORT - JULY 2014

FRW Monthly Report

Meeting Date: 3 September 2014

Attachment No: 1

MONTHLY OPERATIONS REPORT
FITZROY RIVER WATER
Period Ended 31 July 2014

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

The North Rockhampton Recycled Water Scheme commenced operation on 1 July. This new recycled water scheme currently includes the supply of recycled water from the North Rockhampton STP to the nearby Rockhampton Jockey Club. The initial supply capacity is relatively low pending the completion of some further work to commission the Reaney St Recycled Water Pump Station. Completion of this work will enable greater volumes to be supplied to the Rockhampton Jockey Club and eventually other nearby public open spaces and sporting fields. This innovation is an important part of maximizing the value of the recycled water to provide benefit to the community. This new scheme will also create positive environmental outcomes through the reduction of the volume of recycled water discharged to the Fitzroy River.

Improvements / Deterioration in Levels of Services or Cost Drivers

The salinity of the raw water in the Fitzroy Barrage Storage is currently significantly lower than that reported for July in the last three years. The current raw water Electrical Conductivity (E. C.) of 210 $\mu\text{S}/\text{cm}$ is less than half the value recorded in July of 2011 and 2013 and is about 40% lower than the value recorded in July 2012. The concentration of sodium (17 mg/L) in the raw water is also significantly lower than that reported in the previous three years. This low level of salinity means that the drinking water supplied from the Glenmore WTP also contains low levels of salinity. This continued excellent water quality is expected to continue for at least the new months in the lead up to the next summer wet season.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for 31 July 2014 are as below:

	Balance B/F	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Work Orders Issued	Under Long Term Investigation	Avg W/O Issue Time (days) 12 months	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)			
			Received	Completed												
Asset Enq/Jump up location/Wat/ Sew Invert Levels	0	0	0	0	0	0	0	0.00	2	●	0.00	●	1.67	●	15.78	0.92
Network Construction - Reworks (Reinstatement Proj)	0	0	4	3	1	0	0	14.77	1	●	3.00	●	2.54	●	2.00	2.40
Network Construction - Planned Works (Scheduled Re	0	0	2	2	0	0	0	84.40	1	●	1.00	●	0.73	●	0.57	0.32
Customer Service - Rebate Residential	6	5	19	15	5	0	0	0.00	30	●	0.53	●	2.93	●	5.78	4.01
Customer Service - Rebate Undetected Leaks	46	29	18	6	29	0	0	0.00	120	●	6.50	●	28.24	●	38.95	28.33
Customer Service - Standpipe Enquiry(Read (Asset)	0	0	2	1	1	0	0	0.00	2	●	1.00	●	2.43	●	2.05	0.50
Customer Service - Water Exemption Request	0	0	1	1	0	0	0	0.00	5	●	1.00	●	2.67	●	3.75	3.00
Development - Applications	0	0	0	0	0	0	0	0.00	10	●	0.00	●	1.00	●	22.09	8.75
Development - Building Over Sewerline	5	5	7	7	0	0	0	0.00	7	●	0.86	●	1.26	●	2.78	2.30
Network Systems (Network Analysis Water or Sewer)	0	0	1	0	0	0	0	0.00	7	●	0.00	●	1.71	●	2.06	1.53
Development - Strategic Sewer	0	0	1	1	0	0	0	0.00	10	●	10.00	●	4.00	●	3.80	1.80
Development - Strategic Water	0	0	0	0	0	0	0	0.00	10	●	0.00	●	0.00	●	5.80	1.00
Environment and Water Conservation Enquiry	0	0	0	0	0	0	0	0.00	5	●	0.00	●	5.00	●	3.40	0.50
Finance - Irrigators/Water Allocations (Asset)	3	2	4	3	2	0	0	153.06	7	●	0.33	●	2.77	●	2.58	1.20
Network Services - No Water (Asset)	0	0	5	5	0	0	0	24.27	1	●	0.20	●	0.49	●	0.83	0.58
Network Services - Reactive Sewerage Block (Asset)	24	23	62	58	4	3	0	10.97	1	●	1.84	●	7.57	●	7.55	6.69
Network Services - Sewer Reimbursements	2	1	1	1	1	0	0	-0.61	7	●	5.00	●	4.00	●	4.25	2.19
Network Services - Sewer Inflow Inspection/Enquiry	2	2	4	4	0	0	0	-0.03	7	●	1.75	●	1.26	●	3.56	1.22
Network Services - Water Leaks (Asset)	5	5	112	108	3	0	1	4.05	1	●	0.99	●	1.02	●	1.42	0.55
Network Services- Poor Water Pressure (Asset)	2	2	9	9	0	0	0	43.68	1	●	0.33	●	1.84	●	1.55	0.29
Process - Tradewaste	2	2	1	1	0	0	0	-0.68	7	●	1.00	●	4.18	●	4.22	2.46
Network Services - Lids/Cover (Asset)	2	2	11	9	2	2	0	12.51	1	●	1.67	●	3.71	●	2.63	1.60
Network Services - Meter Maintenance (Asset)	52	43	33	12	30	21	0	4.63	1	●	2.58	●	10.41	●	8.07	10.86
Network Services Private Works/Standard Connection	3	3	6	6	0	0	0	3.27	5	●	3.67	●	4.31	●	4.35	2.26
Network Services - Reinstatements	5	5	9	5	4	4	0	13.97	1	●	8.00	●	3.11	●	4.50	5.29
Network Services Special Water Meter Read Enquiry	1	1	1	1	0	0	0	0.00	10	●	0.00	●	3.57	●	3.16	1.65
Network Services - Water Meter Reading Enquiry	3	2	19	17	2	0	0	58.01	10	●	1.88	●	5.31	●	5.43	4.39
Process - Odour (Sewer Only) (Asset)	1	1	1	1	0	0	0	37.98	1	●	0.00	●	8.06	●	7.86	9.41
Process - River Quality	0	0	0	0	0	0	0	0.00	2	●	0.00	●	0.50	●	1.00	0.60
Process - Drinking Water Quality (Asset)	0	0	5	5	0	0	0	91.16	1	●	0.80	●	0.53	●	0.65	0.27
Water Meter Read Search - 'NOT FOR CSO'	14	12	109	89	22	0	0	0.00	90	●	3.47	●	4.65	●	4.59	4.33

Comments & Additional Information

The Customer Service Request close out average times for FRW are not a true indicator of the time taken to respond and resolve customer requests. Particularly sewer jobs that require some further permanent repair or replacement are affected due to the linkage between Pathway and Conquest system

2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS

Safety Statistics

The safety statistics for the reporting period are:

	FIRST QUARTER		
	July	Aug	Sept
Number of Lost Time Injuries	0		
Number of Days Lost Due to Injury	0		
Total Number of Incidents Reported	3		
Number of Incomplete Hazard Inspections	1		

Risk Management Summary

Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Inadequate physical security resulting in disruption or loss of critical services and supply, serious injury or death, damage to assets, theft; and damage to reputation.	Moderate 5	1. Conduct security audit of all sites and update as necessary. 2. Finalise and implement FRW Maintenance Strategy.	31/12/14	35%	Draft maintenance strategy completed.

Legislative Compliance & Standards

All services were provided in accordance with the relevant standards as required by legislation and licence conditions for both water and sewerage activities.

3. ACHIEVEMENT OF CAPITAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

The following abbreviations have been used within the table below:

R	Rockhampton
G	Gracemere
M	Mount Morgan
WPS	Water Pump Station
SPS	Sewage Pump Station
STP	Sewage Treatment Plant
S	Sewerage
W	Water

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual /committals
NETWORK SERVICES CAPITAL WORKS PROGRAM					
Rockhampton Water (water main replacement)					
Rundle & Murray St 150 mm water main replacement	June 2014	September 2014	45%	\$499,272	\$131,636
Comments: On Schedule					
North St (Murray-Campbell), 250mm water main replacement	December 2013	July 2014	100%	\$278,326	\$273,821
Comments: Construction completed					
Archer St (Campbell & West) 300 mm water main replacement	February 2014	August 2014	95%	\$835,430	\$77,049
Comments : On schedule = Life to date project cost \$536,039					
Kent Lane = 100mm water main replacement	July 2014	August 2014	50%	\$43,305	\$21,814
Comments = On Schedule					
Gracemere Duplication (Athelstane) 300mm new water main. Stage 2	July 2014	June 2015	50%	\$1,800,000	\$228,347
Comments: On schedule					
Armstrong Street Gracemere 300mm sewer rising main replacement	December 2013	July 2014	100%	\$640,000	\$613,780
Comments: Construction completed					
Gracemere Sewer Effluent 2 nd stage Cap Highway	July 2014	June 2015	50%	\$563,933	\$14,639

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual /committals
Comments: On Schedule = Life to date project cost \$177,000					
Rockhampton Sewer					
Sewer rehabilitation program (including Building over Sewer works)	July 2014	June 2015	7%	\$1,900,000	\$136,690
Comment: Rehabilitation and renewals annual program of works.					
Gracemere Sewer					
Nil					
Mount Morgan (water mains replacement)					
West st (Dee – Morgan = 150mm water main replacement	July 2014	August 2014	50%	\$54,057	\$20,092
Comments: Construction completed					
Black St (Dee – Morgan) 100mm water main replacement	February 2014	July 2014	100%	\$60,299	\$27,531
Comments: Construction Completed. Life to date project cost \$44, 523					
Thompson St (Tipperary and Shield)	February 2014	August 2014	90%	\$72,565	\$57,176
Comments: On schedule					
Mount Morgan Sewer					
Dee St, New 225mm Gravity Sewer	February 2014	August 2014	95%	\$250,000	\$299,320
Comments: On Schedule; Waiting for consent from owners to install pump stations for final connections. (3 Butler street & 4 Dee street					
TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM					
N SRSTP Interim Upgrade	July 2014	Jan 2015	25%	\$900,000	\$150,000
Comments: On schedule.					
N R STP Pipeline from West to South STP	July 2014	June 2015	10%	\$200,000	\$60,625
Comments: On schedule.					
R SRSTP Primary Valve Pit Replacement	July 2014	Mar 2015	5%	\$90,000	\$0

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual /committals
Comments: On schedule.					
R NRSTP New Inlet Screen	Aug 2014	Dec 2014	5%	\$50,000	\$0
Comments: On schedule.					
R S Gracemere STP Augmentation	July 2014	June 2016	5%	\$3,000,000	\$296,315
Comments: On schedule.					
N Water Rogar Ave Reservoir Rechlorination Facility	Sep 2014	Mar 2015	2%	\$70,000	\$0
Comments: Project not yet commenced.					
N Water Mt Archer Reservoir Online Chlorine Analysis	July 2014	Dec 2014	2%	\$20,000	\$0
Comments: On schedule.					
R Water Barrage Gates Maintenance	Sep 2014	June 2015	0%	\$300,000	\$0
Comments: Project not yet commenced.					
R Water Barrage Gate Seal Rehabilitation	Oct 2014	June 2015	0%	\$300,000	\$0
Comments: Project not yet commenced.					
R WTP Glenmore Concrete Refurbishment	Aug 2014	June 2015	5%	\$25,000	\$0
Comments: On schedule.					
M W Dam No 7 CCTV Installation	July 2014	Dec 2014	5%	\$30,000	\$0
Comments: On schedule.					
M WTP CCTV Installation	July 2014	Dec 2014	5%	\$15,000	\$0
Comments: On schedule.					
M W Dam No 7 Raw Lift Pump Upgrade	July 2014	Dec 2014	5%	\$25,000	
Comments: On schedule.					
M W North Reservoir Roof Replacement	July 2014	June 2015	5%	\$100,000	\$0
Comments: On schedule.					
M STP Chlorination Upgrade	April 2013	Sep 2014	70%	\$15,716	\$8,250

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual /committals
Comments: On schedule.					
R – S NRSTP Aerator Replacement	July 2013	Dec 2014	70%	\$91,071	\$54,228
Comments: Delayed due to supplier design issues.					
Barrage Crane and Rail Restoration	December 2013	December 2014	60%	\$333,247	\$120,202
Comments: Crane restoration completed.					
GWTP Highlift Pump Station Upgrade (Stage 1)	July 2013	September 2014 (1 st Stage)	80%	\$3,366,922	\$2,154,635
Comments: Delays (4- 6 weeks) experienced due to wet weather and design issues.					
GWTP Highlift Pump Station Upgrade (Stage 2)	Aug 2014	July 2015	5%	\$3,510,000	\$0
Comments: On schedule.					
GWTP Lowlift Pump Station Upgrade	July 2014	June 2015	5%	\$500,000	\$5,784
Comments: On schedule.					
Arthur Street SPS Electrical Upgrade	July 2014	June 2015	5%	\$422,130	\$12,488
Comments: On schedule.					
Yaamba Rd Reservoir Chlorination Upgrade	Jan 2014	Sep 2014	50%	\$50,000	\$17,568
Comments: On schedule.					
MM North Reservoir Rechlorination	July 2013	Aug 2014	95%	\$50,000	\$39,622
Comments: On schedule.					
MMWTP Coagulant Dosing Upgrade	Jan 2014	Sep 2014	30%	\$30,000	\$9,002
Comments: On schedule.					
G Lucas St WPS pump and electrical switchboard upgrade	Jan 2014	December 2014	10%	\$500,000	\$10,935
Comments: On schedule.					

4. ACHIEVEMENT OF OPERATIONAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

As at period ended 31 July 2014 – 8.33% of year elapsed.

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Barrage Open Day	\$10,000	200	1.3%	The Barrage Open Day is to be held at the beginning of National Water Week on 18 October 2014. All planning is on schedule.

5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS

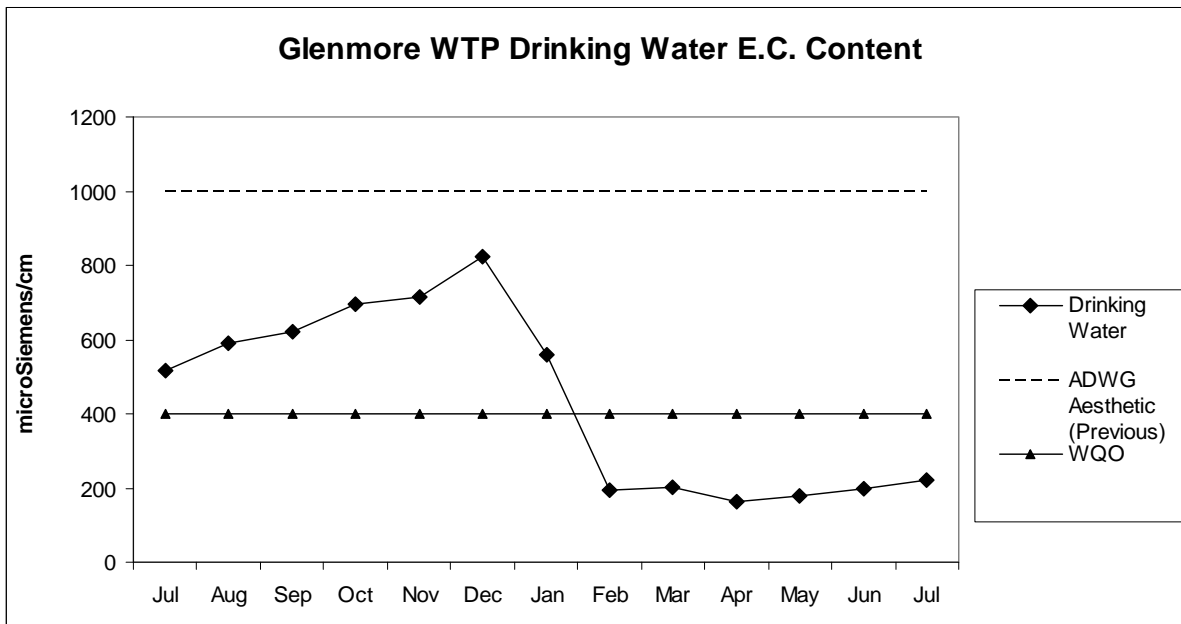
Service Delivery Standard	Target	Current Performance
<i>Drinking Water Samples Compliant with ADWG</i>	>99%	>99%
<i>Drinking water quality complaints</i>	<5 per 1000 connections	0.03
<i>Total water and sewerage complaints</i>	N/A	173
<i>Glenmore WTP drinking water E.C Content</i>	500 µS/cm	220 µS/cm
<i>Glenmore WTP drinking water sodium content</i>	50 mg/L	17 mg/L
<i>Average daily water consumption – Rockhampton</i>	N/A	46.25 ML
<i>Average daily water consumption – Gracemere</i>	N/A	4.81 ML
<i>Average daily water consumption – Mount Morgan</i>	N/A	0.901
<i>Average daily bulk supply to LSC</i>	N/A	8.76
<i>Drinking water quality incidents</i>	0	0
<i>Sewer odour complaints</i>	<1 per 1000 connections	0.023
<i>Service Leaks and Breaks</i>	80	59
<i>Total water main breaks</i>	15	8
<i>Total sewerage main breaks and chokes</i>	32	15
<i>Incidence of unplanned interruptions – water</i>	N/A	38
<i>Average response time for water incidents (burst and leaks)</i>	N/A	Data not available yet
<i>Average response time for sewerage incidents (including main breaks and chokes)</i>	N/A	Data not available yet
<i>Rockhampton regional sewer connect blockages</i>	42	26

**Where there are no targets identified they will be set as part of the revised FRW Customer Service Standards.

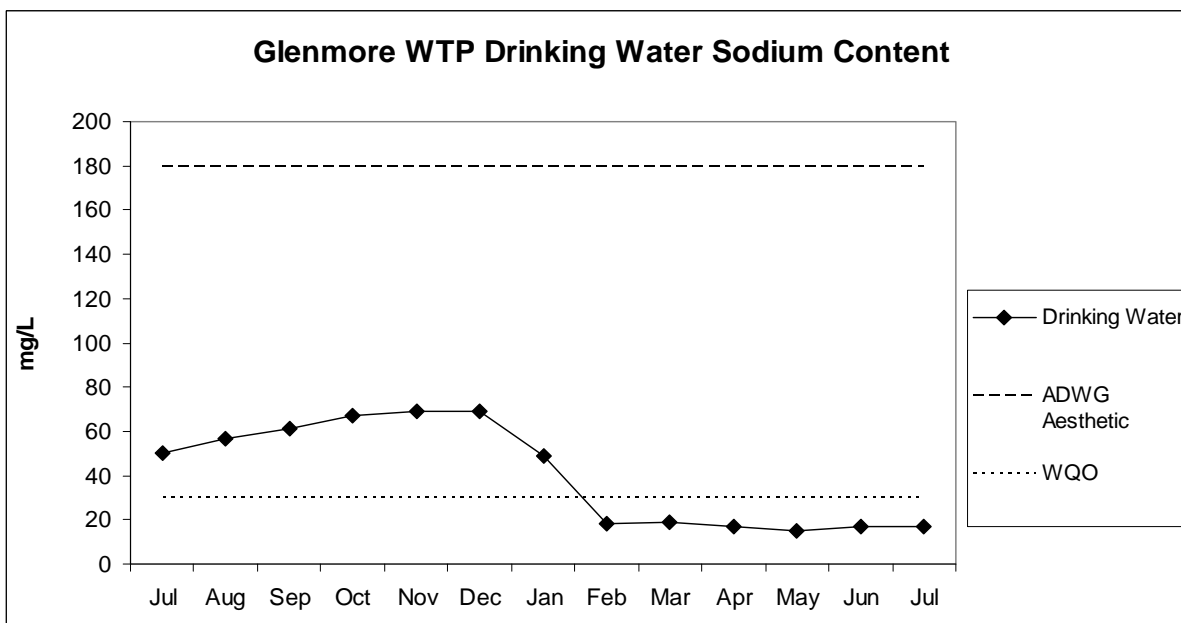
Refer to the individual graphs and information below.

TREATMENT AND SUPPLY

Drinking Water E.C. and Sodium Content



The level of E.C. in drinking water supplied from the Glenmore Water Treatment Plant (GWTP) during July increased slightly to be 220 $\mu\text{S}/\text{cm}$. The low E.C. reading 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 well below the Water Quality Objective of 400 $\mu\text{S}/\text{cm}$ and well beneath the previously used aesthetic guideline value of 1000 $\mu\text{S}/\text{cm}$. The E.C. reading is not expected to increase significantly within the next few months.

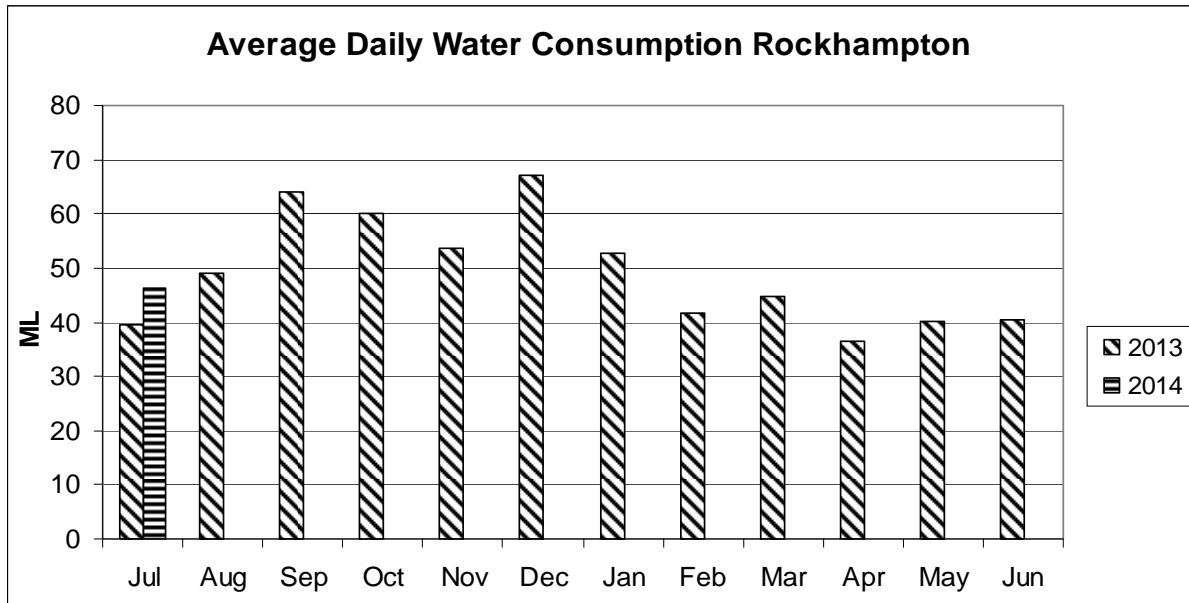


The concentration of sodium in drinking water supplied from the GWTP during July was unchanged at 17 mg/L. This low level of sodium follows the recent flow of water in the Fitzroy River after the receipt of rainfall in the upstream catchment. The current level of sodium is well below the Water Quality 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

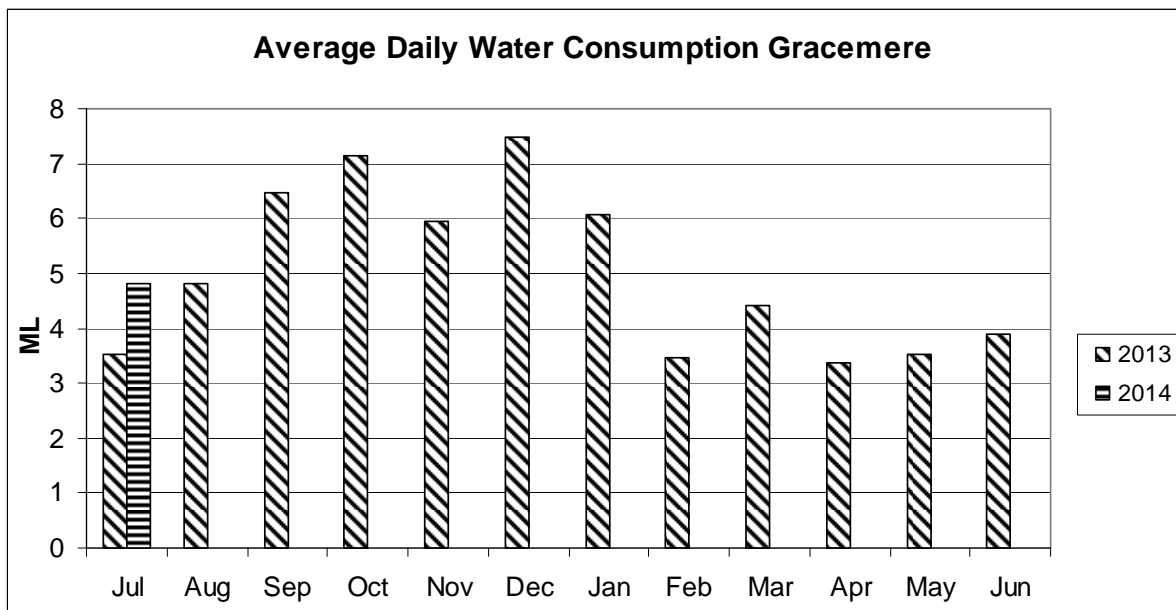
Data is presented in graphs for each water year (e.g. 2013 is the period from July 2013 to June 2014).

Rockhampton



Average daily water consumption in Rockhampton during July increased compared to that reported in June and was higher than that reported in the same period last year. The increase in consumption was due to the lack of significant rainfall during most of the month. The Fitzroy Barrage Storage is currently at close to full storage level and is therefore well above the threshold in the Drought Management Plan used to trigger the implementation of water restrictions.

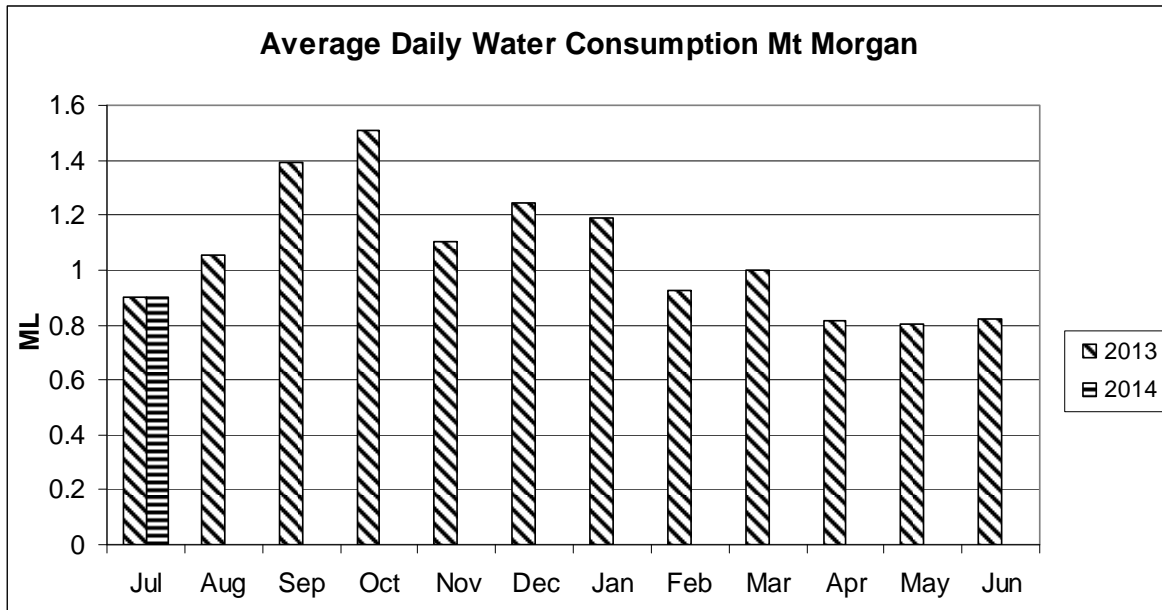
Gracemere



Average daily water consumption in Gracemere during July increased compared to that reported in June and was greater than that reported in the same period last year. The increase in consumption was due to the lack of significant rainfall during most of the month.

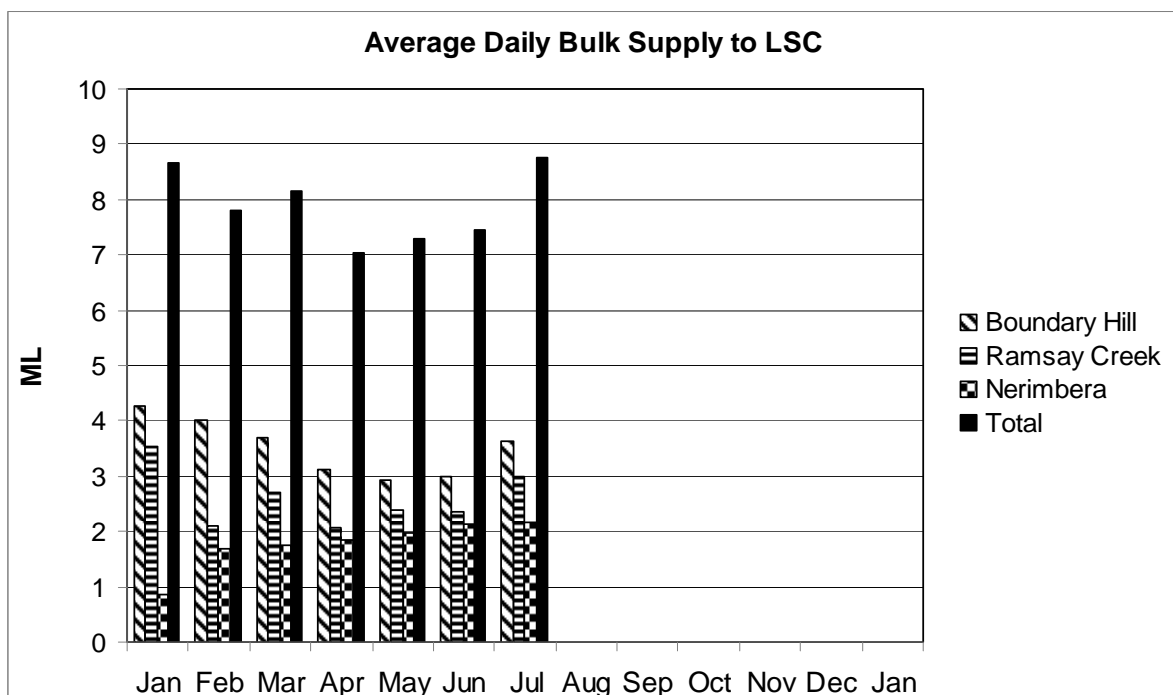
The Fitzroy Barrage Storage is currently at close to full storage level and is therefore well above the threshold in the Drought Management Plan used to trigger the implementation of water restrictions.

Mt Morgan



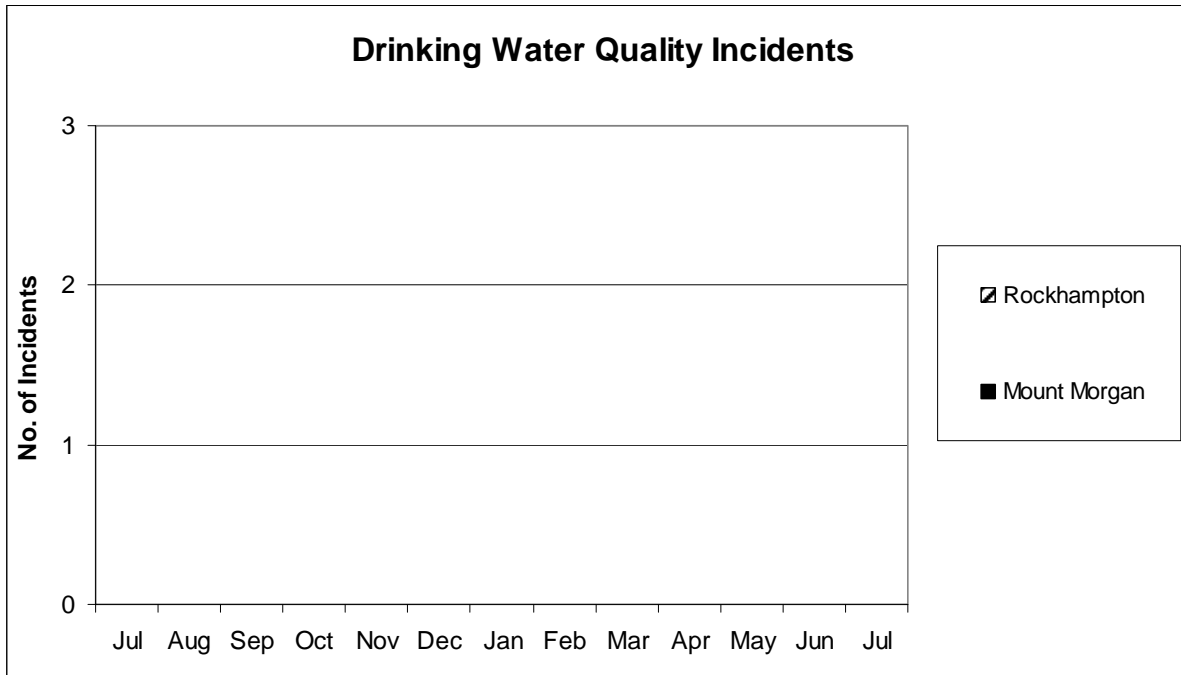
Average daily water consumption in Mount Morgan during July was slightly higher than that reported in June and was lower than that reported for the same period last year. This increase is probably due to the lack of significant rainfall throughout the month. The No. 7 Dam is currently at 92% storage 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



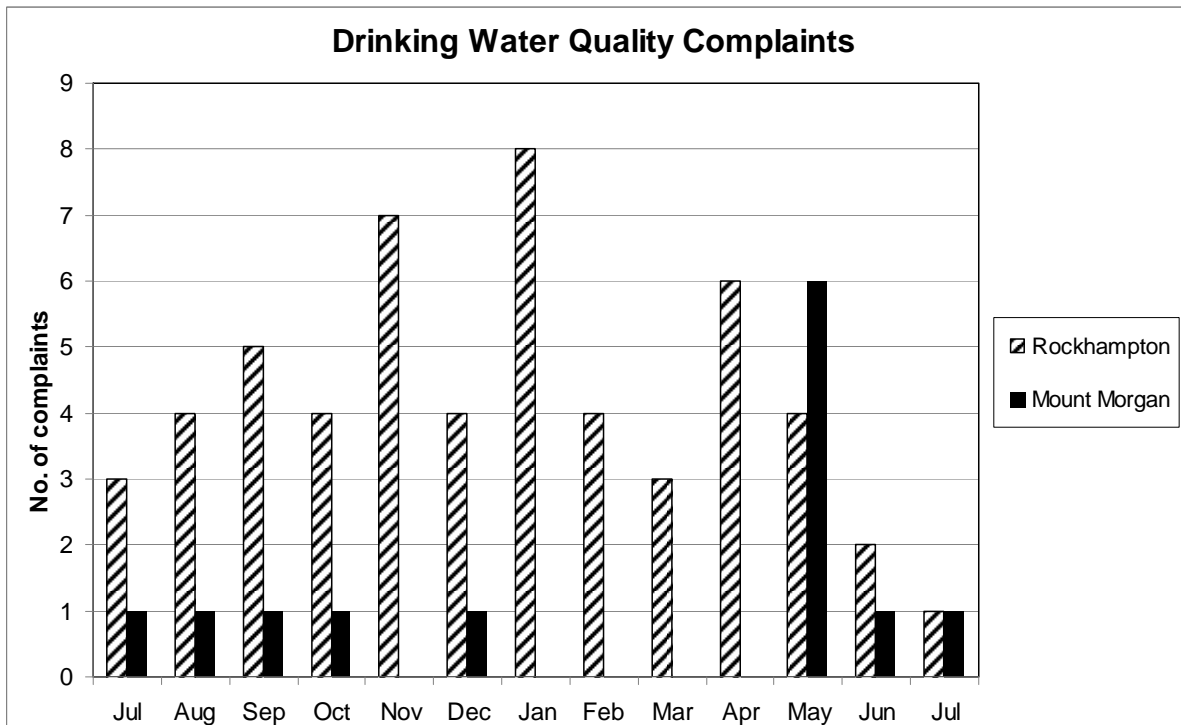
Overall, the average daily volume of water supplied to LSC increased slightly during July compared to that recorded in June to be 8.76 ML. This overall increase was due largely to the increased volume of water supplied to the Capricorn Coast via Boundary Hill.

Drinking Water Quality Incidents



No drinking water quality incidents occurred during the month of July and only three drinking water quality incidents have occurred over the past 31 months.

Drinking Water Quality Complaints

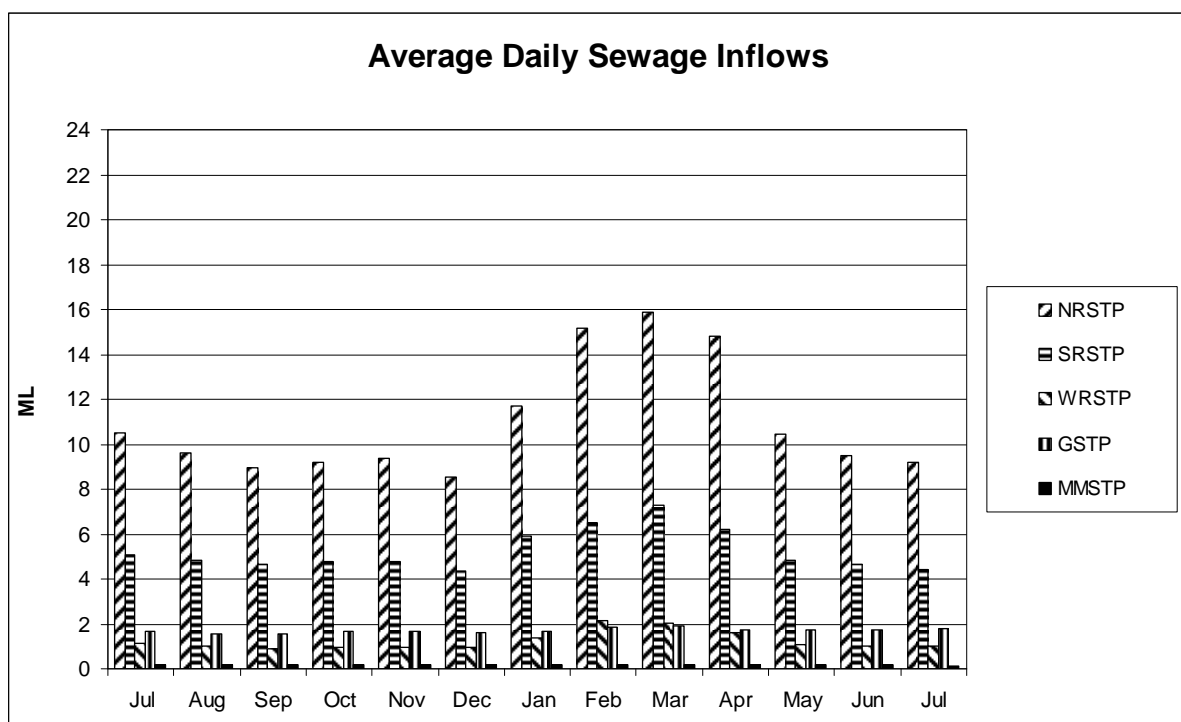


	Elevated Chlorine	Taste/Odour/Quality	Discoloured Water	Physical Appearance (e.g. residue or air)
No. Complaints	0	0	1	1

The total number of drinking water quality complaints (2 complaints) received during July decreased from the three complaints received in June.

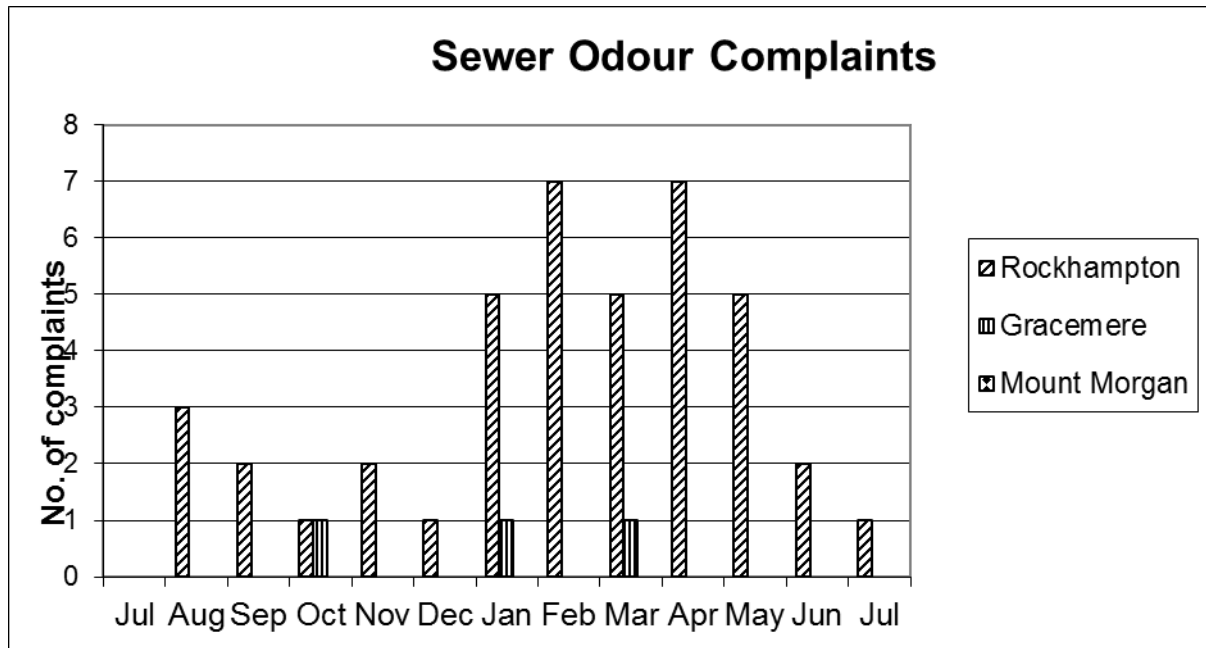
One complaint received in Rockhampton was due to air in the water causing a milky appearance. The other complaint was a discoloured water complaint received in Mount Morgan. In all instances FRW assisted by taking action to address each issue by providing additional testing, information or through the flushing of water mains to resolve the issue.

Sewage Inflows to Treatment Plants



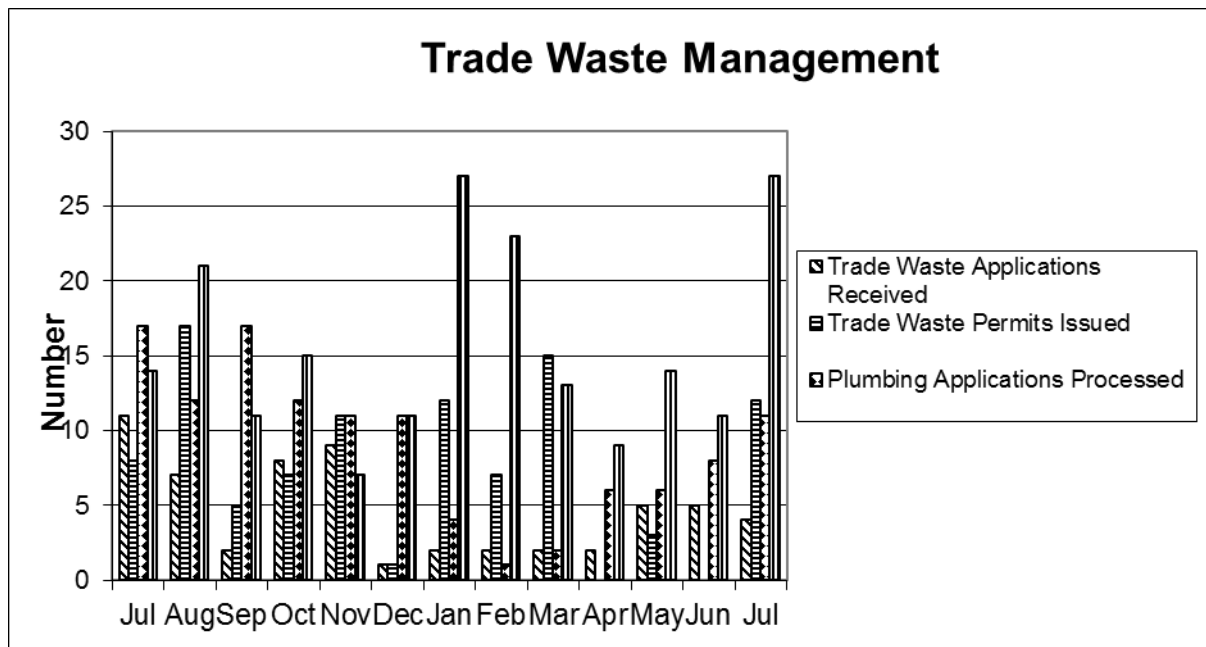
Average daily sewage inflows during July decreased slightly compared to that reported in June due to the lack of significant rainfall during most of the month. Overall, inflows are now at normal dry weather inflows with the level of infiltration from earlier rain events now negligible.

Sewer Odour Complaints



One sewer odour complaint was received during the month of July, a decrease from the two complaints recorded in June. The complaint was received in Rockhampton and was associated with an unknown odour possibly related to the sewerage network. This complaint was investigated and action was taken where possible to resolve the odour problem.

Trade Waste Management Activities

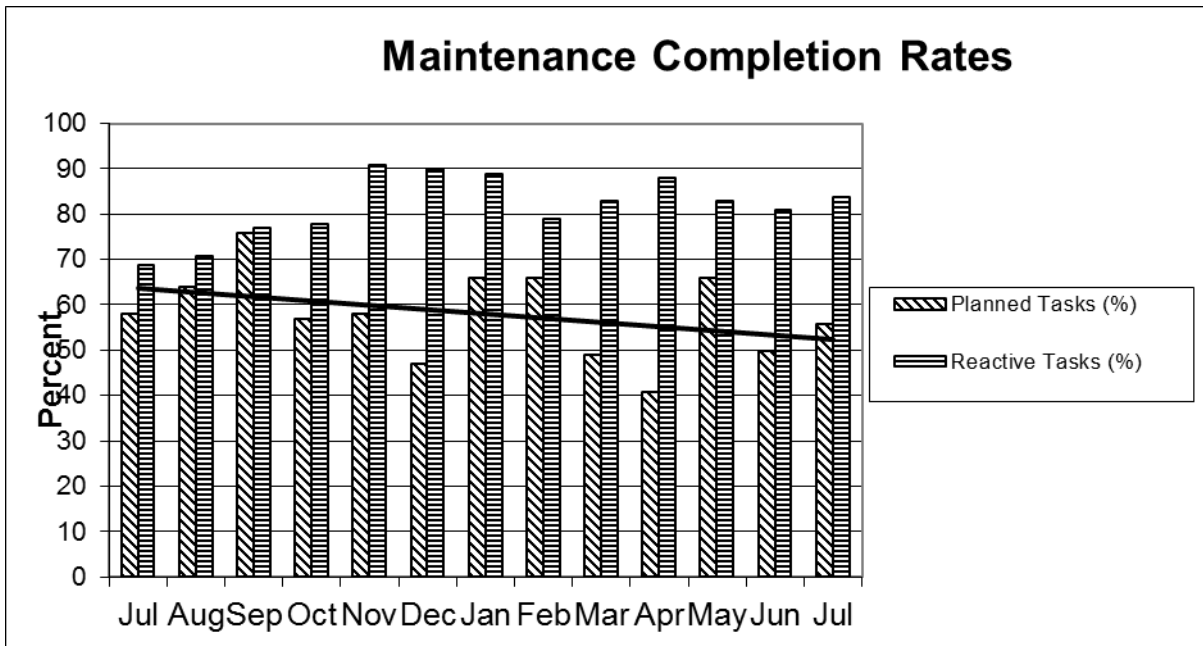


Four Trade Waste applications were received and 12 Trade Waste Permits were issued during July. Eleven Plumbing Applications were processed and 27 Trade Waste Assessments were completed by the team.

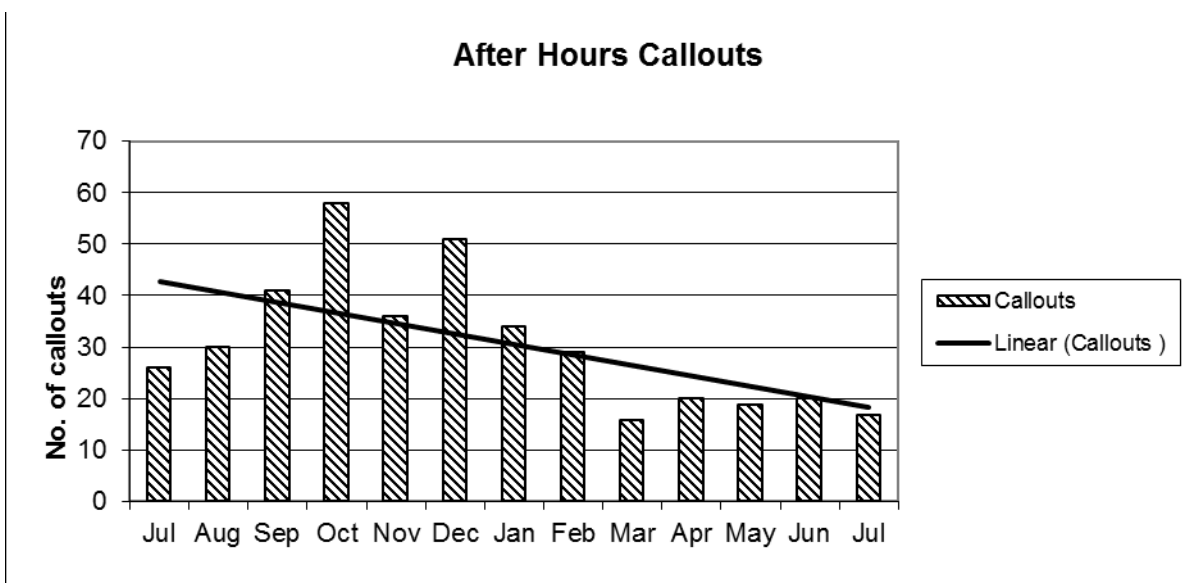
Maintenance Activities

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	80	22	77	0
Reactive	61	50	5	1
After hours callouts	9	5	0	3
Capital	0	1	0	0
Safety and Compliance	22	20	4	0



A total of 323 preventative maintenance activities were scheduled and 177 reactive maintenance activities were requested during the month of July. Completion rates for each type of maintenance activity by the end of the month were 56% and 84% respectively. The completion rate for planned tasks has increased slightly and reflects the additional resource in the electrical maintenance team. Staff are continuing to work through a number of reactive maintenance tasks that have required longer than usual to complete due to the nature of the work and longer than expected delivery time for new parts and equipment.



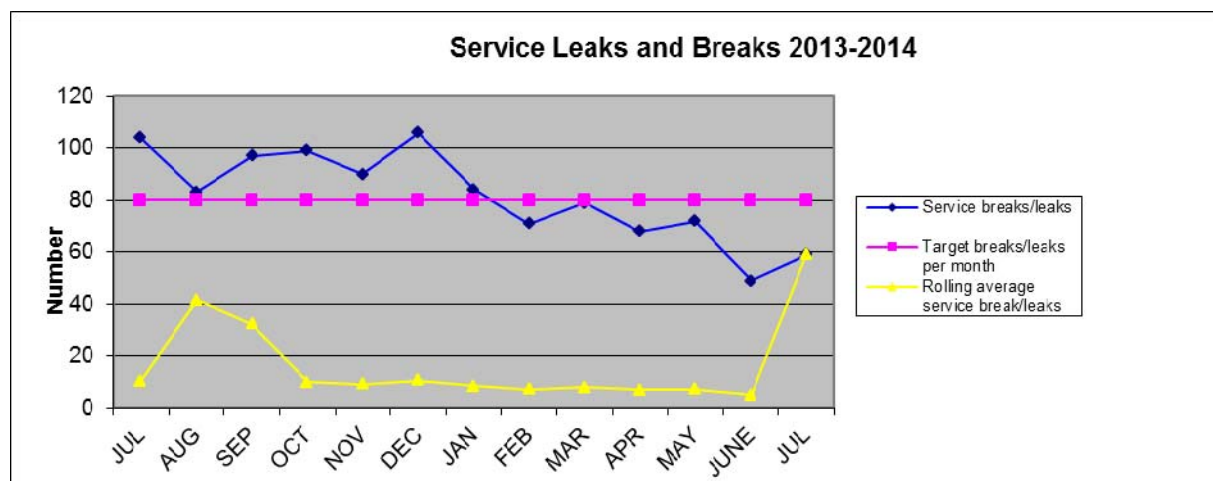
The number of after-hours call-outs for Treatment and Supply (17 call-outs) decreased slightly during July compared to June. The number of callouts is lower than the 12 month rolling average of 31 call-outs. The trend line in the graph continues to indicate a gradual decrease in call-outs over the last 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. In the majority of cases, the faults were rectified within the targeted rectification time according to the Priority Ratings used for rank reactive maintenance events.

NETWORK SERVICES

Workplace Health and Safety

- There were no lost time injuries for the month.
- No employees are currently on long term lost time injuries.
- 2 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 services.

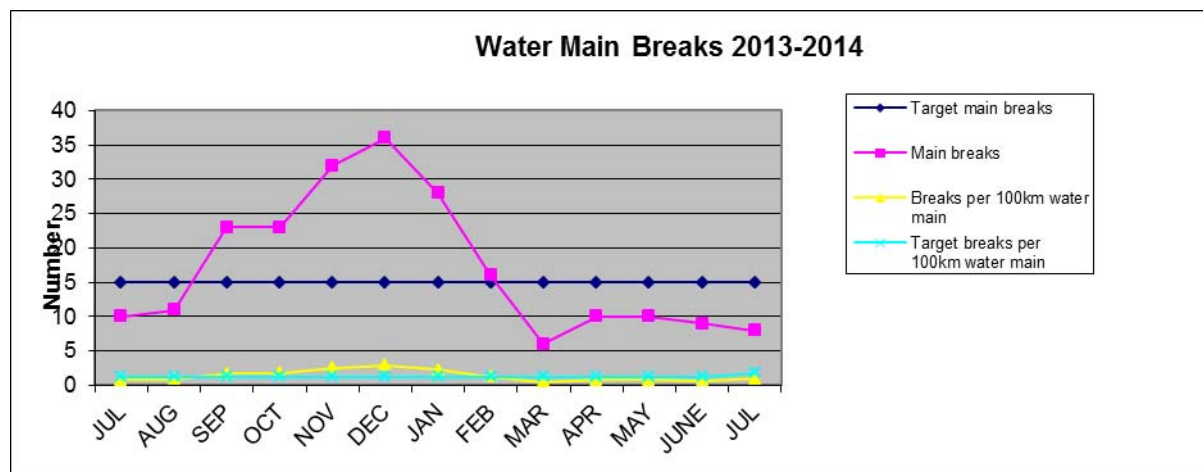
Response to Issues

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

- Poly pipe and fittings = 87%
- Galvanised iron =13%

Locality	Service Leaks / Breaks
Rockhampton	57
Mount Morgan	2
Regional Total	59

Regional Water Main Breaks



Performance

Target achieved

Issues and Status

The following table shows the number of breaks per month.

Water main type	May 2014	June 2014	July 2014
Cast Iron	1	3	4
A C	6	4	3
PVC	3	2	0
Mild Steel	0	0	0
Poly	0	0	1
TOTAL	10	9	8

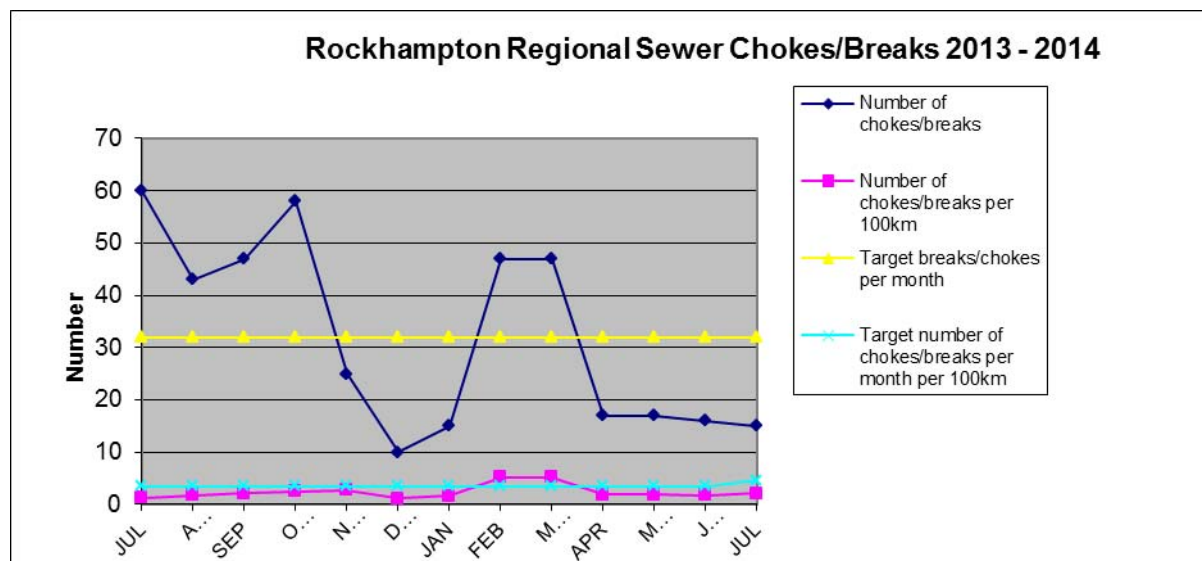
Response to Issues

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
July	8	15	0.98	1.21	0.98

Locality	Main Breaks
Rockhampton	7
Mount Morgan	1
Regional Total	8

Rockhampton Regional Sewer Chokes/Breaks



Performance

Target achieved.

Issues and Status

High percentage of tree root blockages consistently occurs in Earthenware pipes.

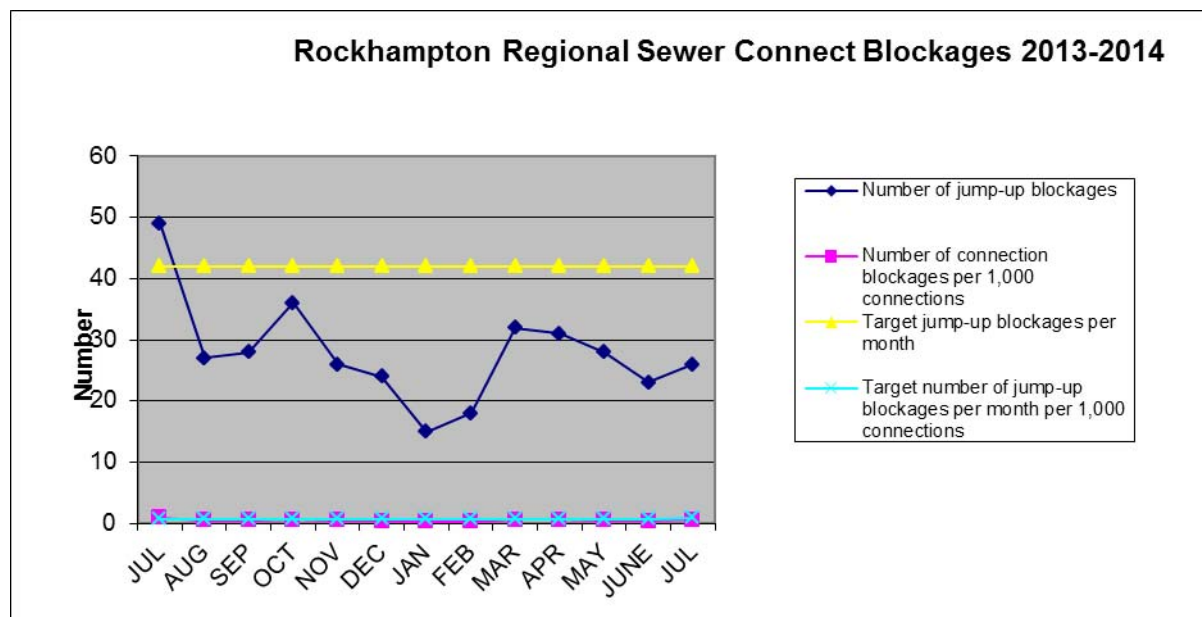
Response to Issues

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
July	15	32	2.1	4.48	2.14

Locality	Surcharges	Blockages
Rockhampton	7	15
Mount Morgan	0	0
Regional Total	7	15

Rockhampton Regional Sewer Connection Blockages



Performance

Target achieved

Issues and Status

Data indicates that the majority of blockages have been caused by tree root intrusion.

Response to Issues

Continue to access properties with repeat breaks and chokes for inclusion in the capital replacement programme.

	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
July	26	42	0.59	0.95	0.59

Locality	Connection Blockages
Rockhampton	26
Mount Morgan	0
Regional Total	26

Sewer Rehabilitation Program

Work Location	Number completed for the month	Year to date totals
Access Chambers raised	4	4
Sewers repaired	9	9

Private Works

Table 1: New Water Connections:

Region	July	Year to Date 2014	Year to Date 2013	Year to Date 2012	Year to Date 2011
Gracemere	5	5	16	79	28
Rockhampton	23	23	11	21	8
Mt Morgan	na	Na	Na	Na	Na
Regional Total	28	28	27	100	36

This table and graph shows the water connection data, for July, for the past four years.

Region	July	July 2013	July 2012	July 2011
Gracemere	5	16	79	28
Rockhampton	23	11	21	8
Mount Morgan	Na	Na	Na	Na
Total	28	27	100	36

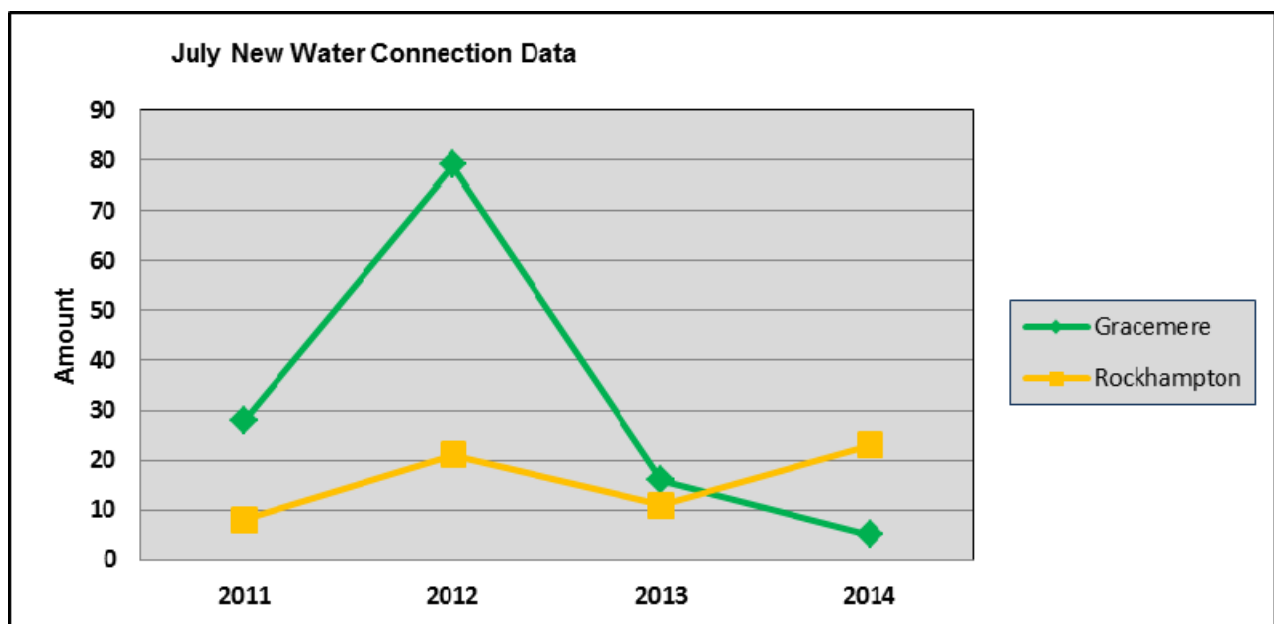


Table 2: Details on Private Works Jobs

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

	July	Amount	YTD	Amount
Quotes Prepared	23	\$141,125.88	23	\$141,125.88
Quotes Accepted	11	\$49,046.36	11	\$49,046.36
Jobs Completed	13	\$44,791.02	13	\$44,791.02

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSPWSC - Network Services – Private Works/Standard Connection Enquiry	6	0

Table 3: Undetected Leaks (Residential)

	July	YTD
New requests	13	121
Number declined	2	12
Number approved	11	102
Require more info	1	64
Total KI rebated	6528	71766
Total value approved	\$15,405.21	\$127225.12

Table 4: Undetected Leaks (Commercial)

	July	YTD
New requests	1	3
Number declined	0	0
Number approved	1	12
Require more info	0	0
Total KI rebated	363	15353
Total value approved	\$140.66	\$8039.11

Table 5: Residential Rebates

	July	Total YTD Applications	Total YTD \$
Washing machines	18	18	\$1,800
Stand Alone tank	0	0	\$0
Integrated tank	0	0	\$0
Dual flush toilet	1	1	\$50
Shower rose	0	0	\$0
Other	0	0	\$0
Total	19	19	\$1,850

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

- Customer not enrolled on the Australian Electoral Commission at installation address (2)
- Customer not enrolled on the Australian Electoral Commission at installation address and no receipt provided to council as proof of purchase (2)

There was also two declined application relating to:

- Integrated Rainwater Tank was installed at a new premises (1)
- Washing machine only had a 3.5 star WELS rating (1)

Water Meters

A total of 13344 meters were read during the month of July and approximately 7,800 accounts (being sectors 17 & 18 from the previous quarter and sector 1 from this quarter) 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. Meter reads for the first quarter 2014/15 are slightly ahead of schedule.

Sectors Read for July	1	2	3	4	5	Total
No. of meters in Sector	2295	3409	2111	2871	2658	13344
No-Reads	3	18	5	9	4	39
% Of No-Reads	0.1%	0.5%	0.2%	0.3%	0.1%	0.25%

Special Water Meter Reads

Reading Type	No. of Reads	\$ Value
Water Account Search - Averaged Readings \$28 per read	60	\$1,680.00
Water Account Search - On-Site Readings \$147.00 per read	42	\$6,174.00
Total \$ Value for July		\$7,854.00
Total \$ Value Year to Date		\$7,854.00

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSWMRE - Network Services - Water Meter Reading Enquiry	19	1
NSSWMR - Network Services Special Water Meter Read Enquiry	1	0
FINIRR - Finance - Irrigators (Asset)	4	1

Building Over Sewers

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

Activity Summary

	July	YTD
General enquiries	49	611
Site investigations	21	213
Approval Permits issued	4	32
Permits closed	2	9
Total	76	865

Building Over Sewer Permits in Progress

There is one permit in progress.

ADMINISTRATION MATTERSDial Before You Dig (DBYD)

As of 25 March 2014, the Administration Team took over the responsibility of managing the DBYD requests. The average number of requests received per day for July was 8.16.

	July 2014	June 2014	May 2014	Yearly Total
Requests Processed	253	254	263	975

Site Tours

There were three site tours held in July 2014.

- Two groups consisting of 33 students in total from CQ University toured the GWTP
- One group consisting of 25 students from CQ University toured the NRSTP

Communication and Education*Mount Morgan Sewerage Extension Project*

Letters and a fact sheet were developed for Stage One properties of the Mount Morgan Sewerage Extension Project. Two target groups are those who now have the option to connect to the sewer, and those who must connect due to failing onsite septic systems. They will be sent the information in August.

Mount Morgan No. 7 Dam Emergency Notification List

Follow up phone calls commenced to those residents surrounding the Dee River who have not yet provided their details for the Emergency Notification List.

News in Education – The Morning Bulletin

The monthly advertisement for July in the News in Education section of The Morning Bulletin covered water quality and Fitzroy River Water's success in the Central Queensland round of Qldwater's Best of The Best Water Taste Test.

Media Releases and Community Notices

No media releases were issued in July.

INFRASTRUCTURE PLANNINGSewer Network Investigations*South Rockhampton Flood Levee Project – Northern Side Review*

AECOM are currently working directly with FRW to obtain a clearer picture of what actually happens to the northern sewer network once the Fitzroy River is in flood. Maps are to be provided to identify those locations where overflow relief gullies ORGs that were sandbagged

Allenstown Plaza – Sewer Easement

Easement documentation has been returned to Johnson Law to register the easement after the documentation was signed by the CEO and Mayor.

West to South STP Transfer

A detailed assessment of the Population Assumption Model for the southern sewer catchments suggests that the anticipated growth over the next twenty years can be accommodated by the existing trunk sewers with negligible benefit to be gained by incorporating the Campbell Street catchment as part the proposed West to South STP transfer project.

Full details quantifying the expected growth within the respective sewer catchments and the potential capacity of the trunk networks is being documented. This data will be provided to enable an informed assessment to be made regarding the proposed exclusion of the Campbell Street catchment from this project.

Water Network Investigations*Water Meter – Thematic Mapping of Consumption*

GIS maps have now been prepared linking the water meter ID's to their respective property parcels.

Preliminary investigations show that there is no correlation between total consumption and meter replacement. The total consumption distribution of current and replaced meters is virtually identical.

The thematic maps provide a relatively clear picture of those localities with high and low consumption. Further investigations will be carried out to quantify the meter inaccuracy with increased total consumption. These investigations will include testing of meters and selecting specific target areas to quantify impact of replacing meters with high consumption totals.

FINANCIAL MATTERS

Operational

Revenue is currently 34.4% of the 2014/2015 Adopted budget. Water and sewerage utility charges are significantly higher than budget at 37.6% due to the impact of the advanced water and sewerage access charges issued for the first six months of the year. Rent/lease revenue is well below YTD budget due to the usual timing issues associated with the majority of the revenue for this function falling due in the latter half of the year.

Expenditure year to date is 7.0% of 2014/2015 Adopted budget. There are no stand-out exceptions in regard to expenditure at this early stage of the year. The only comment to be made is the timing of electricity expenditure is influencing a favourable result in the asset operational category of expenditure.

There are no material exceptions to report.

Capital

Capital expenditure is below the percentage of year elapsed at 3.8% in comparison to the Adopted budget.

Water YTD 3.4% and Sewer YTD 3.2%.

Networks YTD 6.7% and Treatment YTD 0.6%.

The areas of prominent activity are the Armstrong St 300mm sewer main, Gracemere effluent main expansion, duplication of the 300mm water trunk main to Gracemere, Mt Morgan sewerage extension and Water Main Replacement programs.

The uncompleted works reserve for the 2013/2014 financial year will make available another \$1.6M of unspent capital funds for the 2014/2015 year. This will be shown in the next monthly report after finalisation of the reserve towards the end of August.

Sundry Debtors

Below is a summary of aged sundry debtor balances at the end of July 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	273	252	20	6	32
Total Value	\$723,241.69	\$374,146.72	\$307,569.38	\$2,994.01	\$38,531.58

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

90+ days	Comments
\$356.80	Debts at Collection - (Trade Waste debts) – remaining doubtful of recovery, most have moved to claims/hearings/unsuccessful to date.
\$11,632.85	Long Term Payment Plans - Mt Morgan Sewerage Connections - Recovery will occur
\$5,886.01	Other Payment Plans - Standpipes and Irrigators
\$20,655.92	Other Overdue Debt with no fixed arrangements – Trade Waste, Irrigators, Standpipes - Two irrigators to follow up and apply contractual legalities, Trade Waste - some have been to collection with no outcome, exploring other options.
60-90 Days	Comments
\$2,781.89	Other payment plan - Standpipe (from 90+ days)
\$212.12	Emergency Private Works - Telstra
30-60 Days	Comments
\$7,646.31	Standpipe Invoices (\$391.07 from two debtors that have 90+ days)
\$205.02	Irrigator
\$299,718.05	Bulk Water Supply – Livingstone Shire Council

A summary of financial performance against budget is presented below:

	July 2014			YTD		
	Actual \$	Adopted Budget \$	Variance to Budget \$	Actual \$	Adopted Budget \$	Variance to Budget \$
Department Revenue						
Net rates and utility charges	(19,666,891)	(4,364,323)	(15,302,568)	(19,666,891)	(4,364,323)	(15,302,568)
Fees and Charges	(172,267)	(135,162)	(37,105)	(172,267)	(135,162)	(37,105)
Private and recoverable works	(329,206)	(367,759)	38,553	(329,206)	(367,759)	38,553
Rent/Lease Revenue	(1,100)	(8,428)	7,328	(1,100)	(8,428)	7,328
Grants Subsidies & Contributions	(4,002)	0	(4,002)	(4,002)	0	(4,002)
Interest revenue	(25,154)	(20,000)	(5,154)	(25,154)	(20,000)	(5,154)
Other income	(6,418)	(1,171)	(5,247)	(6,418)	(1,171)	(5,247)
Total Department Revenue	(20,205,037)	(4,364,323)	(15,840,715)	(20,205,037)	(4,364,323)	(15,840,715)
Expenses						
Employee costs	506,837	595,192	(88,355)	506,837	595,192	(88,355)
Contractors & Consultants	71,232	113,818	(42,586)	71,232	113,818	(42,586)
Materials & Plant	153,181	236,991	(83,809)	153,181	236,991	(83,809)
Asset Operational	734	235,302	(234,568)	734	235,302	(234,568)
Administrative expenses	17,290	23,739	(6,449)	17,290	23,739	(6,449)
Depreciation	982,903	982,903	0	982,903	982,903	0
Finance costs	0	232,635	(232,635)	0	232,635	(232,635)
Other Expenses	1,850	3,817	(1,967)	1,850	3,817	(1,967)
Total Expenses	1,734,028	595,192	1,138,836	1,734,028	595,192	1,138,836
Transfer / Overhead Allocation						
Transfer/Overhead Allocation	74,382	79,204	(4,822)	74,382	79,204	(4,822)
OH Allocation	187,170	193,654	(6,485)	187,170	193,654	(6,485)
Competitive Neutrality Adjustments	1,718,390	1,726,724	(8,333)	1,718,390	1,726,724	(8,333)
Total Transfer / Overhead Allocation	1,979,941	79,204	1,900,738	1,979,941	79,204	1,900,738
TOTAL OPERATING POSITION (SURPLUS)/DEFICIT	(16,491,069)	(3,689,928)	(12,801,141)	(16,491,069)	(3,689,928)	(12,801,141)

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