



WATER COMMITTEE MEETING

AGENDA

4 FEBRUARY 2015

Your attendance is required at a meeting of the Water Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 4 February 2015 commencing at 12.00pm 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 January 2015

Next Meeting Date: 04.03.15

Please note:

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

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1 OPENING

2 PRESENT

Members Present:

Councillor G A Belz (Chairperson)
Councillor C R Rutherford
Councillor A P Williams
Councillor N K Fisher

In Attendance:

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

3 APOLOGIES AND LEAVE OF ABSENCE

Mayor Strelow has tendered her apology and will not be in attendance

4 CONFIRMATION OF MINUTES

Minutes of the Water Committee held 3 December 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:** Robert Holmes - General Manager Regional Services

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: 4 February 2015

Attachment No: 1

Date	Report Title	Resolution	Responsible Officer	Due Date	Notes
04 June 2014	Rockhampton Regional Council High Priority Water Allocation Use	<p>THAT the Council receive the report and adopt the following recommendations to optimise the sustainable usage of Council's high priority water allocation being that:</p> <ul style="list-style-type: none"> Information is disseminated to irrigators regarding the removal of the requirement for Land and Water Management Plans; FRW's 'water market' is promoted more; The Drought Management Plan (DMP) trigger levels for implementing restrictions are reviewed and changed; Methods to increase efficient industrial water use are examined; and A formal approach be made to the regulator to retain flexibility in future Resource Operations Plan (ROP). 	Jason Plumb	30/11/2014	<p>The improved dissemination of information to irrigators via FRW's website is currently being planned.</p> <p>The ongoing analysis of Rockhampton's Water Supply Security by DEWS will be used to determine the Drought Management Plan triggers for implementation of restrictions. To date a Barrage storage volume survey has been commissioned with final data analysis nearing completion.</p>

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 OFFICERS' REPORTS

Nil

9 STRATEGIC REPORTS

9.1 FRW MONTHLY OPERATIONS REPORT - DECEMBER 2014

File No: 1466
Attachments: 1. FRW Monthly Operations Report - December 2014
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 December 2014

OFFICER'S RECOMMENDATION

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

FRW MONTHLY OPERATIONS REPORT - DECEMBER 2014

FRW Monthly Operations Report - December 2014

Meeting Date: 4 February 2015

Attachment No: 1

MONTHLY OPERATIONS REPORT
FITZROY RIVER WATER
Period Ended 31 December 2014

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

FRW has engaged a Gladstone based company to refurbish Rockhampton's sewer access chambers utilising a spray-on structural liner that restores sewer access chambers to near new condition reducing the need for costly reconstruction of the access chambers.

The company has partnered with an innovative resin manufacturer to develop the structural liner which has been tested and certified by University of NSW. The company was awarded the contract after a tender process with a number of tenderers offering different types of solutions.

Improvements / Deterioration in Levels of Services or Cost Drivers

Sewerage network asset continue to perform well within the performance targets set within the FRW Customer Service Standards.

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 December 2014 are as below:

	Balance BIF	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	Avg Completion Time (days) Oz
			Received	Completed										
Asset Enq/Jump up location/Water Sew Invert Levels	0	0	1	1	0	0	0	0.00	2	2.00	2.63	2.16	0.90	2.80
Network Construction - Reworks (Reinstatement Proj)	0	0	2	2	0	0	0	4.97	1	0.67	5.36	3.77	4.36	1.00
Network Construction - Planned Works (Scheduled Re	0	0	2	2	0	0	159.33	0.00	1	0.00	1.50	1.10	0.25	0.00
Customer Service - Rebate Residential	0	0	14	13	1	0	0.00	0.00	30	1.38	6.55	6.17	4.10	5.35
Customer Service - Rebate Undeclared Leaks	12	3	4	0	13	0	0.00	0.00	120	0.00	23.90	32.95	30.46	14.54
Customer Service - Standpipe Enquiry/Read (Asset)	0	0	0	0	0	0	0.00	0.00	2	0.00	3.50	2.50	0.63	2.00
Customer Service - Water Exemption Request	0	0	0	0	0	0	0.00	0.00	5	0.00	1.00	2.67	1.00	0.00
Development - Applications	0	0	0	0	0	0	0.00	0.00	10	0.00	0.50	0.67	0.67	0.50
Development - Building Over Sewerline	0	0	1	1	0	0	0.00	0.00	7	0.00	1.28	1.73	1.54	2.29
Network Systems (Network Analysis Water or Sewer)	0	0	0	0	0	0	0.00	0.00	7	0.00	1.00	1.71	0.33	0.00
Development - Strategic Sewer	0	0	0	0	0	0	0.00	0.00	10	0.00	3.67	3.33	2.00	0.00
Development - Strategic Water	0	0	1	0	1	0	0.00	0.00	10	0.00	5.50	5.50	9.50	0.00
Environment and Water Conservation Enquiry	0	0	0	0	0	0	0.00	0.00	5	0.00	2.50	3.33	0.00	5.00
Finance - Irrigators/Water Allocations (Asset)	0	0	1	1	0	0	176.61	0.00	7	3.00	2.36	2.96	1.31	2.11
Network Services - No Water (Asset)	0	0	5	5	0	0	8.43	0.40	1	0.40	0.46	0.82	0.19	0.63
Network Services - Reactive Sewerage Block (Asset)	1	1	33	28	4	0	2.73	1.06	1	1.06	14.84	12.37	16.17	3.34
Network Services - Sewer Reimbursements	0	0	4	3	1	0	0.00	0.00	7	0.00	1.75	3.86	2.94	0.66
Network Services - Sewer Inflow Inspection/Enquiry	0	0	2	2	0	0	0.54	0.50	7	0.50	1.50	1.21	1.21	1.25
Network Services - Water Leaks (Asset)	5	4	74	66	7	0	0.13	0.46	1	0.46	1.46	1.50	1.31	0.76
Network Services- Poor Water Pressure (Asset)	0	0	7	6	1	0	19.49	0.63	1	0.63	0.65	1.52	0.55	1.10
Process - Tradewaste	0	0	5	4	1	0	23.76	1.75	7	1.75	2.43	3.25	2.01	2.06
Network Services - Lids/Cover (Asset)	1	1	5	5	0	0	7.82	0.71	1	0.71	2.08	4.08	2.18	1.67
Network Services - Meter Maintenance (Asset)	123	66	76	49	64	26	0.99	0.06	1	0.06	1.80	4.56	8.02	1.23
Network Services Private Works/Standard Connection	1	1	2	2	0	0	18.23	4.33	5	4.33	3.89	4.19	1.93	3.72
Network Services - Reinstatements	3	1	5	4	3	1	12.23	1.50	1	1.50	4.81	5.44	8.73	7.24
Network Services Special Water Meter Enquiry	0	0	1	1	0	0	0.00	2.00	10	2.00	4.00	3.52	2.62	4.67
Network Services - Water Meter Reading Enquiry	1	0	7	6	2	0	80.14	0.00	10	0.00	3.88	5.28	4.44	5.38
Process - Odour (Sewer Only) (Asset)	0	0	5	3	2	0	33.88	0.67	1	0.67	3.38	5.06	3.48	4.67
Process - River Quality	0	0	0	0	0	0	0.00	2	2	0.00	1.00	0.80	0.50	0.00
Process - Drinking Water Quality (Asset)	0	0	7	5	2	0	55.22	0.40	1	0.40	0.57	0.50	0.48	0.65
Water Meter Read Search - "NOT FOR CSO"	33	33	76	55	21	0	0.00	2.63	80	2.63	5.04	4.79	4.66	4.36

Comments and 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 systems.

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

Safety Statistics

The safety statistics for the reporting period are:

	SECOND QUARTER		
	Oct	Nov	Dec
Number of Lost Time Injuries	1	0	2
Number of Days Lost Due to Injury	5	0	16
Total Number of Incidents Reported	8	5	4
Number of Incomplete Hazard Inspections*	1	0	4

**Hazard inspections have been completed but may not have been received by the WH&S unit by their cut-off date.*

Treatment and Supply

- There was one lost time injury for the month.
- No employees are currently on long term lost time injuries.
- Three safety incidents were reported for the month. One incident required hospitalisation for an allergic reaction to a wasp bite and another involved a minor burn from a hot surface. The other incident involved some very minor damage to a vehicle.

Network Services

- One lost time injuries for the month.
- No employees are currently on long term lost time injuries.
- One safety incident was reported for the month.

Risk Management Summary

Potential 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.	27/3/15	50%	Draft maintenance strategy completed. Queensland Police Service have increased patrols of FRW sites. Request for quotation for security audit

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
					issued.

Legislative Compliance and 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/com mittals
NETWORK SERVICES CAPITAL WORKS PROGRAM					
Rockhampton Water (water main replacement)					
Welch Street and Fraser Street) 150mm water main replacement	December 2014	February 2014	50%	\$137,798	\$72,710
Comments: On schedule					
Jardine St (Wandal – Pearson) 150 mm water main replacement	August 2014	January 2014	90%	\$431,986	\$337,972
Comments: On schedule					
Gracemere Duplication (Athelstane) 300mm water main.	July 2014	June 2015	60%	\$1,800,000	\$1,309,346

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
Comments: On schedule - 4 stage Project end date 2016. Stage 2, completed.					
Old Norman Rd (Mason) 200mm water main replacement	November 2014	November 2014	100%	\$250,000	\$64,751
Comments: Construction Completed					
Lakes Creek Landfill New 150mm water connection	November 2014	February 2015	40%	\$101,775	\$49,758
Comments: Project delay waiting for approval from Queensland Railway in relation to 250mm poly under bore.					
Cooper Street and Fargher Street. Replace 40mm service with 100mm water main	November 2014	December 2014	100%	\$65,325	\$42,519
Comments: Construction Completed					
Rockhampton Sewer					
Sewer rehabilitation program (including Building over Sewer works)	July 2014	June 2015	67%	\$1,900,000	\$1,286,947
Comment: Rehabilitation and renewals annual program of works.					
Gracemere Sewer					
Gracemere Sewer Effluent Capricorn Highway	July 2014	June 2015	50%	\$563,933	\$280,885
Comments: On Schedule – 4 stage Project end date 2016. Stage 2, completed					
Mount Morgan (water mains replacement)					
Pugh Street	December 2014	February 2015	40%	\$57,814	\$23,317
Comment : On Schedule					
Mount Morgan Sewer					
Railway Ave New 225mm Gravity Sewer	October 2014	June 2015	25%	\$1,200,505	\$237,037
Comments: On Schedule					
TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM					

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
N SRSTP Interim Upgrade	July 2014	Feb 2015	40%	\$900,000	\$575,000
Comments: On schedule.					
Pipeline from West to South STP – Design Phase	July 2014	June 2015	30%	\$200,000	\$60,625
Comments: On schedule.					
R SRSTP Primary Valve Pit Replacement	July 2014	Mar 2015	10%	\$90,000	\$0
Comments: On schedule.					
R NRSTP New Inlet Screen	Aug 2014	Jun 2015	15%	\$50,000	\$0
Comments: On schedule.					
R S Gracemere STP Augmentation Inlet Works Upgrade (Stage 1)	July 2014	June 2016	10%	\$3,000,000	\$296,315
Comments: On schedule.					
N Water Rogar Ave Reservoir Rechlorination Facility	Sep 2014	May 2015	5%	\$70,000	\$0
Comments: On schedule.					
N Water Mt Archer Reservoir Online Chlorine Analysis	July 2014	Apr 2015	5%	\$20,000	\$0
Comments: On schedule.					
R Water Barrage Gates Maintenance	Sep 2014	June 2015	5%	\$300,000	\$0
Comments: On schedule.					
R Water Barrage Gate Seal Rehabilitation	Nov 2014	June 2015	2%	\$300,000	\$0
Comments: On schedule.					
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	Mar 2015	10%	\$30,000	\$0
Comments: On schedule.					

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
M WTP CCTV Installation	July 2014	Mar 2015	10%	\$15,000	\$0
Comments: On schedule.					
M W Dam No 7 Raw Lift Pump Upgrade	July 2014	Mar 2015	30%	\$25,000	\$0
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	Mar 2015	70%	\$15,716	\$8,250
Comments: On schedule.					
R – S NRSTP Aerator Replacement	July 2013	Jan 2015	70%	\$91,071	\$54,228
Comments: Delayed due to supplier design issues – delivery due late Dec 2014.					
Barrage Crane and Rail Restoration	December 2013	May 2015	40%	\$333,247	\$120,202
Comments: Project delayed due to poor contractor performance.					
GWTP Highlift Pump Station Upgrade (Stage 1)	July 2013	Dec 2014	98%	\$3,366,922	\$3,208,854
Comments: Stage 1 nearing completion.					
GWTP Highlift Pump Station Upgrade (Stage 2)	Aug 2014	Mar 2016	5%	\$3,510,000	\$0
Comments: On schedule.					
GWTP Lowlift Pump Station Upgrade	July 2014	June 2015	10%	\$500,000	\$5,784
Comments: On schedule.					
Arthur Street SPS Electrical Upgrade	July 2014	June 2015	10%	\$422,130	\$12,488
Comments: On schedule.					
Yaamba Rd Reservoir Chlorination Upgrade	Jan 2014	Dec 2014	90%	\$50,000	\$17,568
Comments: Marginal overrun in time.					
MM North Reservoir Rechlorination	July 2013	Aug 2014	100%	\$50,000	\$39,622
Comments: Completed.					
MMWTP Coagulant	Jan 2014	Feb 2015	30%	\$30,000	\$9,002

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
Dosing Upgrade					
Comments: On schedule.					
G Lucas St WPS pump and electrical switchboard upgrade	Jan 2014	May 2015	15%	\$500,000	\$10,935
Comments: On schedule.					

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

As at period ended 31 December 2014.

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Nil				

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

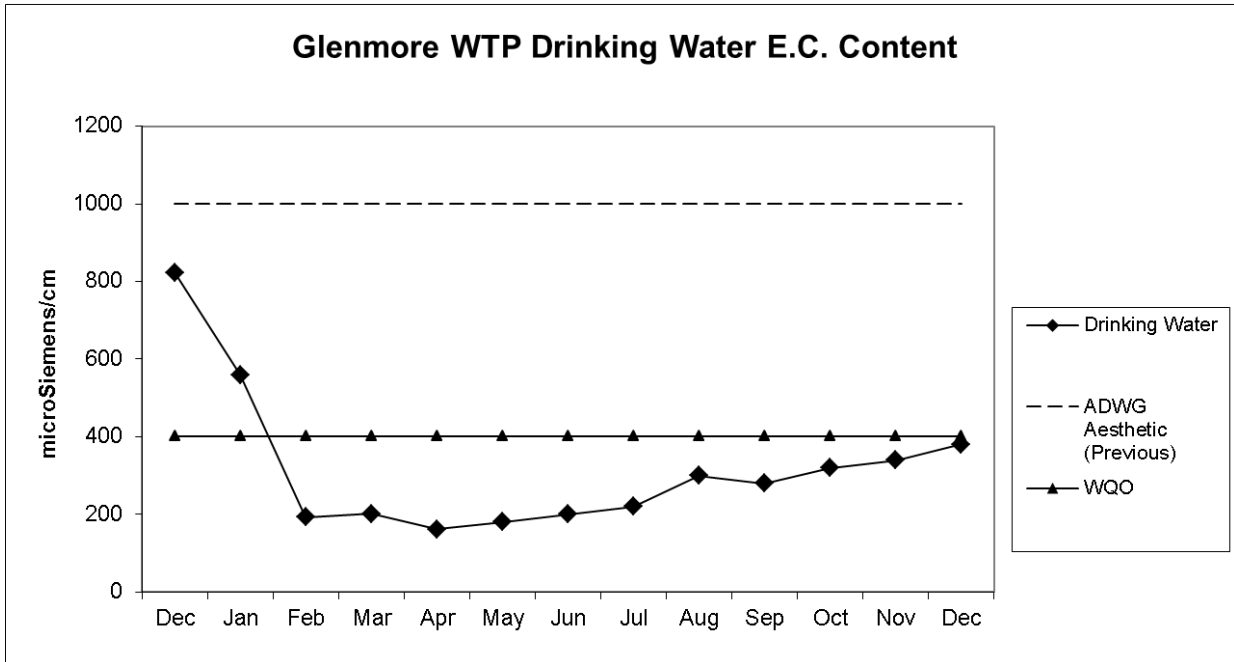
Service Delivery Standard	Target	Current Performance
<i>Drinking Water Samples Compliant with ADWG</i>	>99%	>99%
<i>Drinking water quality complaints</i>	<5 per 1000 connections	0.25
<i>Total water and sewerage complaints</i>	N/A	192
<i>Glenmore WTP drinking water E.C Content</i>	<500 µS/cm	380 µS/cm
<i>Glenmore WTP drinking water sodium content</i>	<50 mg/L	31 mg/L
<i>Average daily water consumption – Rockhampton</i>	N/A	46.39 ML
<i>Average daily water consumption – Gracemere</i>	N/A	4.91 ML
<i>Average daily water consumption – Mount Morgan</i>	N/A	0.96 ML
<i>Average daily bulk supply to LSC</i>	N/A	7.19 ML
<i>Drinking water quality incidents</i>	0	0
<i>Sewer odour complaints</i>	<1 per 1000 connections	0.09
<i>Service Leaks and Breaks</i>	80	66
<i>Total water main breaks</i>	15	11
<i>Total sewerage main breaks and chokes</i>	32	9
<i>Incidence if unplanned interruptions – water</i>	N/A	34
<i>Average response time for water incidents (burst and leaks)</i>	N/A	168.4
<i>Average response time for sewerage incidents (including main breaks and chokes)</i>	N/A	55.98
<i>Rockhampton regional sewer connect blockages</i>	42	24

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

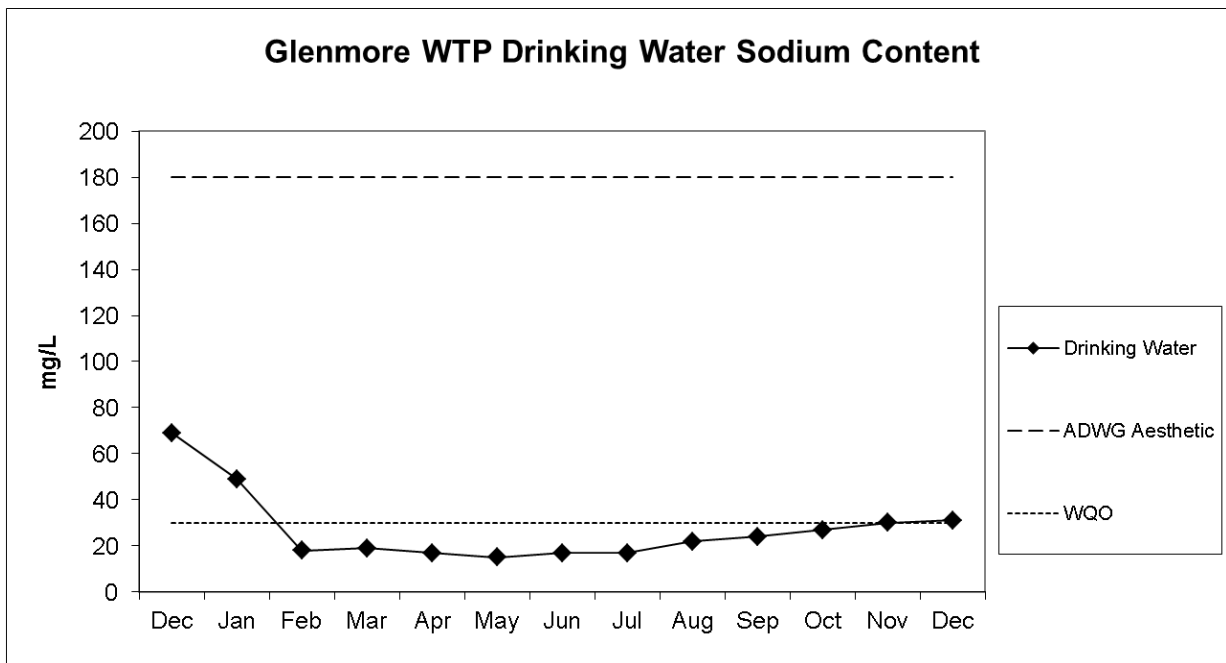
Refer to the individual graphs and information below.

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 December increased to be 380 µS/cm. The level of E.C. is 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; however, that could change with rainfall levels in the catchment.

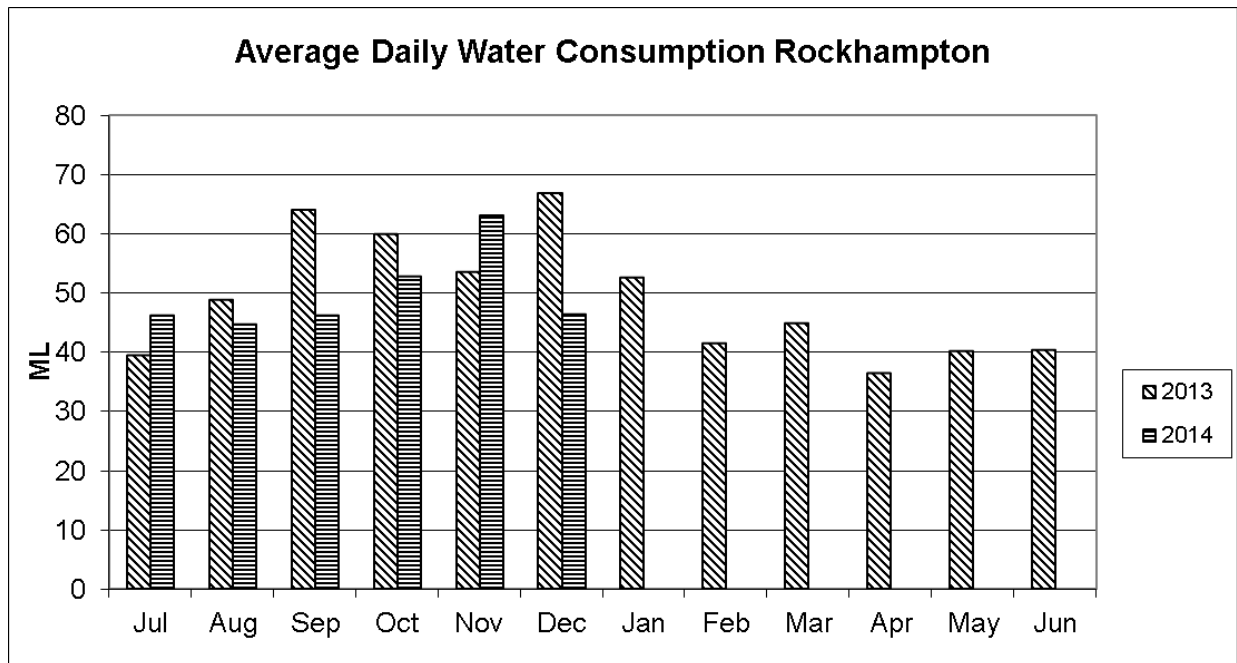


The concentration of sodium in drinking water supplied from the GWTP during December increased slightly to be 31 mg/L. This relatively low level of sodium is consistent with the ongoing low levels of salinity within the Fitzroy Barrage Storage for most of 2014. The current level of sodium is slightly above the Water Quality Objective value of 30 mg/L but is well beneath the aesthetic guideline of 180 mg/L for sodium in the Australian Drinking Water Guidelines. The sodium concentration is not expected to increase significantly within the coming months.

Drinking Water Supplied

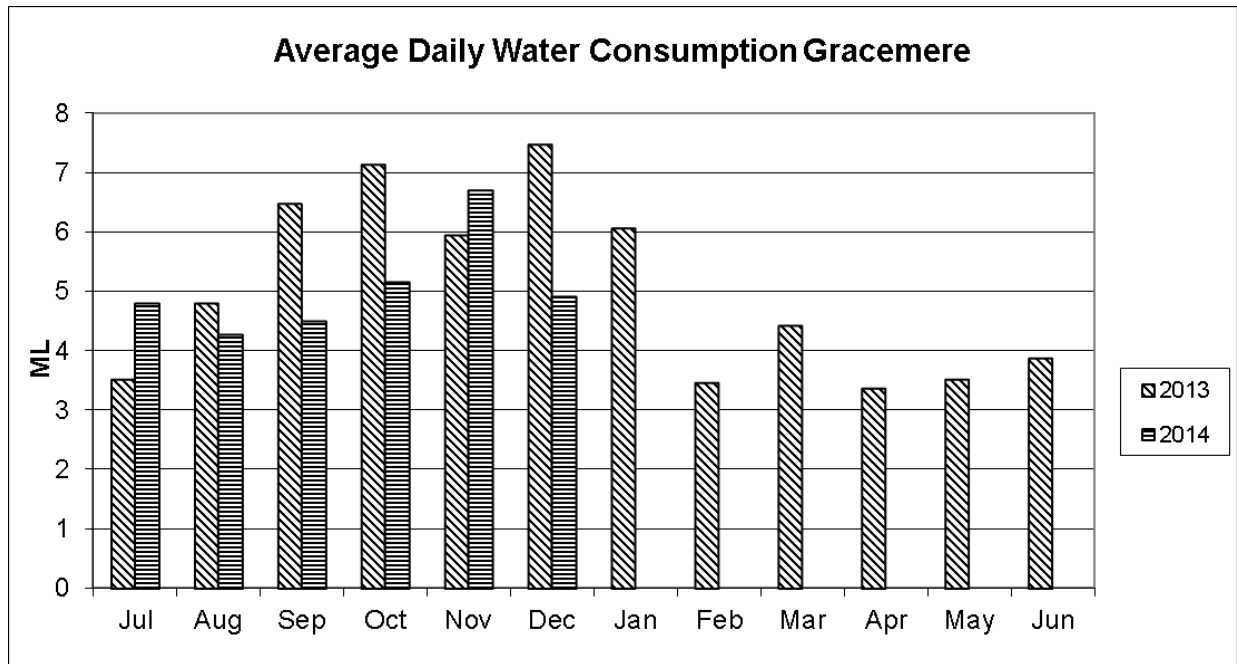
Data is presented in graphs for each water year (e.g. 2013 is the period from July 2013 to June 2014). Overall average consumption in the region is lower compared to previous year and may be the result of customers better understanding their water usage and billing.

Rockhampton



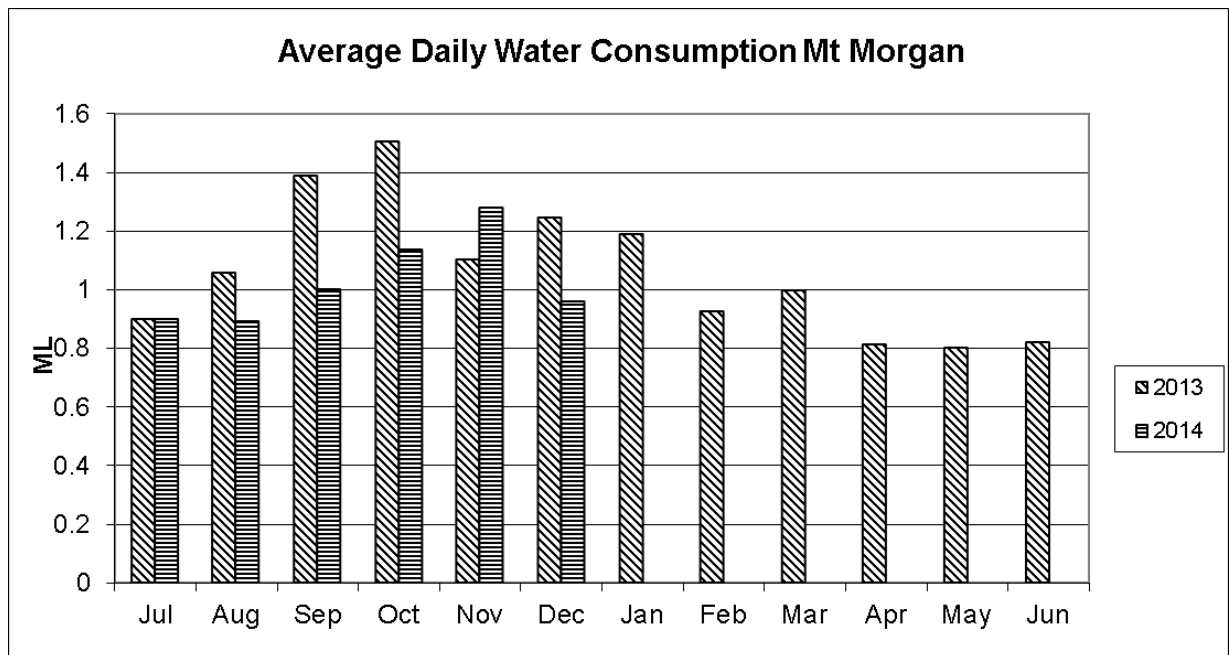
Average daily water consumption in Rockhampton during December (46.39 ML/d) decreased compared to that reported in November and was lower than that reported in the same period last year. The decrease in consumption was due to the receipt of significant rainfall during the month. The Fitzroy Barrage Storage is currently at 100% of 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 December (4.91 ML/d) decreased compared to that reported in November and was lower than that reported in the same period last year. The decrease in consumption was due to the receipt of significant rainfall during the month. The Fitzroy Barrage Storage is currently at 100% of full storage level and is therefore well above the threshold in the Drought Management Plan used to trigger the implementation of water restrictions.

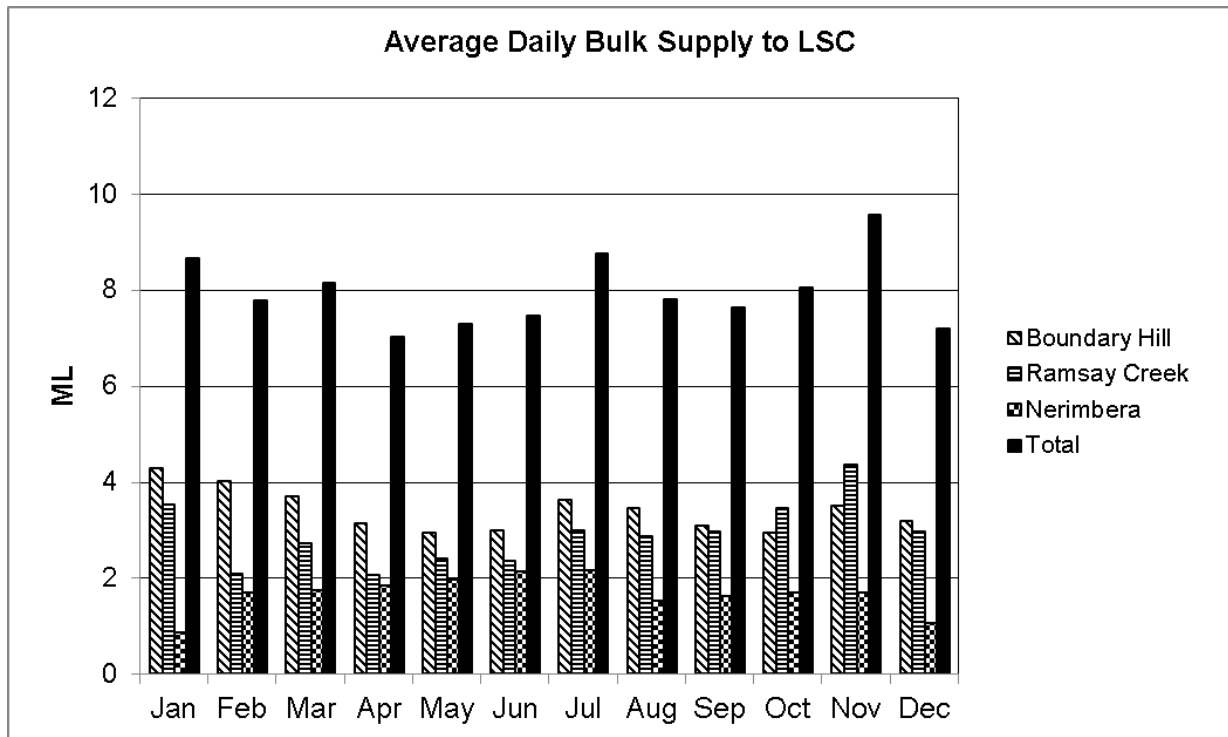
Mt Morgan



Average daily water consumption in Mount Morgan during December (0.96 ML/d) was lower than that reported in November and was lower than that reported for the same period last year. The decrease in consumption was due to the receipt of significant rainfall during the month. The No. 7 Dam is currently at 88% of 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



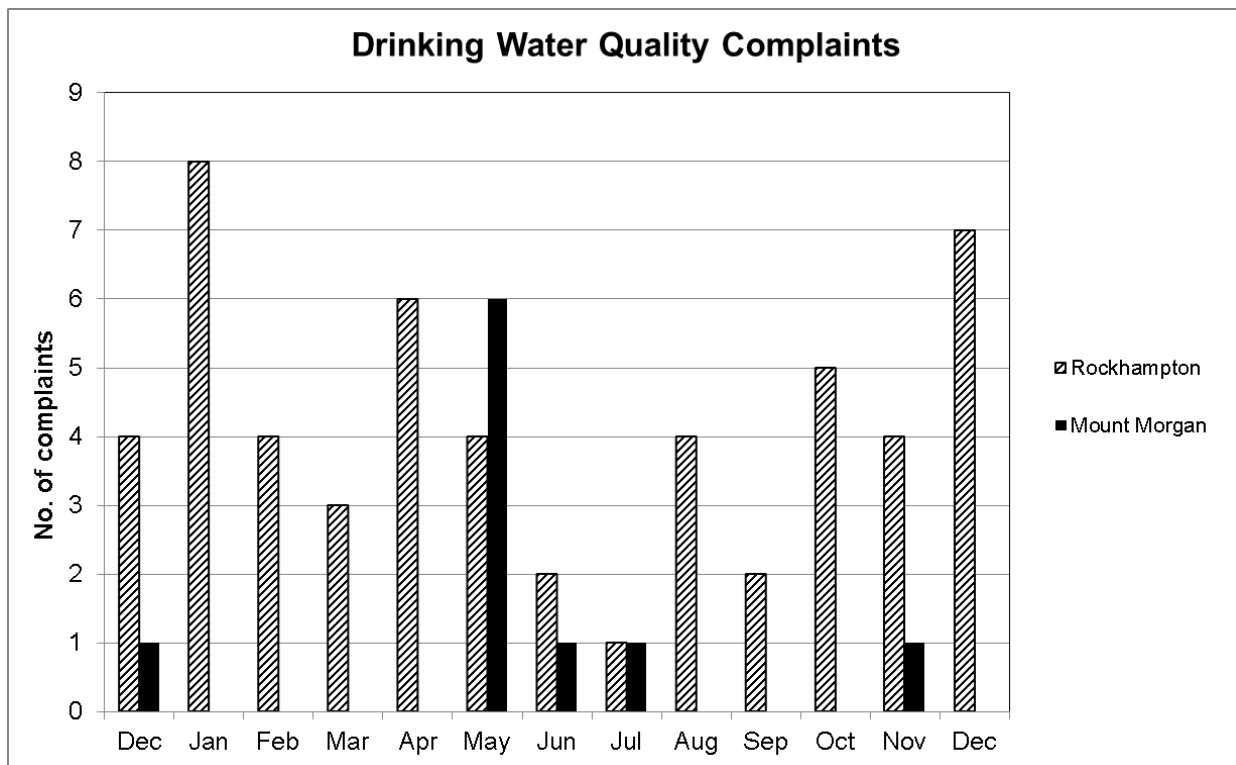
Overall, the average daily volume of water supplied to LSC decreased during December compared to that recorded in November to be 7.19 ML/d. This overall decrease was due to a decrease in supply via all three sites due to the receipt of significant rainfall during the month.

Drinking Water Quality Incidents



No water quality incidents occurred during the month of December however, a reportable event occurred when a fault caused by a lightning strike led to some overdosing of chlorine in a reservoir in Rockhampton. The overdosing event was contained within the reservoir with no evidence of the increased chlorine dose making its way into the reticulation network.

Drinking Water Quality Complaints

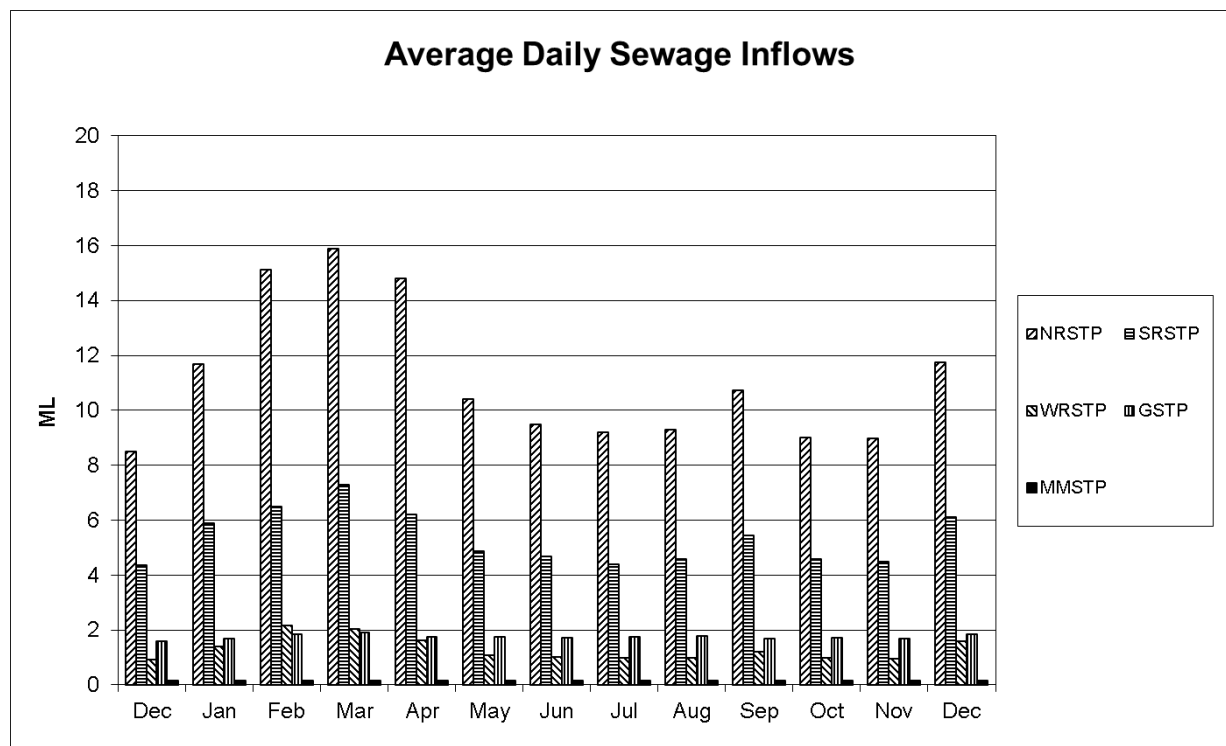


	Elevated Chlorine	Taste/Odour/Quality	Discoloured Water	Physical Appearance (e.g. residue or air)
No. Complaints	1	2	3	1

The total number of drinking water quality complaints (7 complaints) received during December increased from the 5 complaints received in November.

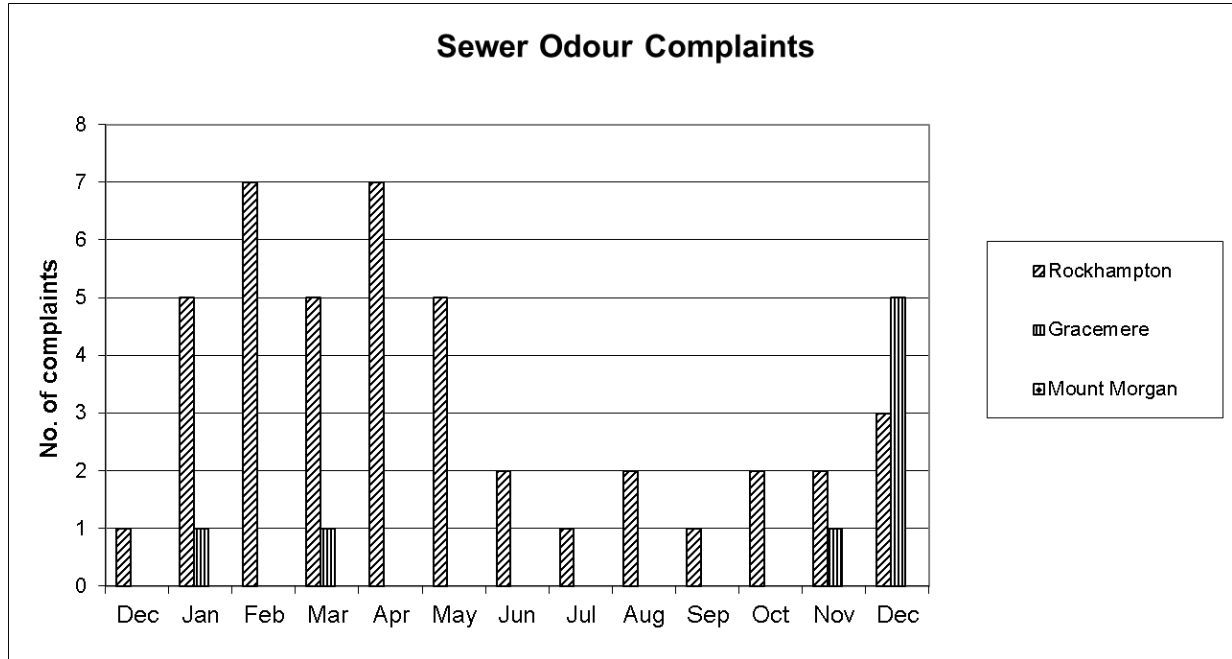
All complaints were received from Rockhampton. Two complaints were associated with taste, three complaints were associated with discoloured water and the other two complaints were associated with elevated chlorine and air in the water respectively. In all instances, FRW assisted by taking action to address each issue by providing additional testing, information or through the flushing of water mains to resolve the issue.

Sewage Inflows to Treatment Plants



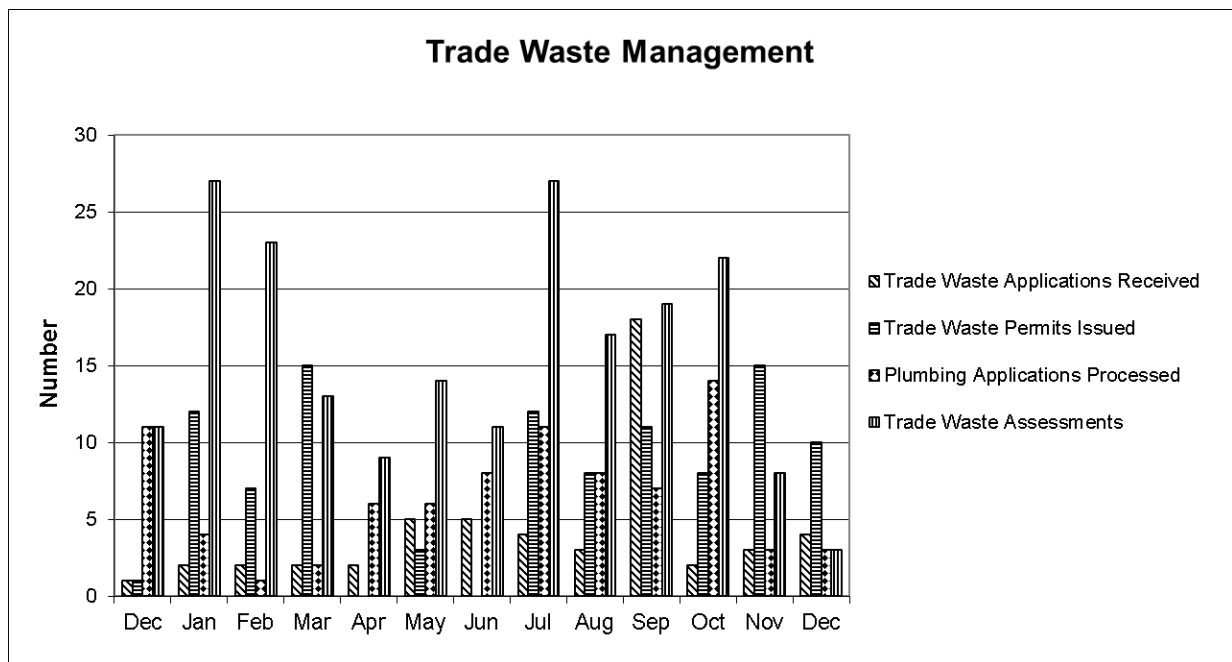
Average daily sewage inflows during December increased compared to that reported in November due to the receipt of significant rainfall in most locations during the month. The rainfall was sufficiently heavy to lead to increased flow to each STP through inflow and infiltration of the sewerage networks.

Sewer Odour Complaints



Eight (8) sewer odour complaints were received during the month of December, an increase from the three (3) complaints received in November. The three (3) complaints received from Rockhampton and five (5) complaints received from Gracemere were attributed to odour emanating from a number of pump stations, vent poles and sewer overflow valves at different locations in the network. These complaints were investigated and action was taken where possible to resolve the odour problem by installing odour filters, clearing blockages or closing valves where appropriate.

Trade Waste Management Activities

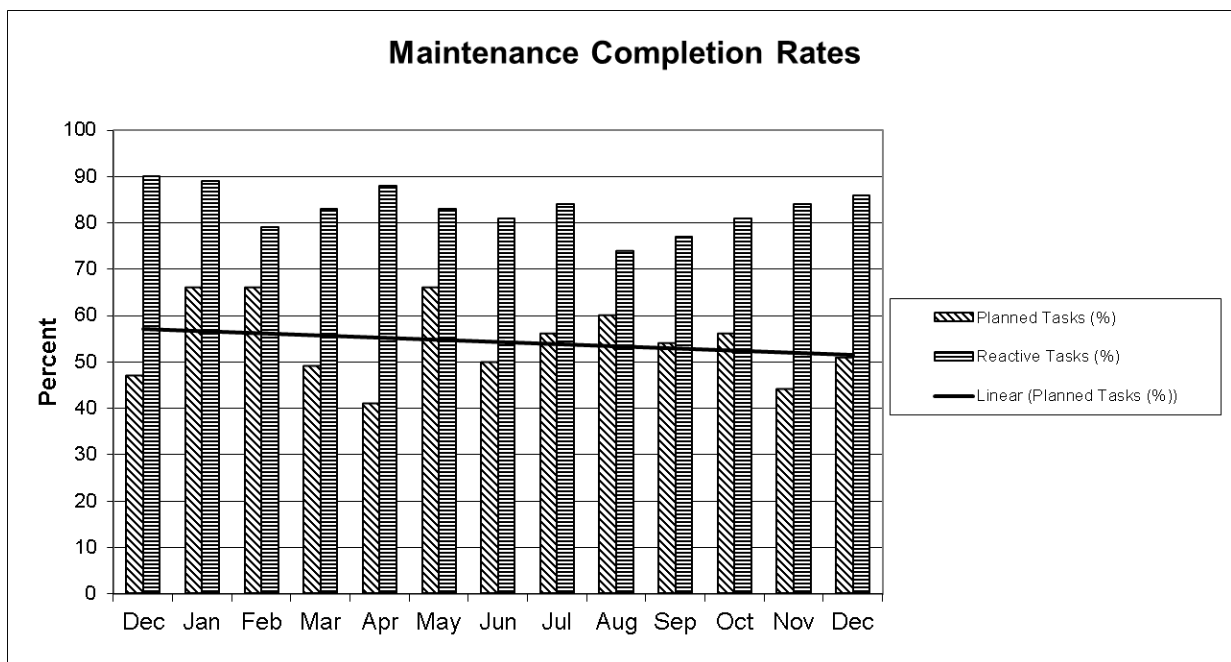


Four Trade Waste applications were received and 10 Trade Waste Permits were issued during December. Three Plumbing Applications were processed and three (3) Trade Waste Assessments were completed by the team.

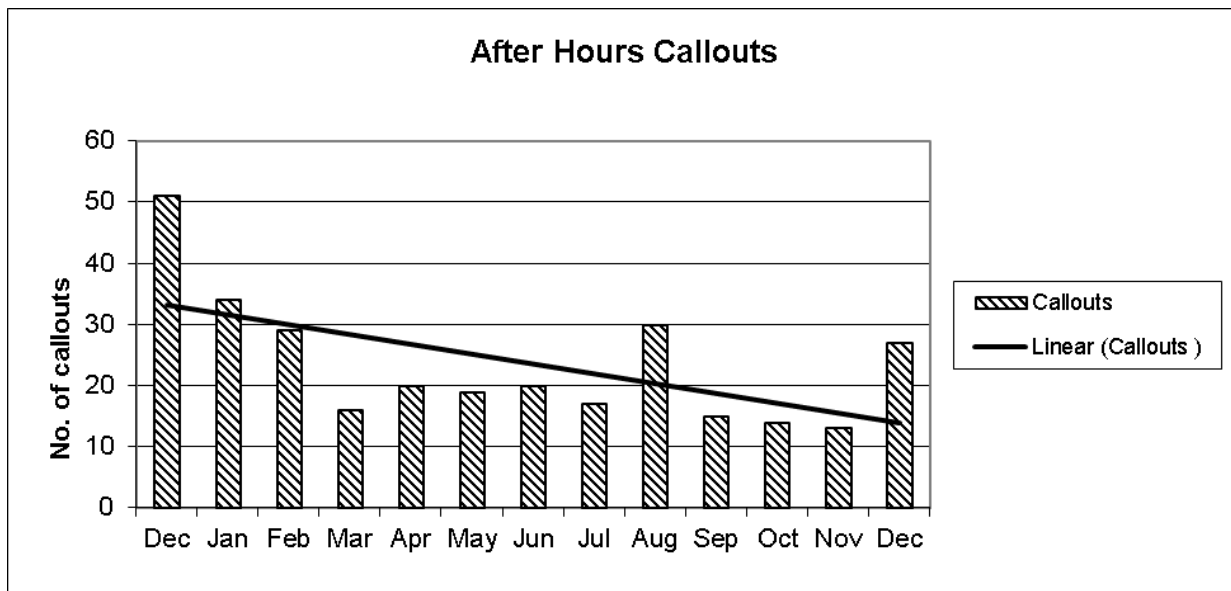
Treatment and Supply Maintenance Activities

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	44	32	56	N/A
Reactive	54	53	5	0
After hours callouts	11	3	0	0
Capital	0	0	0	0
Safety and Compliance	6	21	14	1



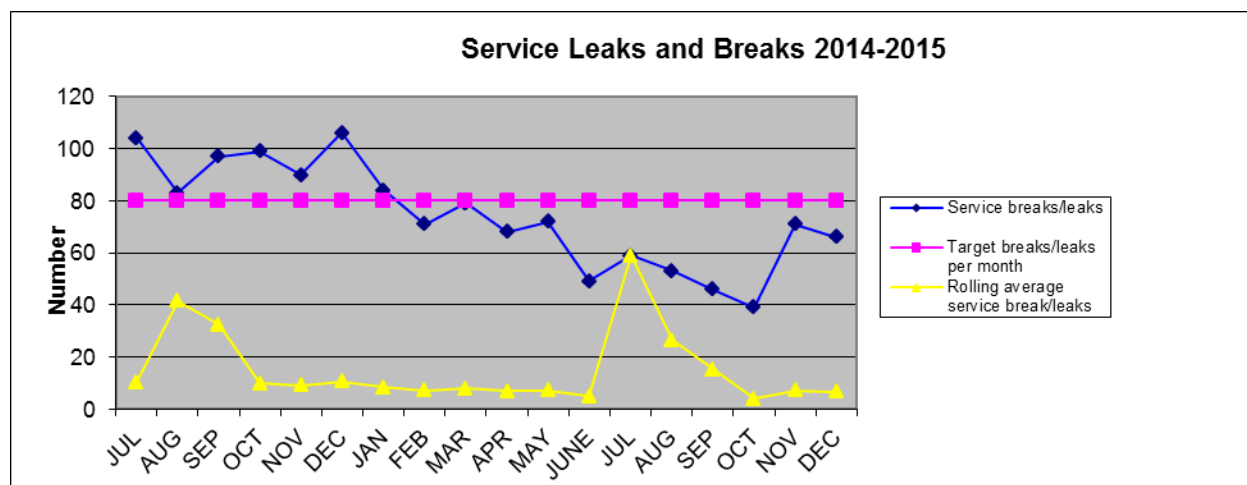
A total of 229 preventative maintenance activities were scheduled and 157 reactive maintenance activities were requested during the month of December. Completion rates for each type of maintenance activity by the end of the month were 51% and 86% respectively. Efforts are continuing to increase the completion rate for planned maintenance tasks with contractors being used to supplement internal staff where required.



The number of after-hours call-outs for Treatment and Supply (27 call-outs) increased during December compared to November. The number of callouts was higher than the 12 month rolling average of 21 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

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.

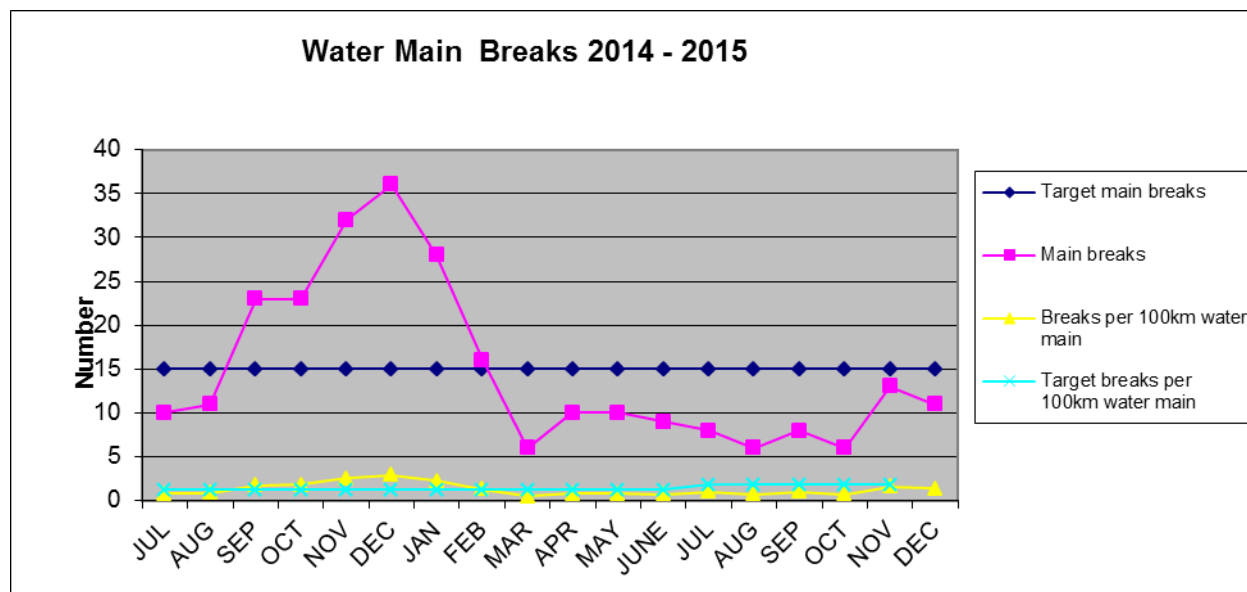
Response to Issues

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

- Poly pipe and fittings = 97%
- Galvanised iron = 3%

Locality	Service Leaks / Breaks
Rockhampton	63
Mount Morgan	3
Regional Total	66

Regional Water Main Breaks



Performance

Target achieved

Issues and Status

Nil

The following table shows the number of breaks per month.

Water main type	October 2014	November 2014	December 2014
Cast Iron	1	0	0
A C	3	11	7
PVC	1	2	4
Mild Steel	0	0	0
Poly	1	0	0
TOTAL	6	0	0

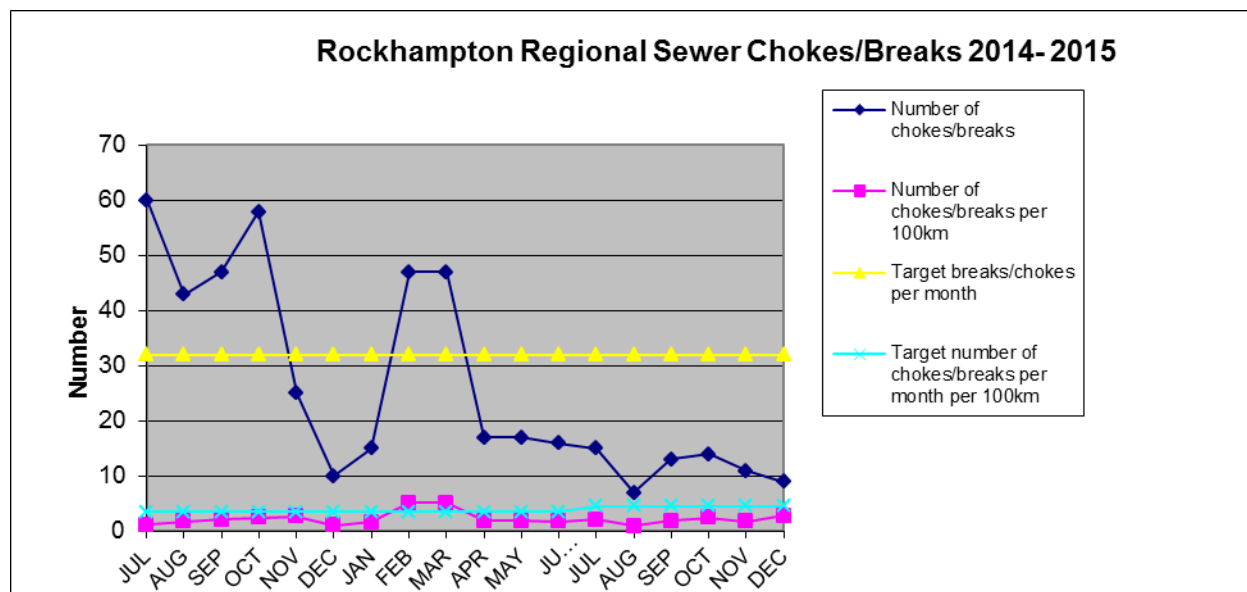
Response to Issues

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
December	11	15	1.35	1.84	0.22

Locality	Main Breaks
Rockhampton	11
Mount Morgan	0
Regional Total	11

Rockhampton Regional Sewer Chokes/Breaks



Performance

Target achieved.

Issues and Status

High percentage of blockages due to tree root intrusion.

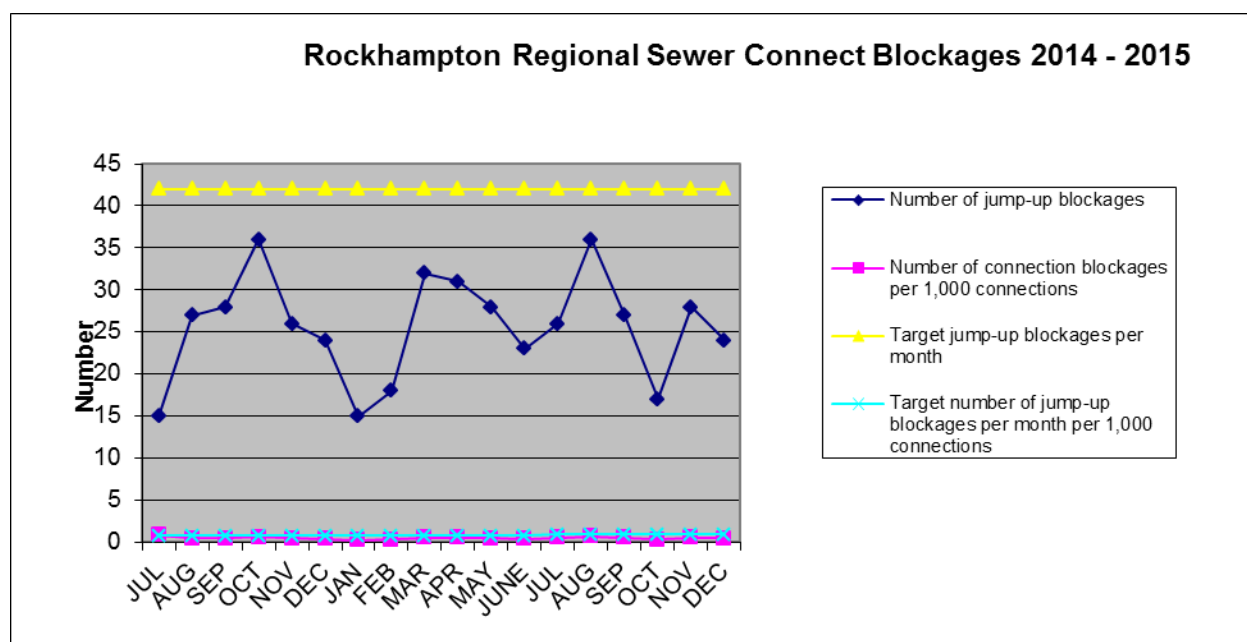
Response to Issues

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
December	9	32	2.8	4.48	1.43

Locality	Surcharges	Blockages
Rockhampton	5	9
Mount Morgan	0	0
Regional Total	5	9

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 assess 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
December	24	42	0.49	0.95	0.49

Locality	Connection Blockages
Rockhampton	24
Mount Morgan	0
Regional Total	24

Sewer Rehabilitation Program

Work Location	Number completed for the month	Year to date totals
Access Chambers raised	5	30
Sewers repaired	6	62

Private Works

Table 1: New Water Connections:

Region	December	Year to Date 2014	Year to Date 2013	Year to Date 2012	Year to Date 2011
Gracemere	1	34	54	283	172
Rockhampton	11	110	146	86	52
Mt Morgan	N/A	N/A	N/A	N/A	N/A
Regional Total	12	144	200	369	224

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

Region	December	December 2013	December 2012	December 2011
Gracemere	1	4	22	50
Rockhampton	11	13	10	10
Mount Morgan	N/A	N/A	N/A	N/A
Total	12	17	32	60

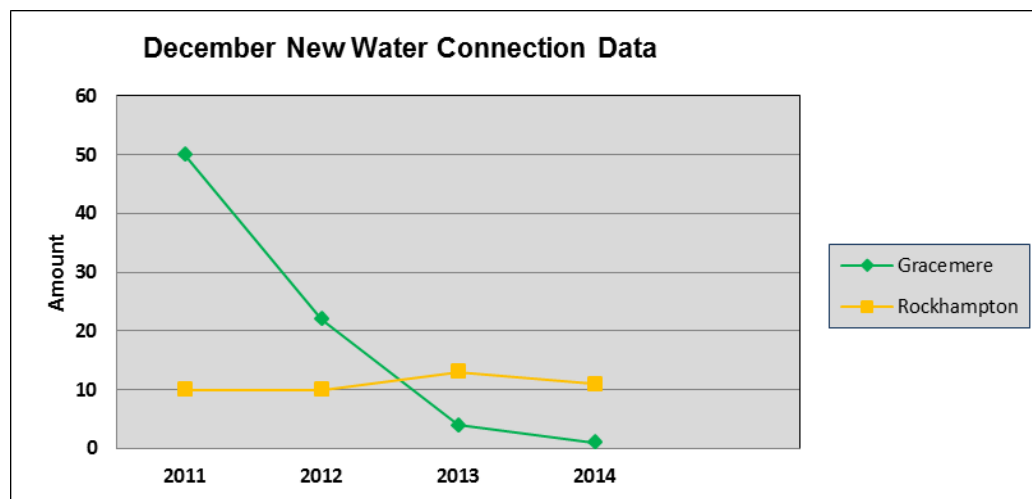


Table 2: Details on Private Works Jobs

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.

	December	Amount	YTD	Amount
Quotes Prepared	6	\$81,204.60	87	\$864,017.51
Quotes Accepted	8	\$57,916.67	62	\$474,651.87
Jobs Completed	10	\$159,379.38	60	\$473,073.64

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSPWSC - Network Services – Private Works/Standard Connection Enquiry	3	0

Table 3: Undetected Leaks (Residential)

	December	YTD
New requests	5	150
Number declined	1	18
Number approved	2	116
Require more info	0	70
Total KI rebated	1018	88391
Total value approved	1992.72	\$158,381.88

Table 4: Undetected Leaks (Commercial)

	December	YTD
New requests	0	6
Number declined	0	0
Number approved	0	14
Require more info	0	1
Total KI rebated	0	16688
Total value approved	0	\$8,571.56

Table 5: Residential Rebates

	December	Total FYTD Applications	Total FYTD \$
Washing machines	10	77	\$7,700
Stand Alone tank	1	0	\$250
Integrated tank	0	0	\$0
Dual flush toilet	0	2	\$100
Shower rose	0	1	\$25
Total	11	81	\$8,075

Currently there are no unapproved applications pending further advice from the applicants.

There was also five declined applications relating to the same customer claiming products previously.

Water Meters

No water meters were read during the month of December but approximately 7,500 accounts were issued to customers. Second quarter reads were finalised on 26 November 2014.

Sectors Read for December	Total
No. of meters in Sector	Nil
No-Reads	Nil
% Of No-Reads	0

Special Water Meter Reads

Reading Type	No. of Reads	\$ Value
Water Account Search - Averaged Readings \$28 per read	52	\$1,456.00
Water Account Search - On-Site Readings \$147.00 per read	23	\$3,381.00
Total \$ Value for December		\$4,837.00
Total \$ Value Year to Date		\$38,178.00

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSWMRE - Network Services - Water Meter Reading Enquiry	7	0
NSSWMR - Network Services Special Water Meter Read Enquiry	1	0
FINIRR - Finance - Irrigators (Asset)	1	0

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

	December	YTD
General enquiries	30	798
Site investigations	5	288
Approval Permits issued	3	43
Permits closed	3	14
Total	41	1143

Building Over Sewer Permits in Progress

There are two permits in progress.

ADMINISTRATION MATTERSDial Before You Dig (DBYD)

The average number of requests received per day for December was 4.77.

	October 2014	November 2014	December 2014	FY Total
Requests Processed	259	212	148	1397

Site Tours

There were two site tours of the GWTP held in December. Two groups consisting of 36 students in total from the Heights College toured the GWTP.

Communication and Education*Water Notice inserts – Water meters and leak tests*

Planning commenced on a water meter and leak test flyer to be inserted into the January – March 2015 round of Water Notices. Artwork will be finalised and sent to the printers in early January.

The Morning Bulletin - Barrage Feature Stories

Historical information and photographs of the construction of the Barrage were sent to The Morning Bulletin to assist them in putting together Barrage feature stories over the next few months.

News in Education advertisement

This month's advertisement included a water wise message.

Media Releases and Community Notices.

One media release was issued this month.

INFRASTRUCTURE PLANNINGSewer Network Investigations*North Rockhampton Flood Mitigation Investigation*

As at 11 December 2014, 6428m of sewer main (85% of total) and 55 access chambers (60% of total) have been CCTV inspected.

The Contractor has commenced the access chamber refurbishment program.

The Contractor has been engaged to conduct sewer flow logging over a four week period commencing mid-January 2015. Ten sites have been identified through- out the northern sewer reticulation network.

The aim of the logging program is to quantify the proportion of inflow between the respective trunk mains to quantify the ultimate potential sewer surcharge component of the northern catchment. This information will be combined with the ultimate potential stormwater component to design the size and location of the proposed pump stations identified to mitigate the risk of interior catchment runoff and sewer surcharge.

West to South STP Transfer

An investigation was carried out to explore the option for the Jardine Park sewer rising main to potentially discharge at the Arthur St SPS. The review confirmed the existing Arthur Street SPS facility had the capacity accommodated the ultimate loading the Jardine Park SPS.

Stopping the 300mm rising main at the Arthur Street SPS and not at the South Rockhampton Sewage Treatment Plant reduces the total length by 300m saving \$600,000 or 20% from the estimated rising main cost.

The Arthur Street SPS review will be combined with the two earlier draft Planning Reports to produce the one stand-alone report.

Bruce Highway/Ramsey Creek Sewer Pump Station Wet Well

Final construction drawings have been produced and wet well components have been ordered.

Kershaw Gardens Amenities Block Connection

The Consultants have completed their draft proposal to connect the amenities block via a packaged pump station with a 50mm diameter, 450m long rising main through the Kershaw Gardens, connecting to the sewerage network via a new discharge chamber in Charles Street.

Water Network Investigations*Mt Morgan – Horse Creek Water Pump Station*

Project implementation is being managed by Treatment and Supply.

FINANCIAL MATTERSOperational

Revenue is currently 49.1% of the 2014/2015 Adopted budget. Most revenue streams are on target.

Water and sewerage access charges are on target. Gross water consumption revenue is 44.8% of budget and includes all half yearly billing. Rockhampton billed consumption continues to be below expectation. A review of water consumption will be conducted during the next revised budget. There is no change in the status of bulk water consumption charges. Fees and charges are on target with the majority of activities above or bordering target. Two noticeable under target activities are standpipe water charges.

The consumption charges for a handful of construction company customers is significantly less in comparison to the same period last financial year. General private works is slightly behind target.

Expenditure year to date is 47.6% of 2014/2015 Adopted budget. Overall expenditure is on target.

A major impact in operations will be the reversal of the allocation of corporate and engineering overheads to capital in the vicinity of \$2.3M. There will be a saving in capital of the same.

Capital

Capital expenditure is below the percentage of year elapsed at 29.0% in comparison to the Adopted budget including carry forward expenditure. Capital expenditure has increase slightly during December than that expended in the month of November.

Water YTD 31.3% and Sewer YTD 15.7%.

Networks YTD 37.5% and Treatment YTD 14.6%.

The areas of prominent activity are the South Rockhampton sewerage treatment plant interim upgrades, North Rockhampton flood mitigation works, GWTP Highlift pump station upgrade and Water Main Replacement programs.

The review of the capital works programme will now be realised through a December budget revision in conjunction with the 2015/2016 capital budget. The outcome for the 2014/2015 revision will not be represented in the capital reports until early 2015. There will be a saving in the capital budget of approximately \$2.3M through the reversal of the allocation of corporate and engineering overheads to capital projects. This saving will be offset by an increase in corporate overheads in operations.

Sundry Debtors

Below is a summary of aged sundry debtor balances at the end of December 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	130	59	19	34	52
Total Value	\$491,584.94	\$405,160.59	\$10,902.72	\$24,066.80	\$51,454.83

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

90+ days	Comments
\$8,217.60	Trade Waste debts - Collection attempts unsuccessful, other avenues to be investigated
\$8,629.09	Long Term Payment Plans - Mt Morgan Sewerage Connections - Recovery will occur
\$10,889.20	Other Payment Plans – Standpipes, Private Works and Irrigators
\$1,945.98	Debtors currently at collection
\$21,772.96	Other Overdue Debt with no fixed arrangements – Trade Waste, Irrigators, Standpipes, Emergency Works – Overdue letter issued
60-90 Days	Comments
\$4,723.13	Standpipe
\$13,516.53	Trade Waste – both debtors are in 90+ days
\$5,827.14	Irrigator (overdue letters issued)
30-60 Days	Comments
\$8,806.72	Standpipe Invoices (includes two debtors that have 90+ days)
\$56.00	Trade waste invoices
\$2,040.00	Septic disposal

A summary of financial performance against budget is presented below:

	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 50% of Year Gone
FITZROY RIVER WATER							
<i>Network Construction</i>							
Expenses	238,605	0	3,182	76,576	79,758	33%	✓
Total Unit: Network Construction	238,605	0	3,182	76,576	79,758	33%	✓
<i>Treatment & Supply</i>							
Revenues	0	0	0	(6,441)	(6,441)	0%	✓
Expenses	9,555,144	0	700,919	4,360,962	5,061,881	53%	✗
Transfer / Overhead Allocation	318,616	0	0	171,094	171,094	54%	✗
Total Unit: Treatment & Supply	9,873,760	0	700,919	4,525,615	5,226,534	53%	✗
<i>Business Administration</i>							
Revenues	0	0	0	(1,364)	(1,364)	0%	✓
Expenses	238,798	0	2,190	122,773	124,963	52%	✗
Transfer / Overhead Allocation	29,459	0	0	12,304	12,304	42%	✓
Total Unit: Business Administration	268,257	0	2,190	133,713	135,903	51%	✗
<i>Fitzroy River Water</i>							
Revenues	(355,188)	0	0	(213,221)	(213,221)	60%	✓
Expenses	15,509,159	0	85,008	7,519,713	7,604,721	49%	✓
Transfer / Overhead Allocation	23,044,536	0	0	11,200,591	11,200,591	49%	✓
Total Unit: Fitzroy River Water	38,198,507	0	85,008	18,507,083	18,592,091	49%	✓
<i>Network Services</i>							
Revenues	(58,406,928)	0	0	(28,603,700)	(28,603,700)	49%	✗
Expenses	3,551,050	0	1,045,555	1,509,142	2,554,698	72%	✗
Transfer / Overhead Allocation	602,368	0	0	298,366	298,366	50%	✓
Total Unit: Network Services	(54,253,510)	0	1,045,555	(26,796,192)	(25,750,636)	47%	✗
Total Section: FITZROY RIVER WATER	(5,674,381)	0	1,836,854	(3,553,205)	(1,716,350)	30%	✗

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