



WATER COMMITTEE MEETING

AGENDA

8 APRIL 2015

Your attendance is required at a meeting of the Water Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 8 April 2015 commencing at 12.30pm for transaction of the enclosed business.

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

CHIEF EXECUTIVE OFFICER
31 March 2015

Next Meeting Date: 06.05.15

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)
The Mayor, Councillor M F Strelow
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

4 CONFIRMATION OF MINUTES

Minutes of the Water Committee held 4 February 2015

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**

Authorising Officer: Evan Pardon - Chief Executive Officer

Author: Evan Pardon - Chief Executive Officer

SUMMARY

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

OFFICER'S RECOMMENDATION

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

BUSINESS OUTSTANDING TABLE FOR WATER COMMITTEE

Business Outstanding Table for Water Committee

Meeting Date: 8 April 2015

Attachment No: 1

Business Outstanding Table – Water Committee

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>Discussions have been held with DNRM about the upcoming ROP and these discussions are still ongoing prior to completion of the ROP.</p> <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 ANNUAL PERFORMANCE PLAN AS AT 31 DECEMBER 2014

File No:	1466
Attachments:	<ol style="list-style-type: none">1. Customer Service Standards as at 31 December 20142. Customer Service and Financial Targets as at 31 December 20143. Non Compliance Comments
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 2014/15 Performance Plan. This report as at 31 December 2014 is presented for the Committee's information.

OFFICER'S RECOMMENDATION

THAT the Fitzroy River Water Annual Performance Plan quarterly report as at 31 December 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 2014/15.

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 2nd quarter and focus continues on staff safety, improving reliability and quality of services provided to customers. Particular attention is being given to the Capital program to ensure timely delivery of projects.

Customer Service Performance

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

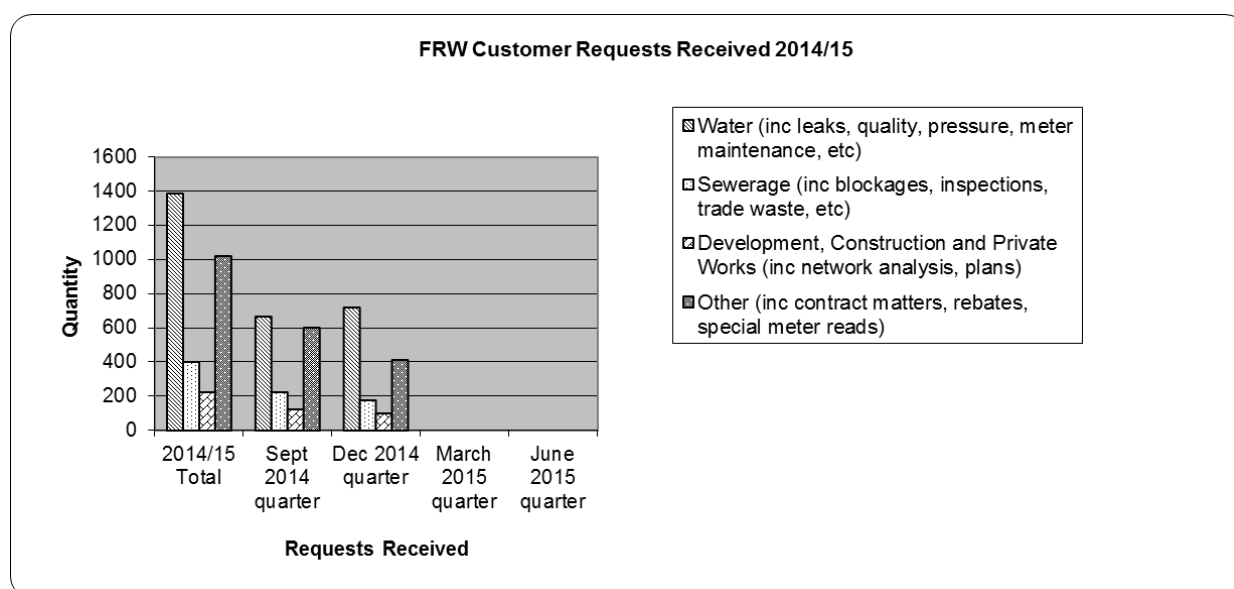
1. Face to Face Customer Support.
2. 24 Hour Telephone Contact Service.
3. Acceptance of Payment.

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

2nd quarter – 1 October to 31 December 2014

Customer Contact Type	2nd Quarter 2014/15	2nd Quarter 2013/14	Total 2014/15 Year	Total 2013/14 Year	Total 2012/13 Year
Water (incl. leaks, quality, pressure, water meter maintenance, etc)	720	833	1386	3075	3923
Sewerage (incl. blockages, trade waste etc)	177	226	400	917	1263
Development, Construction and Private Works	103	178	224	678	953
Other (incl. contract matters, rebate, special meter reads, etc)	416	747	1020	2939	3559
Total Customer Contacts	1416	1984	3030	7609	9698



Financial Performance

Operational

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 are 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.

There are no material exceptions to report.

Capital

Capital expenditure is below the percentage of year elapsed at 29.0% in comparison to the Adopted budget including carry overs. FRW has indicated that capital spend for this year will reduce by approximately \$5M (excluding overhead considerations) and will be updated during December budget revision process. Capital revenue is 46.1% of budget and it is anticipated that the remaining funding for the Gracemere water pipeline augmentation will be received by the end of this financial year.

The areas of prominent activity are the SRSTP interim upgrades, Gracemere effluent main expansion, North Rockhampton flood mitigation project, Mount Morgan sewerage extension, duplication of the 300mm water trunk main to Gracemere, GWTP Highlift Pump Station upgrade and Water Main Replacement programs.

Water YTD 31.3% and Sewer YTD 15.7%.

Networks YTD 37.5% and Treatment YTD 14.6%.

There are no other material exceptions to this report.

Compliance Matters

Drinking Water Quality

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

Variations / Concerns

The last quarter has seen fairly typical weather conditions prevail for late Spring/early Summer with significant rainfall received periodically during this period serving to limit somewhat the peak water demand that has been recorded across the water supply schemes. This and the continued improvements to water supply capacity for the Gracemere community have meant that the water demand is being met comfortably in most of the usual peak water demand hotspots.

The level of salinity in the raw water sources and drinking water supplied to the community is currently significantly lower compared to the same period in previous years, with typically very low numbers of water quality complaints being received.

Although a number of minor delays have been experienced with a number of key capital projects, the delivery of the capital works program is now gaining momentum following a range of procurement activities for new projects. The appointment by FRW late in the quarter of an externally contracted Project Manager will help to ensure the delivery of FRW's substantial capital works program in a timely manner.

Safety Management

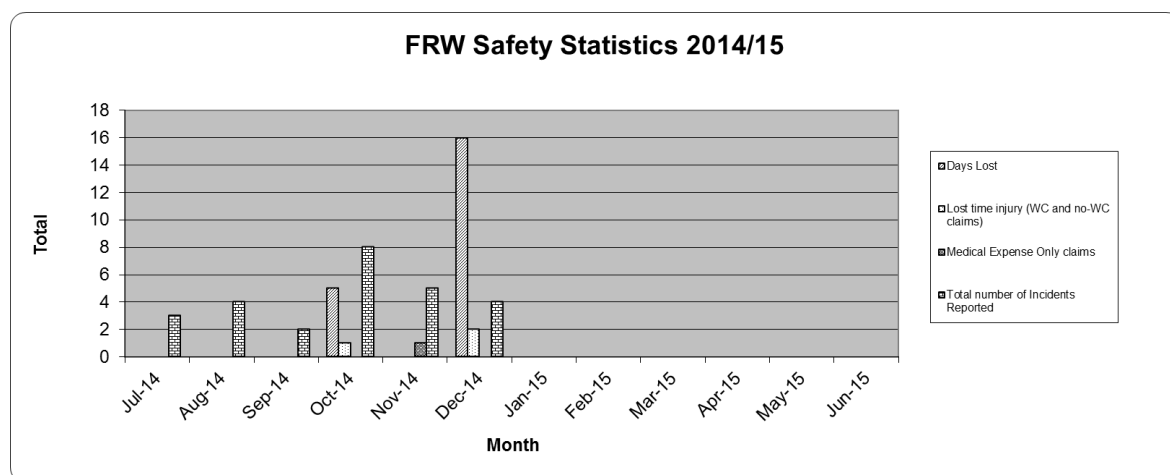
The safety statistics shown in Table 2 indicate an improvement in staff safety performance in the workplace. Safety initiatives include regular FRW management site audits, hazard inspections, risk assessments, staff toolbox talks and the FRW Safety Committee.

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.

2nd quarter – 1 October to 31 December 2014

Lost Time Injury Statistics	2nd Quarter 2014/15	2nd Quarter 2013/14	Total 2014/15 Year
Days Lost	21	58	21
Lost time Injury (Work Cover & non-Work Cover claims)	3	2	3
Medical Expense Only Claims	1	1	1
Total Number of Incidents Reported	17	20	26



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 31 DECEMBER 2014

Customer Service Standards as at 31 December 2014

Meeting Date: 8 April 2015

Attachment No: 1

Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 31 December 2014

Non-Financial Performance Targets

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes						Potable Water Schemes					
			Rockhampton and Gracemere Water Supply Scheme Number of access charges - 36,100 as at July 2014						Mt Morgan Water Supply Scheme Number of access charges - 1,487 as at July 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	CSS1	Extent of unplanned interruptions - connections based (no. per 1,000 connections per year)	15	8			<80	23	34	7			<80	41
	CSS2	Extent of unplanned interruptions - incidents based (no. per 100 km of main per year) Rockhampton and Gracemere 744.2km Mt Morgan 72 km	12	11			<30	23	6	3			<30	9
	CSS3	Time for restoration of service - unplanned interruptions (% restored within 5 hours)	100%	100%			>90%	100%	100%	100%			>90%	100%
	CSS4	Customer interruption frequency:												
		1 interruption per year	2.32%	1.42%			12%	3.74%	5.92%	2.55%			12%	8.47%
		2 interruptions per year	0.06%	0.02%			2%	0.08%	0.20%	0.00%			2%	0.20%
		3 interruptions per year	0.00%	0.00%			1%	0.00%	0.06%	0.00%			1%	0.00%
		4 interruptions per year	0.00%	0.00%			0.50%	0.00%	0.00%	0.00%			0.50%	0.00%
		5 or more interruptions per year	0.00%	0.00%			0.25%	0.00%	0.00%	0.00%			0.25%	0.00%
	CSS5	Relative incidence of planned and unplanned interruption incidents (% of planned versus total number of interruptions)	18%	15%			>30%	17%	33%	50%			>30%	42%
	CSS6	Average interruption duration - planned and unplanned (hours)	0.5	0.39			3 hrs	0.45	2.26	1.44			3 hrs	1.85
	CSS7	Response time												
		Priority 1 – 1 hour response	100%	83%			95%	92%	100%	100%			95%	100%
		Priority 2 – 2 hours response	97%	92%			95%	95%	100%	100%			95%	100%
		Priority 3 – 24 hours response	100%	99%			95%	100%	100%	100%			95%	100%
	Restoration time													
	Priority 1 – 5 hours restoration	100%	90%			95%	95%	100%	100%			95%	100%	
	Priority 2 – 24 hours restoration	74%	95%			95%	85%	100%	100%			95%	100%	
	Priority 3 – 5 days restoration	99%	100%			95%	100%	88%	100%			95%	94%	

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes				Potable Water Schemes					
			Rockhampton and Gracemere Water Supply Scheme Number of access charges - 36,100 as at July 2014				Mt Morgan Water Supply Scheme Number of access charges - 1,487 as at July 2014					
Table 2 Adequacy and Quality of Normal Supply of Water Supply	CSS8	Minimum pressure standard at the water meter (kPa)	220	220	220 kPa	220	220	220	220	220 kPa	220	
	CSS9	Minimum flow standard at the water meter	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	9 L/min	
	CSS10	Connections with deficient pressure and/or flow (% of total connections)	1%	1%	<2.5%	2.0%	1%	1%	<2.5%	2.0%	2.0%	
	CSS11	Drinking water quality (compliance with industry standard)	100%	100%	>98%	100%	100%	100%	>98%	100%	100%	
	FRW's Drinking Water Quality Management Plan identifies the following key water quality parameters as reference indicators for customer service purposes: Physical and Chemical Water Quality Parameters - Target: >99% of all samples tested compliant with Australian Drinking Water Guidelines and E.coli - Target: None detected in >98% of all samples tested											
	CSS12	Drinking water quality complaints (number per 1,000 connections)	0.19	0.44	<5	0.63	0.67	0.67	<5	1.34	1.34	
	CSS13	Drinking water quality incidents (number per 1,000 connections)	0	0	<5	0	0	0	<5	0	0	

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes						Potable Water Schemes					
			Rockhampton and Gracemere Water Supply Scheme Number of access charges - 36,100 as at July 2014						Mt Morgan Water Supply Scheme Number of access charges - 1,487 as at July 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	CSS14	Water main breaks (number per 100 km main) Rockhampton and Gracemere 744.2km Mt Morgan 72km	3	4			<40	7	3	3			<40	6
	CSS15	Water services breaks (number per 1,000 connections)	4	5			<40	9	3	9			<40	12
	CSS16	System water loss (litres per connection per day)	118	93			< 200 L	105.5	107	112			≤ 200 L	110

Table Reference	CSS Reference	Performance indicator	Sewerage Schemes						Sewerage Schemes					
			Rockhampton and Gracemere Sewerage Scheme Number of access connections - 48,750 as at July 2014						Mt Morgan Sewerage Scheme Number of access connections - 504 as at July 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 Sewage	CSS17	Sewage overflows – total (number per 100 km main) Rockhampton and Gracemere 686 km Mt Morgan 10.6km	20.61	9.91			<30	30.52	0	0			<10	0
	CSS18	Sewage overflows to customer property (number per 1,000 connections)	1.87	1.39			<10	3.26	0	0			<5	0
	CSS19	Odour complaints (number per 1,000 connections)	0.08	0.27			<1	0.35	0	0			<1	0
	CSS20	Response time												
		Priority 1 – 1 hour response	84%	93%			>95%	89%	100%	100%			>95%	100%
		Priority 2 – 2 hours response	97%	97%			>95%	97%	100%	100%			>95%	100%
		Priority 3 – 24 hours response	98%	96%			>95%	97%	100%	100%			>95%	100%
		Restoration time												
		Priority 1 – 5 hours restoration	97%	96%			>95%	97%	100%	100%			>95%	100%
		Priority 2 – 24 hours restoration	98%	97%			>95%	98%	100%	100%			>95%	100%
	Priority 3 – 5 days restoration	100%	100%			>95%	100%	100%	100%			>95%	100%	
Table 5 Long Term Continuity of Sewerage Services	CSS21	Sewer main breaks and chokes (number per 100 km main) Rockhampton and Gracemere 686 km Mt Morgan 10.6km	13.21	17.06			<50	30.27	0	0			<20	0
	CSS22	Sewer inflow and infiltration (ratio of Peak Day Flow to Average Day Flow)	1.29	4.3			<5	2.80	1.39	1.47			<5	1.43

Reference Codes

A blank field should contain one of the following:

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

FRW ANNUAL PERFORMANCE PLAN AS AT 31 DECEMBER 2014

Customer Service and Financial Targets as at 31 December 2014

Meeting Date: 8 April 2015

Attachment No: 2

Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 31 December 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)	91%	85%			15 working days	88%
	Installation of sewerage connections (within the sewered area)	50%	25%			15 working days	38%
	Complaints – (excluding maintenance of water and sewerage services) – advise outcome	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	17/10/2014	14/01/2015			Initiatives successfully completed by year end
	Operating Budget Reporting Frequency: quarterly or when variations arise	30/09/2014	31/12/2014			Conduct all activities in accordance with required timelines and budget
	Annual Revenue Reporting Frequency: quarterly or when variations arise	30/09/2014	31/12/2014			Timely reporting of any significant variations to budget revenue and collection timing
	Capital Works Reporting Frequency: quarterly or when variations arise	30/09/2014	31/12/2014			Completion of capital program in accordance with adopted timeframe and budget (within 3%)

FRW ANNUAL PERFORMANCE PLAN AS AT 31 DECEMBER 2014

Non Compliance Comments

Meeting Date: 8 April 2015

Attachment No: 3

Customer Service Standards - Non Compliance Comments for the 31 December 2014 Quarter

Table Reference	CSS Reference	Scheme	Comment
Table 1	CSS1	Mt Morgan Water Supply Scheme	Mt Morgan experienced 2 main breaks and 13 service breaks. A total of 2 unplanned incidents affecting 10 service connections.
	CSS2	Rockhampton and Gracemere Water Supply Scheme	A total of 28 broken water mains for second quarter affecting a total of 80 unplanned interruption incidents. The total for YTD is 48 watermains. The number of interruptions to our customers remains above our target the capital water mains replacement program will provide improvement to support meeting the required target.
	CSS4	Mt Morgan Water Supply Scheme	The percentage exceeds the target due to 2 water main breaks. These watermains affected a total of 60 connections. The affected water mains have been included in the capital renewal programme.
	CSS5	Mt Morgan Water Supply Scheme	Due to the ageing infrastructure Mt Morgan has had 2 unplanned versus 2 planned water shut downs. A water mains replacement program is in place.
	CSS6	Mt Morgan Water Supply Scheme	The planned duration for the quarter is 103 minutes based on 2 planned incident compared to 158 minutes based on 2 unplanned incidents. A water main replacement program is in place.
	CSS7	Rockhampton and Gracemere Water Supply Scheme	Response P1 - Total requests 12 and 10 responded to within 1 hour. P2 - Total requests 38 and 35 responded to within 2 hours. Restoration P1 - Total requests 20 and 18 restored within 5 hours. Continue to monitor weekly reporting of priorities. The output of that monitoring will be to identify both issues and areas for improvement.
Table 3	CSS16	Rockhampton and Gracemere Water Supply Scheme	Water loss per connection per day 331 litres. Flow meters have recently been installed at major reservoirs outlets. Once communications have been established with these flow meters the current water loss calculations will be drilled done to supply zone level to more accurately assess the current water loss calculations.
Table 4	CSS17	Rockhampton and Gracemere Sewerage Supply Scheme	A total number of 117 blockages and 68 overflows.
	CSS20	Rockhampton and Gracemere Sewerage Supply Scheme	Response P1 - Total requests 27 and 25 responded to within 1 hour. Network Service supervisory staff continue to work with staff on improving resource
	CSS21	Rockhampton and Gracemere Sewerage Supply Scheme	Rockhampton and Gracemere sewerage system sustained 117 breaks and chokes during the second quarter. A total of 34 were mainline blockages and 68 overflows..

9.2 FRW MONTHLY OPERATIONS REPORT - JANUARY 2015

File No: 1466
Attachments: 1. FRW Monthly Operations Report - January 2015
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 January 2015.

OFFICER'S RECOMMENDATION

THAT the FRW Monthly Operations Report for January 2015 be received.

FRW MONTHLY OPERATIONS REPORT - JANUARY 2015

FRW Monthly Operations Report - January 2015

Meeting Date: 8 April 2015

Attachment No: 1

MONTHLY OPERATIONS REPORT
FITZROY RIVER WATER
Period Ended 31 January 2015

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Nil.

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.

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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 January 2015 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) 8 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and
			Received	Completed									
Asset Enq/Jump up location/Wat/ Sew Invert Levels	0	0	1	1	0	0	0	0.00	2	● 0.00	● 2.59	● 2.27	0.80
Network Construction - Reworks (Reinstatement Proj)	0	0	2	2	0	0	0	4.97	1	● 2.50	● 2.00	● 3.72	4.17
Network Construction - Planned Works (Scheduled Re	0	0	1	0	1	0	0	175.83	1	● 2.00	● 1.67	● 1.15	0.31
Customer Service - Rebate Residential	1	1	16	16	0	0	0	0.00	30	● 1.88	● 6.46	● 5.25	3.68
Customer Service - Rebate Undetected Leaks	13	3	7	2	15	0	0	0.00	120	● 0.00	● 19.17	● 30.20	28.17
Customer Service - Standpipe Enquiry/Read (Asset)	0	0	0	0	0	0	0	0.00	2	● 0.00	● 1.50	● 3.00	0.83
Customer Service - Water Exemption Request	0	0	0	0	0	0	0	0.00	5	● 0.00	● 0.00	● 2.67	1.00
Development - Applications	0	0	0	0	0	0	0	0.00	10	● 0.00	● 0.50	● 0.67	0.67
Development - Building Over Sewerline	0	0	5	5	0	0	0	0.00	7	● 5.00	● 2.16	● 1.66	1.19
Network Systems (Network Analysis Water or Sewer)	0	0	2	2	0	0	0	0.00	7	● 1.50	● 1.50	● 1.67	0.63
Development - Strategic Sewer	0	0	1	1	0	0	0	0.00	10	● 3.00	● 1.33	● 2.67	1.20
Development - Strategic Water	1	0	1	1	1	0	0	0.00	10	● 0.00	● 3.67	● 3.67	13.67
Environment and Water Conservation Enquiry	0	0	0	0	0	0	0	0.00	5	● 0.00	● 2.50	● 3.33	0.00
Finance - Irrigators/Water Allocations (Asset)	0	0	2	2	0	0	0	194.58	7	● 0.50	● 2.05	● 2.84	1.29
Network Services - No Water (Asset)	0	0	5	5	0	0	0	16.74	1	● 0.00	● 0.44	● 0.47	0.18
Network Services - Reactive Sewerage Block (Asset)	4	4	33	30	2	1	1	-12.29	1	● 11.42	● 17.05	● 12.42	16.27
Network Services - Sewer Reimbursements	1	1	2	2	0	0	0	0.00	7	● 1.00	● 1.50	● 3.54	2.58
Network Services - Sewer Inflow Inspection/Enquiry	0	0	0	0	0	0	0	0.54	7	● 0.00	● 1.25	● 1.26	1.26
Network Services - Water Leaks (Asset)	5	5	101	88	0	0	0	2.42	1	● 0.91	● 0.98	● 1.22	1.06
Network Services- Poor Water Pressure (Asset)	1	1	4	4	0	0	0	28.09	1	● 2.13	● 1.28	● 1.54	0.42
Process - Tradewaste	0	0	2	2	0	0	0	40.26	7	● 3.00	● 2.65	● 3.41	2.01
Network Services - Lids/Cover (Asset)	0	0	3	3	0	0	0	8.91	1	● 2.43	● 2.11	● 4.25	2.33
Network Services - Meter Maintenance (Asset)	76	39	37	19	53	15	1	1.41	1	● 0.68	● 2.84	● 5.20	7.77
Network Services Private Works/Standard Connection	0	0	1	1	0	0	0	29.23	5	● 2.50	● 3.16	● 4.17	1.97
Network Services - Reinstatements	2	0	4	2	4	1	0	13.90	1	● 2.13	● 3.98	● 3.54	6.69
Network Services Special Water Meter Read Enquiry	0	0	0	0	0	0	0	0.00	10	● 0.00	● 5.00	● 3.78	2.83
Network Services - Water Meter Reading Enquiry	2	1	9	8	2	0	0	62.08	10	● 1.88	● 4.14	● 5.12	4.39
Process - Odour (Sewer Only) (Asset)	3	2	1	1	1	0	0	27.76	1	● 1.33	● 2.83	● 3.63	4.57
Process - River Quality	0	0	0	0	0	0	0	0.00	2	● 0.00	● 1.00	● 0.75	0.33
Process - Drinking Water Quality (Asset)	2	2	2	2	0	0	0	79.00	1	● 0.71	● 0.53	● 0.53	0.26
Water Meter Read Search - "NOT FOR CSO"	21	21	92	70	17	0	0	0.00	90	● 3.81	● 5.14	● 5.05	4.81

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:

	THIRD QUARTER		
	Jan	Feb	March
Number of Lost Time Injuries	0		
Number of Days Lost Due to Injury	14		
Total Number of Incidents Reported	4		
Number of Incomplete Hazard Inspections	4		

Treatment and Supply

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

Network Services

- No lost time injuries for the month.
- No employees are currently on long term lost time injuries.
- Five safety incidents were 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. Security audit site inspections scheduled for 4-6 February 2015.

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/commitals
NETWORK SERVICES CAPITAL WORKS PROGRAM					
Rockhampton Water (water main replacement)					
Welch Street and Fraser Street) 150mm water main replacement	December 2014	January 2015	100%	\$137,798	\$91,117
Comments: Construction Completed					
Jardine St (Wandal – Pearson) 150 mm water main replacement	August 2014	January 2015	100%	\$431,986	\$376,083
Comments: Construction Completed					
Gracemere Duplication (Athelstane) 300mm water main.	July 2014	June 2015	65%	\$1,800,000	\$1,372,358
Comments: On schedule - 4 stage Project end date 2016. Stage 2, completed.					
Miles St and Victoria Place	January 2015	January 2015	100%	\$54,643	\$30,188
Comments: Construction Completed					
Lakes Creek Landfill New 150mm water connection	November 2014	February 2015	40%	\$101,775	\$49,758
Comments: Received approval from Queensland Railway, under bore scheduled for February.					
Rockhampton Sewer					
Sewer rehabilitation program (including Building over Sewer works)	July 2014	June 2015	69%	\$1,900,000	\$1,319,161

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/commitals
Comment: Rehabilitation and renewals annual program of works.					
Gracemere Sewer					
Gracemere Sewer Effluent Capricorn Highway	July 2014	June 2015	50%	\$563,933	\$287,982
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	\$24,797
Comment : On Schedule					
Mount Morgan Sewer					
Railway Ave New 225mm Gravity Sewer	October 2014	June 2015	27%	\$1,200,505	\$293,918
Comments: On Schedule - Project delays due to hard rock					
TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM					
N SRSTP Interim Upgrade	July 2014	Feb 2015	90%	\$900,000	\$575,000
Comments: On schedule.					
Pipeline from West to South STP – Design Phase	July 2014	June 2015	60%	\$200,000	\$60,625
Comments: On schedule.					
R SRSTP Primary Valve Pit Replacement	July 2014	Apr 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	June 2015	10%	\$70,000	\$0

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/commitals
Comments: On schedule.					
N Water Mt Archer Reservoir Online Chlorine Analysis	July 2014	Apr 2015	10%	\$20,000	\$0
Comments: On schedule.					
R Water Barrage Gates Maintenance	Sep 2014	June 2015	10%	\$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	Apr 2014	10%	\$30,000	\$0
Comments: On schedule.					
M WTP CCTV Installation	July 2014	Apr 2014	10%	\$15,000	\$0
Comments: On schedule.					
M W Dam No 7 Raw Lift Pump Upgrade	July 2014	Mar 2014	30%	\$25,000	\$5000
Comments: On schedule.					
M W North Reservoir Roof Replacement	July 2014	June 2015	10%	\$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	Mar 2015	70%	\$91,071	\$54,228
Comments: Delayed due to supplier design issues – delivery due late Feb 2015.					
Barrage Crane and Rail Restoration	December 2013	June 2015	40%	\$333,247	\$120,202
Comments: Project delayed due to poor contractor performance.					
GWTP Highlift Pump Station Upgrade	July 2013	Apr 2015	98%	\$3,366,922	\$3,208,854

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/commitals
(Stage 1)					
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	20%	\$500,000	\$5,784
Comments: On schedule.					
Arthur Street SPS Electrical Upgrade	July 2014	July 2015	10%	\$422,130	\$12,488
Comments: On schedule.					
Yaamba Rd Reservoir Chlorination Upgrade	Jan 2014	Feb 2015	90%	\$50,000	\$17,568
Comments: On schedule.					
MM North Reservoir Rechlorination	July 2013	Aug 2014	100%	\$50,000	\$39,622
Comments: Completed.					
MMWTP Coagulant Dosing Upgrade	Jan 2014	Mar 2015	30%	\$30,000	\$9,002
Comments: On schedule.					
G Lucas St WPS pump and electrical switchboard upgrade	Jan 2014	June 2015	20%	\$500,000	\$10,935
Comments: On schedule.					

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

As at period ended 31 January 2015.

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

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

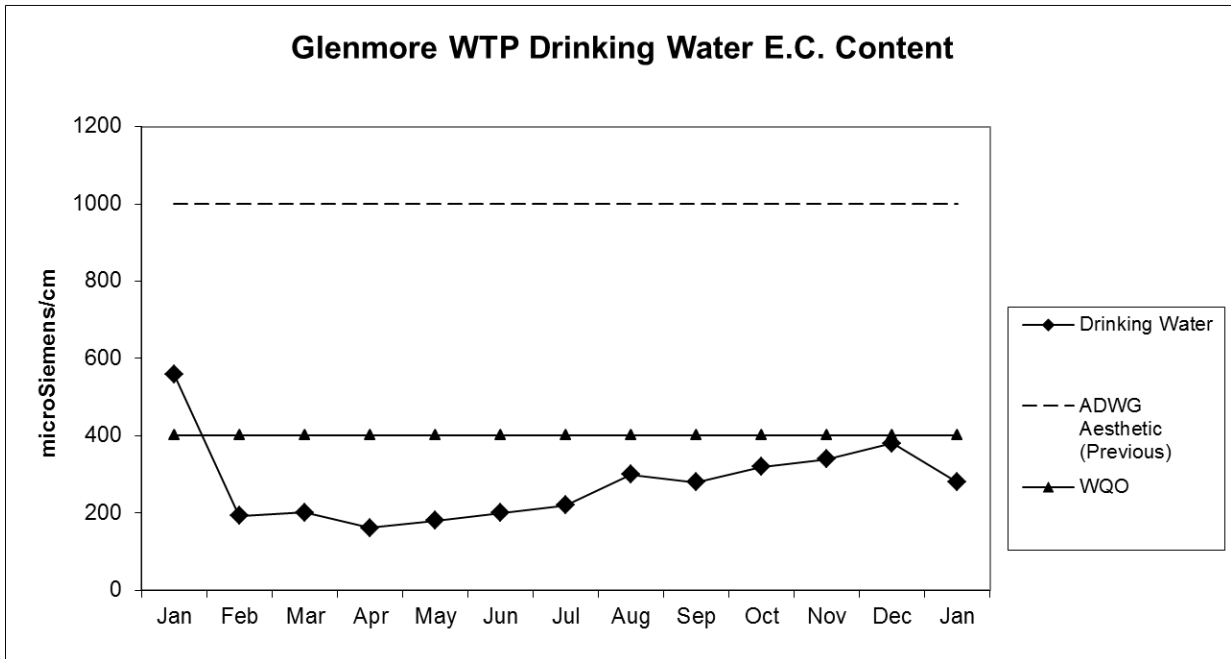
Service Delivery Standard	Target	Current Performance
<i>Drinking Water Samples Compliant with ADWG</i>	>99%	>99%
<i>Drinking water quality complaints</i>	<5 per 1000 connections	0.22
<i>Total water and sewerage complaints</i>	N/A	198
<i>Glenmore WTP drinking water E.C Content</i>	<500 µS/cm	280 µS/cm
<i>Glenmore WTP drinking water sodium content</i>	<50 mg/L	22 mg/L
<i>Average daily water consumption – Rockhampton</i>	N/A	38.54 ML
<i>Average daily water consumption – Gracemere</i>	N/A	3.49 ML
<i>Average daily water consumption – Mount Morgan</i>	N/A	0.83 ML
<i>Average daily bulk supply to LSC</i>	N/A	6.03 ML
<i>Drinking water quality incidents</i>	0	0
<i>Sewer odour complaints</i>	<1 per 1000 connections	0.03
<i>Service Leaks and Breaks</i>	80	81
<i>Total water main breaks</i>	15	12
<i>Total sewerage main breaks and chokes</i>	32	13
<i>Incidence if unplanned interruptions – water</i>	N/A	56
<i>Average response time for water incidents (burst and leaks)</i>	N/A	125.5
<i>Average response time for sewerage incidents (including main breaks and chokes)</i>	N/A	100.07
<i>Rockhampton regional sewer connect blockages</i>	42	18

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

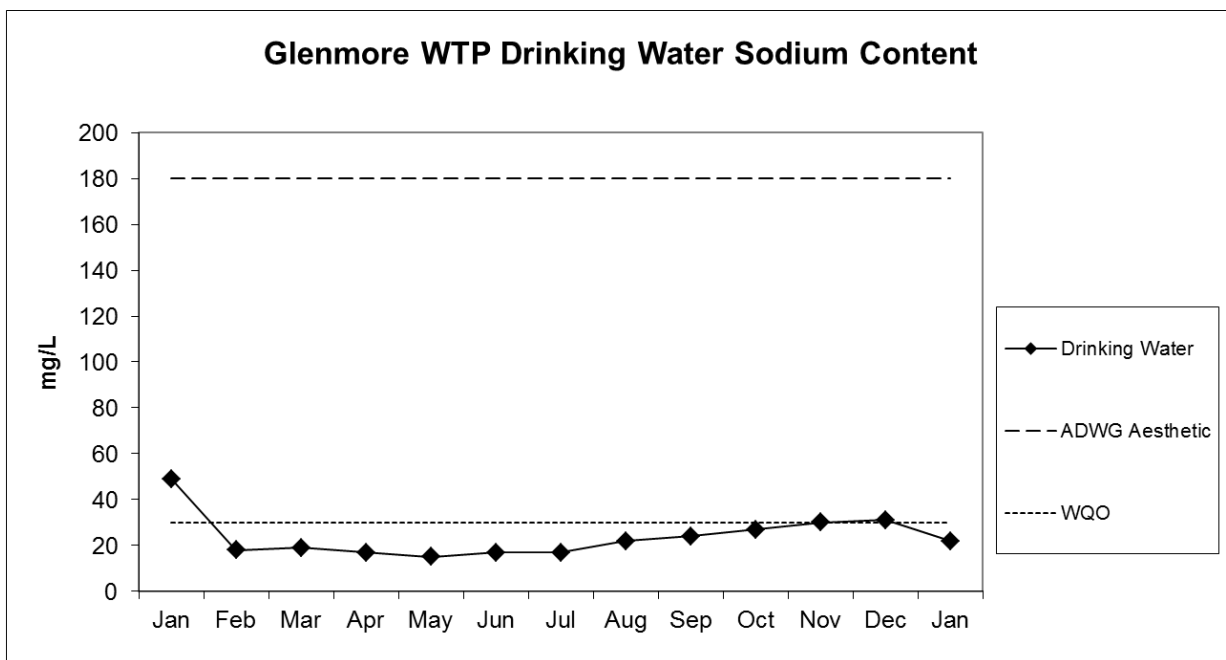
Refer to the individual graphs and information below.

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 January decreased to be 280 $\mu\text{S}/\text{cm}$. The low E.C. value is due to the receipt of rainfall throughout the catchment which has led to a fresh flow through the Barrage. 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.

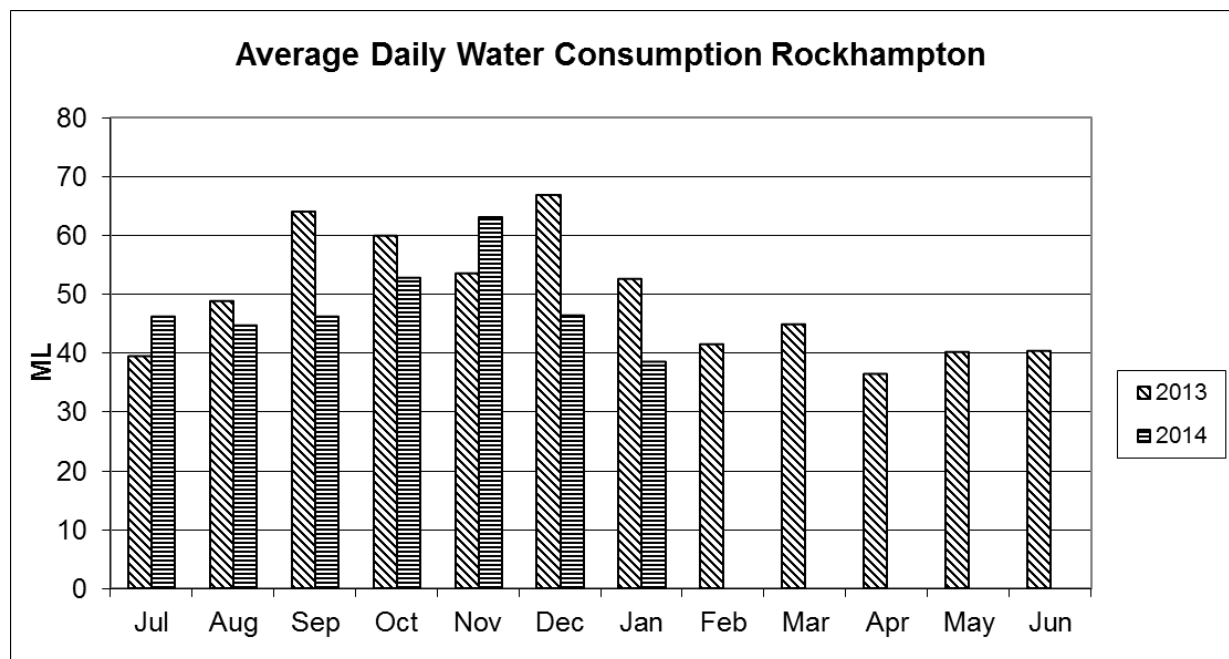


The concentration of sodium in drinking water supplied from the GWTP during January decreased to be 22 mg/L. The low sodium concentration is due to the receipt of rainfall throughout the catchment which has led to a fresh flow through the Barrage. The current level of sodium is beneath the Water Quality 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

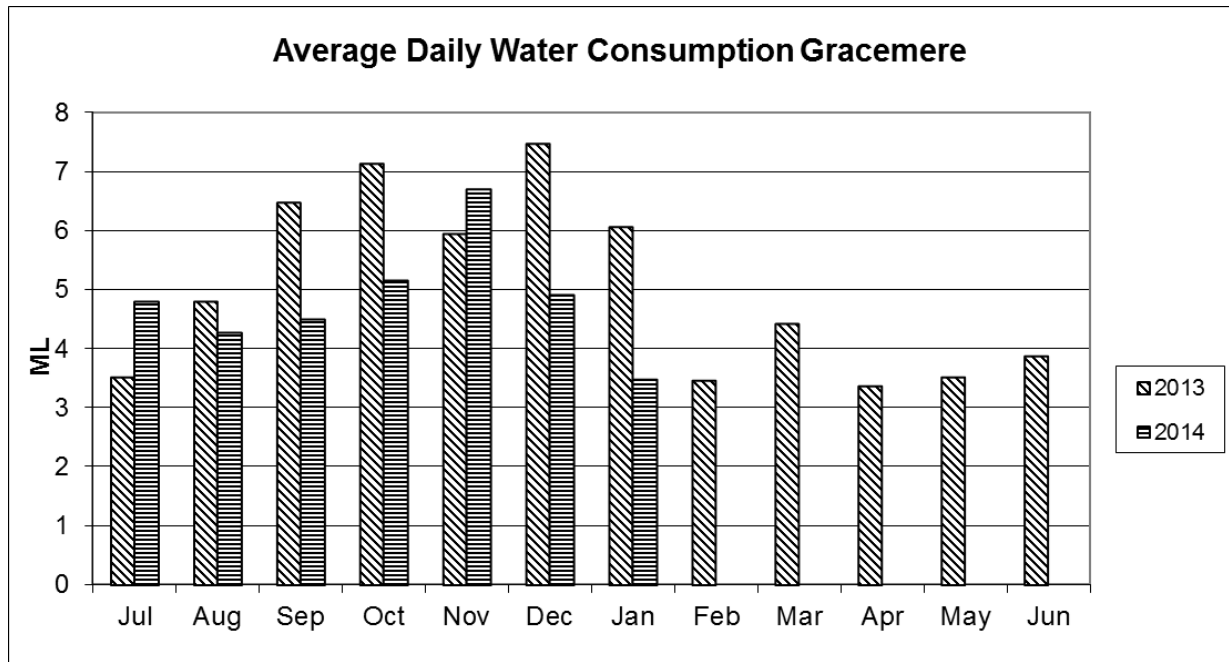
Data is presented in graphs for each water year (e.g. 2013 is the period from July 2013 to June 2014). Overall average consumption in the region is lower compared to previous year and may be the result of customers better understanding their water usage and billing.

Rockhampton



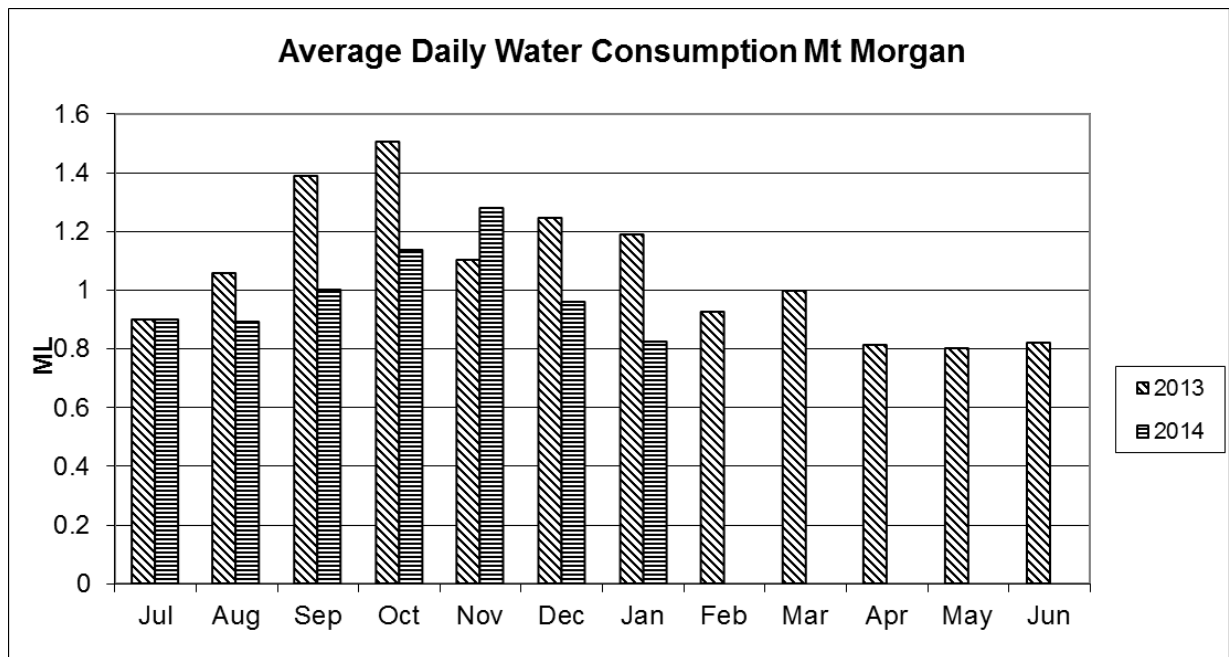
Average daily water consumption in Rockhampton during January (38.54 ML/d) decreased compared to that reported in December and was lower than that reported in the same period last year. The decrease in consumption was due to the receipt of significant rainfall during the month. The Fitzroy Barrage Storage 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



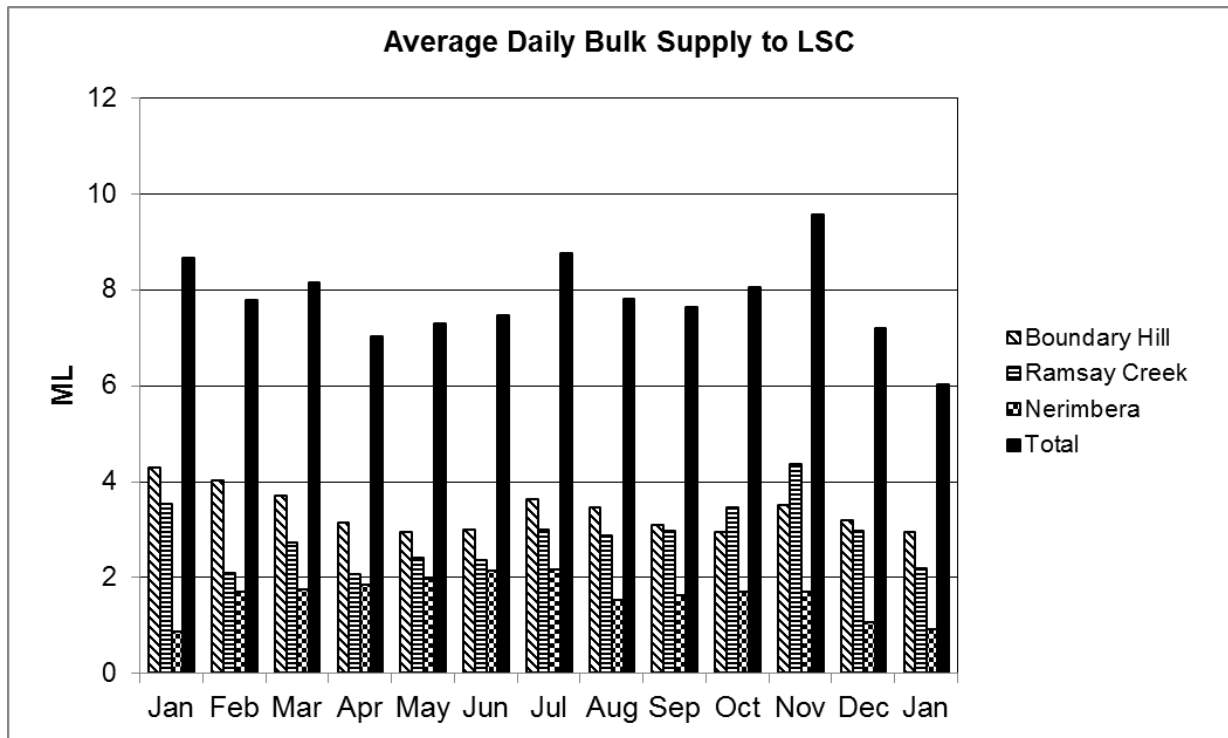
Average daily water consumption in Gracemere during January (3.49 ML/d) decreased compared to that reported in December and was lower than that reported in the same period last year. The decrease in consumption was due to the receipt of significant rainfall during the month. The Fitzroy Barrage Storage 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



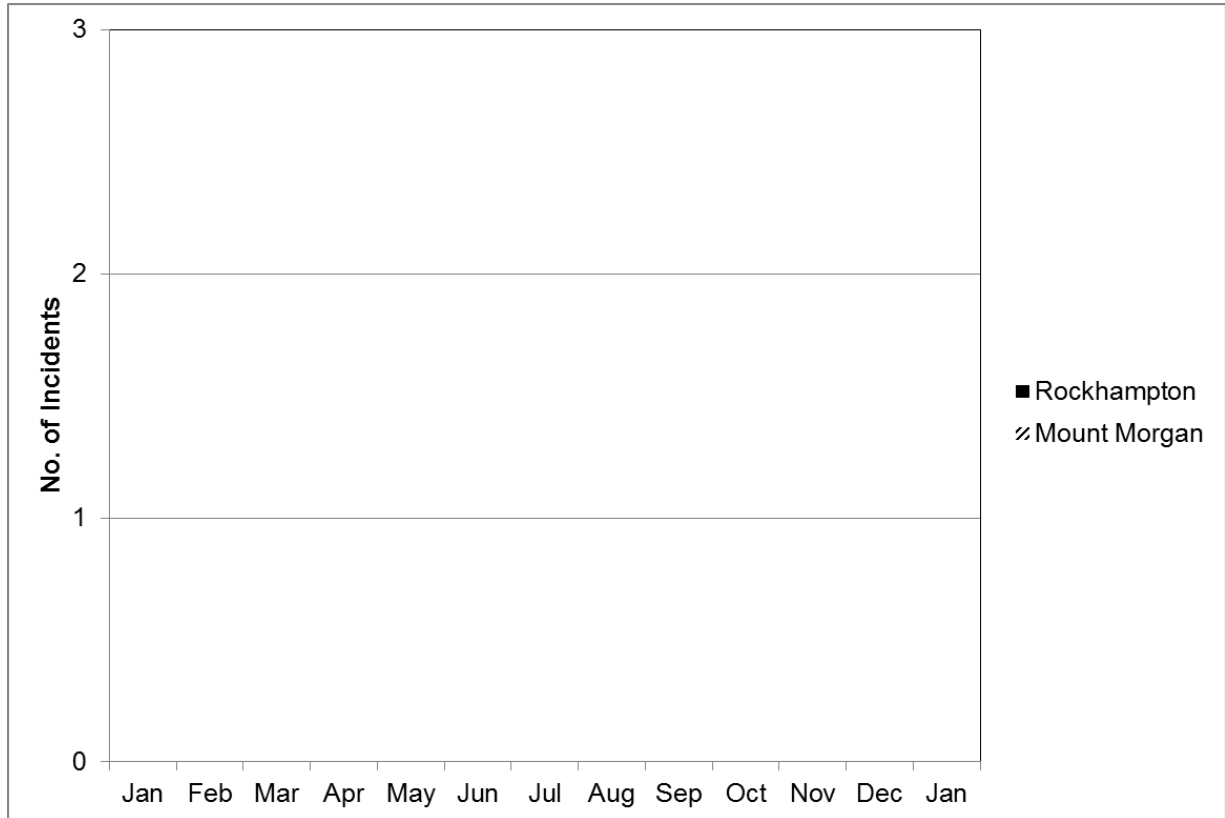
Average daily water consumption in Mount Morgan during January (0.83 ML/d) was lower than that reported in December and was lower than that reported for the same period last year. The decrease in consumption was due to the receipt of significant rainfall during the month. The No. 7 Dam is currently at 99% 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



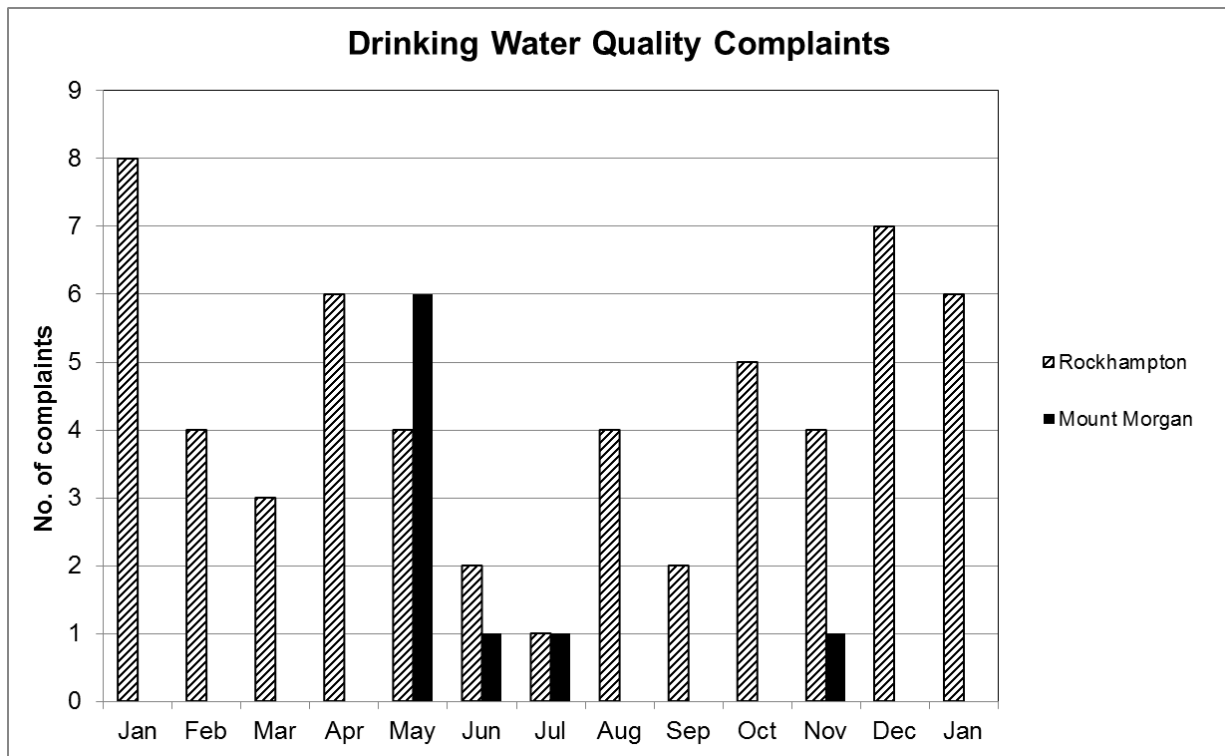
Overall, the average daily volume of water supplied to LSC decreased during January compared to that recorded in December to be 6.03 ML/d. This overall decrease was due to a decrease in supply via all three sites due to the receipt of significant rainfall during the month.

Drinking Water Quality Incidents



No water quality incidents occurred during the month of January. It is now nearly two years since the last drinking water quality incident occurred.

Drinking Water Quality Complaints

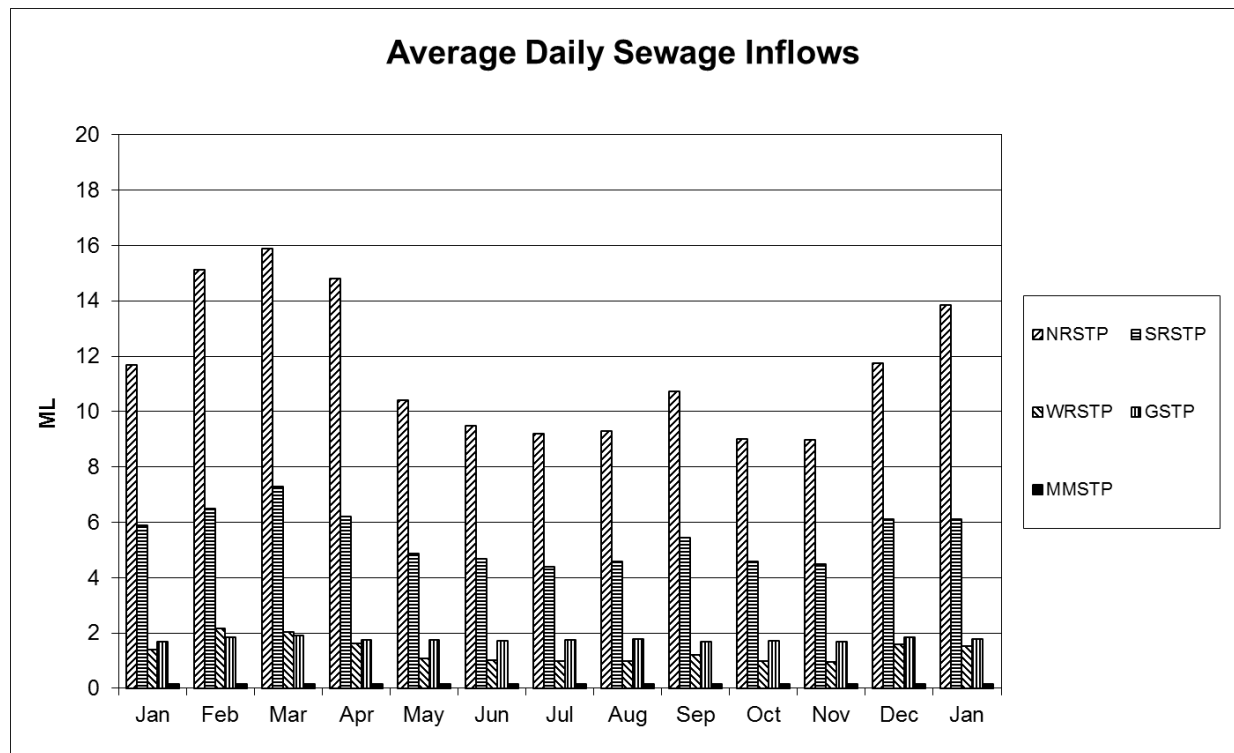


	Elevated Chlorine	Taste/Odour/Quality	Discoloured Water	Physical Appearance (e.g. residue or air)
No. Complaints	1	2	2	1

The total number of drinking water quality complaints (6 complaints) received during January decreased from the 7 complaints received in December.

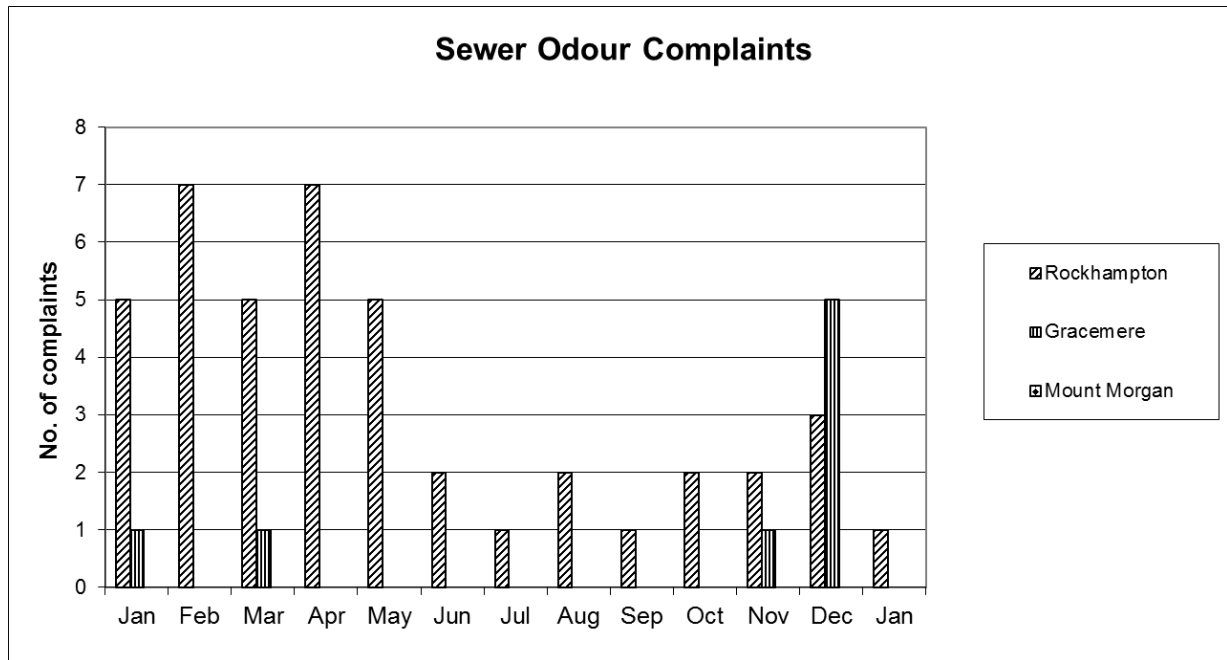
All complaints were received from Rockhampton. Two complaints were associated with taste, two complaints were associated with discoloured water and the other two complaints were associated with elevated chlorine (less than the Australian Drinking Water Guideline limit) and air in the water respectively. 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



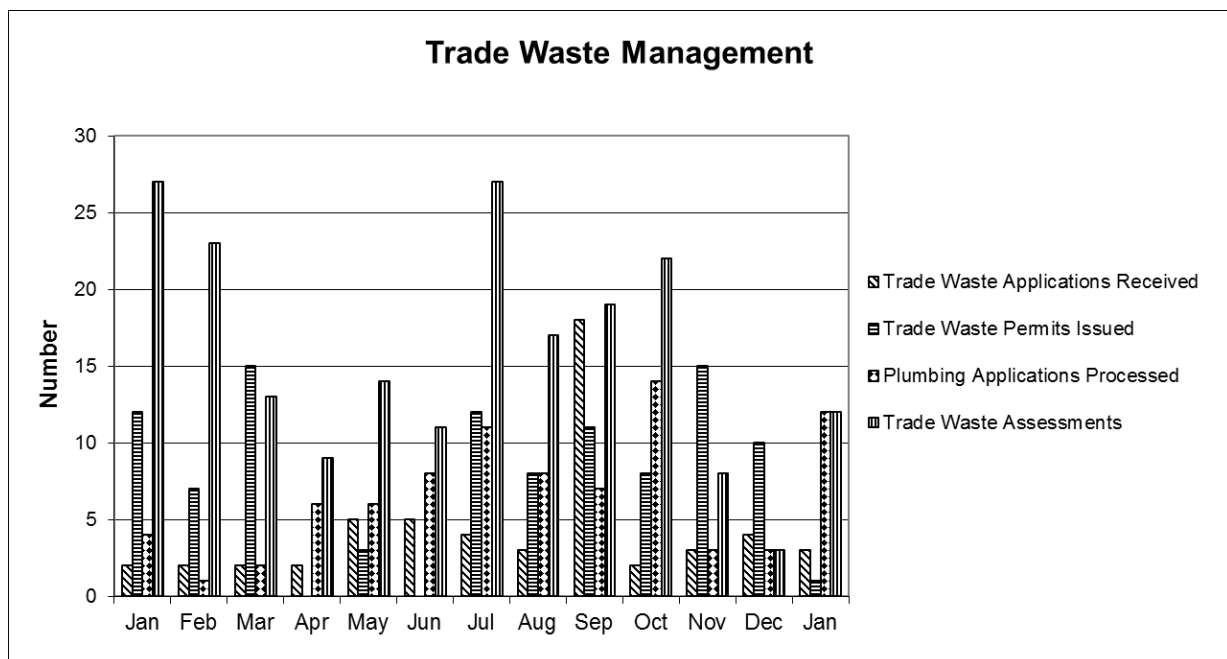
Average daily sewage inflows during January were similar to that reported in December due to the receipt of significant rainfall in most locations during the month. The rainfall was sufficiently heavy to lead to significant flow to each STP through inflow and infiltration of the sewerage networks.

Sewer Odour Complaints



One sewer odour complaint was received during the month of January, a decrease from the eight complaints received in December. The single complaint was received from Rockhampton and was associated with a sewer odour emanating from part of the sewerage network at a private residence. This complaint was investigated and action was taken where possible to resolve the odour problem.

Trade Waste Management Activities

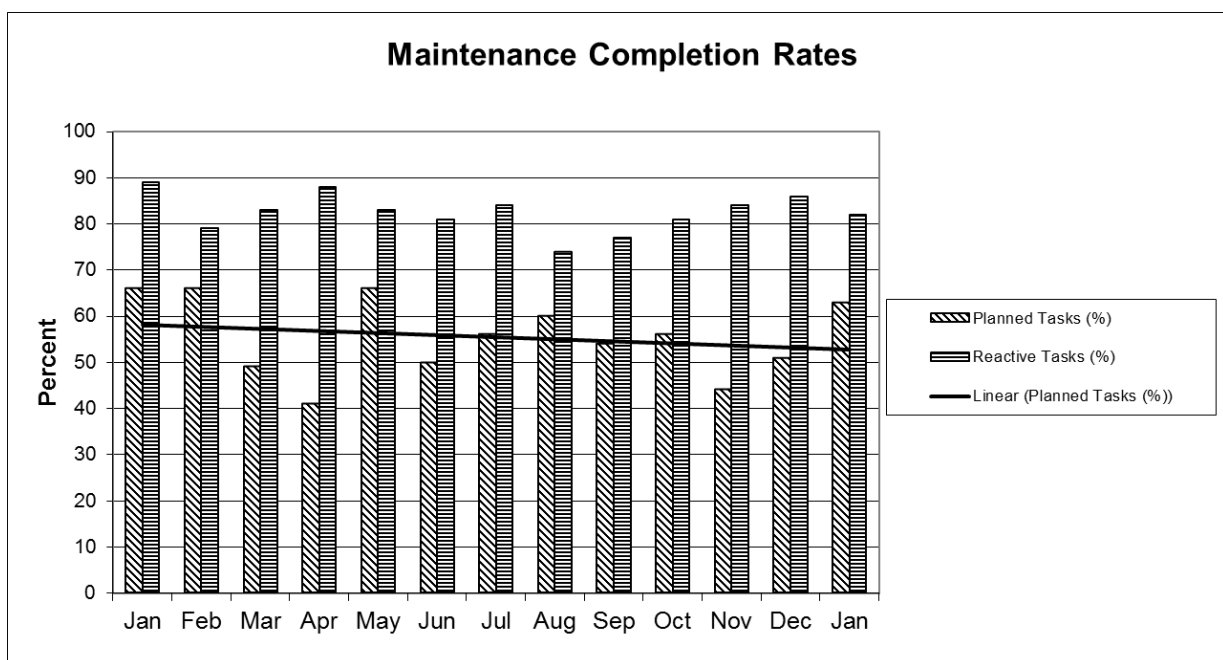


Three Trade Waste applications were received and one Trade Waste Permits was issued during January. Twelve Plumbing Applications were processed and 12 Trade Waste Assessments were completed by the team.

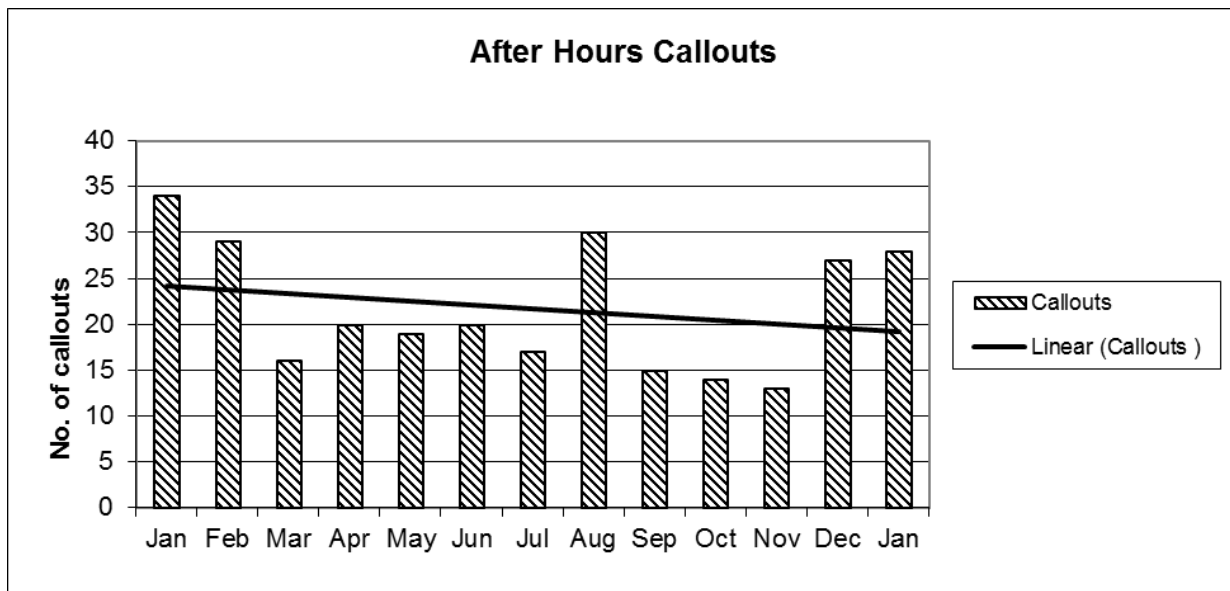
Treatment and Supply Maintenance Activities

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	21	42	54	N/A
Reactive	48	43	7	0
After hours callouts	19	9	0	0
Capital	5	0	1	N/A
Safety and Compliance	4	20	2	12



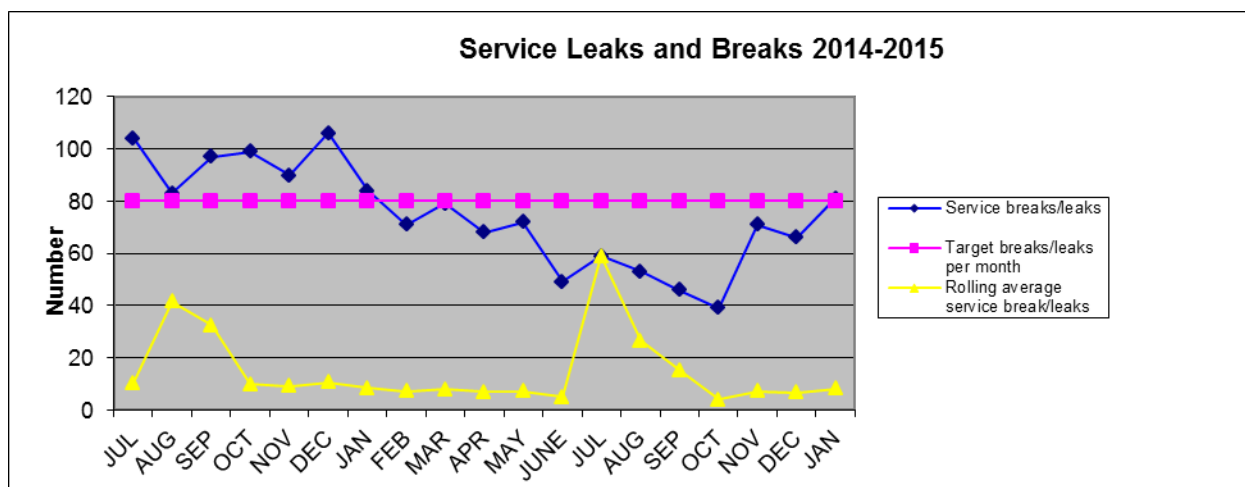
A total of 265 preventative maintenance activities were scheduled and 164 reactive maintenance activities were requested during the month of January. Completion rates for each type of maintenance activity by the end of the month were 63% and 82% respectively. Efforts are continuing to increase the completion 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 (28 call-outs) increased slightly during January compared to December due to in part to the heavy rainfall received. 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 not achieved.

Issues and Status

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

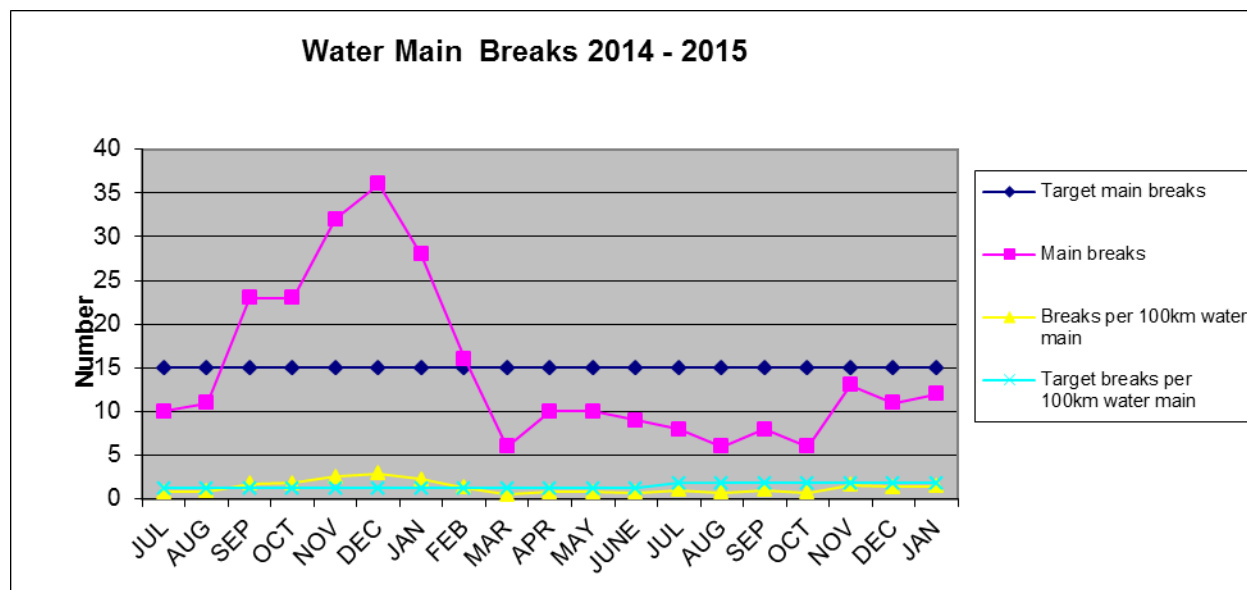
Response to Issues

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

- Poly pipe and fittings = 95%
- Galvanised iron =5%

Locality	Service Leaks / Breaks
Rockhampton	81
Mount Morgan	0
Regional Total	0

Regional Water Main Breaks



Performance

Target achieved

Issues and Status

Nil

The following table shows the number of breaks per month.

Water main type	November 2014	December 2014	January 2015
Cast Iron	0	0	0
A C	11	7	9
PVC	2	4	3
Mild Steel	0	0	0
Poly	0	0	0
TOTAL	0	0	0

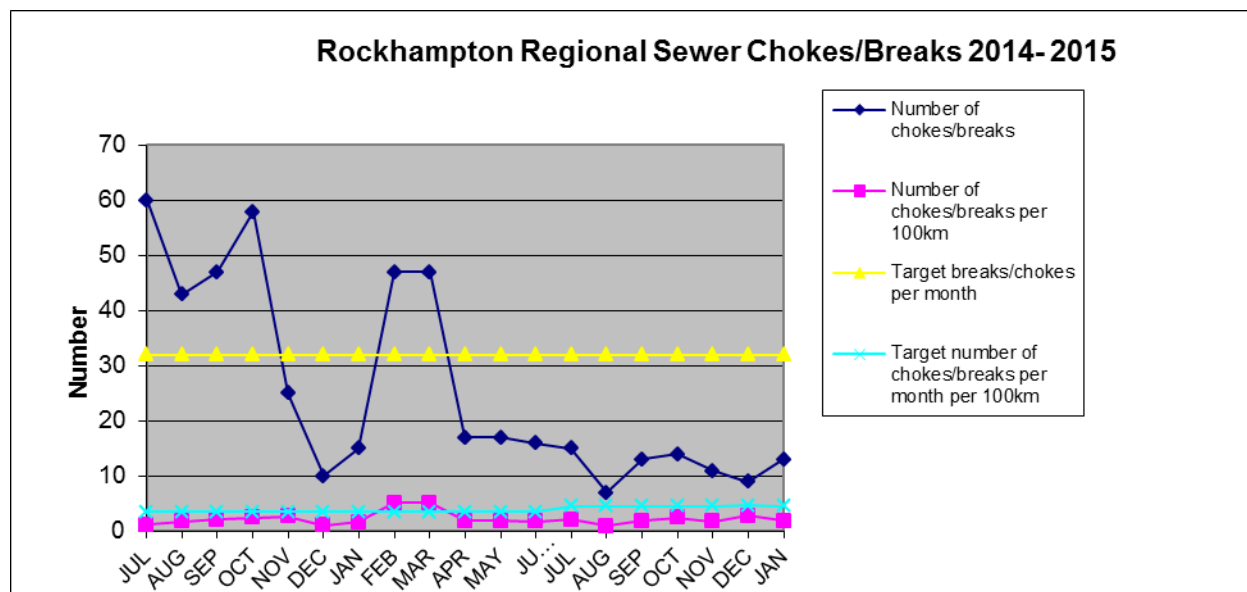
Response to Issues

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
January	12	15	1.47	1.84	0.25

Locality	Main Breaks
Rockhampton	12
Mount Morgan	0
Regional Total	12

Rockhampton Regional Sewer Chokes/Breaks



Performance

Target achieved.

Issues and Status

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

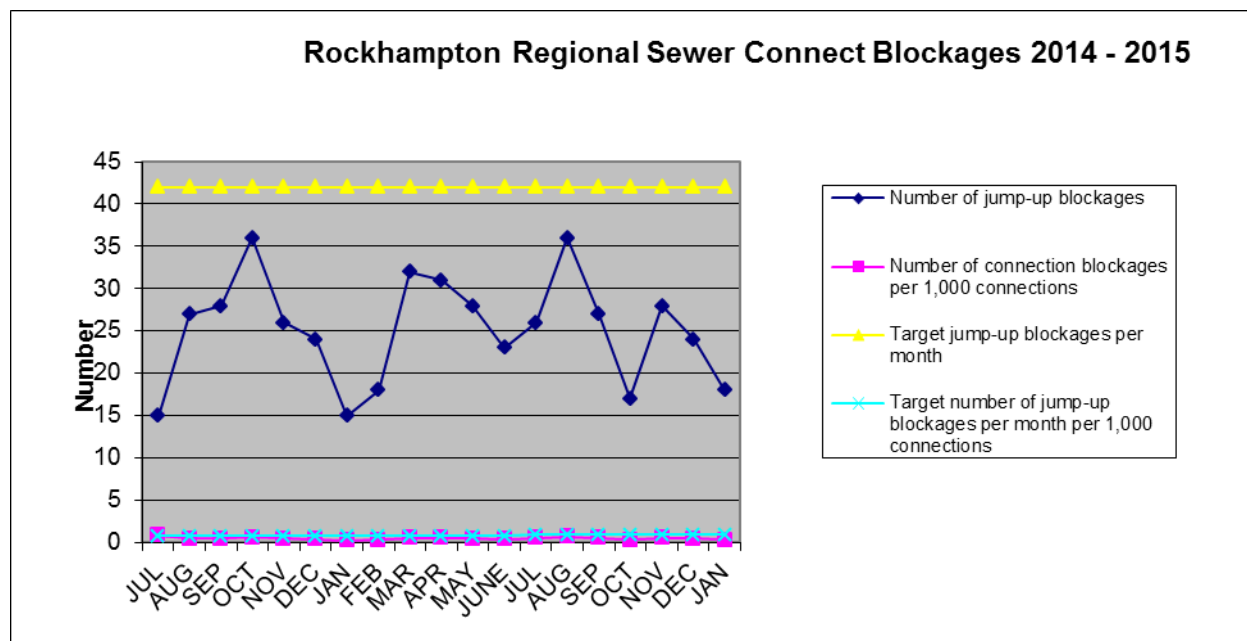
Response to Issues

Continue to 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
January	13	32	1.9	458	1.57

Locality	Surcharges	Blockages
Rockhampton	4	13
Mount Morgan	0	0
Regional Total	4	13

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
January	18	42	0.37	0.95	0.37

Locality	Connection Blockages
Rockhampton	18
Mount Morgan	0
Regional Total	18

Sewer Rehabilitation Program

Work Location	Number completed for the month	Year to date totals
Access Chambers raised	5	35
Sewers repaired	8	70

Private Works

Table 1: New Water Connections:

Region	January	Year to Date 2014	Year to Date 2013	Year to Date 2012	Year to Date 2011
Gracemere	1	35	60	313	209
Rockhampton	8	118	161	100	65
Mt Morgan	0	0	0	0	0
Regional Total	9	153	221	133	274

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

Region	January	January 2014	January 2013	January 2012
Gracemere	1	6	30	37
Rockhampton	8	15	13	13
Mount Morgan	0	0	0	0
Total	9	21	43	50

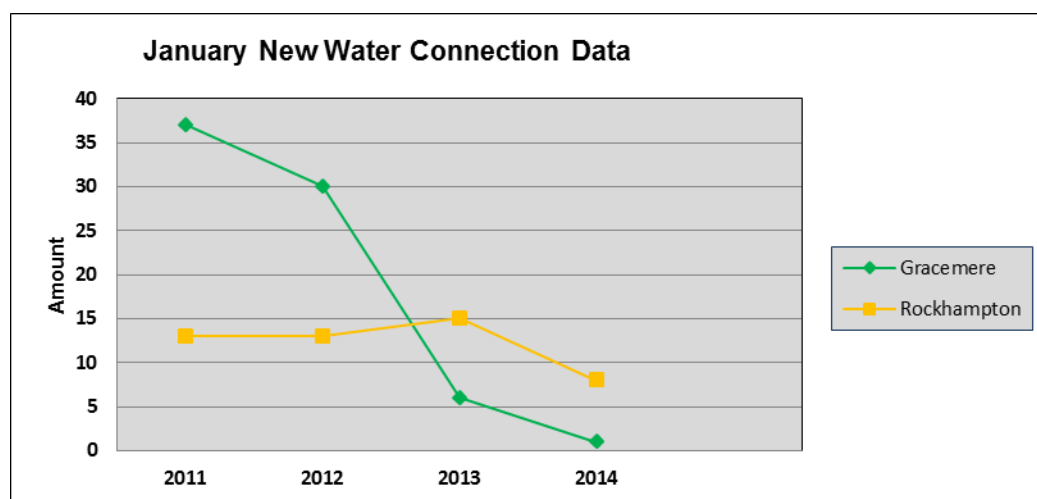


Table 2: Details on Private Works Jobs

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.

	January	Amount	YTD	Amount
Quotes Prepared	12	\$54,747.32	99	\$918,764.83
Quotes Accepted	6	\$15,248.09	68	\$489,899.96
Jobs Completed	8	\$36,958.52	68	\$510,032.16

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSPWSC - Network Services – Private Works/Standard Connection Enquiry	2	0

Table 3: Undetected Leaks (Residential)

	January	FYTD
New requests	8	158
Number declined	2	20
Number approved	0	116
Require more info	0	70
Total KI rebated	0	88391
Total value approved	0	\$158,381.88

Table 4: Undetected Leaks (Commercial)

	January	FYTD
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

	January	Total FYTD Applications	Total FYTD \$
Washing machines	14	91	\$9,100
Stand Alone tank	0	1	\$250
Integrated tank	0	0	\$0
Dual flush toilet	1	3	\$150
Shower rose	1	2	\$50
Total	16	81	\$9,550

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

There was one declined applications, being for a customer supplying a receipt that was older than 12 months old.

Water Meters

13,470 water meters were read during the month of January and approximately 2,300 accounts were issued to customers. Third quarter reads commenced on 9 January 2015.

Sectors Read for January	1	2	3	4	5	Total
No. of meters in Sector	2300	3508	2111	2892	2659	13470
No-Reads	1	10	19	47	15	92
% Of No-Reads	0%	0.3%	0.9%	1.6%	0.5%	0.7%

Special Water Meter Reads

Reading Type	No. of Reads	\$ Value
Water Account Search - Averaged Readings \$28 per read	48	\$1,344.00
Water Account Search - On-Site Readings \$147.00 per read	39	\$5,733.00
Total \$ Value for January		\$7,077.00
Total \$ Value Year to Date		\$45,255.00

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSWMRE - Network Services - Water Meter Reading Enquiry	9	0
NSSWMR - Network Services Special Water Meter Read Enquiry	0	0
FINIRR - Finance - Irrigators (Asset)	3	0

Building Over Sewers

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

Activity Summary

	January	YTD
General enquiries	28	826
Site investigations	7	295
Approval Permits issued	0	43
Permits closed	1	15
Total	36	1179

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 January was 6.26.

	November 2014	December 2014	January 2015	FY Total
Requests Processed	212	148	194	1591

Site Tours

There were no site tours of the GWTP held in January.

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

A water meter and leak test flyer commenced being inserted into the January – March 2015 round of Water Notices.

News in Education advertisement

This month's advertisement was 'Get it right at the pipe'.

Website Content and Navigation Review

A complete content and navigation review is underway for FRW. The review is aimed at making the website more user-friendly and more customer focused.

Media Releases and Community Notices

No media releases were issued this month.

INFRASTRUCTURE PLANNINGSewer Network Investigations*North Rockhampton Flood Mitigation Investigation*

All CCTV inspections and access chamber refurbishments are expected to be completed by the week ending 8 February 2015.

The contractor has installed ten flow loggers throughout the northern sewer reticulation network. There have been two moderate rain events since their installation. Providing all loggers have not encountered any issues, these rain events should provide sufficient inflow data to further verify the network model.

West to South STP Transfer

A draft standalone planning report for the West to South STP transfer has been compiled and is currently under review.

The Arthur St SPS is currently under review as the three dry well pumps are scheduled for replacement. Preliminary network analysis has been carried out to supporting the proposal to combine the two existing rising mains and size four identical pumps to operate with a single pump to always remain on standby. Further trials have been recommended to gauge the performance of the combined rising main and provide further verification of the network analysis.

Bruce Highway/Ramsey Creek Sewer Pump Station Wet Well

The consultant provided a quotation to provide design drawings for the trunk sewer main. Preliminary discussions have been held between the consultant and Council to further clarify scope of the design.

Parkhurst Sewerage Pump Station Implementation Strategy

Detailed sewer network analysis carried out for a proposed 200 lot Riverside Development located on Belmont Road north of the Glenmore Water Treatment Plant. This proposed development was previously incorporated into the ultimate Parkhurst Sewerage Pump Station Strategy. A detailed planning report of the Parkhurst Sewerage Pump Station Strategy is currently being documented.

Kershaw Gardens Amenities Block Connection

The consultants have completed final design for the proposed rising main and pump station. The tender documentation is in the process of being finalised for the works.

Water Network Investigations*Riverside Estate Stages 9 to 16*

Water network analysis was carried out the proposed 200 residential lots located on Belmont Road north of the Glenmore Water Treatment Plant. Supply to the site is to come from and dedicated 200mm diameter supply main from the intersection of Belmont Road and Bellbird Drive.

FINANCIAL MATTERSOperational

Revenue is currently 83.8% 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 46.7% of budget and includes all half yearly billing and one sector of Rockhampton. Water consumption is below target, largely influenced by large amounts of rainfall. Consumption is also below that for the same billing period last year. Bulk water consumption remains on target.

Fees and charges are on target with the majority of activities above or bordering target, with the exception of standpipe water charges, special water meter reads and new water connections. The number of special water meter reads and new water connections are well below that for the same period last year.

Expenditure year to date is 58.1% of 2014/2015 Adopted budget. Overall expenditure is on target. Some expenditure groups within service units are above expectation and continue to be monitored in line with groups under expenditure.

Capital

Capital expenditure is below the percentage of year elapsed at 28.5% in comparison to the Adopted budget including carry forward expenditure. Capital expenditure has decreased during January due to the shift in the allocation of overheads.

Water YTD 33.1% and Sewer YTD 19.0%.

Networks YTD 41.0% and Treatment YTD 16.2%.

The areas of prominent activity are the South Rockhampton sewerage treatment plant interim upgrades, North Rockhampton flood mitigation works, Mt Morgan sewerage scheme Stage 2, Water trunk main duplication to Gracemere and Water Main Replacement programs.

Sundry Debtors

Below is a summary of aged sundry debtor balances at the end of January 2015. 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	238	195	28	3	46
Total Value	\$323,952.71	\$203,966.25	\$44,872.32	\$1,717.70	\$73,396.44

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

90+ days	Comments
\$7,851.60	Trade Waste debts - Collection attempts unsuccessful, other avenues to be investigated
\$366.00	Trade Waste debts to be written off
\$7,894.09	Long Term Payment Plans - Mt Morgan Sewerage Connections - Recovery will occur
\$11,554.52	Other Payment Plans – Standpipes, Private Works and Irrigators
\$2,561.17	Debtors currently at collection
\$15,991.04	Not overdue – invoiced Jan 2015 but import dated 2014
\$27,178.02	Other Overdue Debt with no fixed arrangements – Trade Waste, Irrigators, Standpipes, Emergency Works – Overdue letter issued
60-90 Days	Comments
\$1,717.70	Standpipe (includes \$1645.70 from 2 debtors with 90+)
30-60 Days	Comments
\$13,662.93	Standpipe Invoices (includes \$1285.91 from 2 debtors that have 90+ days)
\$20,788.29	Trade Waste invoices (includes \$13164 from 1 debtor in 90+)
\$1,251.20	Septic disposal
\$2,112.40	Irrigator
\$5,230.50	Transitional Services - LSC
\$1,827.00	Other (Easement Allenstown)

A summary of financial performance against budget is presented below:

Update graph

	Adopted Budget \$	Revised Budget \$	tUM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 58.3% of Year Gone
FITZROY RIVER WATER							
<i>Network Construction</i>							
Expenses	238,605	0	2,651	77,491	80,141	34%	✓
Total Unit: Network Construction	238,605	0	2,651	77,491	80,141	34%	✓
<i>Treatment & Supply</i>							
Revenues	0	0	0	(6,752)	(6,752)	0%	✓
Expenses	9,555,144	0	610,667	5,290,717	5,901,384	62%	✗
Transfer / Overhead Allocation	318,616	0	0	196,584	196,584	62%	✗
Total Unit: Treatment & Supply	9,873,760	0	610,667	5,480,549	6,091,216	62%	✗
<i>Business Administration</i>							
Revenues	0	0	0	(3,636)	(3,636)	0%	✓
Expenses	238,798	0	1,606	138,933	140,539	59%	✗
Transfer / Overhead Allocation	29,459	0	0	14,132	14,132	48%	✓
Total Unit: Business Administration	268,257	0	1,606	149,429	151,035	56%	✓
<i>Fitzroy River Water</i>							
Revenues	(355,188)	0	0	(285,694)	(285,694)	80%	✓
Expenses	15,509,159	0	95,440	8,560,566	8,656,005	56%	✓
Transfer / Overhead Allocation	23,044,536	0	0	14,437,212	14,437,212	63%	✗
Total Unit: Fitzroy River Water	38,198,507	0	95,440	22,712,083	22,807,523	60%	✗
<i>Network Services</i>							
Revenues	(58,406,928)	0	0	(48,972,942)	(48,972,942)	84%	✓
Expenses	3,551,050	0	1,036,271	1,755,606	2,791,877	79%	✗
Transfer / Overhead Allocation	602,368	0	0	348,307	348,307	58%	✓
Total Unit: Network Services	(54,253,510)	0	1,036,271	(46,869,030)	(45,832,759)	84%	✓
Total Section: FITZROY RIVER WATER	(5,674,381)	0	1,746,634	(18,449,478)	(16,702,844)	294%	✓

9.3 FRW MONTHLY OPERATIONS REPORT - FEBRUARY 2015

File No: 1466
Attachments: 1. FRW Monthly Operations Report - February 2015
Authorising Officer: Robert Holmes - General Manager Regional Services
Author: Nimish Chand - Manager FRW

SUMMARY

This report details Fitzroy River Water's financial position and other operational matters for the Council's information as at 28 February 2015.

OFFICER'S RECOMMENDATION

THAT the FRW Monthly Operations Report for February 2015 be received.

FRW MONTHLY OPERATIONS REPORT - FEBRUARY 2015

FRW Monthly Operations Report - February 2015

Meeting Date: 8 April 2015

Attachment No: 1

MONTHLY OPERATIONS REPORT
FITZROY RIVER WATER
Period Ended 28 February 2015

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Nil.

Improvements / Deterioration in Levels of Services or Cost Drivers

Cyclone Marcia caused wide spread power outages across the region resulting in the need to deploy power generators to water and sewage treatment plants and pump stations. FRW staff with the assistance of some local contractors worked around the clock to restore water and sewerage services to customer. Mackay Regional Council also supplied an electrician for a couple of days to assist with restoration of power.

Network construction teams were diverted to cyclone recovery including green waste cleanup.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for 28 February 2015 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 (completes and			
			Received	Completed												
Asset Enq/Jump up location/Wat/ Sew Invert Levels	0	0	3	3	0	0	0	0.00	2	●	0.75	●	2.53	●	2.07	0.67
Network Construction - Reworks (Reinstatement Proj)	0	0	2	2	0	0	0	4.97	1	●	0.50	●	1.55	●	3.56	3.64
Network Construction - Planned Works (Scheduled Re	1	0	0	0	1	0	0	1.66	1	●	0.00	●	1.67	●	1.35	1.92
Customer Service - Rebate Residential	0	0	6	5	1	0	0	0.00	30	●	1.00	●	6.05	●	5.19	3.56
Customer Service - Rebate Undetected Leaks	15	7	8	1	15	0	0	0.00	120	●	9.00	●	20.50	●	29.78	26.41
Customer Service - Standpipe Enquiry/Read (Asset)	0	0	0	0	0	0	0	0.00	2	●	0.00	●	2.00	●	3.00	0.83
Customer Service - Water Exemption Request	0	0	0	0	0	0	0	0.00	5	●	0.00	●	0.00	●	3.50	1.00
Development - Applications	0	0	0	0	0	0	0	0.00	10	●	0.00	●	0.50	●	0.67	0.67
Development - Building Over Sewerline	0	0	4	3	0	0	0	0.00	7	●	1.00	●	2.60	●	1.72	1.23
Network Systems (Network Analysis Water or Sewer)	0	0	0	0	0	0	0	0.00	7	●	0.00	●	1.50	●	2.14	0.83
Development - Strategic Sewer	0	0	0	0	0	0	0	0.00	10	●	0.00	●	3.00	●	3.20	1.50
Development - Strategic Water	1	0	0	0	1	0	0	0.00	10	●	0.00	●	0.50	●	3.67	20.33
Environment and Water Conservation Enquiry	0	0	0	0	0	0	0	0.00	5	●	0.00	●	5.00	●	2.50	0.00
Finance - Irrigators/Water Allocations (Asset)	0	0	1	0	1	0	1	208.37	7	●	0.00	●	4.28	●	5.41	1.73
Network Services - No Water (Asset)	0	0	16	15	0	0	0	11.09	1	●	1.58	●	1.62	●	1.24	0.22
Network Services - Reactive Sewerage Block (Asset)	2	0	35	33	3	1	0	-10.92	1	●	0.94	●	14.37	●	11.55	15.26
Network Services - Sewer Reimbursements	0	0	1	1	0	0	0	0.00	7	●	2.00	●	1.62	●	3.67	2.69
Network Services - Sewer Inflow Inspection/Enquiry	0	0	4	2	2	1	0	14.22	7	●	1.50	●	1.33	●	1.33	2.40
Network Services - Water Leaks (Asset)	0	0	105	94	2	2	0	2.63	1	●	0.68	●	0.81	●	1.10	1.03
Network Services- Poor Water Pressure (Asset)	0	0	2	2	0	0	0	30.37	1	●	1.50	●	1.32	●	1.44	0.31
Process - Tradewaste	0	0	5	3	2	0	0	54.26	7	●	3.50	●	2.49	●	3.00	1.95
Network Services - Lids/Cover (Asset)	0	0	4	4	0	0	0	9.86	1	●	1.00	●	1.67	●	4.39	2.38
Network Services - Meter Maintenance (Asset)	60	52	60	37	31	23	0	1.66	1	●	0.40	●	3.43	●	5.33	5.75
Network Services Private Works/Standard Connection	0	0	1	1	0	0	0	38.57	5	●	1.00	●	3.27	●	3.76	2.06
Network Services - Reinstatements	4	1	11	9	4	1	0	4.58	1	●	3.09	●	4.18	●	3.64	7.47
Network Services Special Water Meter Read Enquiry	0	0	0	0	0	0	0	0.00	10	●	0.00	●	5.00	●	3.96	2.85
Network Services - Water Meter Reading Enquiry	2	1	11	6	6	0	4	90.08	10	●	2.67	●	3.73	●	4.83	4.52
Process - Odour (Sewer Only) (Asset)	1	0	2	2	1	0	0	25.93	1	●	1.20	●	2.64	●	3.00	5.00
Process - River Quality	0	0	0	0	0	0	0	0.00	2	●	0.00	●	0.00	●	1.00	0.50
Process - Drinking Water Quality (Asset)	0	0	4	4	0	0	0	86.38	1	●	0.80	●	1.49	●	1.00	0.24
Water Meter Read Search - *NOT FOR CSO*	22	22	78	61	12	0	0	0.00	90	●	3.44	●	4.85	●	5.02	4.76

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:

	THIRD QUARTER		
	Jan	Feb	March
Number of Lost Time Injuries	0	0	
Number of Days Lost Due to Injury	14	0	
Total Number of Incidents Reported	4	2	
Number of Incomplete Hazard Inspections	4	2	

Treatment and Supply

- No lost time injuries for the month.
- No employees are currently on long term lost time injuries.
- Nine safety incidents were reported for the month.

Network Services

- No lost time injuries for the month.
- No employees are currently on long term lost time injuries.
- 3 safety incidents were 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. Security audit site inspections completed – awaiting report.

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/committals
NETWORK SERVICES CAPITAL WORKS PROGRAM					
Rockhampton Water (water main replacement)					
Port Curtis Road 150 mm water main replacement	February 2015	May 2015	50%	\$163,953	\$74,134
Comments: Construction delays due to TC Marcia.					
Peterson (Jardine - Western)	February 2015	March 2015	80%	\$167,738	\$68,941
Comments: Construction delays due to TC Marcia.					
Gracemere Duplication (Athelstane) 300mm water main.	July 2014	June 2015	65%	\$1,800,000	\$1,494,578
Comments: On schedule - 4 stage Project end date 2016. Stage 2, completed. Construction delays due to TC Marcia.					
Miles St and Victoria Place	January 2015	February 2015	100%	\$54,643	\$43,204
Comments: Construction Completed.					
Lakes Creek Landfill New 150mm water connection	November 2014	April 2015	40%	\$101,775	\$49,758
Comments: Received approval from Queensland Railway. Delays with under bore due to TC Marcia.					
Rockhampton Sewer					
Sewer rehabilitation program (including Building over Sewer works)	July 2014	June 2015	69%	\$1,900,000	\$1,351,811
Comments: Rehabilitation and renewals annual program of works.					

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/committals
Gracemere Sewer					
Gracemere Sewer Effluent Capricorn Highway	July 2014	June 2015	50%	\$563,933	\$296,263
Comments: On Schedule – 4 stage Project end date 2016. Stage 2, completed.					
Mount Morgan (water mains replacement)					
Pugh Street	December 2014	March 2015	65%	\$57,814	\$24,797
Comments: Construction delays due to TC Marcia.					
Mount Morgan Sewer					
Railway Ave New 225mm Gravity Sewer	October 2014	June 2015	37%	\$1,200,505	\$520,068
Comments: On Schedule - Construction delays due to TC Marcia.					
TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM					
N SRSTP Interim Upgrade	July 2014	March 2015	98%	\$900,000	\$575,000
Comments: On schedule.					
Pipeline from West to South STP – Design Phase	July 2014	June 2015	60%	\$200,000	\$60,625
Comments: On schedule.					
R SRSTP Primary Valve Pit Replacement	July 2014	April 2015	10%	\$90,000	\$0
Comments: On schedule.					
R NRSTP New Inlet Screen	August 2014	June 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	September 2014	June 2015	10%	\$70,000	\$0

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
Comments: On schedule.					
N Water Mt Archer Reservoir Online Chlorine Analysis	July 2014	April 2015	10%	\$20,000	\$0
Comments: On schedule.					
R Water Barrage Gates Maintenance	September 2014	June 2015	10%	\$300,000	\$0
Comments: On schedule.					
R Water Barrage Gate Seal Rehabilitation	November 2014	June 2015	2%	\$300,000	\$0
Comments: On schedule.					
R WTP Glenmore Concrete Refurbishment	August 2014	June 2015	5%	\$25,000	\$0
Comments: On schedule.					
M W Dam No 7 CCTV Installation	July 2014	May 2015	10%	\$30,000	\$0
Comments: On schedule.					
M WTP CCTV Installation	July 2014	May 2015	10%	\$15,000	\$0
Comments: On schedule.					
M W Dam No 7 Raw Lift Pump Upgrade	July 2014	April 2015	30%	\$25,000	\$5000
Comments: On schedule.					
M W North Reservoir Roof Replacement	July 2014	June 2015	15%	\$100,000	\$0
Comments: On schedule.					
M STP Chlorination Upgrade	April 2013	March 2015	70%	\$15,716	\$8,250
Comments: On schedule.					
R – S NRSTP Aerator Replacement	July 2013	April 2015	70%	\$91,071	\$54,228
Comments: Delayed due to supplier design issues – delivery due late Feb 2015.					
Barrage Crane and Rail Restoration	December 2013	June 2015	20%	\$333,247	\$120,202
Comments: Project delayed due to poor contractor performance.					
GWTP Highlift Pump Station Upgrade	July 2013	June 2015	98%	\$3,366,922	\$3,208,854

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
(Stage 1)					
Comments: Stage 1 nearing completion.					
GWTP Highlift Pump Station Upgrade (Stage 2)	August 2014	March 2016	10%	\$3,510,000	\$0
Comments: On schedule but with slight delay due to late completion of Stage 1.					
GWTP Lowlift Pump Station Upgrade	July 2014	June 2015	20%	\$500,000	\$5,784
Comments: On schedule.					
Arthur Street SPS Electrical Upgrade	July 2014	July 2015	20%	\$422,130	\$12,488
Comments: On schedule.					
Yaamba Rd Reservoir Chlorination Upgrade	January 2014	February 2015	90%	\$50,000	\$17,568
Comments: On schedule.					
MM North Reservoir Rechlorination	July 2013	Aug 2014	100%	\$50,000	\$39,622
Comments: Completed.					
MMWTP Coagulant Dosing Upgrade	Jan 2014	Mar 2015	30%	\$30,000	\$9,002
Comments: On schedule.					
G Lucas St WPS pump and electrical switchboard upgrade	Jan 2014	June 2015	25%	\$500,000	\$10,935
Comments: On schedule.					

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

As at period ended 28 February 2015.

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

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

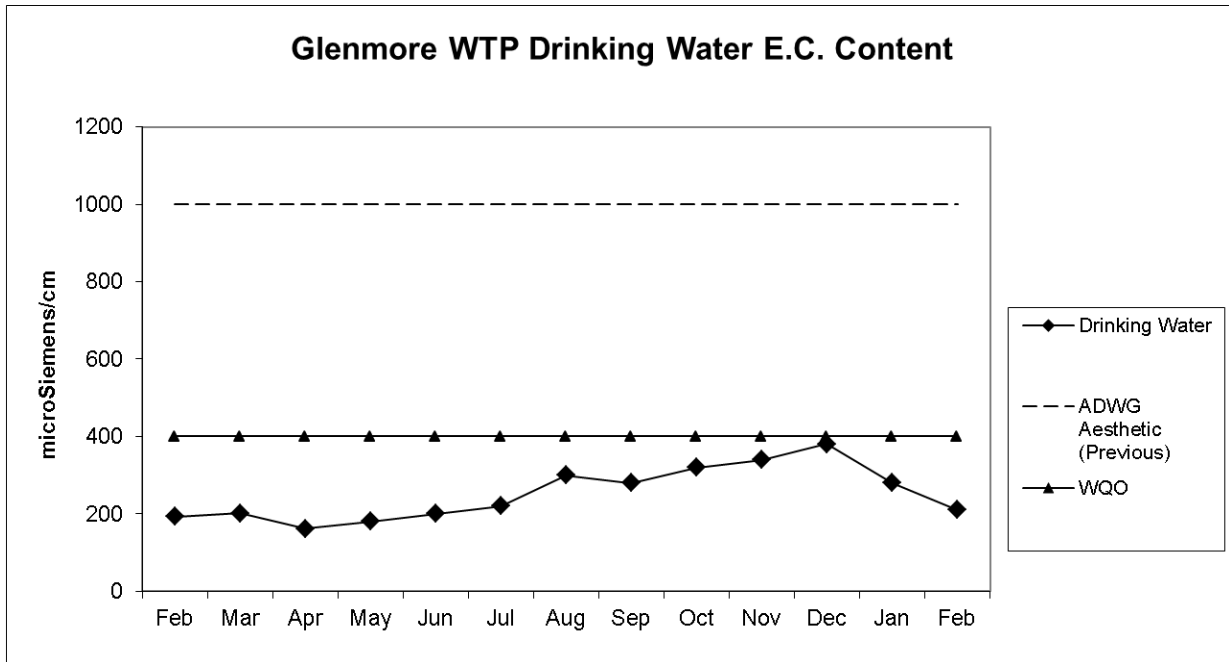
Service Delivery Standard	Target	Current Performance
<i>Drinking Water Samples Compliant with ADWG</i>	>99%	>99%
<i>Drinking water quality complaints</i>	<5 per 1000 connections	0.48
<i>Total water and sewerage complaints</i>	N/A	290
<i>Glenmore WTP drinking water E.C Content</i>	<500 µS/cm	210 µS/cm
<i>Glenmore WTP drinking water sodium content</i>	<50 mg/L	18 mg/L
<i>Average daily water consumption – Rockhampton</i>	N/A	38.31 ML
<i>Average daily water consumption – Gracemere</i>	N/A	3.12 ML
<i>Average daily water consumption – Mount Morgan</i>	N/A	0.91 ML
<i>Average daily bulk supply to LSC</i>	N/A	7.17 ML
<i>Drinking water quality incidents</i>	0	0
<i>Sewer odour complaints</i>	<1 per 1000 connections	0.15
<i>Service Leaks and Breaks</i>	80	87
<i>Total water main breaks</i>	15	14
<i>Total sewerage main breaks and chokes</i>	32	42
<i>Incidence if unplanned interruptions – water</i>	N/A	40
<i>Average response time for water incidents (burst and leaks)</i>	N/A	183.6
<i>Average response time for sewerage incidents (including main breaks and chokes)</i>	N/A	99.25
<i>Rockhampton regional sewer connect blockages</i>	42	17

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

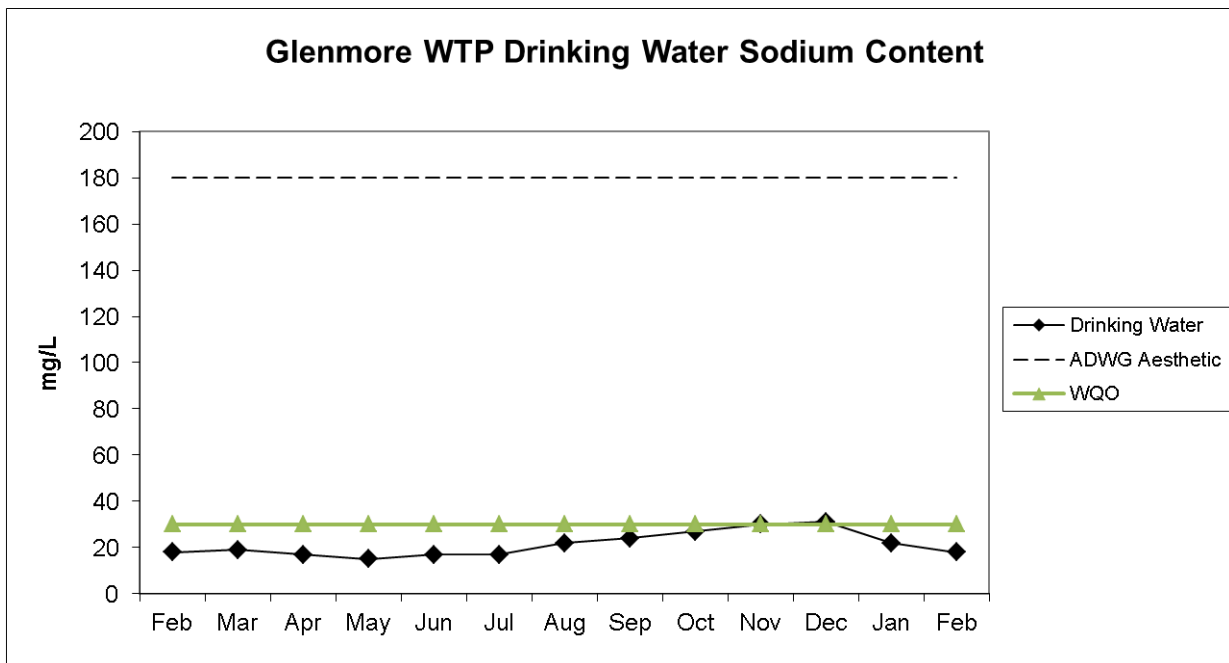
Refer to the individual graphs and information below.

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 February decreased to be 210 µS/cm. The low E.C. value is due to the receipt of rainfall throughout the catchment which has led to a fresh flow through the Barrage. The level of E.C. is well below the Water Quality Objective of 400 µS/cm and well beneath the previously used aesthetic guideline value of 1000 µS/cm. The E.C. reading is not expected to increase significantly within the next few months.

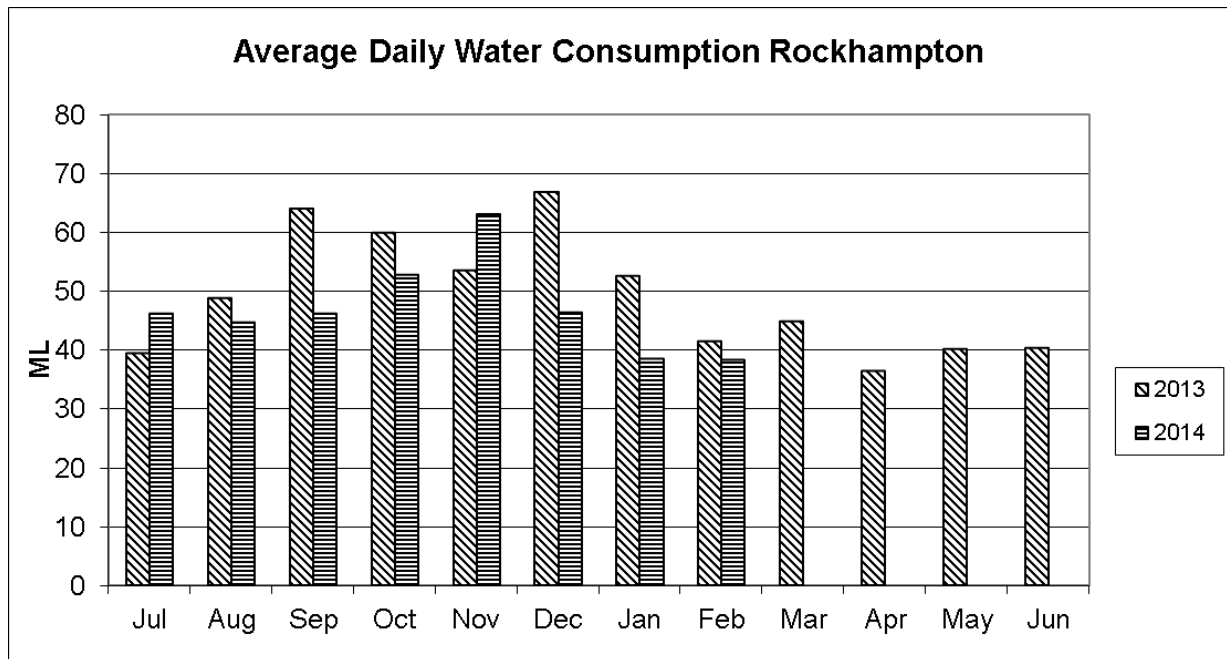


The concentration of sodium in drinking water supplied from the GWTP during February decreased to be 18 mg/L. The low sodium concentration is due to the receipt of rainfall throughout the catchment which has led to a fresh flow through the Barrage. The current level of sodium is beneath the Water Quality 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

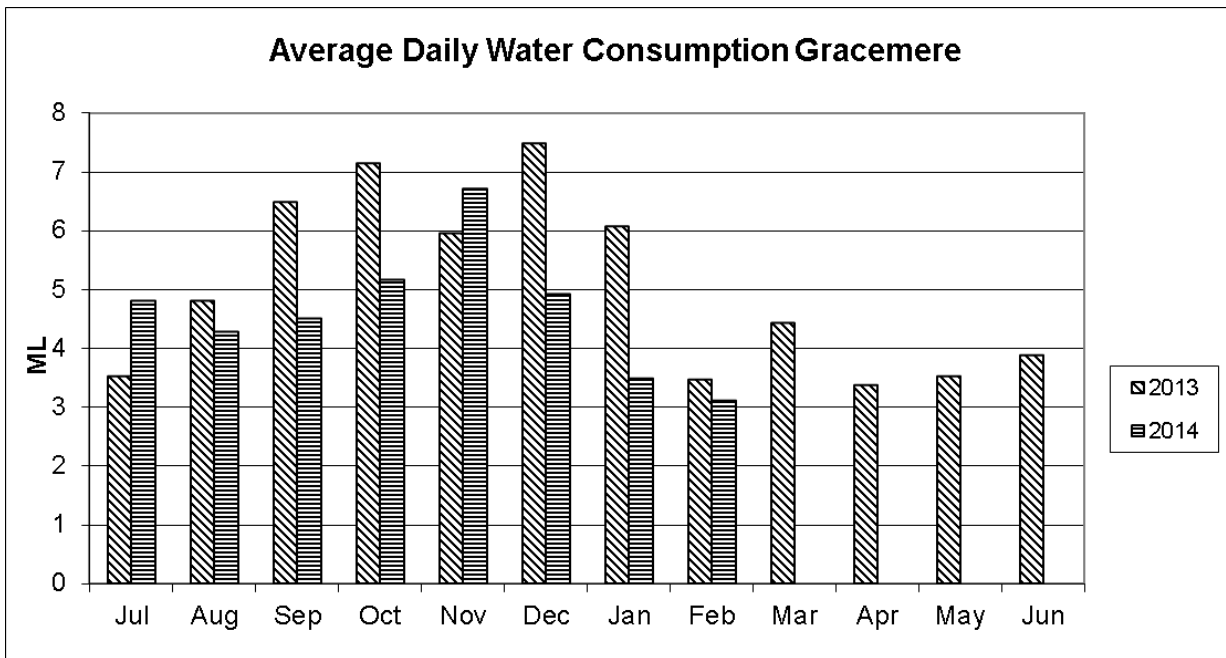
Data is presented in graphs for each water year (e.g. 2014 is the period from July 2014 to June 2015). Overall average consumption in the region is lower compared to previous year and may be the result of customers better understanding their water usage and billing.

Rockhampton



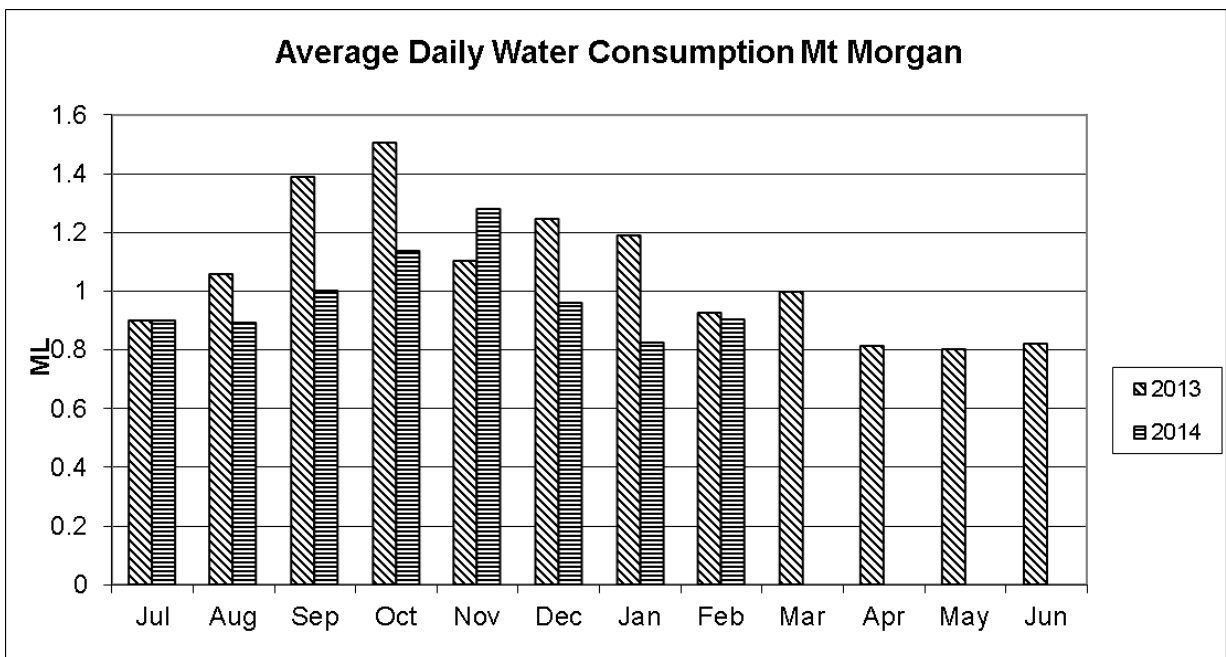
Average daily water consumption in Rockhampton during February (38.31 ML/d) was the same as that reported in January and was lower than that reported in the same period last year. The decrease in consumption was due to the receipt of significant rainfall during the month. The Fitzroy Barrage Storage is currently at 89% 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



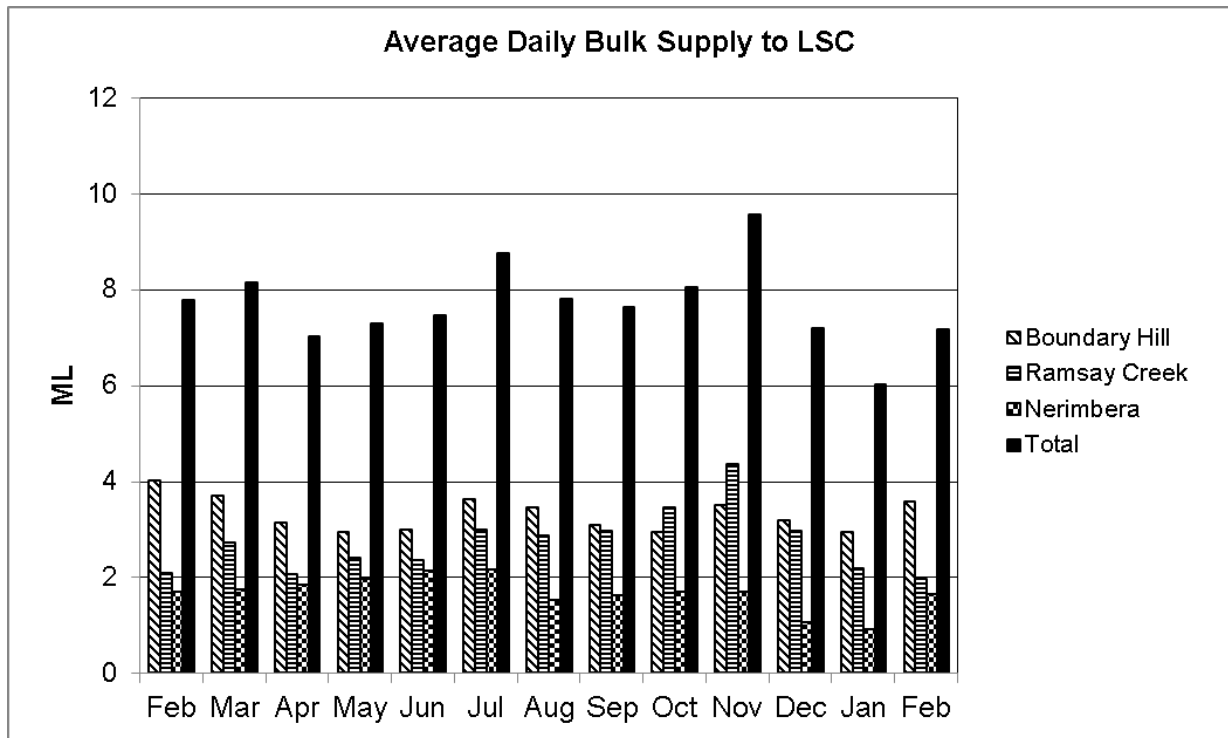
Average daily water consumption in Gracemere during February (3.12 ML/d) decreased compared to that reported in January and was lower than that reported in the same period last year. The decrease in consumption was due to the receipt of significant rainfall during the month. The Fitzroy Barrage Storage is currently at 89% 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



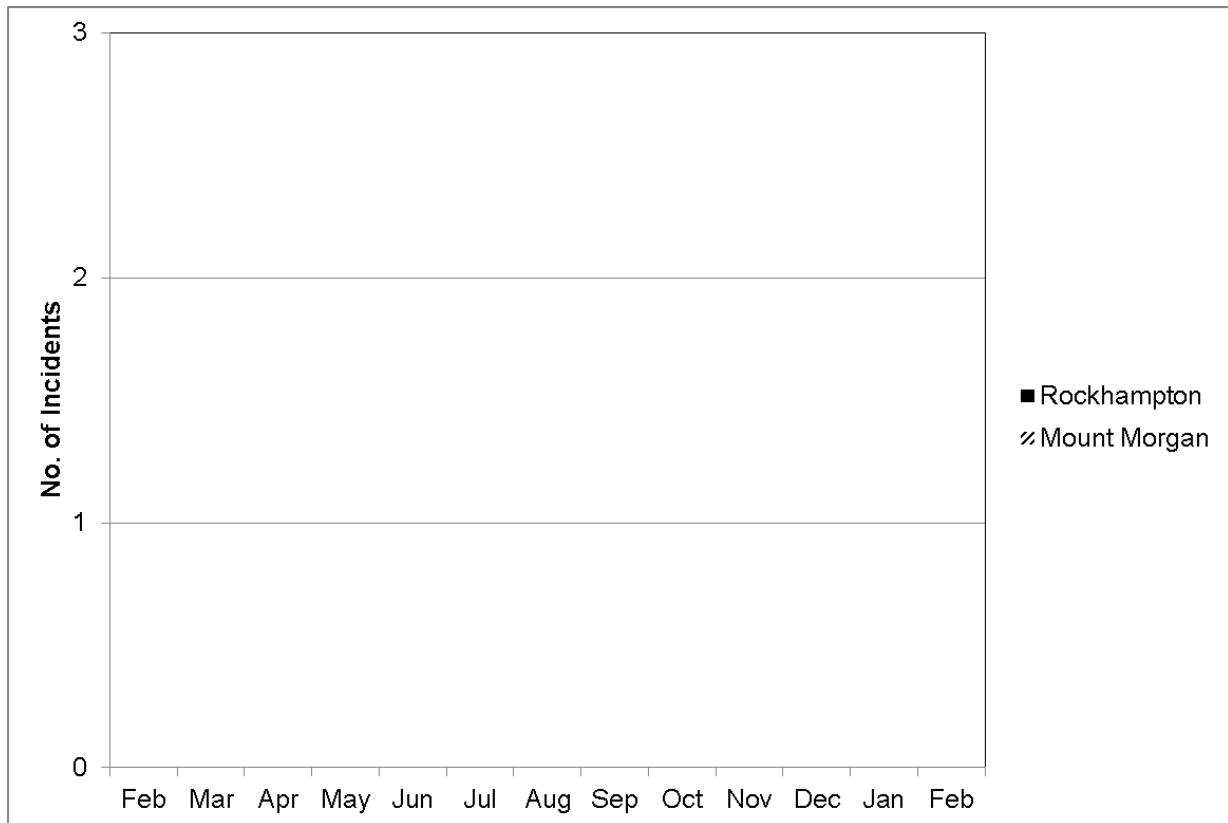
Average daily water consumption in Mount Morgan during January (0.91 ML/d) was higher than that reported in January but was lower than that reported for the same period last year. The continued relatively low consumption was due to the receipt of significant rainfall during the month. The No. 7 Dam is currently at 99% 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



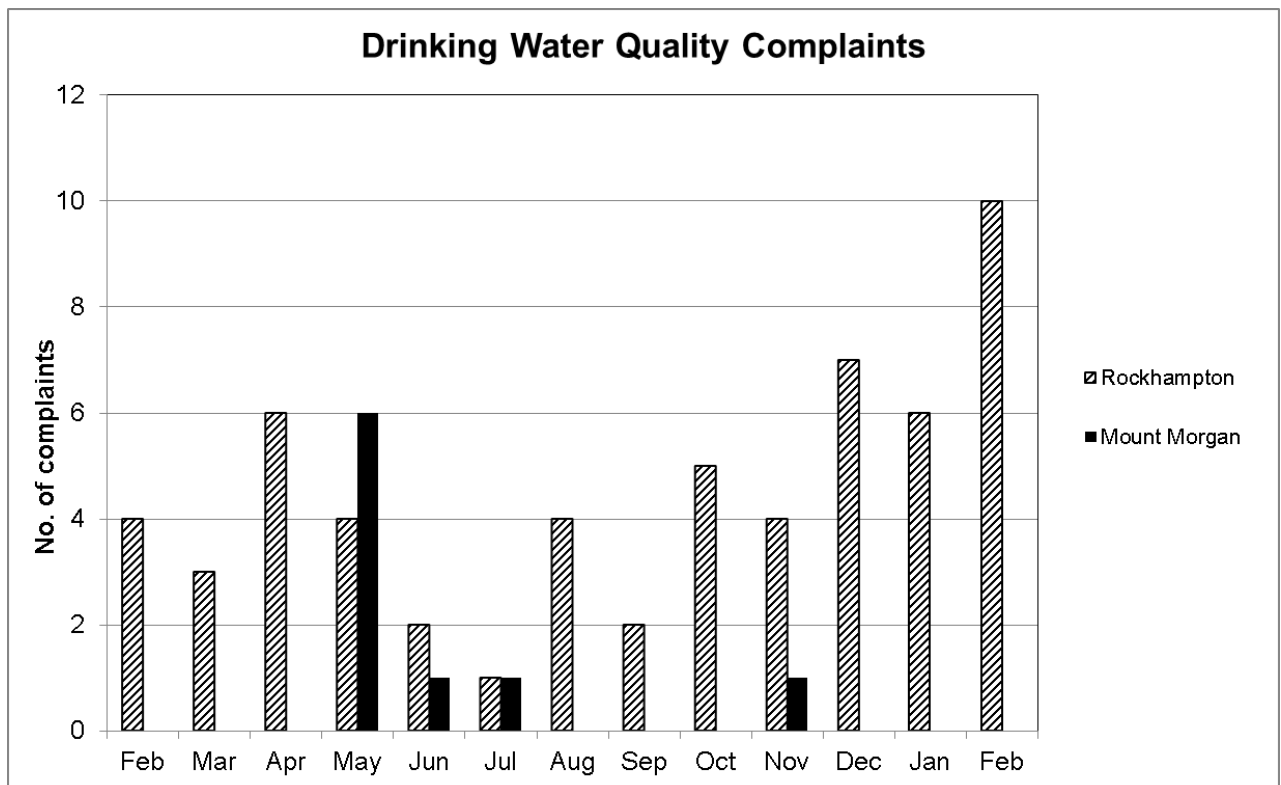
Overall, the average daily volume of water supplied to LSC increased during February compared to that recorded in January to be 7.17 ML/d. This overall increase was due to an increase in supply via the Boundary Hill Reservoir to help maintain supply to the Capricorn Coast when the Woodbury WTP was off-line following TC Marcia.

Drinking Water Quality Incidents



No water quality incidents occurred during the month of February. It is now nearly two years since the last drinking water quality incident occurred.

Drinking Water Quality Complaints

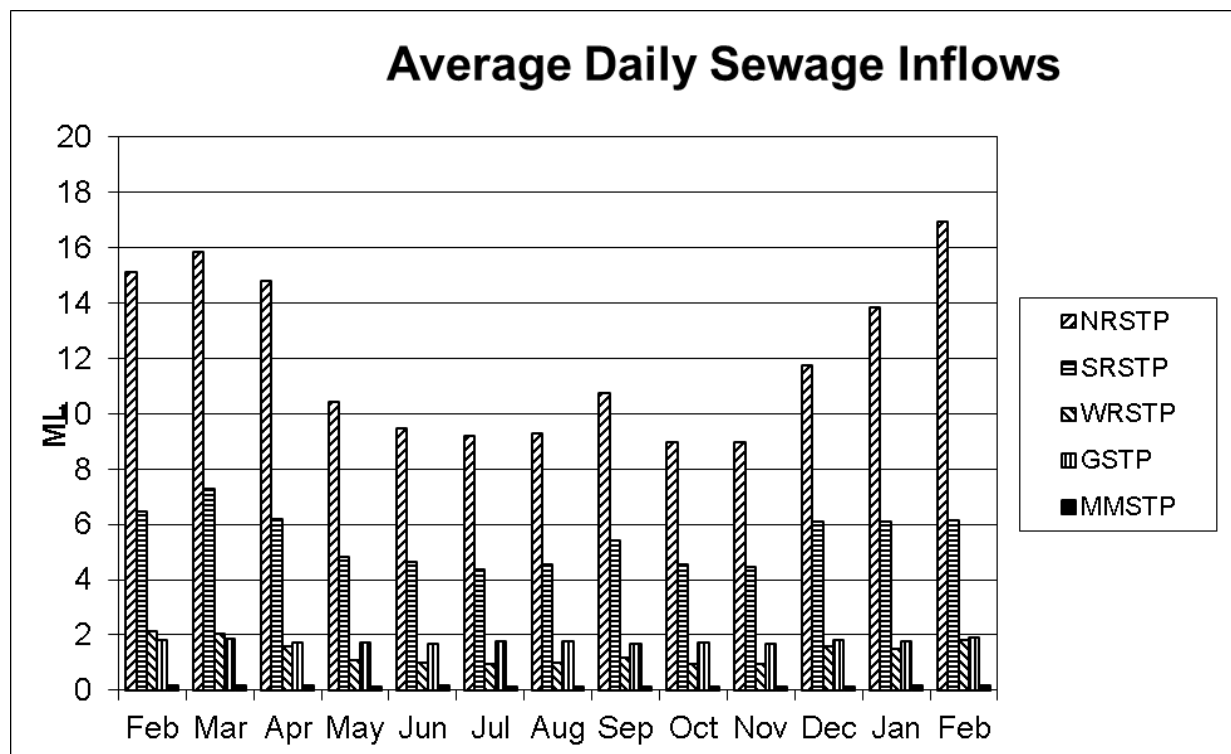


	Elevated Chlorine	Taste/Odour/Quality	Discoloured Water	Physical Appearance (e.g. residue or air)
No. Complaints	0	4	6	0

The total number of drinking water quality complaints (10 complaints) received during February increased from the six complaints received in January.

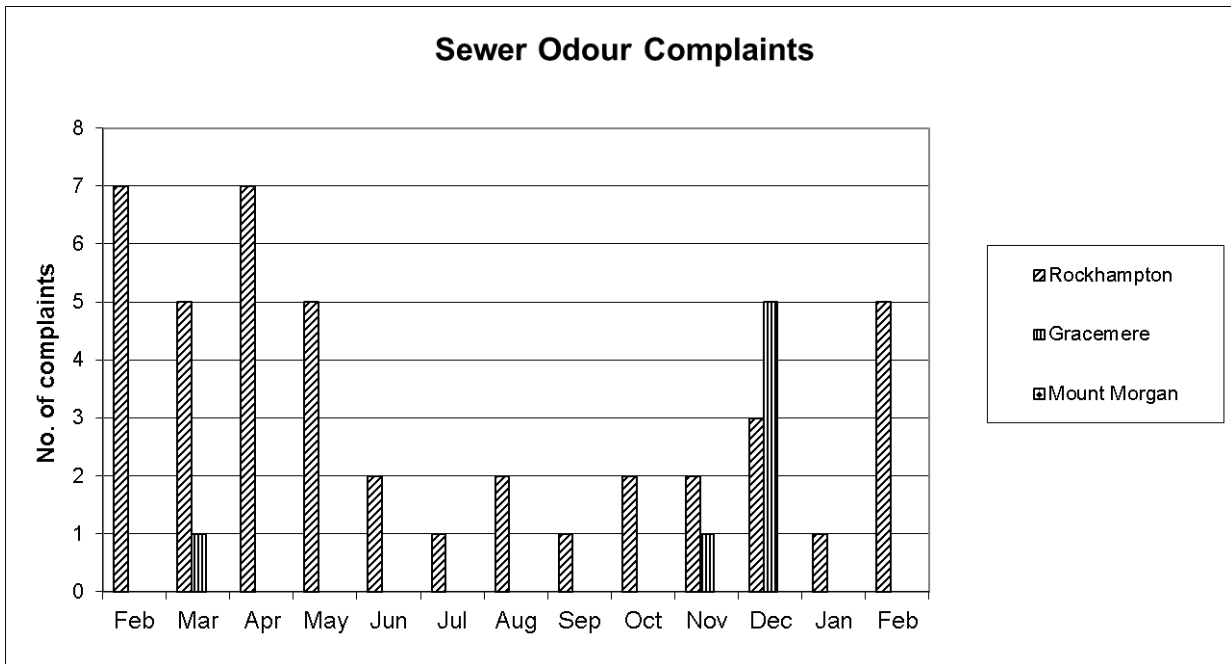
All complaints were received from Rockhampton. Four complaints were associated with taste and six complaints were associated with discoloured water. The discoloured water complaints were mostly associated with disruptions to water supply following TC Marcia. In all instances FRW assisted by taking action to address each issue by providing additional testing, information or through the flushing of water mains to resolve the issue.

Sewage Inflows to Treatment Plants



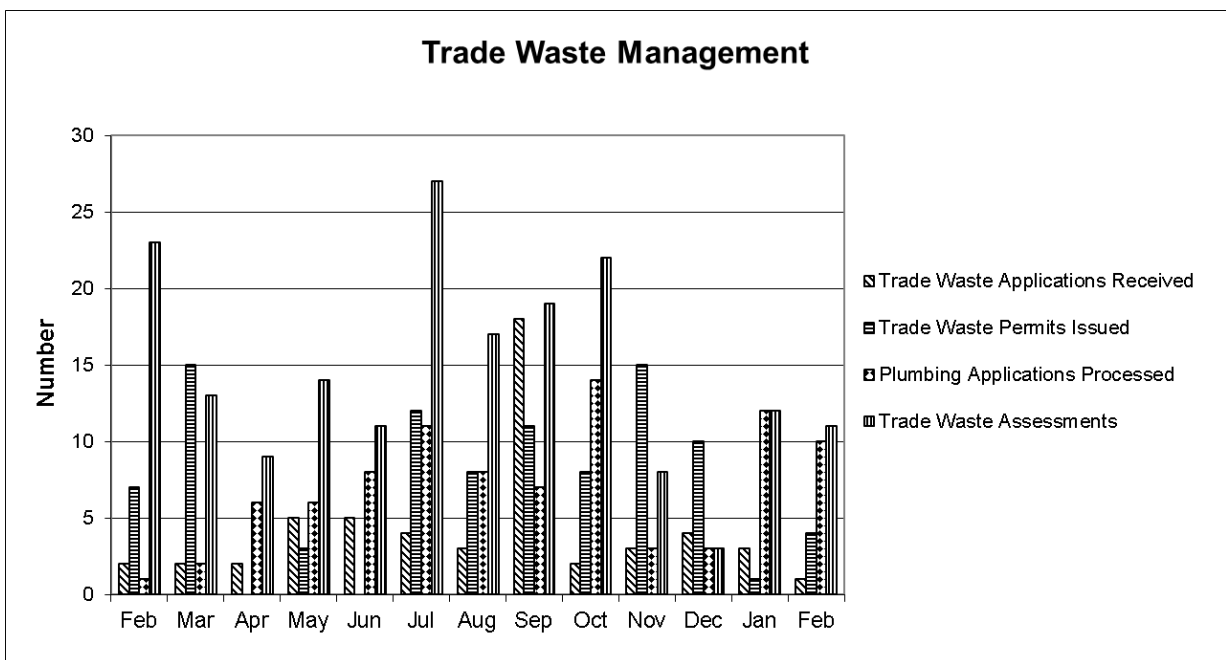
Average daily sewage inflows during February increased slightly from that reported in January due to the receipt of significant rainfall associated with TC Marcia towards the end of the month. The inflow volumes were also impacted significantly by the extended power outage that was experienced in all sewerage infrastructure for varied lengths of time following TC Marcia.

Sewer Odour Complaints



Five sewer odour complaints were received during the month of February, an increase from the one complaint received in January. All complaints were received from Rockhampton and were mostly associated with a sewer odour emanating from parts of the sewerage network. One odour complaint was associated with odour coming from a sewerage pump station during the extended power outage post-TC Marcia. All complaints were investigated and action taken where possible to resolve the odour problems.

Trade Waste Management Activities

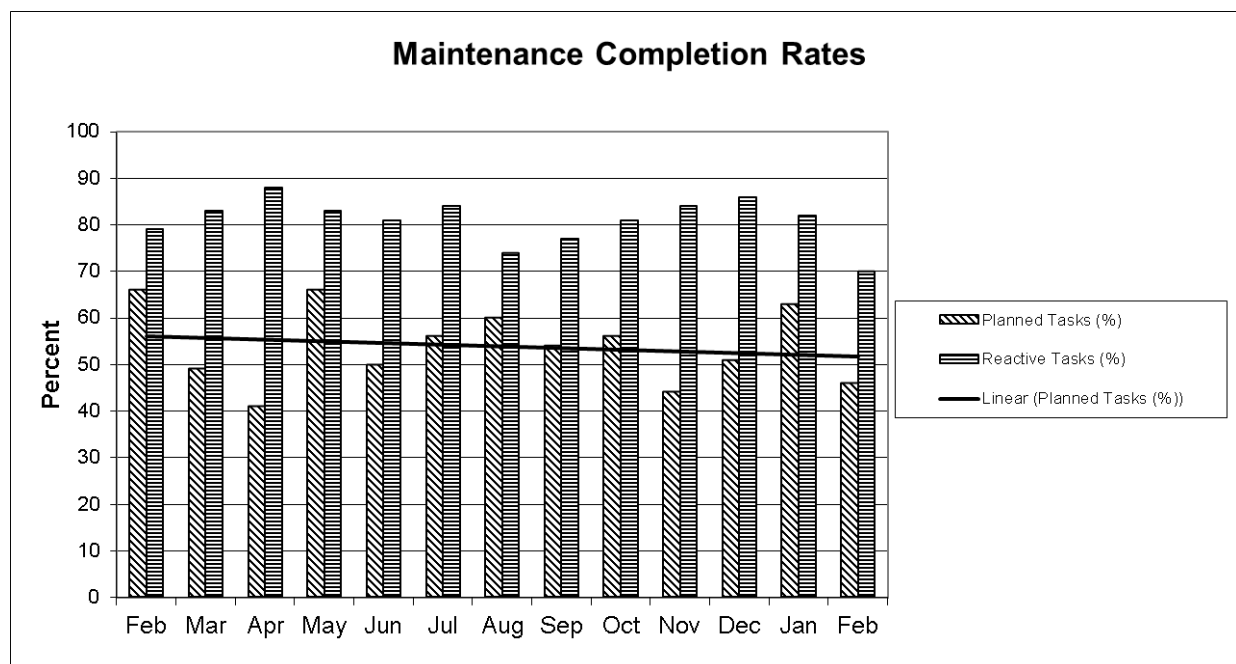


One Trade Waste application was received and four Trade Waste Permits were issued during February. Ten Plumbing Applications were processed and 12 Trade Waste Assessments were completed by the team.

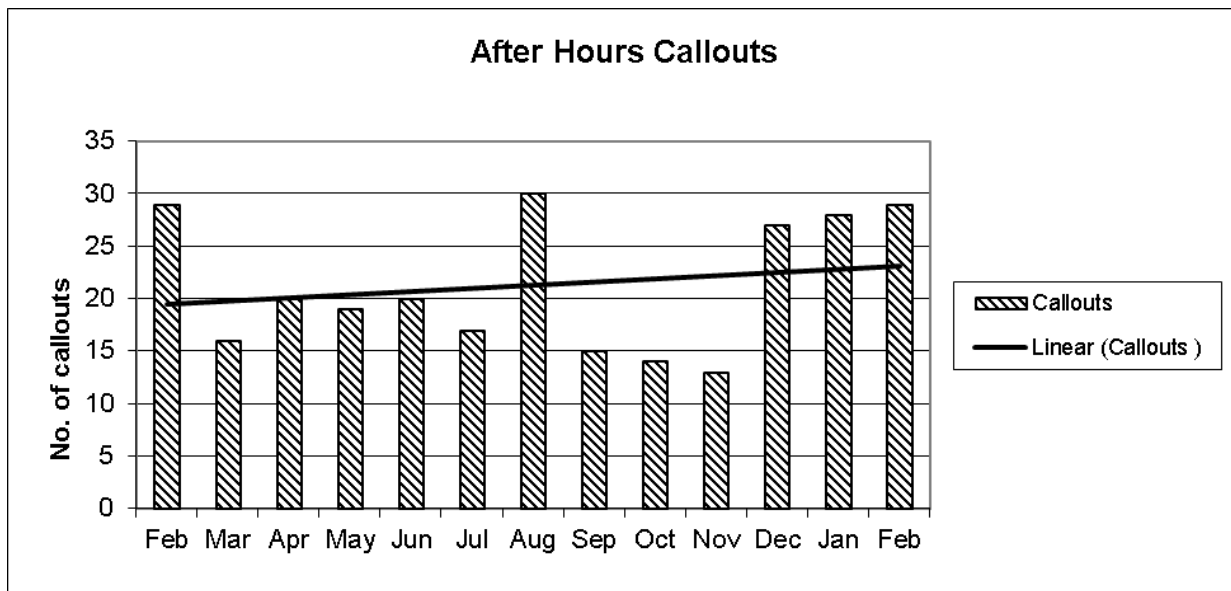
Treatment and Supply Maintenance Activities

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	32	34	43	N/A
Reactive	52	56	6	0
After hours callouts	20	8	1	0
Capital	1	0	0	0
Safety and Compliance	7	38	1	5



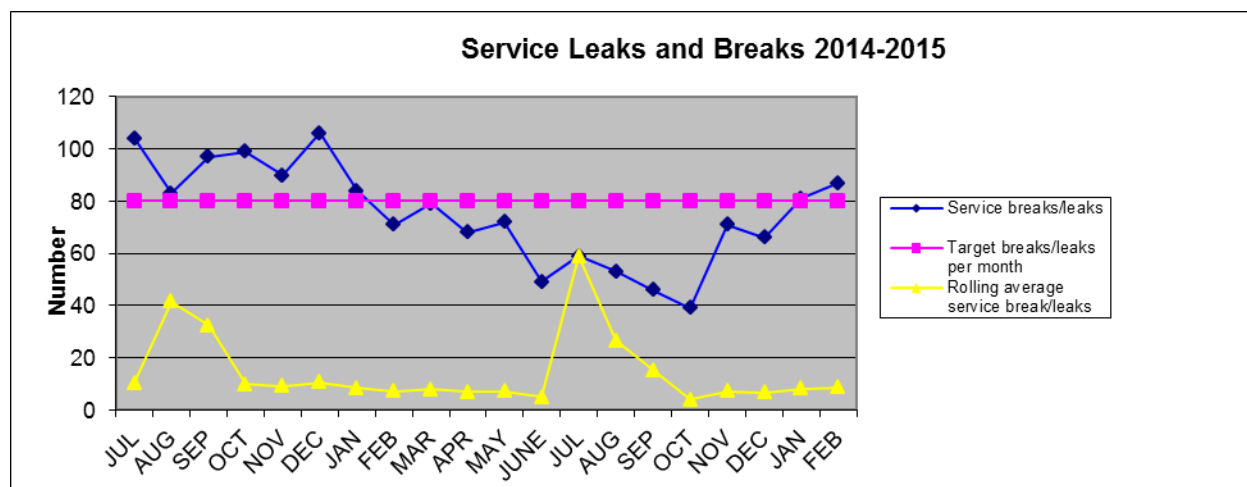
A total of 263 preventative maintenance activities were scheduled and 219 reactive maintenance activities were requested during the month of February. Completion rates for each type of maintenance activity by the end of the month were 46% and 70% respectively. The significant decrease in completion rates was due to staff being diverted to complete preparation and recovery work associated with TC Marcia.



The number of after-hours call-outs for Treatment and Supply (29 call-outs) increased slightly during February compared to January due in part to the completion of activities associated with TC Marcia. 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. 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 not achieved.

Issues and Status

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

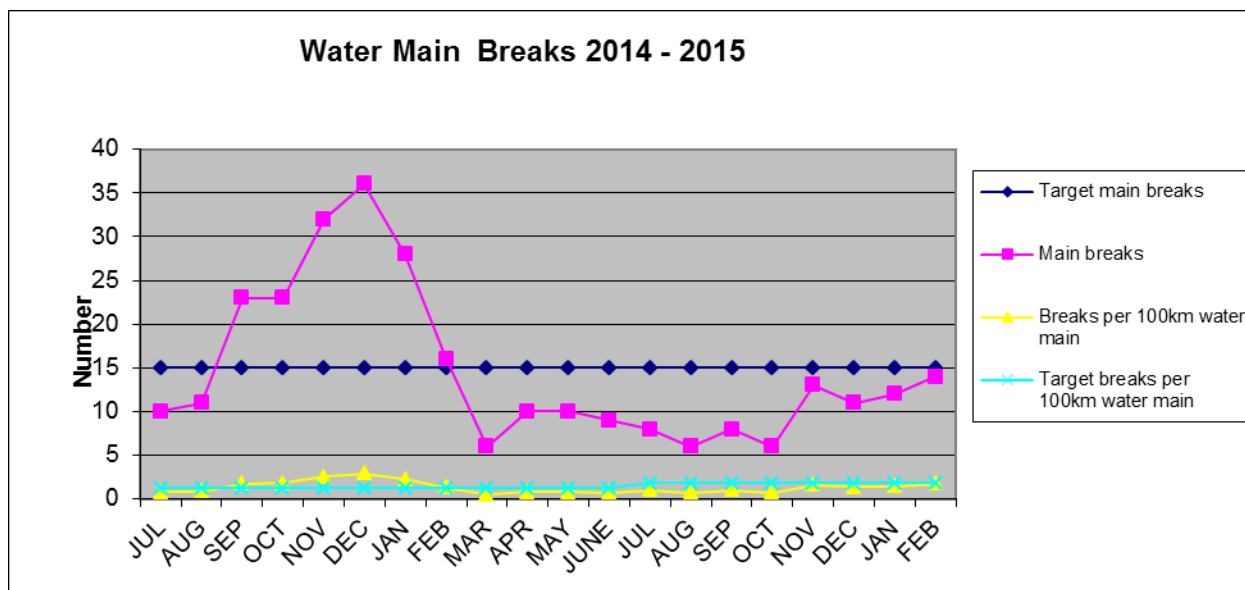
Response to Issues

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

- Poly pipe and fittings = 93%
- Galvanised iron = 7%

Locality	Service Leaks / Breaks
Rockhampton	86
Mount Morgan	1
Regional Total	87

Regional Water Main Breaks



Performance

Target achieved

Issues and Status

Nil

The following table shows the number of breaks per month.

Water main type	December 2014	January 2015	February 2015
Cast Iron	0	0	2
A C	7	9	9
PVC	4	3	1
Mild Steel	0	0	0
Poly	0	0	2
TOTAL	0	0	0

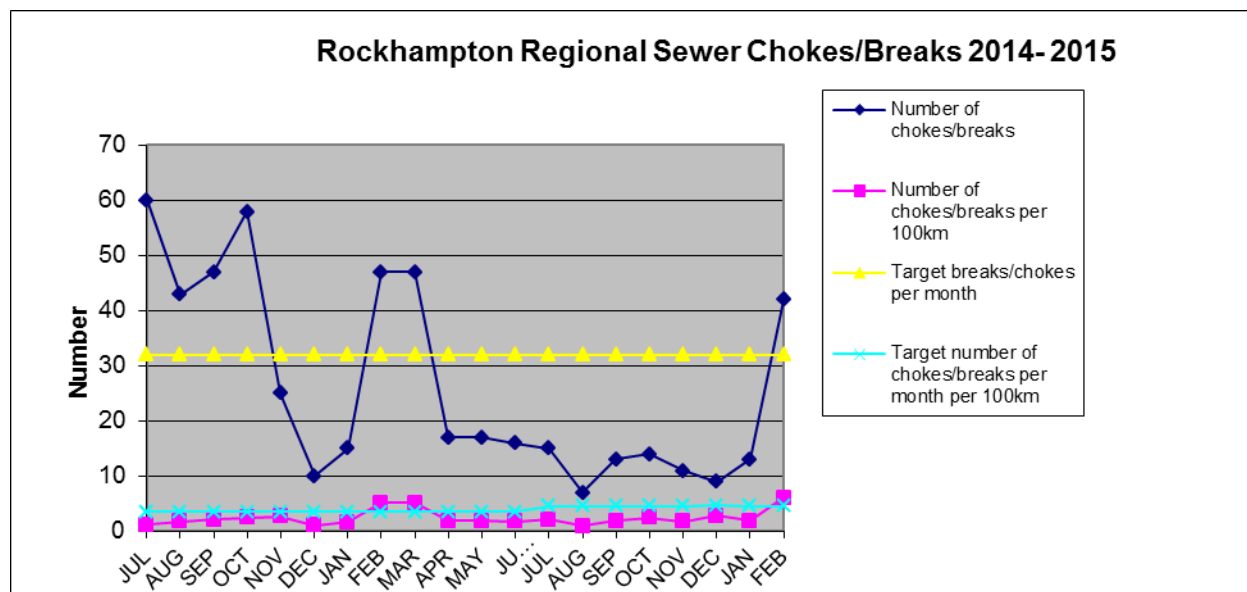
Response to Issues

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
February	14	15	1.72	1.84	0.29

Locality	Main Breaks
Rockhampton	13
Mount Morgan	1
Regional Total	14

Rockhampton Regional Sewer Chokes/Breaks



Performance

Target not achieved.

Issues and Status

Data indicates that blockages / overflows have been caused by tree root intrusion and wet weather surcharges due to TC Marcia.

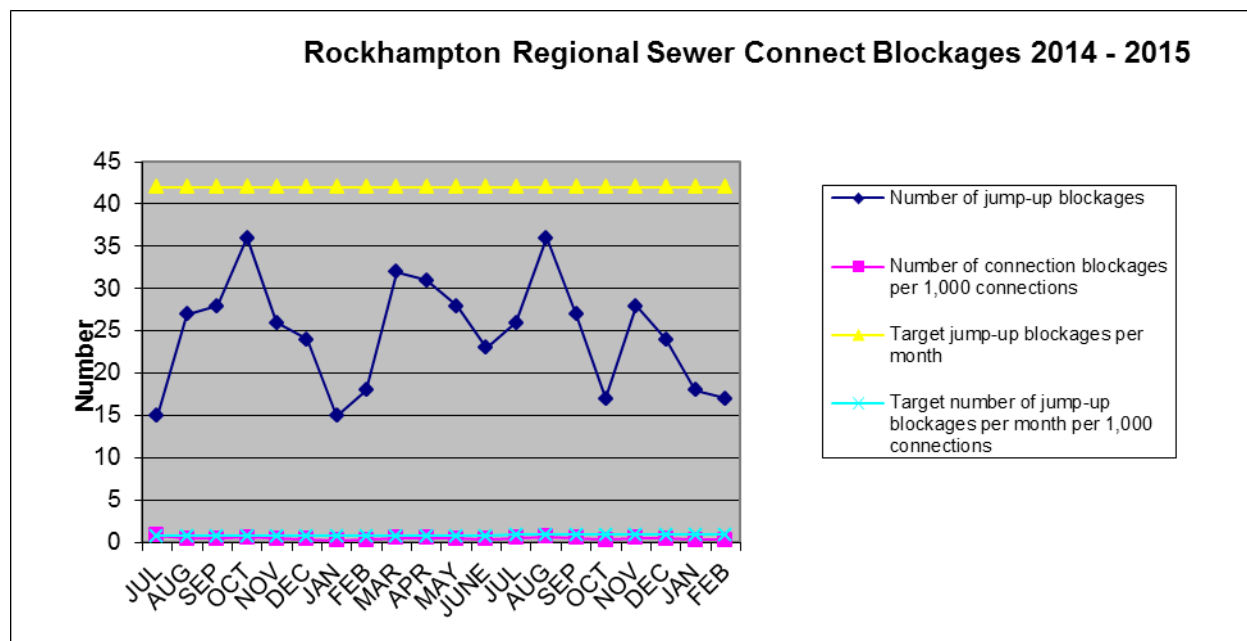
Response to Issues

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
February	42	32	6.1	458	3.93

Locality	Surcharges	Blockages
Rockhampton	27	42
Mount Morgan	0	0
Regional Total	27	42

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
February	17	42	0.35	0.95	0.35

Locality	Connection Blockages
Rockhampton	17
Mount Morgan	0
Regional Total	17

Sewer Rehabilitation Program

Work Location	Number completed for the month	Year to date totals
Access Chambers raised	4	35
Sewers repaired	12	70

Private Works

Table 1: New Water Connections:

Region	February	Year to Date 2014	Year to Date 2013	Year to Date 2012	Year to Date 2011
Gracemere	8	43	64	377	250
Rockhampton	8	126	187	71	71
Mt Morgan	0	0	0	0	0
Regional Total	16	169	251	448	321

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

Region	February	February 2014	February 2013	February 2012
Gracemere	8	4	64	41
Rockhampton	8	16	12	6
Mount Morgan	0	0	0	0
Total	16	20	76	47

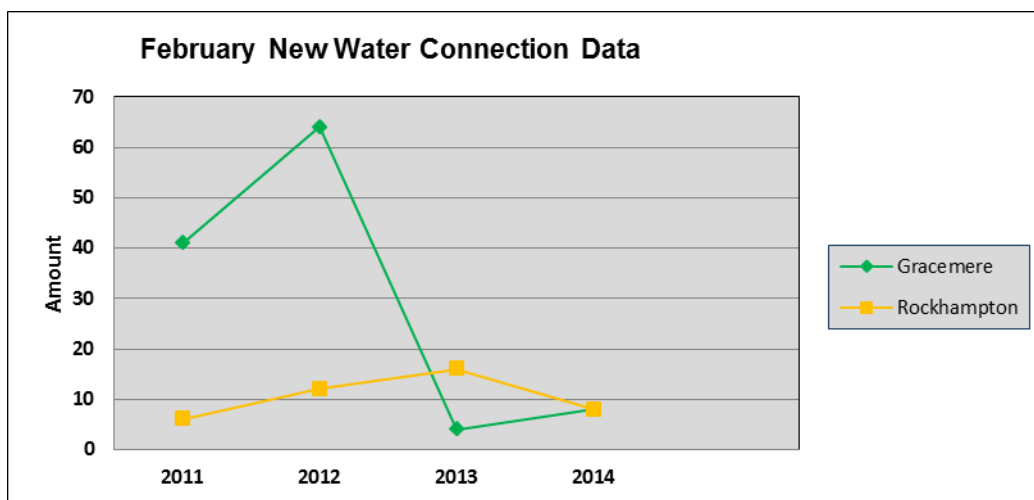


Table 2: Details on Private Works Jobs

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.

	February	Amount	YTD	Amount
Quotes Prepared	13	\$77,770.48	112	\$996,535.31
Quotes Accepted	6	\$39,987.71	74	\$529,887.67
Jobs Completed	2	\$6,466.64	70	\$516,498.80

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSPWSC - Network Services – Private Works/Standard Connection Enquiry	1	0

Table 3: Undetected Leaks (Residential)

	February	FYTD
New requests	8	166
Number declined	1	21
Number approved	3	119
Require more info	1	71
Total KI rebated	1338	89,729
Total value approved	\$2059.09	\$160,440.97

Table 4: Undetected Leaks (Commercial)

	February	FYTD
New requests	0	6
Number declined	0	0
Number approved	0	14
Require more info	0	1
Total KI rebated	0	16,688
Total value approved	0	\$8,571.56

Table 5: Residential Rebates

	February	Total FYTD Applications	Total FYTD \$
Washing machines	4	95	\$9,500
Stand Alone tank	2	3	\$750
Integrated tank	0	0	\$0
Dual flush toilet	0	3	\$150
Shower rose	1	3	\$75
Total	7	104	\$10,475

Currently there is one unapproved application pending further advice from the applicant. This relates to:

- Name on the purchase receipt does not match the name stated on the application form (1)

Water Meters

12,361 water meters were read during the month of February and approximately 7,700 accounts were issued to customers. The increase in no-reads in sectors 9 and 10 were caused by cyclone damage restricting access to meter boxes. These meters will be accessed as the clean up allows. The billing of some sectors may be held up slightly due to the delay in reading these meters.

Sectors Read for February	6	7	8	9	10	Total
No. of meters in Sector	2601	2770	2190	2801	1999	12361
No-Reads	13	20	8	53	130	224
% Of No-Reads	0.5%	0.7%	0.4%	1.9%	6.5%	1.8%

Special Water Meter Reads

Reading Type	No. of Reads	\$ Value
Water Account Search - Averaged Readings \$28 per read	47	\$1,316.00
Water Account Search - On-Site Readings \$147.00 per read	34	\$4,998.00
Total \$ Value for February		\$6,314.00
Total \$ Value Year to Date		\$51,569.00

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSWMRE - Network Services - Water Meter Reading Enquiry	11	2
NSSWMR - Network Services Special Water Meter Read Enquiry	0	0
FINIRR - Finance - Irrigators (Asset)	1	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

	February	YTD
General enquiries	20	846
Site investigations	10	305
Approval Permits issued	1	44
Permits closed	1	16
Total	32	1211

Building Over Sewer Permits in Progress

There is one permit in progress.

ADMINISTRATION MATTERSDial Before You Dig (DBYD)

The average number of requests received per day for February was 6.64.

	December 2014	January 2015	February 2015	FY Total
Requests Processed	148	194	186	1777

Site Tours

There were no site tours of the GWTP held in February.

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

A water meter and leak test flyer are continuing to be inserted into the January – March 2015 round of Water Notices.

News in Education advertisement

This month's advertisement was 'Get it right at the pipe'.

Website Content and Navigation Review

A complete content and navigation review is underway for FRW. The review is aimed at making the website more user-friendly and more customer focused.

Media Releases and Community Notices

A media opportunity and release was issued regarding the refurbishment of the sewer network chambers in North Rockhampton.

As a result of TC Marcia, a large number of media alerts were also issued during February advising of impacts to the water network and the need to be waterwise.

INFRASTRUCTURE PLANNINGSewer Network Investigations*North Rockhampton Flood Mitigation Investigation*

The Designer has provided a sewer modelling brief outlining the proposed methodology for the required analyse by Council. This methodology has been reviewed by Council with comments provided back to the designer to further define the scope of the analysis.

A component of the sewer modelling brief is to validate the model using recent flow logging data prior to carrying out any analysis. A request has been made to the flow logging contractor to provide this data ASAP.

West to South STP Transfer

No further development.

Bruce Highway/Ramsey Creek Sewer Pump Station Wet Well

No further development.

Parkhurst Sewerage Pump Station Implementation Strategy

A draft Planning Report for the Parkhurst Sewerage Pump Station Strategy has been completed and is currently under review.

Kershaw Gardens Amenities Block Connection

The project has now gone out to tender.

Water Network Investigations*Mt Morgan – Future Water Supply*

In March 2008 a report on an emergency water supply from Gracemere to a reservoir at Baree was prepared by the designer with a then estimated capital cost of \$6M. This original proposal has been reviewed as a first step in preparing to have the Mt Morgan water supply pipeline option effectively shovel ready subject to receiving sufficient government funding.

The original proposal has been incorporated into the existing Mt Morgan and Gracemere water models to assess the proposed size of future infrastructure and impact on the existing infrastructure. A broad assessment has been carried out to assist with immediate budget forecasting requirements and will be followed up with a more comprehensive planning report in the near future.

The updated cost to provide long term water supply to Mt Morgan is estimated to be in the order of \$15M. It was recommended \$500,000 be applied for in the 15/16 budget for survey, geotechnical data acquisition and complete detailed design including the acquisition of land and easements.

FINANCIAL MATTERSOperational

Revenue is currently 87.1% 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 57.9% of budget and includes all half yearly billing and 70% of Rockhampton sectors third quarter billing. Gross water consumption is below target at 57.9%, largely influenced by large amounts of rainfall and we are yet to see the effect of Tropical Cyclone Marcia. Consumption (kl) is also below that for the same billing period last year in the order of 7.9%. Residential consumption is well below last year particularly Rockhampton sectors. Bulk water consumption remains on target. Fees and charges are slightly below target influenced by a few activities as mentioned in previous reports.

Expenditure year to date is 65.1% of 2014/2015 Adopted budget. Overall expenditure is on target. Some expenditure groups within service units are above expectation and continue to be monitored in line with groups under expenditure.

The figures in revised budget area are only draft figures (prior to TC Marcia) and are not used for any comparison in this report. There will be a further budget revision taking into account the effects of TC Marcia to be completed by end March 2015.

Capital

Capital expenditure is below the percentage of year elapsed at 31.8% in comparison to the Adopted budget including carry forward expenditure. Capital expenditure has remained fairly static during February.

Water YTD 34.9% and Sewer YTD 23.6%.

Networks YTD 46.8% and Treatment YTD 16.8%.

The areas of prominent activity are the Sewer relining, North Rockhampton flood mitigation works, Mt Morgan sewerage scheme Stage 2, Water trunk main duplication to Gracemere and Water Main Replacement programs.

There will be a further budget revision taking into account the effects of TC Marcia to be completed by end March 2015.

Sundry Debtors

Below is a summary of aged sundry debtor balances at the end of February 2015. 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	122	34	70	13	43
Total Value	\$136,938.07	\$20,335.67	\$28,661.86	\$24,750.60	\$63,189.94

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

90+ days	Comments
\$7,851.60	Trade Waste debts - Collection attempts unsuccessful, other avenues to be investigated
\$366.00	Trade Waste debts to be written off
\$7,424.09	Long Term Payment Plans - Mt Morgan Sewerage Connections - Recovery will occur
\$11,008.35	Other Payment Plans – Standpipes, Private Works and Irrigators
\$2,994.21	Debtors currently at collection
\$5,301.44	Not overdue – invoiced Jan 2015 but import dated 2014
\$28,244.25	Other Overdue Debt with no fixed arrangements – Trade Waste, Irrigators, Standpipes, Emergency Works – Overdue letter issued
60-90 Days	Comments
\$7,257.40	Standpipe (includes \$1383.74 from 3 debtors with 90+)
\$14,415.00	Trade waste (includes \$13164.00 from 1 debtor with 90+)
\$1,251.20	Septic disposal
\$1,827.00	Building over sewer legal fee
30-60 Days	Comments
\$6,172.04	Standpipe Invoices (includes \$979.68 from 3 debtors that have 90+ days)
\$22,067.71	Irrigator (includes \$1353.53 from 7 debtors in 90+ days)
\$67.00	Trade waste
\$355.11	Other – houseline blockage

A summary of financial performance against budget is presented below:

Update graph

	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 66.7% of Year Gone
FITZROY RIVER WATER							
<i>Network Construction</i>							
Expenses	238,605	233,804	1,378	86,686	88,064	37%	✓
Total Unit: Network Construction	238,605	233,804	1,378	86,686	88,064	37%	✓
<i>Treatment & Supply</i>							
Revenues	0	(6,381)	0	(6,752)	(6,752)	0%	✓
Expenses	9,555,144	9,540,774	651,536	6,056,010	6,707,545	70%	✘
Transfer / Overhead Allocation	318,616	339,368	0	216,906	216,906	68%	✘
Total Unit: Treatment & Supply	9,873,760	9,873,760	651,536	6,266,163	6,917,699	70%	✘
<i>Business Administration</i>							
Revenues	0	(1,364)	0	(3,636)	(3,636)	0%	✓
Expenses	238,798	238,798	989	157,870	158,859	67%	✓
Transfer / Overhead Allocation	29,459	24,637	0	16,271	16,271	55%	✓
Total Unit: Business Administration	268,257	262,071	989	170,505	171,494	64%	✓
<i>Fitzroy River Water</i>							
Revenues	(355,188)	(465,188)	0	(287,323)	(287,323)	81%	✓
Expenses	15,509,159	14,959,838	107,257	9,614,593	9,721,849	63%	✓
Transfer / Overhead Allocation	23,044,536	25,359,892	0	16,052,087	16,052,087	70%	✘
Total Unit: Fitzroy River Water	38,198,507	39,884,542	107,257	25,379,356	25,486,613	67%	✘
<i>Network Services</i>							
Revenues	(58,406,928)	(57,886,414)	0	(50,883,638)	(50,883,638)	87%	✓
Expenses	3,551,050	3,499,853	1,010,526	1,934,653	2,945,179	83%	✘
Transfer / Overhead Allocation	602,368	615,094	0	399,172	399,172	66%	✓
Total Unit: Network Services	(54,253,510)	(53,771,467)	1,010,526	(48,549,813)	(47,539,287)	88%	✓
Total Section: FITZROY RIVER WATER	(5,674,381)	(3,547,289)	1,771,686	(16,647,103)	(14,875,417)	262%	✓

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