



# **WATER COMMITTEE MEETING**

## **AGENDA**

**8 JULY 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 July 2015 commencing at 12:30pm for transaction of the enclosed business.*

A handwritten signature in black ink, appearing to be "C. R.", is positioned above the printed name of the Chief Executive Officer.

**CHIEF EXECUTIVE OFFICER**  
1 July 2015

Next Meeting Date: 05.08.15

**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.

## TABLE OF CONTENTS

ITEM	SUBJECT	PAGE NO
1	OPENING.....	1
2	PRESENT .....	1
3	APOLOGIES AND LEAVE OF ABSENCE .....	1
4	CONFIRMATION OF MINUTES.....	1
5	DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA .....	1
6	BUSINESS OUTSTANDING .....	2
6.1	BUSINESS OUTSTANDING TABLE FOR WATER COMMITTEE .....	2
7	PUBLIC FORUMS/DEPUTATIONS .....	5
	NIL .....	5
8	OFFICERS' REPORTS .....	6
	NIL .....	6
9	STRATEGIC REPORTS .....	7
9.1	FRW MONTHLY OPERATIONS REPORT - MAY 2015.....	7
10	NOTICES OF MOTION .....	40
	NIL .....	40
11	URGENT BUSINESS/QUESTIONS .....	41
12	CLOSURE OF MEETING.....	1

**1 OPENING**

**2 PRESENT**

Members Present:

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

In Attendance:

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

**3 APOLOGIES AND LEAVE OF ABSENCE**

The Mayor, Councillor Margaret Strelow has tendered her apology and will not be in attendance.

**4 CONFIRMATION OF MINUTES**

Minutes of the Water Committee held 3 June 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 July 2015**

**Attachment No: 1**

Date	Report Title	Resolution	Responsible Officer	Due Date	Notes
04 June 2014	Rockhampton Regional Council High Priority Water Allocation Use	<p>THAT the Council receive the report and adopt the following recommendations to optimise the sustainable usage of Council's high priority water allocation being that:</p> <ul style="list-style-type: none"> <li>• Information is disseminated to irrigators regarding the removal of the requirement for Land and Water Management Plans;</li> <li>• FRW's 'water market' is promoted more;</li> <li>• The Drought Management Plan (DMP) trigger levels for implementing restrictions are reviewed and changed;</li> <li>• Methods to increase efficient industrial water use are examined; and</li> <li>• A formal approach be made to the regulator to retain flexibility in future Resource Operations Plan (ROP).</li> </ul>	Jason Plumb	31 August 2015	Brief information notice to be sent to irrigators with billing mail-out at the end of July. Regional Water Supply Security Analysis discussions continuing with DEWS. Water source security modelling and demand management planning using new Barrage storage volume data currently in progress with completion expected within the next two months. Council workshop to be scheduled for August or September to present outcomes.

## **7 PUBLIC FORUMS/DEPUTATIONS**

Nil



## **8 OFFICERS' REPORTS**

Nil

## **9 STRATEGIC REPORTS**

### **9.1 FRW MONTHLY OPERATIONS REPORT - MAY 2015**

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

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

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

# **FRW MONTHLY OPERATIONS REPORT - MAY 2015**

## **FRW Monthly Operations Report - May 2015**

**Meeting Date: 8 July 2015**

**Attachment No: 1**

**MONTHLY OPERATIONS REPORT**  
**FITZROY RIVER WATER**  
**Period Ended 31 May 2015**

---

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

A new inlet screen was recently installed at the North Rockhampton STP to replace the old automated step screen that has been in use for more than 10 years. The new inlet screen is a similar design but has an additional design feature that helps to prevent large stones or other solid debris from damaging the inlet screen during wet weather high inflow events. The old inlet screen that has now been replaced had sustained significant damage over a number of years which had reduced its ability to effectively remove rags and other solids in the inflowing sewage. The new inlet screen will therefore help to ensure that sewage solids are screened and removed effectively to prevent fouling of the downstream processes in the STP. The project was completed by an external contractor with assistance from FRW staff for a cost of approximately \$55,500.

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

The process upgrade completed earlier this year at the South Rockhampton STP has significantly improved the nitrogen removal performance of this STP and it has now been confirmed that the upgraded STP uses 15-20% less electricity to achieve this improved performance. This significant improvement in energy efficiency is expected to lead to an annual savings of approximately \$30,000 in reduced electricity cost.

.

## 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 May 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 (complete and
			Received	Completed									
Asset Enq/Jump up location/Wat/ Sew Invert Levels	0	0	3	3	0	0	0	0.00	2	1.25	1.94	2.19	0.57
Network Construction - Reworks (Reinstatement Proj)	1	0	0	0	1	0	0	4.97	1	2.00	1.71	3.52	7.92
Network Construction - Planned Works (Scheduled Re	0	0	0	0	0	0	0	0.99	1	0.00	8.43	4.59	3.67
Customer Service - Rebate Residential	1	1	10	9	1	0	0	0.00	30	0.44	1.49	5.15	3.39
Customer Service - Rebate Undetected Leaks	25	14	11	4	18	0	0	0.00	120	2.25	22.51	24.20	23.92
Customer Service - Standpipe Enquiry/Read (Asset)	0	0	0	0	0	0	0	0.00	2	0.00	3.33	3.00	0.83
Customer Service - Water Exemption Request	0	0	0	0	0	0	0	0.00	5	0.00	0.00	1.00	1.00
Development - Applications	1	1	0	0	0	0	0	0.00	10	0.00	5.00	2.00	2.00
Development - Building Over Sewerline	0	0	5	4	1	0	1	0.00	7	0.75	2.26	1.95	1.63
Network Systems ( Network Analysis Water or Sewer)	0	0	1	1	0	0	0	0.00	7	1.00	1.33	1.25	1.25
Development - Strategic Sewer	0	0	0	0	0	0	0	0.00	10	0.00	2.00	2.83	1.40
Development - Strategic Water	0	0	2	2	0	0	0	0.00	10	1.00	17.00	13.71	0.50
Environment and Water Conservation Enquiry	0	0	0	0	0	0	0	0.00	5	0.00	0.00	2.50	0.00
Finance - Irrigators/Water Allocations (Asset)	0	0	1	1	0	0	0	200.44	7	3.00	3.62	5.32	1.42
Network Services - No Water (Asset)	0	0	10	10	0	0	0	-0.95	1	0.38	1.33	1.08	0.18
Network Services - Reactive Sewerage Block (Asset)	4	3	28	28	1	0	0	-13.42	1	0.48	6.20	11.81	15.13
Network Services - Sewer Reimbursements	0	0	0	0	0	0	0	0.00	7	7.00	1.20	2.79	2.67
Network Services - Sewer Inflow Inspection/Enquiry	2	0	0	0	2	0	0	0.00	7	0.00	4.00	2.74	8.15
Network Services - Water Leaks (Asset)	2	1	77	77	1	0	0	0.23	1	0.48	0.59	0.95	0.99
Network Services- Poor Water Pressure (Asset)	0	0	6	4	2	0	0	7.31	1	0.70	1.20	1.11	0.34
Process - Tradewaste	1	1	4	4	0	0	0	200.20	7	2.00	3.03	2.76	1.66
Network Services - Lids/Cover (Asset)	0	0	8	8	0	0	0	11.79	1	1.00	1.87	2.13	2.37
Network Services - Meter Maintenance (Asset)	15	0	145	44	116	101	0	0.83	1	1.48	3.45	4.26	5.61
Network Services Private Works/Standard Connection	0	0	7	7	0	0	0	3.27	5	1.75	2.25	3.87	2.14
Network Services - Reinstatements	4	3	5	2	4	3	0	2.36	1	2.00	3.85	6.44	5.38
Network Services Special Water Meter Read Enquiry	0	0	1	1	0	0	0	0.00	10	0.00	4.00	4.75	3.00
Network Services - Water Meter Reading Enquiry	0	0	9	7	2	0	1	0.00	10	2.88	3.10	4.39	3.51
Process - Odour (Sewer Only) (Asset)	1	0	0	0	1	0	0	61.55	1	0.00	0.79	1.68	7.75
Process - River Quality	0	0	0	0	0	0	0	0.00	2	0.00	0.00	1.00	0.00
Process - Drinking Water Quality (Asset)	0	0	6	6	0	0	0	17.97	1	1.27	0.84	0.82	0.16
Water Meter Read Search - "NOT FOR CSO"	30	30	91	69	20	0	0	0.00	90	2.58	4.58	4.80	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:

	FOURTH QUARTER		
	April	May	June
<b>Number of Lost Time Injuries</b>	0	1	
<b>Number of Days Lost Due to Injury</b>	0	2	
<b>Total Number of Incidents Reported</b>	7	3	
<b>Number of Incomplete Hazard Inspections</b>	2	4	

*Hazard inspections are being completed however FRW processing of any rectification actions can delay meeting the end of month cut-off date for HR reporting.*

### *Treatment and Supply*

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

### *Network Services*

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

### *Operations and Planning*

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

**Risk Management Summary**

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Inadequate physical security resulting in disruption or loss of critical services and supply, serious injury or death, damage to assets, theft; and damage to reputation.	Moderate 5	1. Conduct security audit of all sites and update as necessary.  2. Finalise and implement FRW Maintenance Strategy.	27/3/15	50%	Draft maintenance strategy completed.  Queensland Police Service have increased patrols of FRW sites.  New security consultant engaged due to non-performance of the first consultant. Site inspections completed 19 June 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:

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

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
<b>NETWORK SERVICES CAPITAL WORKS PROGRAM</b>					
<b>Rockhampton Water (water main replacement)</b>					
Port Curtis Road 150 mm water main replacement	February 2015	May 2015	100%	\$163,953	\$103,336
Comments: Construction Completed					
Ballard Street: 150mm water main replacement	April 2015	May 2015	100%	\$147,091	\$100,554
Comments: Construction Completed					

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
Gracemere Duplication (Athelstane) 300mm water main.	July 2014	June 2015	90%	\$1,800,000	\$1,945,097
Comments: On schedule - 4 stage Project end date 2016. Stage 2, completed. Stage 3A, redesign of 200m section across an old land fill site to avoid trenching through landfill. Additional cost for pipes \$79,356.20. Considerable construction delays and additional costs during excavation of 360m through the old land fill site and removal of general rubbish. Stage 3B completed					
Haynes Street	April 2015	May 2015	100%	\$121,048	\$70,045
Comments: Construction completed					
Denham Street 150mm water main replacement	May 2015	August 2015	40%	\$138,631	\$0
Comments: On Schedule.					
Mansfield Street 150mm water main replacement	May 2015	August 2015	50%	\$143,733	\$36,428
Comments: On Schedule					
<b>Rockhampton Sewer</b>					
Sewer rehabilitation program (including Building over Sewer works)	July 2014	August 2015	79%	\$1,900,000	\$1,502,275
Comments: Rehabilitation and renewals annual program of works.					
Ramsay Creek, construct new 225mm gravity sewer main	April 2015	July 2015	90%	\$200,000	\$146,638
Comments: On Schedule					
Ramsay Creek, sewer wet well duplication	April 2015	July 2015	70%	\$500,000	\$359,162
Comments: On Schedule					
<b>Gracemere Sewer</b>					
Gracemere Sewer Effluent Capricorn Highway	July 2014	July 2015	90%	\$563,933	\$318,449
Comments: On Schedule – 4 stage Project end date 2016. Stage 2, completed. Stage 3A redesign of 200m across old land fill site. Stage 3B completed					



Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
<b>Mount Morgan (water mains replacement)</b>					
Darcy street (Black & Norton Street) 100mm water main upgrade	April 2015	May 2015	100%	\$61,339	\$72,124
Comments: Construction completed					
<b>Mount Morgan Sewer</b>					
Railway Ave New 225mm Gravity Sewer	October 2014	August 2015	45%	\$1,200,505	\$781,960
Comments: Construction delays continue, due to hard blue rock.					
<b>TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM</b>					
N SRSTP Interim Upgrade	July 2014	Mar 2015	100%	\$900,000	\$1,028,000
Comments: Completed.					
Pipeline from West to South STP – Design Phase	July 2014	August 2015	60%	\$200,000	\$25,236
Comments: Planning report completed and approved in April. Survey underway, with detailed design to commence in July.					
R SRSTP Primary Valve Pit Replacement	July 2014	September 2015	15%	\$90,000	\$3000
Comments: Delayed slightly due to complexity of design.					
R NRSTP New Inlet Screen	August 2014	June 2015	100%	\$50,000	\$0
Comments: Completed.					
R S Gracemere STP Augmentation Inlet Works Upgrade (Stage 1)	July 2014	Dec 2015	15%	\$3,000,000	\$1,072,000
Comments: Contract awarded to successful tenderer.					
N Water Rogar Ave Reservoir Rechlorination Facility	September 2014	Dec 2015	10%	\$70,000	\$0
Comments: Delayed due to TC Marcia.					
N Water Mt Archer Reservoir Online Chlorine Analysis	July 2014	July 2015	15%	\$20,000	\$9,000

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
Comments: Delayed due to TC Marcia, but installation now underway using external contractors.					
R Water Barrage Gates Maintenance	September 2014	June 2015	90%	\$300,000	\$50,000
Comments: On schedule.					
R Water Barrage Gate Seal Rehabilitation	November 2014	June 2016	2%	\$300,000	\$0
Comments: Deferred until completion of crane rail restoration.					
R WTP Glenmore Concrete Refurbishment	August 2014	July 2015	5%	\$25,000	\$0
Comments: On schedule.					
M W Dam No 7 CCTV Installation	July 2014	July 2015	10%	\$30,000	\$1500
Comments: Delayed slightly due to TC Marcia.					
M WTP CCTV Installation	July 2014	July 2015	10%	\$15,000	\$0
Comments: Delayed slightly due to TC Marcia.					
M W Dam No 7 Raw Lift Pump Upgrade	July 2014	July 2015	60%	\$25,000	\$5000
Comments: On schedule.					
M W North Reservoir Roof Replacement	July 2014	Sep 2015	25%	\$100,000	\$117,000
Comments: Contract awarded to successful tenderer.					
M STP Chlorination Upgrade	April 2013	July 2015	70%	\$15,716	\$8,250
Comments: On schedule.					
R – S NRSTP Aerator Replacement	July 2013	Aug 2015	70%	\$91,071	\$54,228
Comments: Awaiting completion of aerator bridge renewal by external contractor. Delayed slightly due to loss of Project Manager.					
Barrage Crane and Rail Restoration	December 2013	Nov 2015	20%	\$333,247	\$120,202
Comments: Project awarded to successful tenderer and design underway.					
GWTP Highlift Pump Station Upgrade (Stage 1)	July 2013	July 2015	98%	\$3,366,922	\$3,208,854
Comments: Stage 1 nearing completion.					
GWTP Highlift Pump	August 2014	March 2016	40%	\$3,510,000	\$750,000

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
Station Upgrade (Stage 2)					
Comments: On schedule but with slight delay due to late completion of Stage 1.					
GWTP Lowlift Pump Station Upgrade	July 2014	July 2015	80%	\$500,000	\$423,000
Comments: On schedule.					
Arthur Street SPS Electrical Upgrade	July 2014	Aug 2015	40%	\$422,130	\$73,956
Comments: On schedule.					
Yaamba Rd Reservoir Chlorination Upgrade	January 2014	July 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	January 2014	July 2015	60%	\$70,000	\$49,000
Comments: On schedule with increased budget due to new requirement for chemical tank bunding.					
G Lucas St WPS pump and electrical switchboard upgrade	January 2014	Sep 2015	30%	\$500,000	\$10,935
Comments: Delay in progress during completion of design.					

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

As at period ended 31 May 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

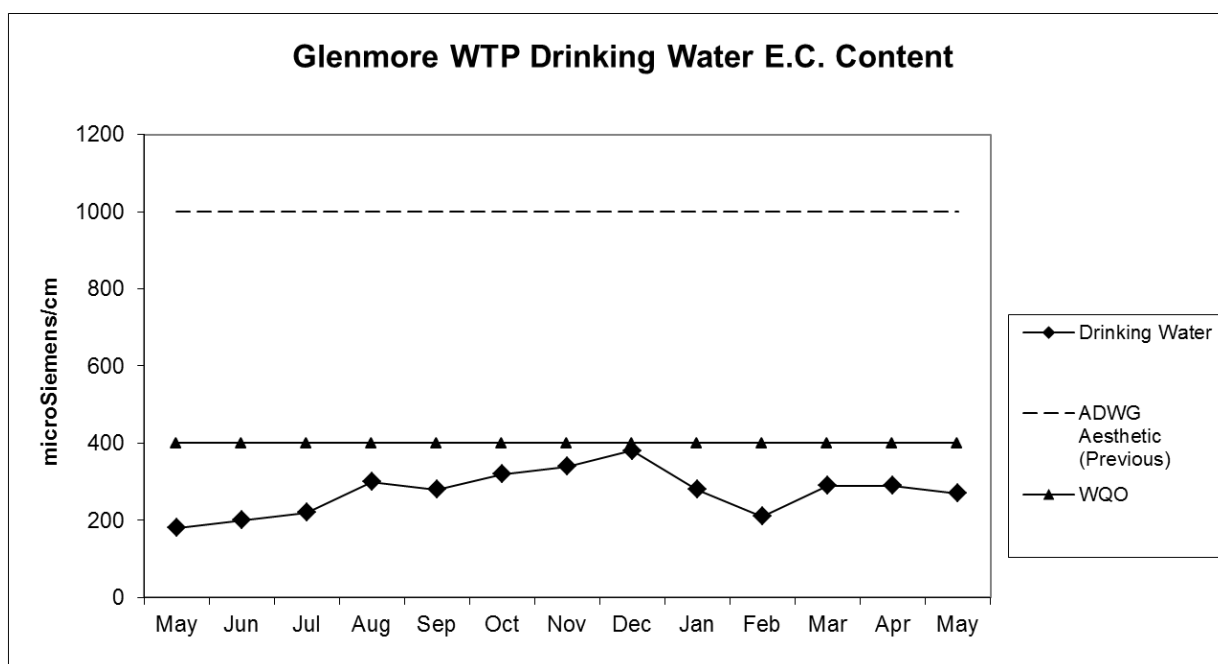
Service Delivery Standard	Target	Current Performance
<i>Drinking Water Samples Compliant with ADWG</i>	>99%	>99%
<i>Drinking water quality complaints</i>	<5 per 1000 connections	0.39
<i>Total water and sewerage complaints</i>	N/A	215
<i>Glenmore WTP drinking water E.C Content</i>	<500 µS/cm	270 µS/cm
<i>Glenmore WTP drinking water sodium content</i>	<50 mg/L	24 mg/L
<i>Average daily water consumption – Rockhampton</i>	N/A	46.70 ML
<i>Average daily water consumption – Gracemere</i>	N/A	4.49 ML
<i>Average daily water consumption – Mount Morgan</i>	N/A	1.07 ML
<i>Average daily bulk supply to LSC</i>	N/A	7.52 ML
<i>Drinking water quality incidents</i>	0	0
<i>Sewer odour complaints</i>	<1 per 1000 connections	0
<i>Service Leaks and Breaks</i>	80	68
<i>Total water main breaks</i>	15	7
<i>Total sewerage main breaks and chokes</i>	32	11
<i>Incidence of unplanned interruptions – water</i>	N/A	31
<i>Average response time for water incidents (burst and leaks)</i>	N/A	171.9
<i>Average response time for sewerage incidents (including main breaks and chokes)</i>	N/A	40.55
<i>Rockhampton regional sewer connect blockages</i>	42	19

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

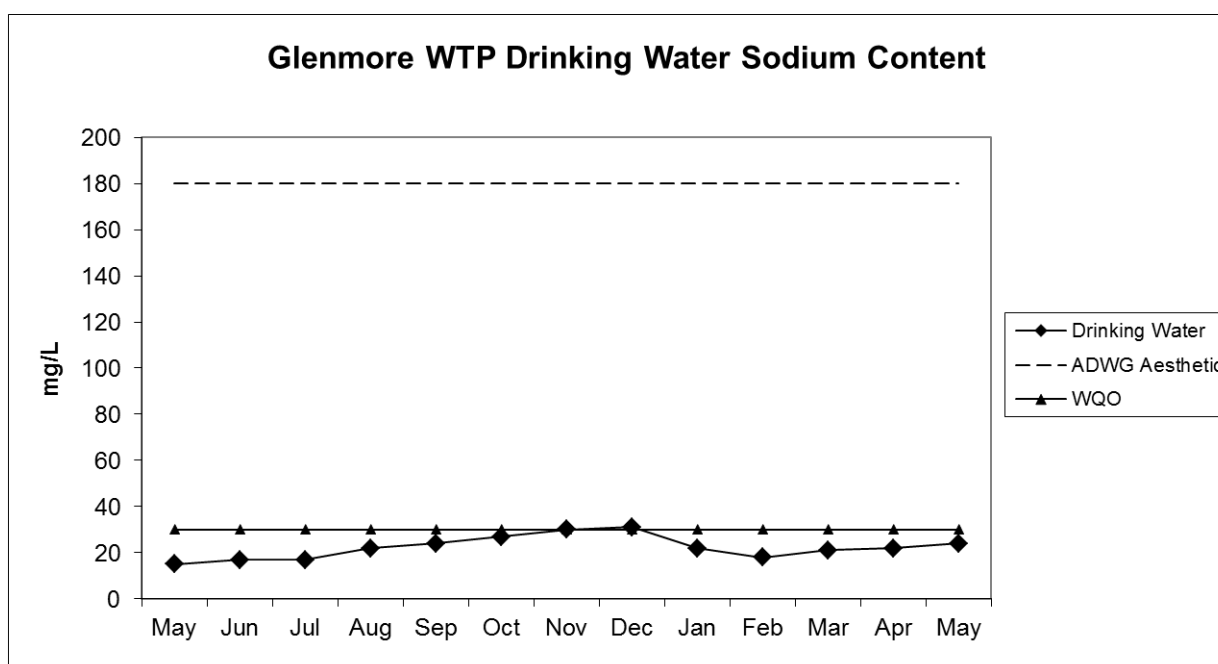
Refer to the individual graphs and information below.

### TREATMENT AND SUPPLY

#### Drinking Water E.C. and Sodium Content



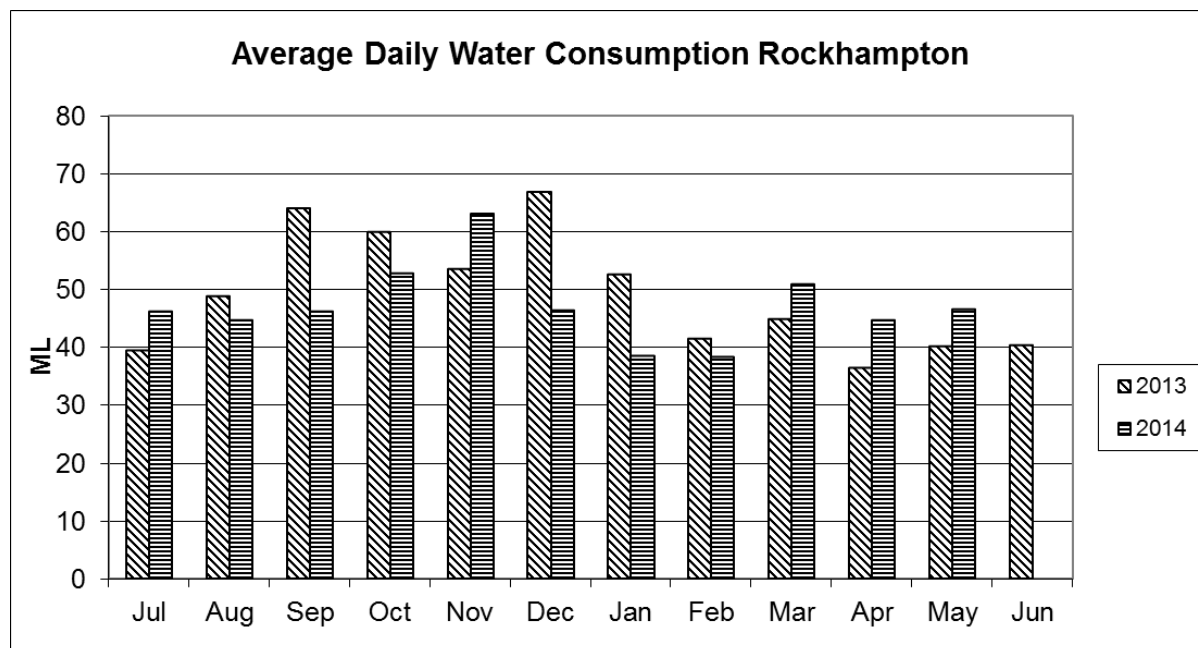
The level of E.C. in drinking water supplied from the Glenmore Water Treatment Plant (GWTP) during May decreased slightly to be 270  $\mu\text{S}/\text{cm}$ . The low E.C. value continues from previous months following the earlier river flows caused by summer rainfall. The level of E.C. is well below 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.



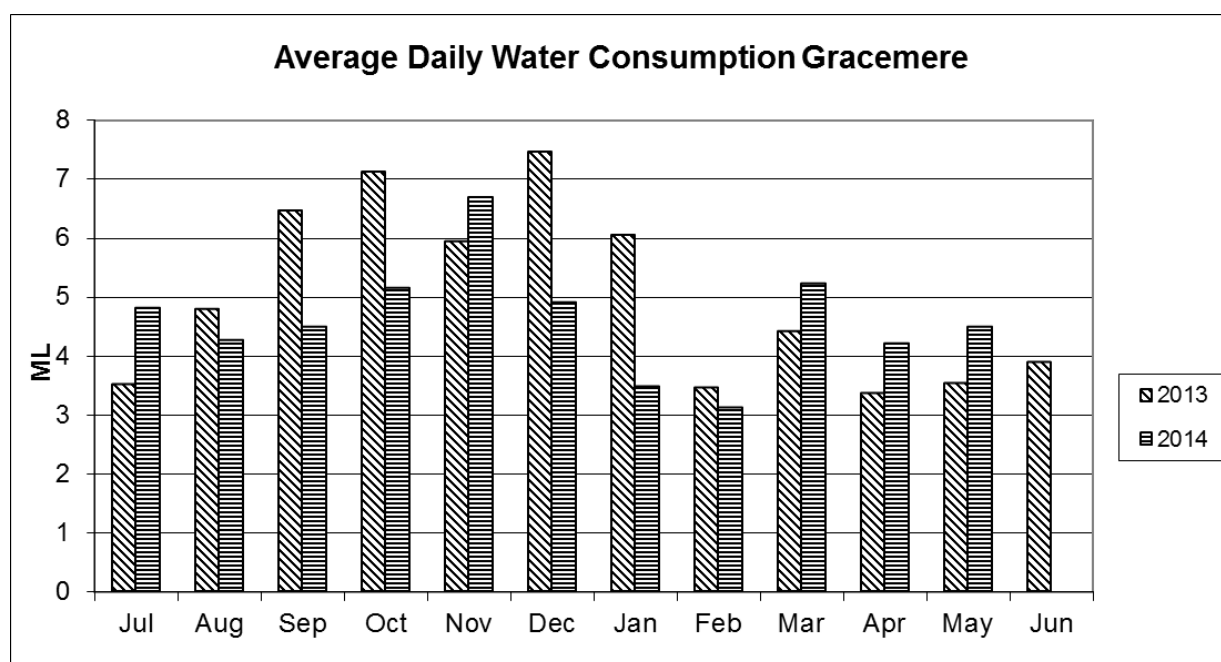
The concentration of sodium in drinking water supplied from the GWTP during May increased slightly to be 24 mg/L. The low sodium concentration continues from previous months following the earlier river flows caused by summer rainfall. The current level of sodium is beneath the Water Quality Objective 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

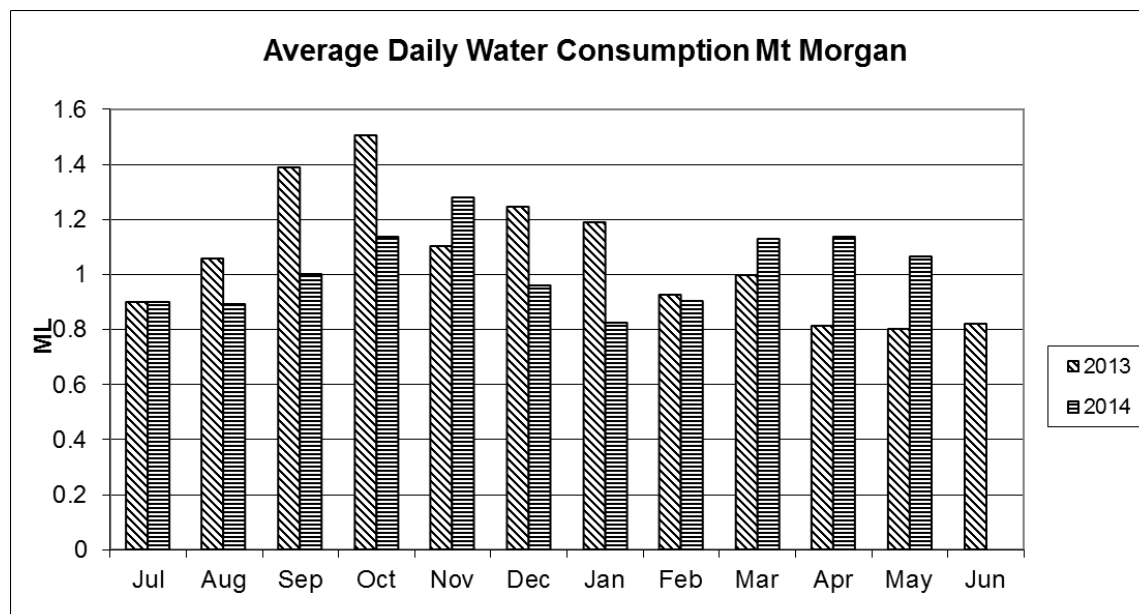
Data is presented in graphs for each water year (e.g. 2014 is the period from July 2014 to June 2015).

Rockhampton

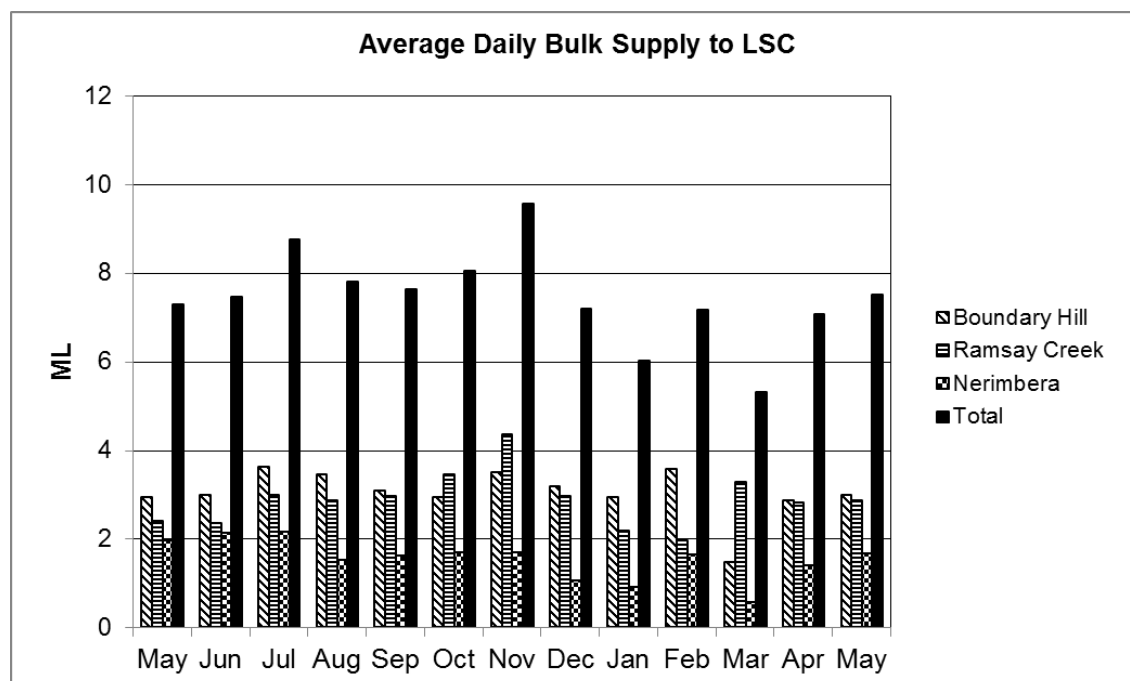
Average daily water consumption in Rockhampton during May (46.7 ML/d) was slightly higher than that reported in April and was greater than that reported in the same period last year. The increase in consumption was due to the relatively low amount of rainfall received during the month. The Fitzroy Barrage 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

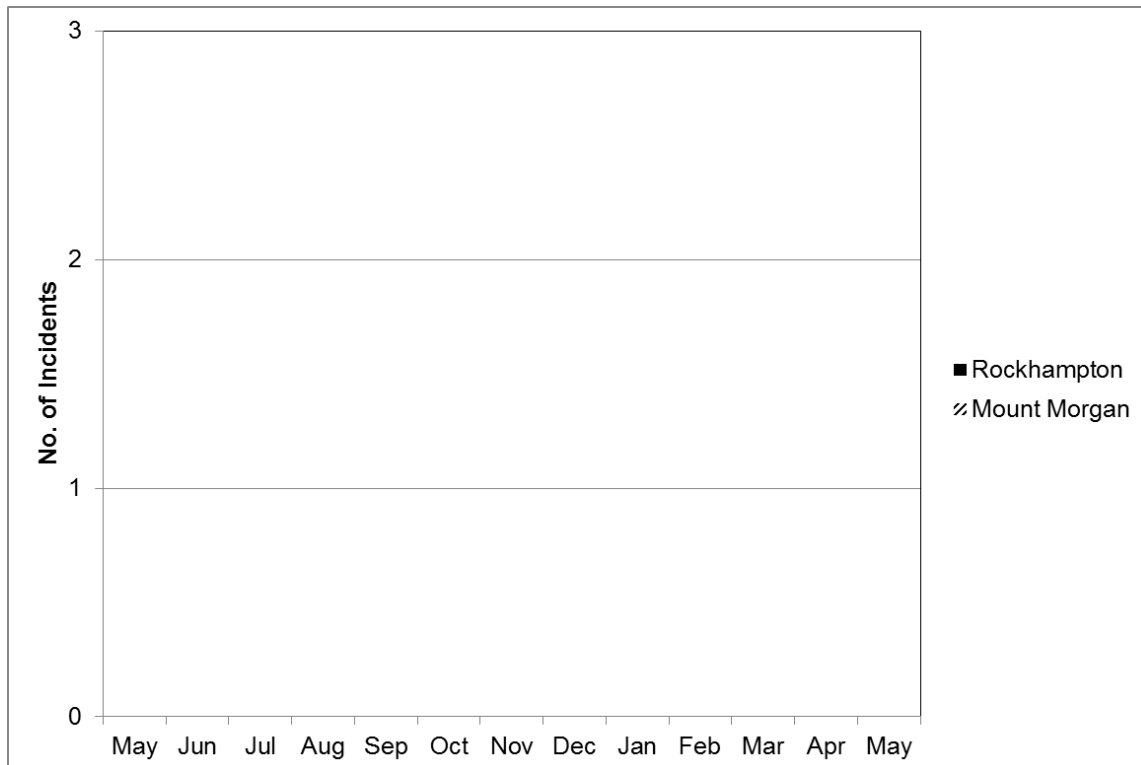
Average daily water consumption in Gracemere during May (4.49 ML/d) increased slightly compared to that reported in April and was greater than that reported in the same period last year. The increase in consumption was due to the relatively low amount of rainfall received during the month. The Fitzroy 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 May (1.07 ML/d) was slightly lower than that reported in April and was greater than that reported for the same period last year. The relatively high consumption compared to last year was due to the low amount of rainfall received during the month. The No. 7 Dam is currently at 95% 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.

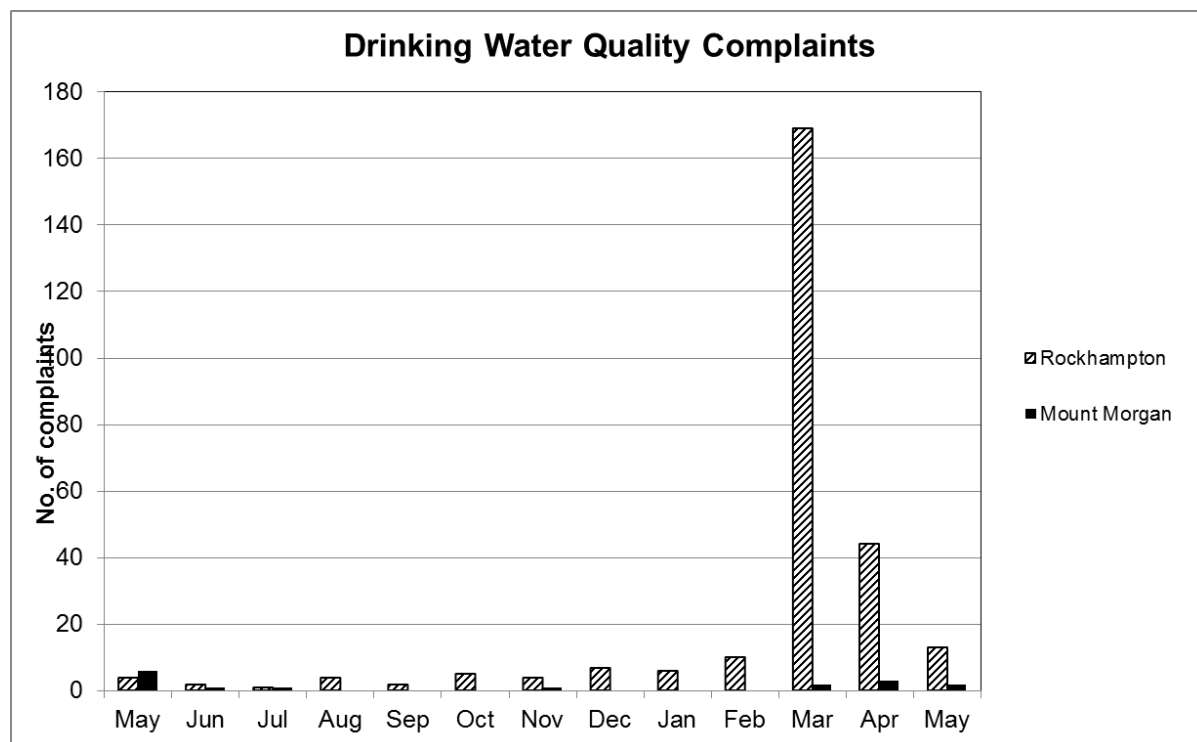
Bulk Supply to Livingstone Shire Council

Overall, the average daily volume of water supplied to LSC increased during May compared to that recorded in April to be 7.52 ML/d. The daily volume of supply from each of the three supply points increased on average throughout this period.

Drinking Water Quality Incidents

No water quality incidents occurred during the month of May. The ongoing impacts of the post-TC Marcia water quality event are now almost completely over, with the Glenmore WTP still using pre-treatment for the removal of manganese, but at a much lower level than previous months.

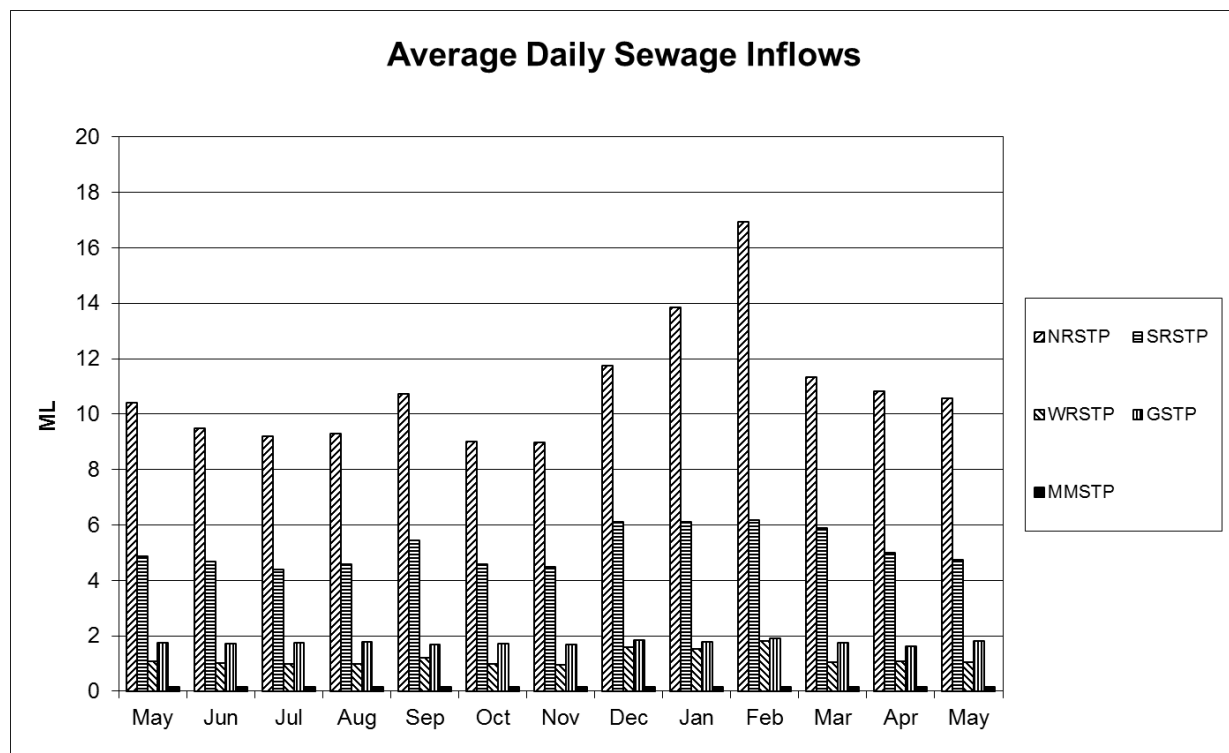


Drinking Water Quality Complaints

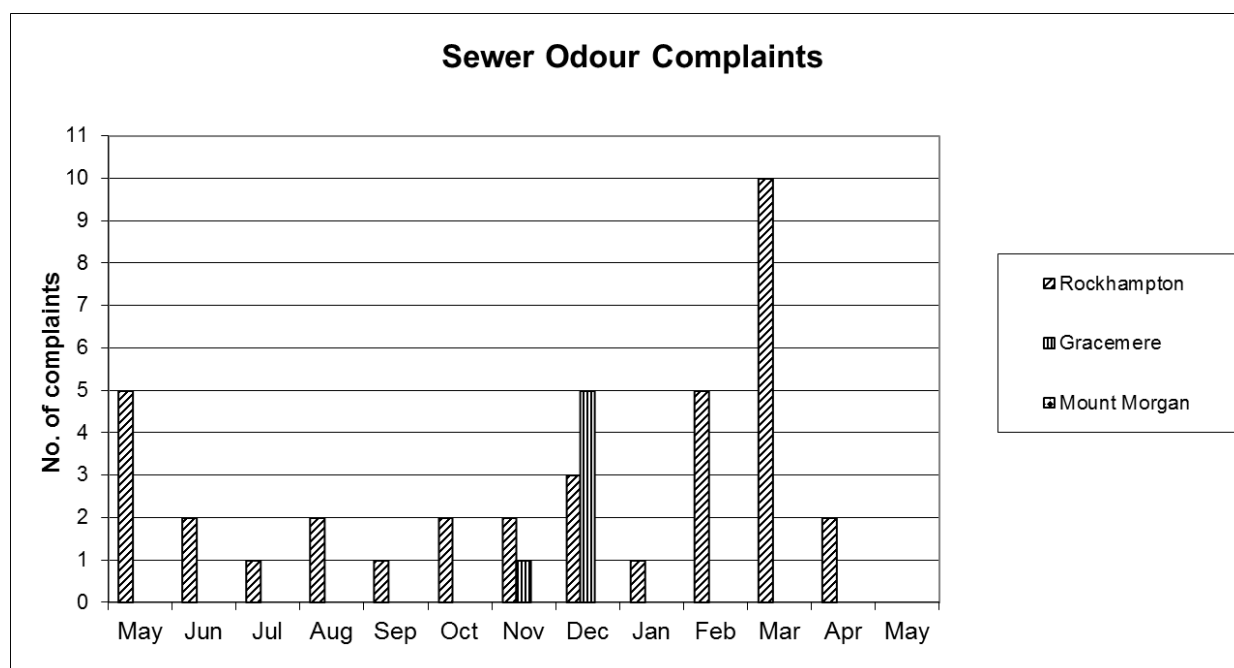
	Elevated Chlorine	Taste/Odour/Quality	Discoloured Water	Physical Appearance (e.g. residue or air)
No. Complaints	0	6	7	2

The total number of drinking water quality complaints (15 complaints) received during May decreased significantly from the 46 complaints received in April. The decrease in number of complaints reflects the continued improvement in the quality of the raw water in the Fitzroy Barrage storage following the impact of TC Marcia on river water quality.

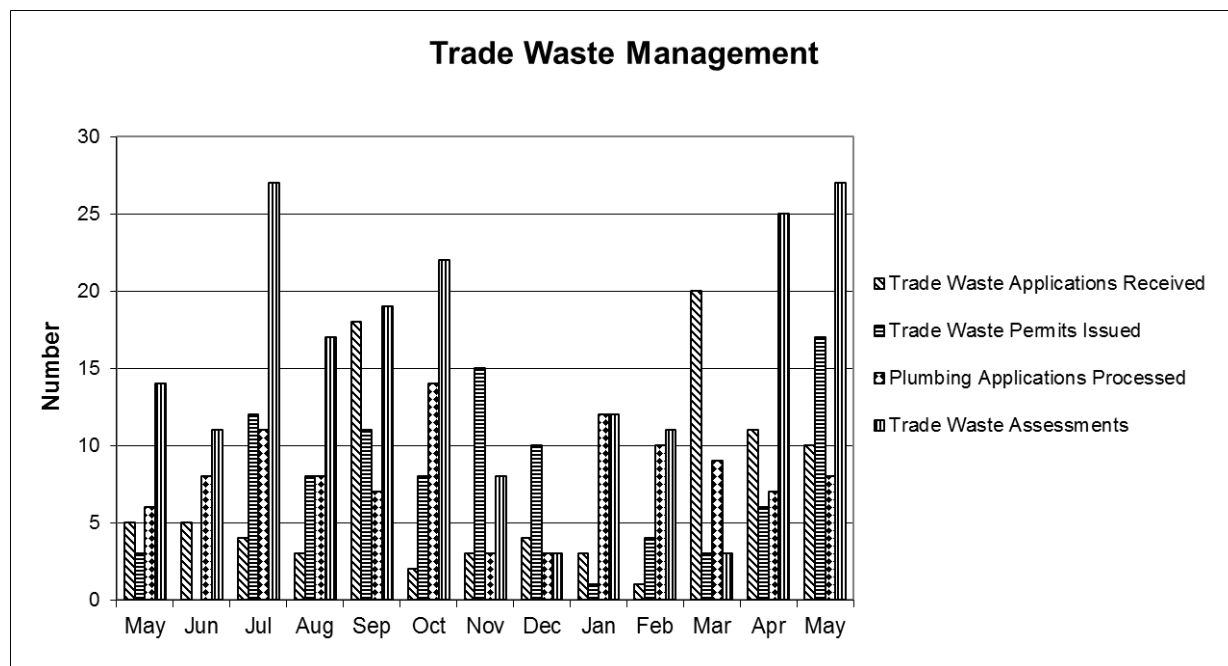
All except two of the complaints were received from Rockhampton. These other two complaints were received from Mount Morgan and were associated with discoloured water. FRW took a range of actions to address the complaints including flushing mains, performing additional testing or providing information about the nature and cause of the water quality complaints.

Sewage Inflows to Treatment Plants

Average daily sewage inflows during May decreased slightly at most STPs compared to that reported in April due to the relatively low amount of rainfall received during the month. The only STP to show a slight increase in inflows was the Gracemere STP. The overall level of inflow is now returning to normal long term dry weather inflows now that groundwater infiltration reduced due to the relatively dry weather.

Sewer Odour Complaints

No sewer odour complaints were received during the month of May, a decrease from the two complaints received in April.

Trade Waste Management Activities

Ten Trade Waste applications were received and 17 Trade Waste Permits were issued during May. Eight Plumbing Applications were processed and 27 Trade Waste Assessments were completed by the team.

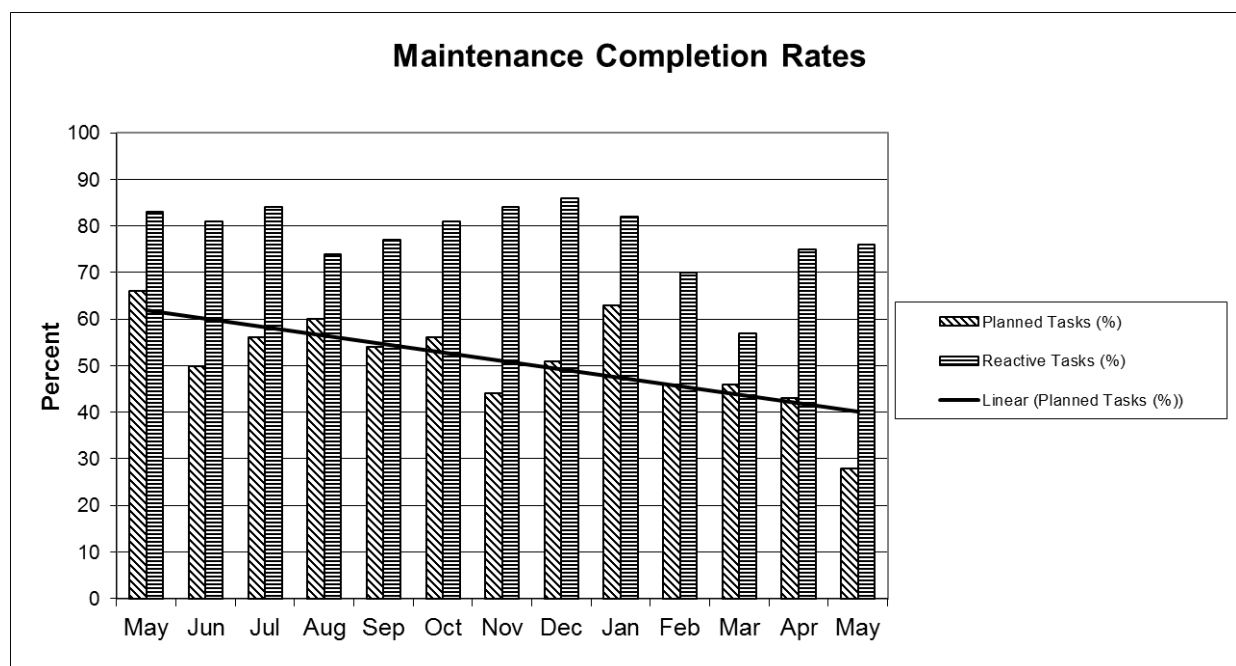
The table below shows those Permits which contained a significant change either to their Category rating or due to the inclusion of a Special Condition in order to comply with Council's Trade Waste Environmental Management Plan.

Industry/Trade	New or Renewal	Permit Category	Special Condition	Comments
Restaurant	Renewal	From 1 to 2	nil	Calculated TW discharge is >1000 kL/a
Restaurant	Renewal	From 1 to 2	nil	Calculated TW discharge is >2500 kL/a
Mechanical Workshop	Renewal	1	Roof over washbay or stormwater diversion system	To complete in three months
Service Station with Takeaway Food	New	1	Grease trap	To complete in six months
Amusement Centre with Takeaway Food	Renewal	1	Grease trap	To complete in six months
Cafe	New	1	Grease trap	To complete in six months
Motel with Restaurant	New	1	Grease trap	To complete in six months; new business owner

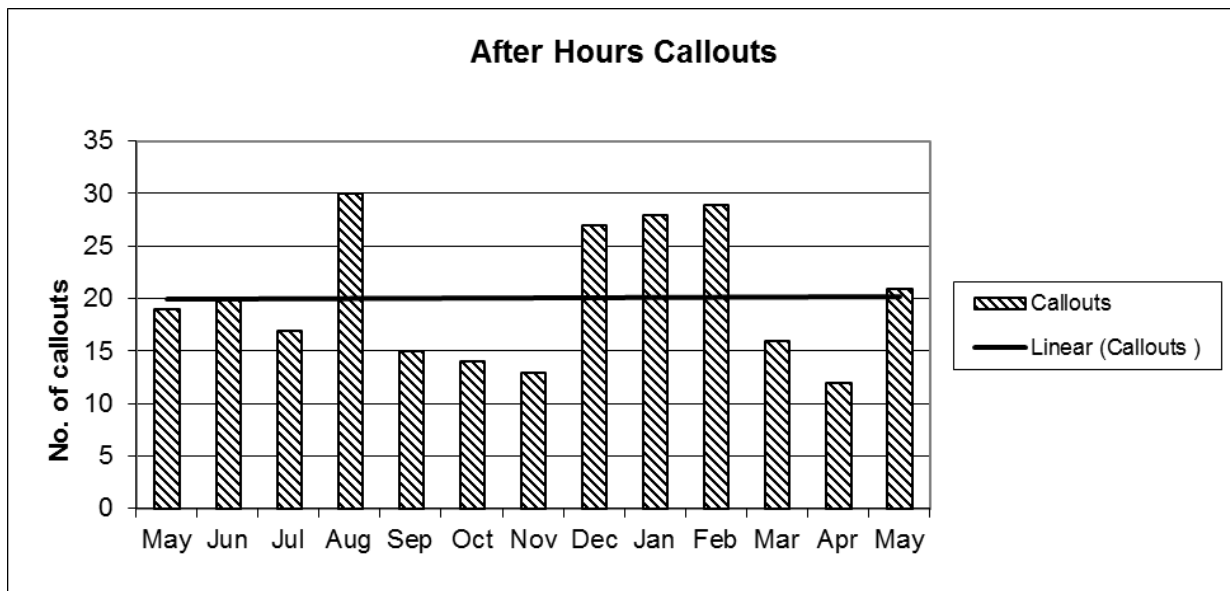
Treatment and Supply Maintenance Activities

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	7	12	25	N/A
Reactive	36	34	1	0
After hours callouts	16	4	0	1
Capital	0	0	0	N/A
Safety and Compliance	0	0	1	6



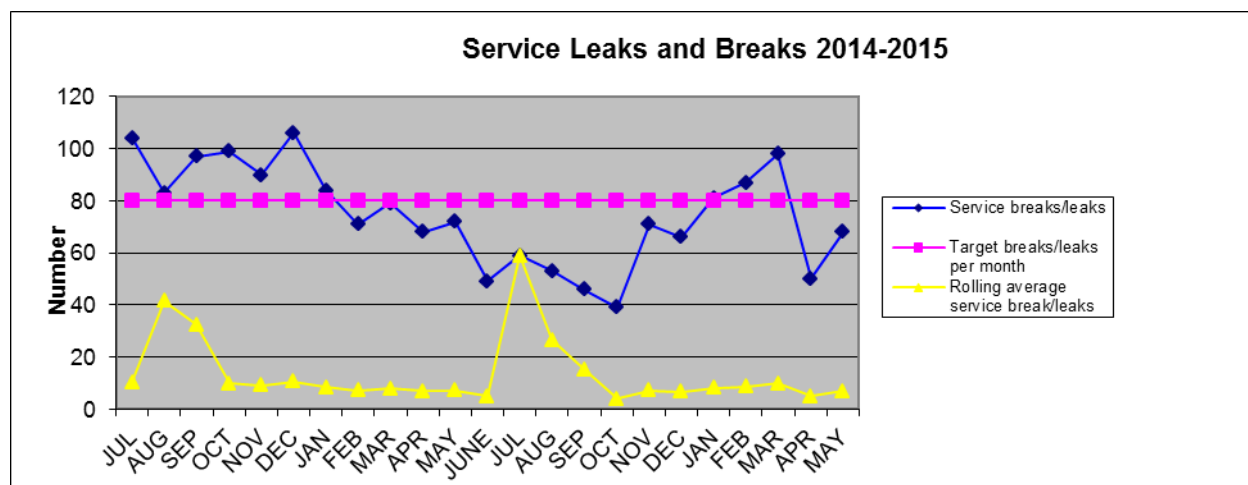
A total of 155 preventative maintenance activities were scheduled and 119 reactive maintenance activities were requested during the month of May. Completion rates for each type of maintenance activity by the end of the month were 28% and 76% respectively. The low completion rate for preventative maintenance is due to a large volume of time consuming reactive and project related jobs. The recruitment of a permanent Supervisor role was also unsuccessful during the period. Concerted efforts are currently being made to improve productivity and reverse this concerning trend.



The number of after-hours call-outs for electrical and mechanical reactive maintenance (21 call-outs) increased significantly during May compared to April. The number of callouts was slightly higher than the 12 month rolling average of 20 call-outs. The trend line in the graph indicates a gradual increase in call-outs following the elevated numbers over the summer 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 achieved.

### Issues and Status

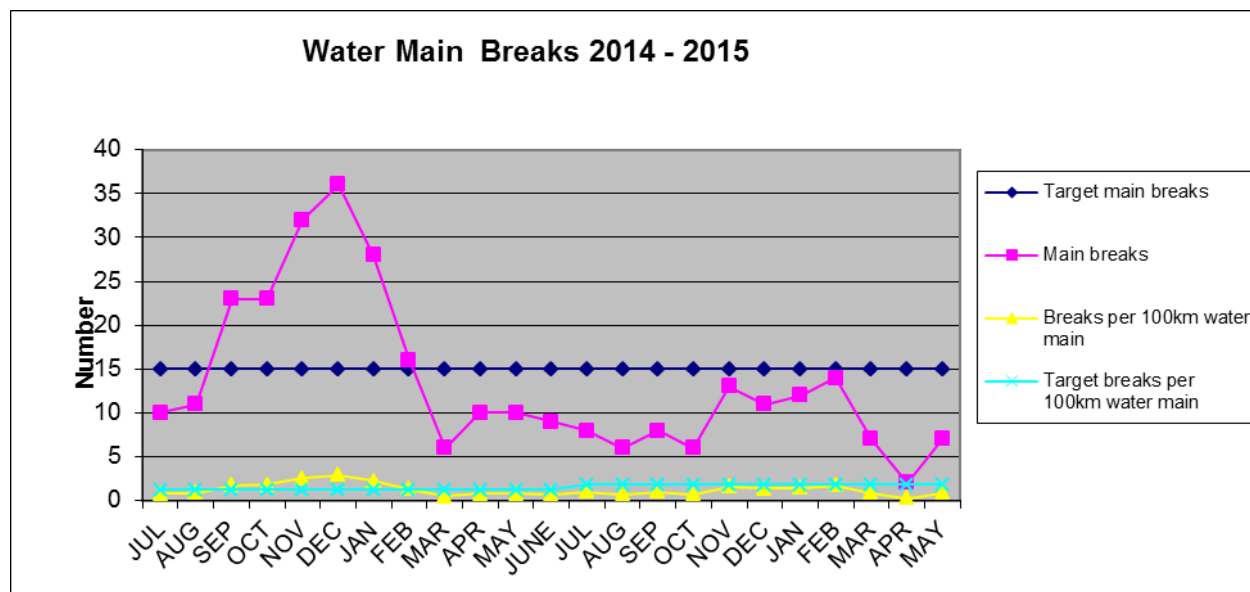
Maintenance records indicate a high percentage of service breaks and joint failures consistently occurring on poly services.

### 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 = 96%
- Galvanised iron = 4%

Locality	Service Leaks / Breaks
Rockhampton	63
Mount Morgan	5
<b>Regional Total</b>	<b>68</b>

Regional Water Main BreaksPerformance

Target achieved.

Issues and Status

Nil.

The following table shows the number of breaks per month.

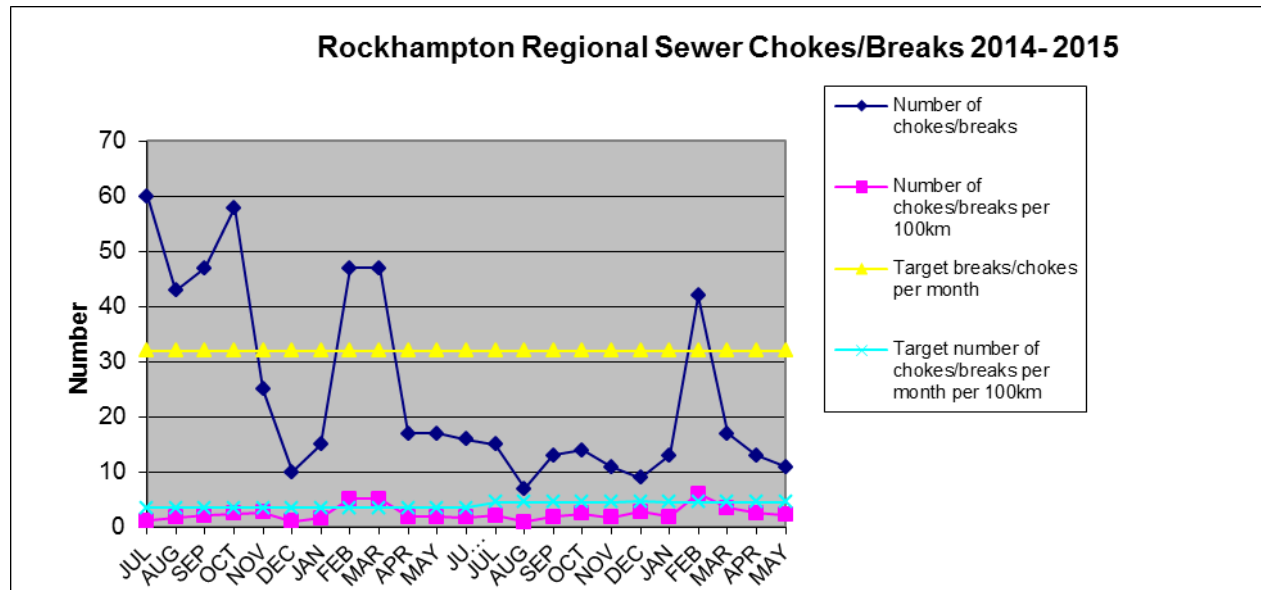
Water main type	March 2015	April 2015	May 2015
Cast Iron	3	2	2
A C	4	0	4
PVC	0	0	1
Mild Steel	0	0	0
Poly	0	0	0
<b>TOTAL</b>	<b>7</b>	<b>2</b>	<b>7</b>

Response to Issues

Continue defect logging and rectification will reduce failure occurrences.

	Number of Main Breaks	Target Main Breaks	Breaks per 100 km	Target Breaks per 100 km	Rolling average per 100 km
May	7	15	0.86	1.84	0.08

Locality	Main Breaks
Rockhampton	6
Mount Morgan	1
<b>Regional Total</b>	<b>7</b>

Rockhampton Regional Sewer Chokes/BreaksPerformance

Target achieved.

Issues and Status

Data indicates that blockages / overflows have been caused by tree root intrusion.

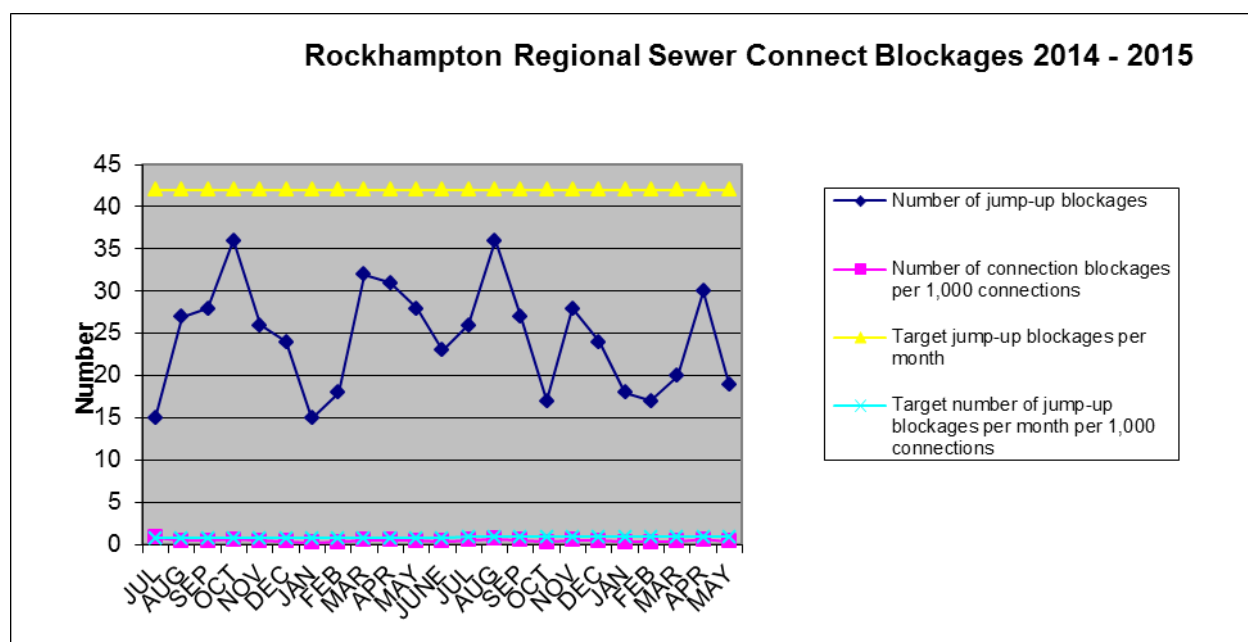
Response to Issues

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
May	11	32	2.2	4.58	1.72

Locality	Surcharges	Blockages
Rockhampton	4	11
Mount Morgan	0	0
<b>Regional Total</b>	<b>4</b>	<b>11</b>



Rockhampton Regional Sewer Connection BlockagesPerformance

Target achieved

Issues and Status

Data indicates that blockages have been caused by broken pipes due to age, and tree root intrusion.

Response to Issues

Continue to assess properties with repeat breaks and chokes for inclusion in the capital sewer refurbishment 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
May	19	42	0.39	0.95	0.09

Locality	Connection Blockages
Rockhampton	19
Mount Morgan	0
<b>Regional Total</b>	<b>19</b>

Sewer Rehabilitation Program

Work Location	Number completed for the month	Year to date totals
Access Chambers raised	5	52
Sewers repaired	4	87

Private WorksTable 1: New Water Connections:

Region	May	FY to Date 2015	FY to Date 2014	FY to Date 2013	FY to Date 2012
Gracemere	4	55	74	477	351
Rockhampton	19	166	264	155	100
Mt Morgan	N/A	N/A	N/A	N/A	N/A
<b>Regional Total</b>	<b>23</b>	<b>221</b>	<b>338</b>	<b>632</b>	<b>451</b>

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

Region	May 2015	May 2014	May 2013	May 2012
Gracemere	4	3	24	26
Rockhampton	19	62	12	14
Mount Morgan	N/A	N/A	N/A	N/A
<b>Total</b>	<b>23</b>	<b>65</b>	<b>36</b>	<b>40</b>

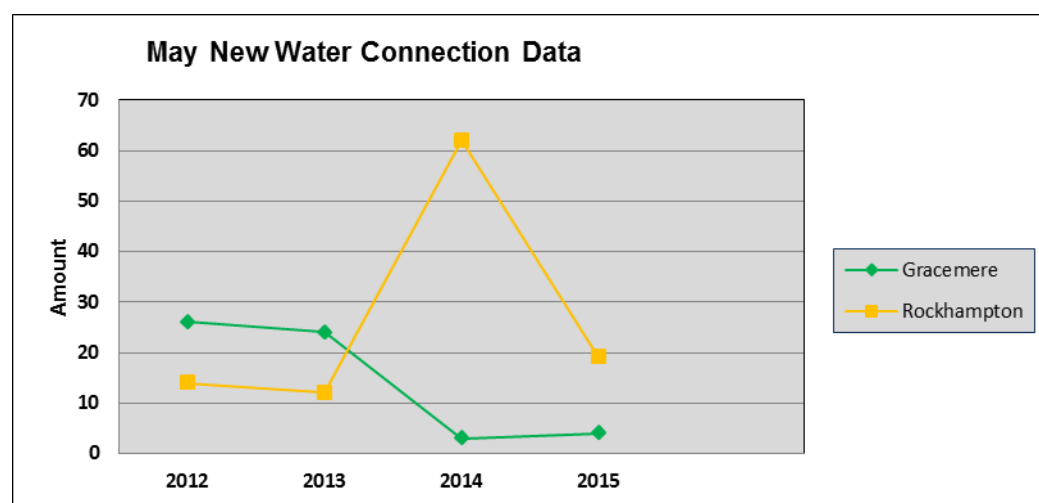


Table 2: Details on Private Works Jobs

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.

	May	Amount	YTD	Amount
Quotes Prepared	19	\$111,363.14	154	\$1,356,308.14
Quotes Accepted	15	\$152,185.32	106	\$754,148.00
Jobs Completed	16	\$88,779.64	104	\$688,999.63

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSPWSC - Network Services – Private Works/Standard Connection Enquiry	9	0

Table 3: Undetected Leaks (Residential)

	May	FYTD
New requests	11	207
Number declined	2	26
Number approved	9	141
Require more info	0	72
Total KI rebated	6378	104,234
<b>Total value approved</b>	<b>12,550.92</b>	<b>\$187,595.20</b>

Table 4: Undetected Leaks (Commercial)

	May	FYTD
New requests	0	7
Number declined	0	0
Number approved	0	17
Require more info	0	1
Total KI rebated	0	18089
<b>Total value approved</b>	<b>0</b>	<b>\$9,135.46</b>

Table 5: Residential Rebates

	May	Total FYTD Applications	Total FYTD \$
Washing machines	6	121	12,100
Stand Alone tank	0	3	\$750
Integrated tank	0	0	\$0
Dual flush toilet	0	3	\$150
Shower rose	0	3	\$75
<b>Total</b>	<b>6</b>	<b>130</b>	<b>\$13,075</b>

Currently there are two unapproved applications pending further advice from the applicant relating to:

- The applicant is not registered with the AEC (1).
- The applicant is registered with the AEC, but, not at the residential address shown on the application (1).

There were two declined applications relating to:

- The receipt being over 12 months old (2).

#### Water Meters

17,849 water meters were read during the month of May and approximately 11,000 accounts being sectors 4, 5, 6 and 7 were issued to customers. During the 2014/15 year 224 possible leak letters were sent to customers and 619 water meters were listed for replacement.

Sectors Read for May	6	7	8	9	10	17	18	Total
No. of meters in Sector	2606	2771	2201	2802	1999	3999	1471	17849
No-Reads	11	14	17	7	8	13	13	83
% Of No-Reads	0.4%	0.5%	0.7%	0.2%	0.4%	0.3%	0.8%	0.46%

#### Special Water Meter Reads

Reading Type	No. of Reads	\$ Value
Water Account Search - Averaged Readings \$28 per read	57	\$1,596.00
Water Account Search - On-Site Readings \$147.00 per read	39	\$5,733.00
Total \$ Value for May		\$7,329.00
Total \$ Value Year to Date		\$71,400.00

Customer Enquiries - Pathways

Request Type	No. of Requests	Requests Outstanding
NSWMRE - Network Services - Water Meter Reading Enquiry	10	0
NSSWMR - Network Services Special Water Meter Read Enquiry	1	0
FINIRR - Finance - Irrigators (Asset)	1	0

Building Over Sewers

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

## Activity Summary

	May	YTD
General enquiries	36	935
Site investigations	10	330
Approval Permits issued	3	48
Permits closed	1	20
<b>Total</b>	<b>50</b>	<b>1333</b>

Building Over Sewer Permits in Progress

There are two permits in progress.

**ADMINISTRATION MATTERS**Dial Before You Dig (DBYD)

The average number of requests received per day for May was 7.03.

	March 2015	April 2015	May 2015	FY Total
<b>Requests Processed</b>	205	246	218	2446

Site Tours

There were no site tours of the Glenmore Water Treatment Plant (GWTP) held in May.

Communication and Education*News in Education advertisement*

A new agreement has been prepared with APN for the period of March 2015 – March 2016. Topics to be arranged for advertising schedule with first scheduled for end June detailing trade waste.

*Website Content and Navigation Review*

Further refinement of website content and navigation has been developed and proposed for FRW approval in preparation for the RRC website upgrade (which is scheduled for July). The updated navigation is aimed at making the website more user-friendly and more customer focused.

*Media Releases and Community Notices*

Public Notice published on 27 May 2015 regarding Water Interruptions/ pressure Fluctuations - South Rockhampton. Proactive schedule being developed for media releases in conjunction with operational works program and planned campaigns.

*Preparation for 2015 Rockhampton Show*

Design and production of two pull up banners promoting FRW. Design and production of corflute sign detailing water treatment process. Collation of site bookings and staff rostering.

**INFRASTRUCTURE PLANNING**Sewer Network Investigations*North Rockhampton Flood Mitigation Investigation*

The Designer has completed their refinement of both sewer and stormwater flow entering the catchment. A number of pump station strategies were developed with the preferred strategy being to only manage stormwater in the initial phase via one dedicated pump station. The Designer will now prepare documentation detailing this strategy and also identify the potential consequences of not accommodating the sewer flows within the initial pump station strategy.

Formalised bypass arrangements of the two NRSTP pump stations has also been identified and will be documented as part of the final report.

*Mt Morgan Sewerage Strategy*

No further developments.

*West to South STP Transfer*

The final standalone planning report has been signed off and passed on to Civil Design to arrange for survey of the proposed alignment.

*Parkhurst Sewerage Pump Station Implementation Strategy*

No further development.

*Kershaw Gardens Amenities Block Connection*

Under construction.

Water Network Investigations*Mt Morgan – Future Water Supply*

The draft feasibility specification has been reviewed and is currently with FRW awaiting feedback before going out to tender.

**FINANCIAL MATTERS**Operational

Revenue is currently 97.5% of the February revised budget. Most revenue streams are on target, with the exception of other income which is largely made up of insurance claim revenue following TC Marcia and fees & charges are marginally below target.

Gross water consumption revenue is 92.5% of budget and includes seven Rockhampton sectors fourth quarter billing. Billed consumption in the fourth quarter so far is 4.4% higher than that in 2013/2014. Should the remaining sectors follow this trend, FRW should come close to meeting revised budget for water consumption. Fees and charges are slightly below target, influenced by previously mentioned activities such as new water connections and metered standpipe charges.

Expenditure year to date is 89.4% of the February 2015 Revised 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.

FRW is on target to meet revised budget position at end of financial year which is largely dependent on remaining water consumption trends.

Capital

Capital expenditure is below the percentage of year elapsed at 57.3% in comparison to the February 2015 Revised budget. Capital expenditure was slightly lower in May from that in April 2015. Forecast expenditure to end of financial year will be in the order of 70% with some larger projects, such as Arthur St SPS electrical upgrade and Gracemere sewerage treatment plant augmentation, to carry over into next financial year.

Water YTD 61.1% and Sewer YTD 46.0%.

Networks YTD 66.0% and Treatment YTD 41.0%.

The areas of prominent activity are the SRSTP interim upgrades, North Rockhampton flood mitigation works, Mt Morgan sewerage scheme Stage 2, Ramsay Ck SPS wetwell duplication & gravity main, GWTP Low lift pump station switchboard, 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 May 2015. The 90+ day balances are either on payment plans, the business is in administration or the debt is with Collection House.

	<b>Balance</b>	<b>0-30 Days</b>	<b>30-60 Days</b>	<b>60-90 Days</b>	<b>90+ Days</b>
No. of Customers	130	56	67	9	31
Total Value	\$207,920.61	\$95,363.06	\$48,158.56	\$6,128.60	\$58,270.39

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

<b>90+ days</b>	<b>Comments</b>
\$7,494.80	Trade Waste debts - Collection attempts unsuccessful, other avenues to be investigated
\$1,213.92	Trade Waste debts to be written off
\$6,311.96	Long Term Payment Plans - Mt Morgan Sewerage Connections - Recovery will occur
\$6,457.00	Other Payment Plans – Standpipes, Private Works and Irrigators
\$4,796.55	Debtors currently at collection
\$31,996.16	Other Overdue Debt with no fixed arrangements – Trade Waste, Irrigators, Standpipes, Emergency Works – Overdue letter issued
<b>60-90 Days</b>	<b>Comments</b>
\$2,953.32	Standpipe (includes \$1881.76 from 4 debtors with 90+)
\$3,175.28	Septic disposal
<b>30-60 Days</b>	<b>Comments</b>
\$8,363.56	Standpipe Invoices (includes \$2178.62 from 4 debtors that have 90+ days)
\$3,166.08	Septic disposal
\$22,391.15	Irrigator (includes \$1283.59 from 5 debtors that have 90+ days)
\$14,038.73	Private Works / Emergency Private Works

A summary of financial performance against budget is presented below:

	Adopted Budget \$	Revised Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$	Variance %	On target 91.7% of Year Gone
<b>REGIONAL SERVICES</b>							
<b>FITZROY RIVER WATER</b>							
<u>Network Construction</u>							
Expenses	238,605	233,804	21,559	134,021	155,579	65% ✓	
Transfer / Overhead Allocation	0	0	0	(12)	(12)	0% ✓	
<b>Total Unit: Network Construction</b>	<b>238,605</b>	<b>233,804</b>	<b>21,559</b>	<b>134,008</b>	<b>155,567</b>	<b>65% ✓</b>	
<u>Treatment &amp; Supply</u>							
Revenues	0	(86,381)	0	(7,103)	(7,103)	0% ✓	
Expenses	9,555,144	10,746,267	593,911	9,437,168	10,031,079	105% ✗	
Transfer / Overhead Allocation	318,616	344,368	0	308,942	308,942	97% ✗	
<b>Total Unit: Treatment &amp; Supply</b>	<b>9,873,760</b>	<b>11,004,253</b>	<b>593,911</b>	<b>9,739,007</b>	<b>10,332,918</b>	<b>105% ✗</b>	
<u>Business Administration</u>							
Revenues	0	(1,364)	0	(3,636)	(3,636)	0% ✓	
Expenses	238,798	238,798	2,428	213,363	215,791	90% ✓	
Transfer / Overhead Allocation	29,459	24,637	0	25,371	25,371	86% ✓	
<b>Total Unit: Business Administration</b>	<b>268,257</b>	<b>262,071</b>	<b>2,428</b>	<b>235,098</b>	<b>237,527</b>	<b>89% ✓</b>	
<u>Fitzroy River Water</u>							
Revenues	(355,188)	(465,188)	0	(422,154)	(422,154)	119% ✓	
Expenses	15,509,159	15,651,000	92,611	14,097,359	14,189,970	91% ✓	
Transfer / Overhead Allocation	23,044,536	25,359,892	0	23,237,266	23,237,266	101% ✗	
<b>Total Unit: Fitzroy River Water</b>	<b>38,198,507</b>	<b>40,545,703</b>	<b>92,611</b>	<b>36,912,471</b>	<b>37,005,082</b>	<b>97% ✗</b>	
<u>Network Services</u>							
Revenues	(58,406,928)	(57,886,414)	0	(56,536,117)	(56,536,117)	97% ✓	
Expenses	3,551,050	3,599,853	1,064,076	2,758,295	3,822,371	108% ✗	
Transfer / Overhead Allocation	602,368	615,094	0	554,152	554,152	92% ✗	
<b>Total Unit: Network Services</b>	<b>(54,253,510)</b>	<b>(53,671,467)</b>	<b>1,064,076</b>	<b>(53,223,670)</b>	<b>(52,159,594)</b>	<b>96% ✓</b>	
<u>Operations &amp; Planning</u>							
Expenses	0	0	0	1,100	1,100	0% ✗	
<b>Total Unit: Operations &amp; Planning</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,100</b>	<b>1,100</b>	<b>0% ✗</b>	
<b>Total Section: FITZROY RIVER WATER</b>	<b>(5,674,381)</b>	<b>(1,625,635)</b>	<b>1,774,585</b>	<b>(6,201,986)</b>	<b>(4,427,401)</b>	<b>78% ✗</b>	

## **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**