



# **WATER COMMITTEE MEETING**

## **AGENDA**

**3 FEBRUARY 2016**

*Your attendance is required at a meeting of the Water Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 3 February 2016 commencing at 12.30pm for transaction of the enclosed business.*

A handwritten signature in black ink, appearing to be "C. R.", written in a cursive style.

**CHIEF EXECUTIVE OFFICER**  
27 January 2016

Next Meeting Date: 02.03.16

**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 2 December 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

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#### **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: 3 February 2016**

**Attachment No: 1**

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Date	Report Title	Resolution	Responsible Officer	Due Date	Notes
2 September 2015	Report on Leakage in the Rockhampton Network	THAT a report on leakages in the Rockhampton Water Supply Scheme including defining those areas in the Supply Scheme experiencing the greatest level of leakage and a comparison with the National Standard and other Local Governments be provided to the Committee.	Jason Plumb	31/03/2016	The draft report is currently being reviewed prior to finalisation and presentation to Council.



<p>2 December 2015</p>	<p>Ensuring Long Term Water Supply Security for Rockhampton</p>	<p>THAT the action plan as outlined in this report be endorsed for implementation, towards ensuring long term water supply security for Rockhampton, including:</p> <ul style="list-style-type: none"> <li>• Exploring options to increase the Barrage storage volume via increasing operating set-point controls and potential augmentation of the barrage sill and/or gates;</li> <li>• Promoting urban and industrial water use efficiency and reduction of distribution system losses;</li> <li>• Revising Drought Management Plans, including discussions with the Stanwell Corporation on a shared approach to demand management;</li> <li>• Assessing alternative water source options, including potential groundwater, desalination, off-stream storage and Barrage dredging; and,</li> <li>• Making an initial in-principle and conditional commitment to involvement in Lower Fitzroy River Infrastructure Project and support the current proponents in seeking and securing Federal funding for the project.</li> </ul>	<p>Jason Plumb/Angus Russell</p>	<p>16/12/2016</p>	<p>Work has commenced to progress the various adopted actions for ensuring long term water supply security for Rockhampton. Correspondence to DNRM is in draft form prior to submission.</p>
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**7 PUBLIC FORUMS/DEPUTATIONS**

Nil

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## 8 OFFICERS' REPORTS

### 8.1 SPONSORSHIP AND CO-HOSTING OF THE WIOA QUEENSLAND WATER INDUSTRY OPERATIONS CONFERENCE

**File No:** 1466  
**Attachments:** Nil  
**Authorising Officer:** Robert Holmes - General Manager Regional Services  
**Author:** Jason Plumb - Acting Manager Fitzroy River Water

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#### SUMMARY

*Water Industry Operations Australia (WIOA) is an incorporated association that is dedicated to promoting and supporting the water industry sector in Australia with a specific focus on promoting excellence within the water industry. WIOA has recently contacted Fitzroy River Water (FRW) to request that FRW co-host and sponsor the Queensland conference planned for 1-2 June 2016. FRW has worked previously with WIOA to co-host two previous conferences in Rockhampton and has a long history of membership with this leading industry sector group. This request from WIOA is a reflection of the previous interactions between the two organisations and also place as a leading regional water service provider in both Queensland and across Australia.*

#### OFFICER'S RECOMMENDATION

THAT Council approve FRW co-hosting the WIOA Queensland Water Industry Operations Conference to be held in Rockhampton on 1-2 June 2016, and the provision of sponsorship through the contribution of \$10,000 to the conference organisers.

#### BACKGROUND

The Water Industry Operations Australia (WIOA) is a leading group within Australia for the support and promotion of all aspects of water and sewerage operations and maintenance. WIOA was established in 2001 from a smaller group based in Victoria which was first founded in 1973. The objectives of WIOA are to, promote the standards of education and training within the water sector, preserve clean waterways, protect public and environmental health and accumulate and distribute information on all aspects of the water industry. WIOA achieves these objectives by working closely with government and non-government agencies, maintaining a strong industry-based membership, and holding numerous meetings and conferences to facilitate the sharing of information within the water industry sector.

WIOA has previously held conferences in Rockhampton in 2006 and again in 2010. FRW was represented at each of these conferences with presentations given by FRW officers. The unique characteristics of the Fitzroy River and its associated water quality have been the topics of presentations provided by FRW officers. FRW also played a role in assisting with the organisation and hosting of these events. These previous conferences were successful events that provided the opportunity for FRW to promote its water and sewerage operations to its peers and also learn from the experience of others in the industry.

In recent years, FRW has been a leading water service provider at a national level with respect to low operating costs and low pricing. As such, other water service providers are typically always interested in understanding how FRW does business and how FRW continues to maintain low operating costs whilst maintaining a high value service to the community. The upcoming conference in June will give FRW the opportunity to promote these important attributes but also to present information on some of the recent capital upgrade project highlights (e.g. \$9.3 million Glenmore High Lift Water Pump Station upgrade). Also, the holding of the conference locally provides the ability for numerous FRW staff to attend a leading industry conference at little to no cost. FRW has been invited by WIOA to co-host and sponsor the next Queensland conference in Rockhampton in June.

**BUDGET IMPLICATIONS**

WIOA has advised FRW that a contribution of \$10,000 is required to secure FRW's sponsoring and co-hosting of the conference event in June 2016. The 2015-16 Council Budget contains allocations for professional and technical expenses as well as conference attendance that can be used to cover this expenditure. Other than this up-front contribution, other minor in-kind contributions would be expected with all other conferences expenses to be covered by WIOA.

**CONCLUSION**

The 2016 WIOA Queensland Water Industry Operations Conference is being held in Rockhampton on 1-2 June. This conference is a good opportunity for FRW to engage with local, state and national water service providers and other industry representatives to promote the high standard of water and sewerage services that we offer to the community. FRW therefore recommends that Council support FRW sponsoring and co-hosting this event.

## 9 STRATEGIC REPORTS

### 9.1 FRW MONTHLY OPERATIONS AND ANNUAL PERFORMANCE PLAN REPORT AS AT 31 DECEMBER 2015

**File No:** 1466

**Attachments:**

1. **FRW Monthly Operations and Annual Performance Plan as at 31 December 2015**
2. **Customer Service Standards as at 31 December 2015**
3. **Customer Service and Financial Targets as at 31 December 2015**
4. **Non Compliance Comments as at 31 December 2015**

**Authorising Officer:** Robert Holmes - General Manager Regional Services

**Author:** Jason Plumb - Acting Manager Fitzroy River Water

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#### **SUMMARY**

*The Monthly Operations and Annual Performance Plan Report for Fitzroy River Water (FRW) as at 31 December 2015 are presented for Councillors information.*

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

THAT the FRW Monthly Operations Report and Annual Performance Plan quarterly report as at 31 December 2015 be received.

#### **COMMENTARY**

The Monthly Operations and Annual Performance Plan Report for FRW of the Regional Services Department are attached for Council's consideration.

FRW 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 2.

#### **RISK ASSESSMENT**

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 MONTHLY OPERATIONS AND  
ANNUAL PERFORMANCE PLAN  
REPORT AS AT 31 DECEMBER 2015**

**FRW Monthly Operations and Annual  
Performance Plan  
as at 31 December 2015**

**Meeting Date: 3 February 2016**

**Attachment No: 1**

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

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**VARIATIONS, ISSUES AND INNOVATIONS**

***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 and compliance with Queensland legislation and Australian guideline obligations. Particular attention is being given to the Capital program to ensure timely delivery of projects. A number of significant multi-year capital projects are now approaching completion (e.g. Glenmore High Lift Water Pump Station Upgrade).

***Innovations***

Nil.

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

Recently a tender was awarded to JM Kelly Pty Ltd for the construction of a new sewer main across Moores Creek to replace the previous sewer main that was destroyed during the flash-flooding associated with the Tropical Cyclone Marcia event. The new sewer crossing has been re-designed to be significantly more resistant to a similar event in future with a number of changes incorporated into the design. The construction work is already underway and is expected to be completed between May and June, weather permitting, at a cost of approximately \$600,000.

***Variations / Concerns***

The recent quarter has seen continued dry weather with below average rainfall received throughout most of the region. The storage level in the Mount Morgan No. 7 Dam is now at its lowest level in more than 5 years, but is still above the trigger for the implementation of water restrictions. The receipt of significant summer rainfall is required to replenish this storage. The Fitzroy Barrage storage is currently at 91% of full storage capacity.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for 31 December 2015 are as below:

	Balance BIF	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Work Orders Issued	Under Long Term Investigation	Avg WO Issue Time (days) 12 months	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and	Avg Completion Time (days) Q2
			Received	Completed										
Asset Enq/Jump up location/Wat/ Sew Invert Levels	0	0	0	0	0	0	0	0.00	2	0.00	1.75	1.97	0.59	0.67
Network Construction - Reworks (Reinstatement Proj)	0	0	0	0	0	0	0	0.00	1	0.00	1.33	8.75	13.56	0.00
Network Construction - Planned Works (Scheduled Re	0	0	0	0	0	0	0	0.33	1	0.00	1.17	5.50	4.70	1.75
Customer Service - Rebate Residential FRW USE ONLY	2	1	9	8	2	0	0	0.00	30	0.50	3.36	2.82	1.08	2.67
Customer Service - Rebate Undetected Leaks	8	4	7	2	9	0	0	0.00	120	4.00	32.00	26.04	26.69	16.33
Customer Service - Standpipe Enquiry/Read (Asset)	0	0	0	0	0	0	0	0.00	2	0.00	0.00	8.33	0.25	0.00
Customer Service - Water Exemption Request	0	0	0	0	0	0	0	0.00	5	0.00	0.00	0.00	0.00	0.00
Development - Applications	0	0	0	0	0	0	0	0.00	10	0.00	1.00	3.00	3.00	0.00
Development - Building Over Sewerline	0	0	1	1	0	0	0	0.00	7	0.00	1.29	2.08	1.30	0.78
Network Systems ( Network Analysis Water or Sewer)	0	0	3	2	1	0	0	0.00	7	1.50	1.40	6.11	1.89	1.00
Development - Strategic Sewer	0	0	0	0	0	0	0	0.00	10	0.00	3.50	2.86	2.86	0.00
Development - Strategic Water	1	0	0	0	1	0	0	9.33	10	0.00	0.00	6.50	18.57	0.00
Environment and Water Conservation Enquiry	0	0	0	0	0	0	0	0.00	5	0.00	0.00	0.00	0.00	0.00
Finance - Irrigators/Water Allocations (Asset)	0	0	3	2	1	0	0	180.08	7	1.00	3.20	3.45	1.52	3.00
Network Services - No Water (Asset)	0	0	2	2	0	0	0	-1.81	1	0.50	0.28	0.91	0.16	0.46
Network Services - Reactive Sewerage Block (Asset)	6	3	35	31	7	2	0	3.03	1	0.86	10.67	11.34	12.50	2.93
Network Services - Sewer Reimbursements	0	0	3	3	0	0	0	5.99	7	1.33	3.33	9.42	8.83	1.00
Network Services - Sewer Inflow Inspection/Enquiry	4	1	2	2	3	0	0	48.92	7	0.50	1.47	3.76	16.56	1.75
Network Services - Water Leaks (Asset)	1	1	83	80	3	0	0	0.85	1	0.30	0.67	0.90	0.68	0.56
Network Services- Poor Water Pressure (Asset)	0	0	6	6	0	0	0	15.63	1	0.14	0.88	1.45	0.36	0.62
Process - Tradewaste	0	0	17	14	3	0	0	-0.68	7	2.20	2.30	2.54	1.96	2.21
Network Services - Lids/Cover (Asset)	0	0	2	2	0	0	0	11.71	1	2.40	2.09	1.95	1.79	2.35
Network Services - Meter Maintenance (Asset)	16	12	17	15	6	2	0	1.27	1	1.67	1.98	2.86	3.11	2.24
Network Services Private Works/Standard Connection	0	0	1	0	1	0	0	84.20	5	0.00	1.32	1.81	1.38	1.63
Network Services - Reinstatements	4	2	12	11	3	0	0	10.69	1	0.94	3.63	4.43	6.73	2.08
Network Services Special Water Meter Read Enquiry	0	0	2	2	0	0	0	0.00	10	2.50	3.20	3.10	0.88	2.50
Network Services - Water Meter Reading Enquiry	1	1	8	8	0	0	0	24.05	10	1.13	4.77	3.98	2.79	3.06
Process - Odour (Sewer Only) (Asset)	0	0	1	1	0	0	0	10.51	1	4.00	3.86	1.95	0.55	1.67
Process - River Quality	0	0	0	0	0	0	0	0.00	2	0.00	2.00	2.00	2.00	2.00
Process - Drinking Water Quality (Asset)	0	0	6	6	0	0	0	15.01	1	0.29	0.47	0.80	0.16	0.95
Water Meter Read Search - "NOT FOR CSO"	24	23	85	80	26	0	0	0.00	90	2.53	4.63	4.68	4.78	4.45

Comments and Additional Information

FRW uses Pathway escalations to monitor service performance compliance to the Customer Service Standards. The last column is the best indicator of average completion times for standard jobs.



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

### **Safety Statistics**

The safety statistics for the reporting period are:

	<b>SECOND QUARTER 2015/16</b>		
	<b>October</b>	<b>November</b>	<b>December</b>
<b>Number of Lost Time Injuries</b>	1	0	0
<b>Number of Days Lost Due to Injury</b>	2	0	0
<b>Total Number of Incidents Reported</b>	1	1	2
<b>Number of Incomplete Hazard Inspections</b>	4	3	3

*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. A minor electric shock was sustained by an employee when touching a light switch.

### *Network Services*

- No 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 safety incident was reported for the month. A contractor carrying out access chamber refurbishment sustained a small cut to his hand.

### 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	<ol style="list-style-type: none"> <li>1. Conduct security audit of all sites and update as necessary.</li> <li>2. Finalise and implement FRW Maintenance Strategy.</li> </ol>	31/1/16	90%	<p>Draft maintenance strategy completed.</p> <p>Queensland Police Service have increased patrols of FRW sites.</p> <p>External consultant security report completed with implementation of recommendations commencing.</p>

### Legislative Compliance and Standards

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

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

The following abbreviations have been used within the table below:

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

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
<b>NETWORK SERVICES CAPITAL WORKS PROGRAM</b>					
<b>Rockhampton Water</b>					
Pershing street (Birdwood and Woolcock) 150mm water main replacement	October 2015	December 2015	100%	\$108,355	\$115,739
Comments: Construction completed					
Gracemere Duplication (Athelstane) 300mm water main.	July 2015	June 2016	70%	\$1,000,000	\$998,431
Comments: On schedule. Stage 4					
Talbot Street (Dean and Berserker)	October 2015	December 2015	100%	\$191,455	\$187,854
Comments: Construction completed					
Dowling Street ( Horace Street ) 100mm water main replacement.	December 2015	December 2015	100%	\$37,363	\$59,814
Comments: Construction Completed. Extra cost to the project, due to replacing additional 100 metres of water main not included in the original estimate.					
Quay Street (Fitzroy – Denham Street ) 150mm water main replacement	November 2015	December 2015	100%	\$108,624	\$140,508
Comments: Construction completed Quay Street between Fitzroy – Denham street.					
<b>Rockhampton Sewer</b>					
Sewer rehabilitation program (including Building over Sewer)	July 2015	June 2016	61%	\$700,000	\$429,005

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
Comments: Rehabilitation and renewals annual program of works.					
Sewer Main Relining 2014/15 Stage 1 – (Carry over)	August 2014	September 2015	100%	\$527,505	\$532,805
Comments: Program of works completed on schedule and on budget.					
NRFM Access Chamber Refurbishment – (Carry over)	January 2015	September 2015	100%	\$70,000	\$86,481
Comments: Program of works completed on schedule, additional refurbishment works added to scope.					
NRFM Access Chamber Refurbishment – Stage 2	November 2015	April 2016	15%	\$250,000	\$44,798
Comments: Works in progress. Awaiting second invoice.					
<b>Gracemere Sewer</b>					
Gracemere Sewer Effluent Capricorn Highway	July 2015	June 2016	70%	\$700,000	\$200,434
Comments: Stage 4 Completed. Section from Armstrong St SPS to Old Capricorn Highway to be designed.					
<b>Mount Morgan (water mains replacement)</b>					
Coronation Drive Mt Morgan Replace 150 mm water main	November 2015	July 2016	5%	\$322,477	\$17,478
Comments - Waiting for Main Roads approval.					
<b>Mount Morgan Sewer</b>					
Railway Ave New 225mm Gravity Sewer	July 2015	June 2016	80%	\$700,000	\$465,224
Comments: On Schedule					
<b>TREATMENT AND SUPPLY CAPITAL WORKS PROGRAM</b>					
Pipeline from West to South STP – Design Phase	July 2014	June 2016	70%	\$100,000	\$25,236
Comments: Survey completed and detailed design underway with alignment drafted.					
R SRSTP Primary Valve Pit Replacement	July 2014	May 2016	15%	\$90,000	\$3000

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/committals
Comments: Delayed slightly due to complexity of design, with procurement now underway.					
R S Gracemere STP Augmentation Inlet Works Upgrade (Stage 1)	July 2014	March 2016	50%	\$1,500,000	\$445,268
Comments: Detailed design completed with on-site construction works commenced.					
N Water Rogar Ave Reservoir Rechlorination Facility	September 2014	May 2016	10%	\$70,000	\$0
Comments: Delayed due to TC Marcia. Project scope being rearranged to find affordable option.					
N Water Mt Archer Reservoir Online Chlorine Analysis	July 2014	January 2016	95%	\$20,000	\$17,237
Comments: SCADA commissioning currently being completed.					
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	March 2016	10%	\$25,000	\$0
Comments: Delayed slightly due to change in schedule of contractor, with work now planned for period of lower consumption in early 2016.					
M W Dam No 7 CCTV Installation	July 2014	March 2016	10%	\$30,000	\$1500
Comments: Delayed slightly due to TC Marcia. Currently working through site access agreement with Optus for access to their communications tower.					
M WTP CCTV Installation	July 2014	March 2016	10%	\$15,000	\$0
Comments: Delayed slightly due to TC Marcia. Currently working through site access agreement with Optus for access to their communications tower.					
M W Dam No 7 Raw Lift Pump Upgrade	July 2014	March 2016	60%	\$25,000	\$6,500
Comments: Installation of new pump impellers delayed until period of lower consumption.					
M STP Chlorination Upgrade	April 2013	February 2015	80%	\$15,716	\$8,250
Comments: Commissioning to commence in late January.					
R – S NRSTP Aerator Replacement	July 2013	January 2015	70%	\$91,071	\$54,228
Comments: Bridge structure constructed and on-site installation being planned by contractor.					

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
Barrage Crane and Rail Restoration	December 2013	February 2016	40%	\$333,247	\$120,202
Comments: Crane rail grouting and crane restoration works underway.					
GWTP Highlift Pump Station Upgrade (Stage 1)	July 2013	February 2016	99%	\$3,366,922	\$3,208,854
Comments: Stage 1 works completed with finalisation of Operation and Maintenance Manuals underway.					
GWTP Highlift Pump Station Upgrade (Stage 2)	August 2014	March 2016	80%	\$3,510,000	\$1,714,381
Comments: All four new pumps and motors installed and operational with back-up generator now installed and being commissioned.					
Arthur Street SPS Electrical Upgrade	July 2014	February 2016	50%	\$700,000	\$338,302
Comments: Design completed and new switchroom construction underway.					
Arthur Street SPS Dry Well Pump Renewal	July 2015	February 2016	40%	\$128,963	\$74,210
Comments: New pumps ordered with installation to commence in February 2016.					
MMWTP Coagulant Dosing Upgrade	January 2014	February 2015	60%	\$70,000	\$49,968
Comments: On schedule with increased budget due to new requirement for chemical tank bunding. Installation and commissioning work underway.					
R Reaney St Recycled WPS Renewal	July 2014	December 2015	80%	\$40,000	\$63,248
Comments: Completed with installation of new recycled water deferred until customers confirmed.					
G Lucas St WPS pump and electrical switchboard upgrade	January 2014	March 2016	40%	\$541,628	\$24,776
Comments: Delay in progress during completion of design. Design nearing completion with site works now underway.					
R – North Rockhampton SPS No. 1 and 2 electrical upgrade	July 2015	June 2016	5%	\$500,000	\$0
Comments: Tender documents being prepared for advertising in early February.					
R – STP replace handrails at South Rockhampton STP	August 2015	January 2016	100%	\$25,000	\$0
Comments: Construction completed and awaiting final invoice for payment.					
MM – STP construct additional drying bed storage	August 2015	March 2016	30%	\$40,000	\$3,000
Comments: Three existing drying beds extended with design for the construction of the fourth					

Project	Start Date	Expected Completion Date	Completion Status	Budget Estimate	YTD actual/com mittals
underway.					

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

As at period ended 31 December 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**

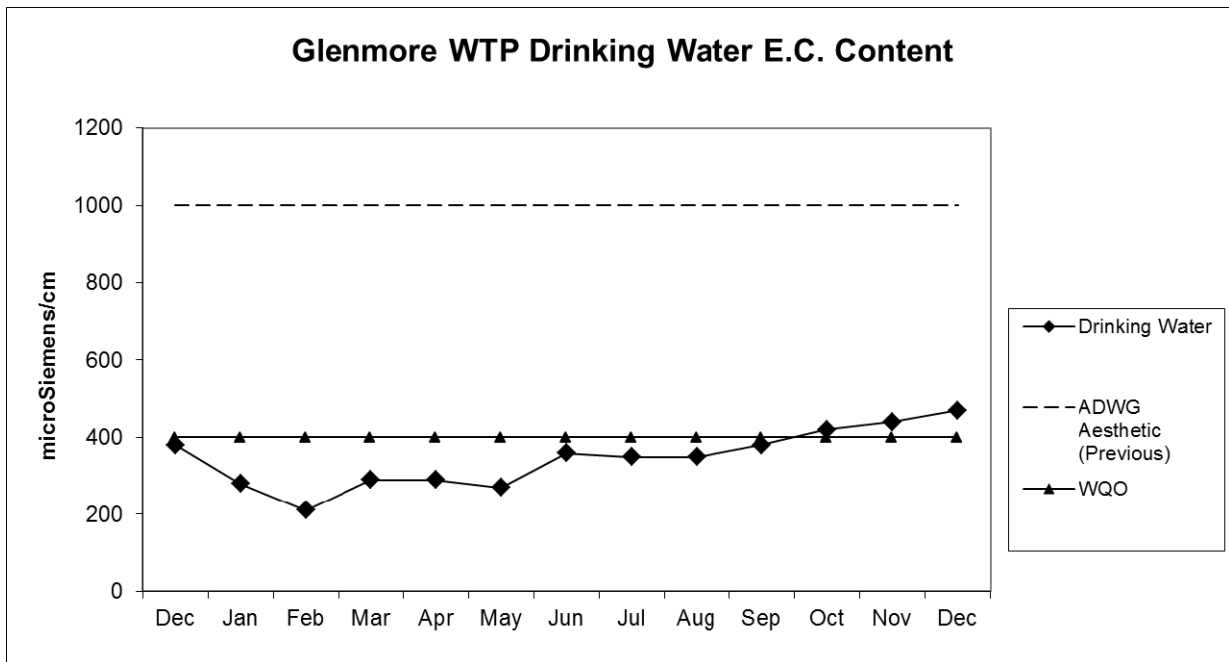
Service Delivery Standard	Target	Current Performance
<i>Drinking Water Samples Compliant with ADWG</i>	>99%	100%
<i>Drinking water quality complaints</i>	<5 per 1000 connections	0.05
<i>Total water and sewerage complaints</i>	N/A	171
<i>Glenmore WTP drinking water E.C Content</i>	<500 µS/cm	470 µS/cm
<i>Glenmore WTP drinking water sodium content</i>	<50 mg/L	40 mg/L
<i>Average daily water consumption – Rockhampton</i>	N/A	52.67 ML
<i>Average daily water consumption – Gracemere</i>	N/A	6.39 ML
<i>Average daily water consumption – Mount Morgan</i>	N/A	1.29 ML
<i>Average daily bulk supply to LSC</i>	N/A	8.31 ML
<i>Drinking water quality incidents</i>	0	0
<i>Sewer odour complaints</i>	<1 per 1000 connections	0.05
<i>Service Leaks and Breaks</i>	80	56
<i>Total water main breaks</i>	15	15
<i>Total sewerage main breaks and chokes</i>	32	12
<i>Incidence of unplanned interruptions – water</i>	N/A	47.6
<i>Average response time for water incidents (burst and leaks)</i>	N/A	140.4
<i>Average response time for sewerage incidents (including main breaks and chokes)</i>	N/A	66.9
<i>Rockhampton regional sewer connect blockages</i>	42	20

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

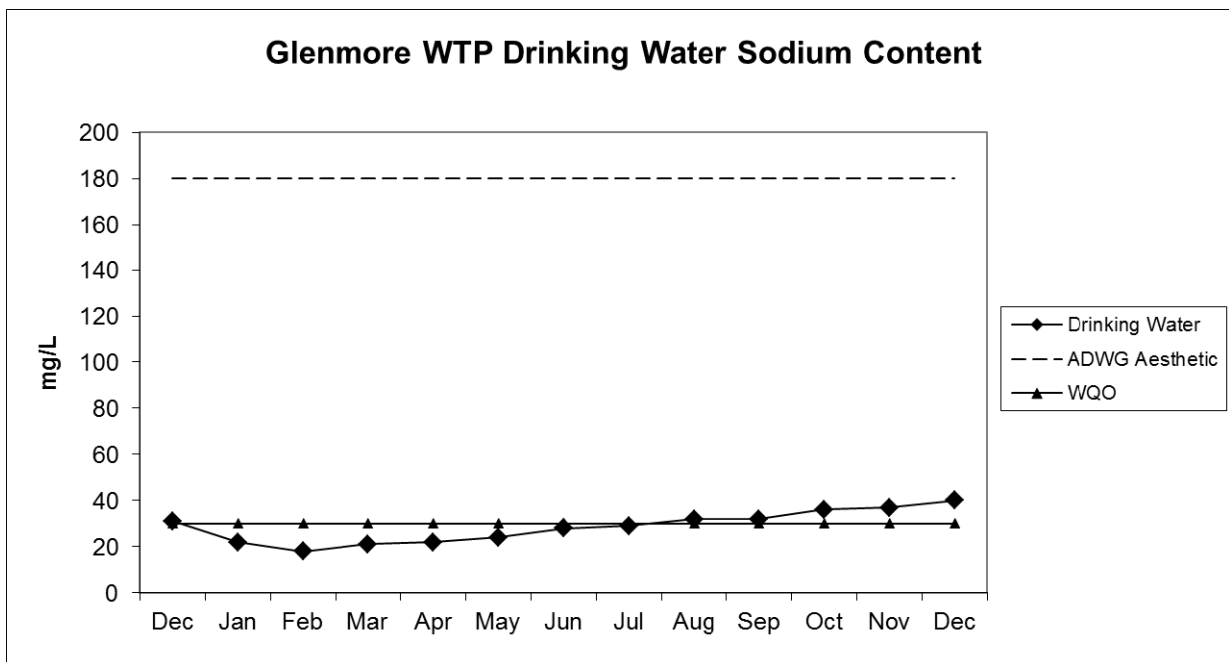
Refer to the individual graphs and information below.

TREATMENT AND SUPPLY

Drinking Water E.C. and Sodium Content



The level of E.C. in drinking water supplied from the Glenmore Water Treatment Plant (GWTP) during December increased slightly to be 470 µS/cm. The level of E.C. is now greater than the Water Quality Objective of 400 µS/cm but well beneath the previously used aesthetic guideline value of 1000 µS/cm. The E.C. reading is expected to continue to increase gradually before the receipt of normal wet season rainfall within the next few months.



The concentration of sodium in drinking water supplied from the GWTP during December increased to be 40 mg/L. The current level of sodium is above the Water Quality Objective value of 30 mg/L but is well beneath the aesthetic guideline of 180 mg/L for sodium in the Australian Drinking Water Guidelines. The sodium concentration is expected to continue to increase gradually before the receipt of normal wet season rainfall within the next few months.



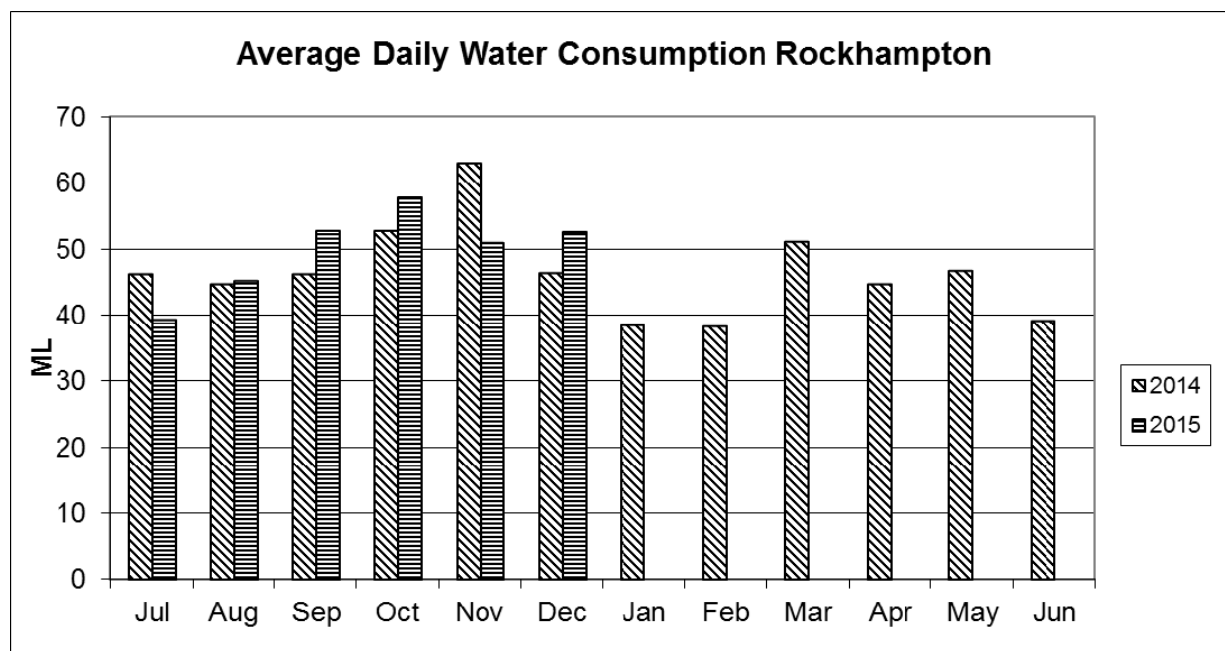
Drinking Water Quality as at 2 December 2015		
Parameter	Rockhampton	Mount Morgan
Total Dissolved Solids (mg/L)	310	200
Sodium (mg/L)	40	32
Electrical Conductivity (uS/cm)	470	280
Hardness (mg/L)	130	60
pH	7.59	7.01

The table above shows the results of drinking water testing in Rockhampton and Mount Morgan for selected water quality parameters.

Drinking Water Supplied

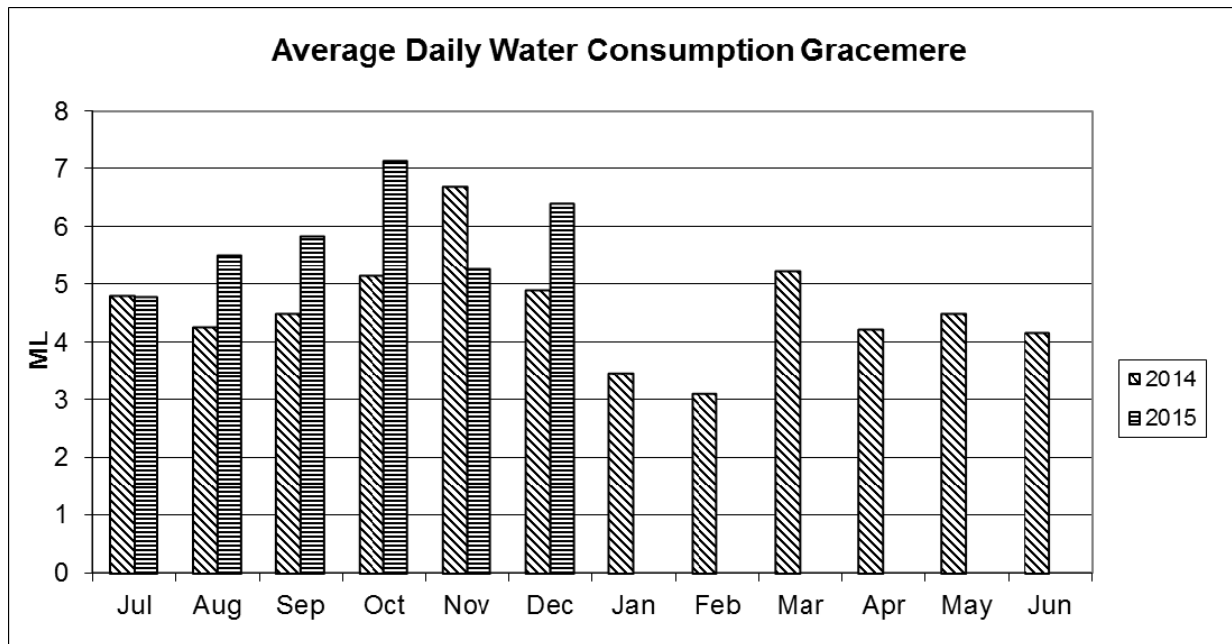
Data is presented in graphs for each water year (e.g. 2014 is the period from July 2014 to June 2015).

Rockhampton



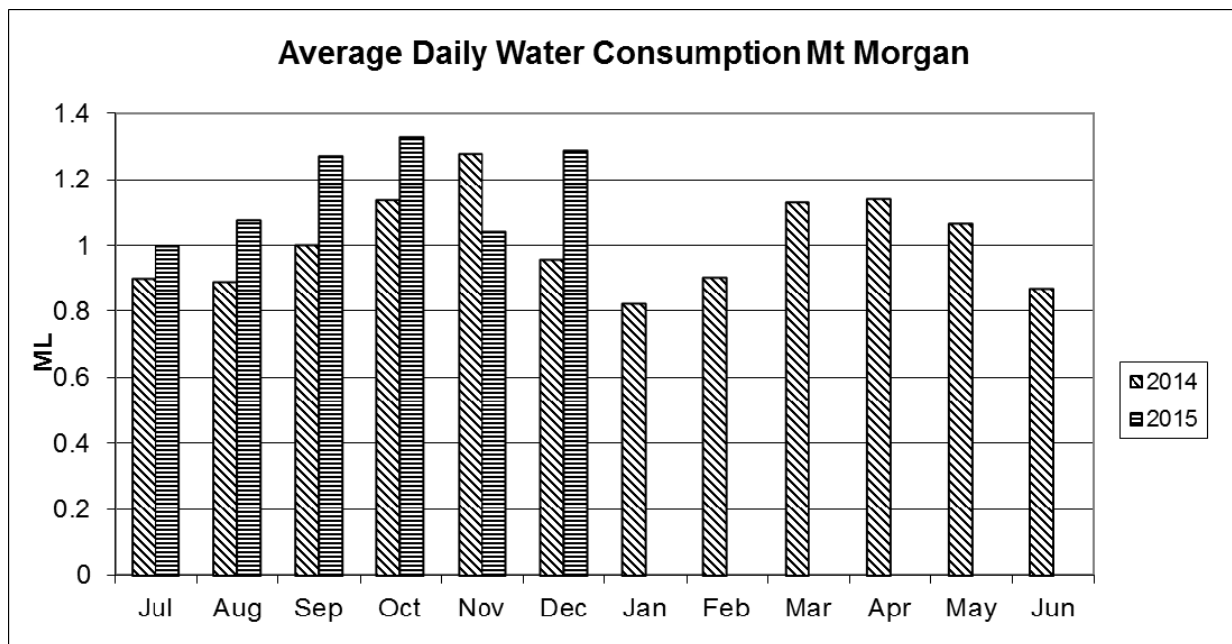
Average daily water consumption in Rockhampton during December (52.67 ML/d) increased slightly from that reported in November and was greater than that reported in the same period last year. The increased consumption was due to the warmer weather and limited amount of rainfall received during the month. The Fitzroy Barrage Storage is currently at 91% of accessible storage volume and is therefore well above the threshold in the Drought Management Plan used to trigger the implementation of water restrictions.

Gracemere



Average daily water consumption in Gracemere during December (6.39 ML/d) increased compared to that reported in November and was much greater than that reported in the same period last year. The increased consumption was due to the warmer weather and limited amount of rainfall received during the month. The Fitzroy Barrage Storage is currently at 91% of accessible storage volume and is therefore well above the threshold in the Drought Management Plan used to trigger the implementation of water restrictions.

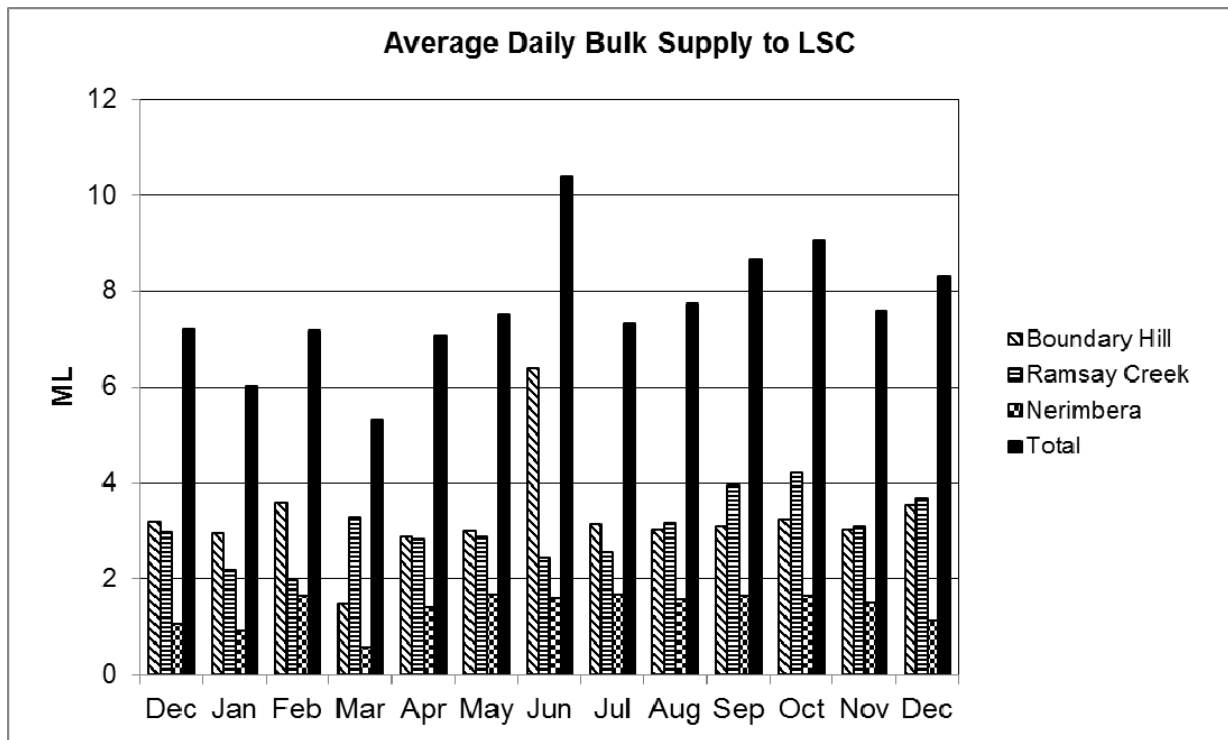
Mount Morgan



Average daily water consumption in Mount Morgan during December (1.29 ML/d) increased compared to that reported in November and was much greater than that reported for the same period last year. The increased consumption was due to the warmer weather and limited amount of rainfall received during the month. The No. 7 Dam is currently at 67% of accessible storage volume, well above the 50% storage threshold value in the Drought

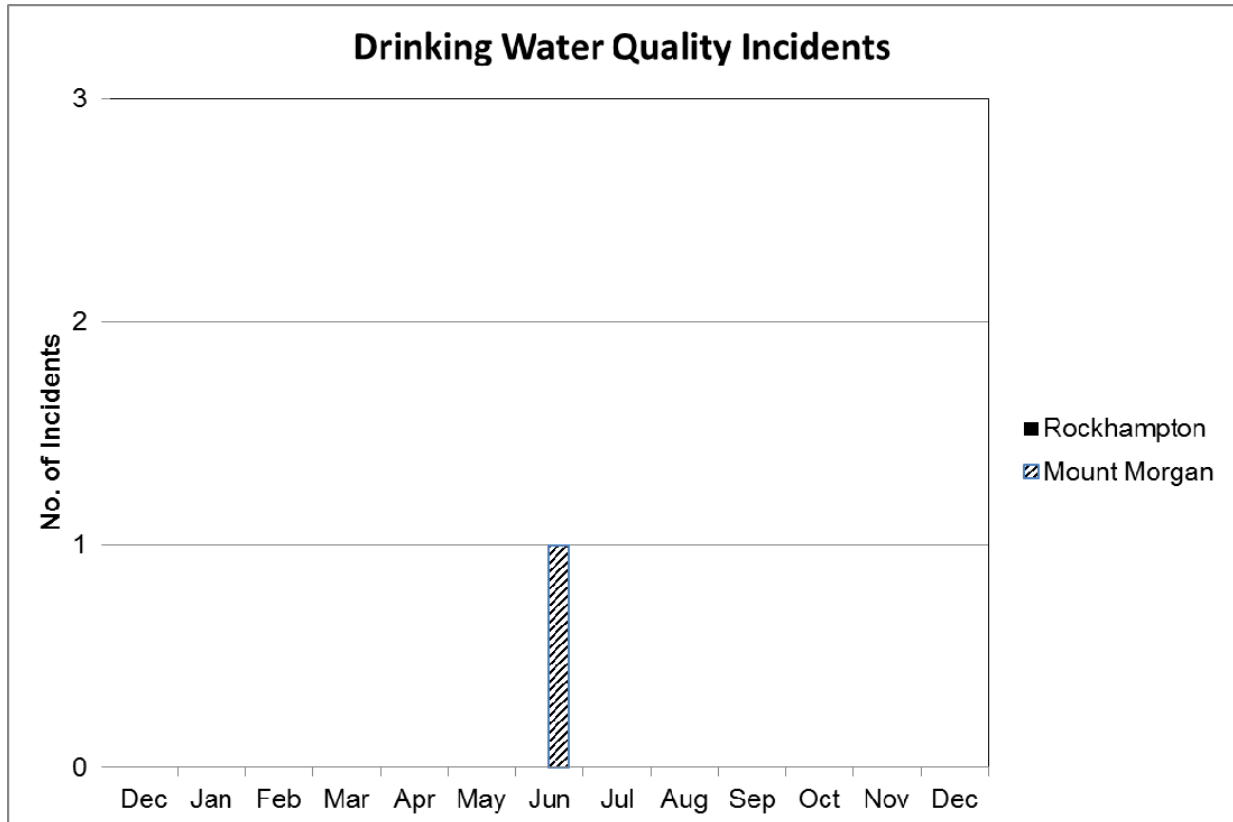
Management Plan that is used to trigger the implementation of water restrictions in Mount Morgan.

Bulk Supply to Livingstone Shire Council



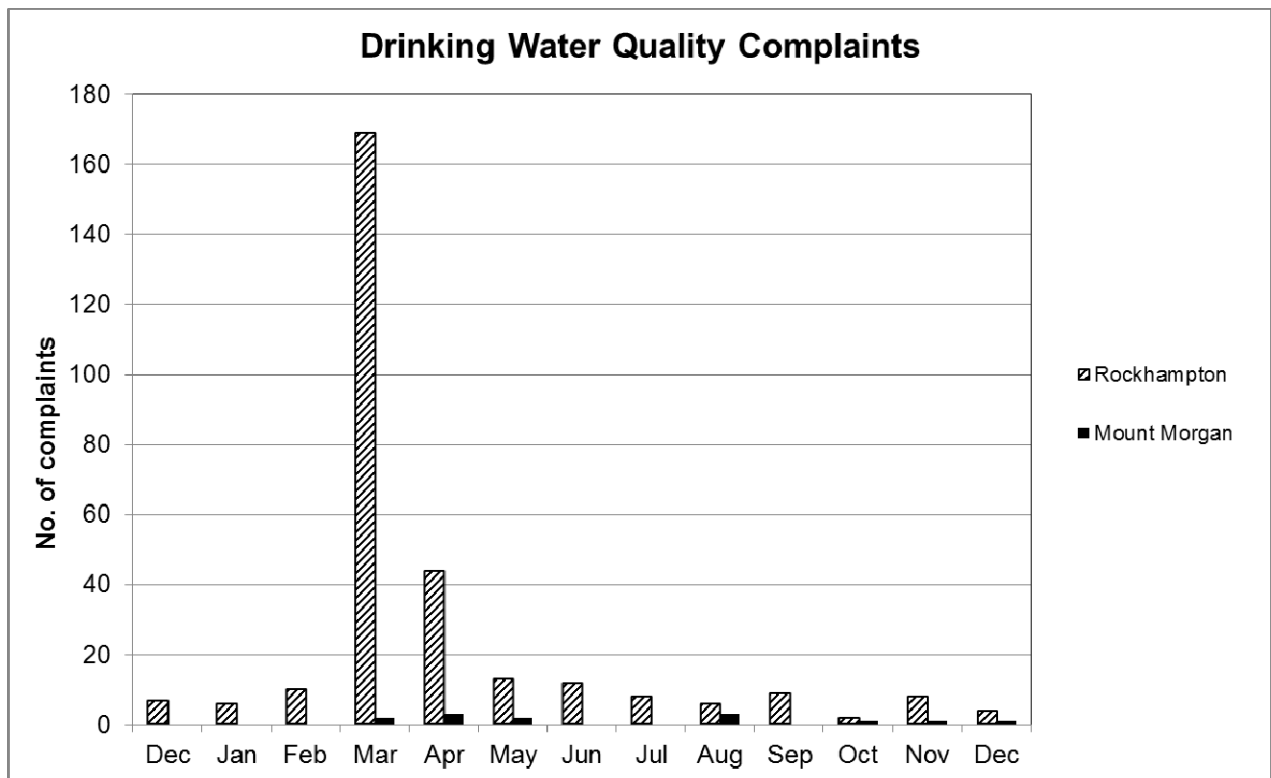
The average daily volume of water supplied to LSC increased during December compared to that recorded in November to be 8.31 ML/d. This volume is greater than the volume recorded for the same period last year. The recent increase was primarily due to an increase in the volume of water supplied from the Boundary Hill and Ramsay Creek sites during this period.

Drinking Water Quality Incidents



No water quality incidents occurred during the month of December. Only one water quality incident has occurred in the last three years.

Drinking Water Quality Complaints



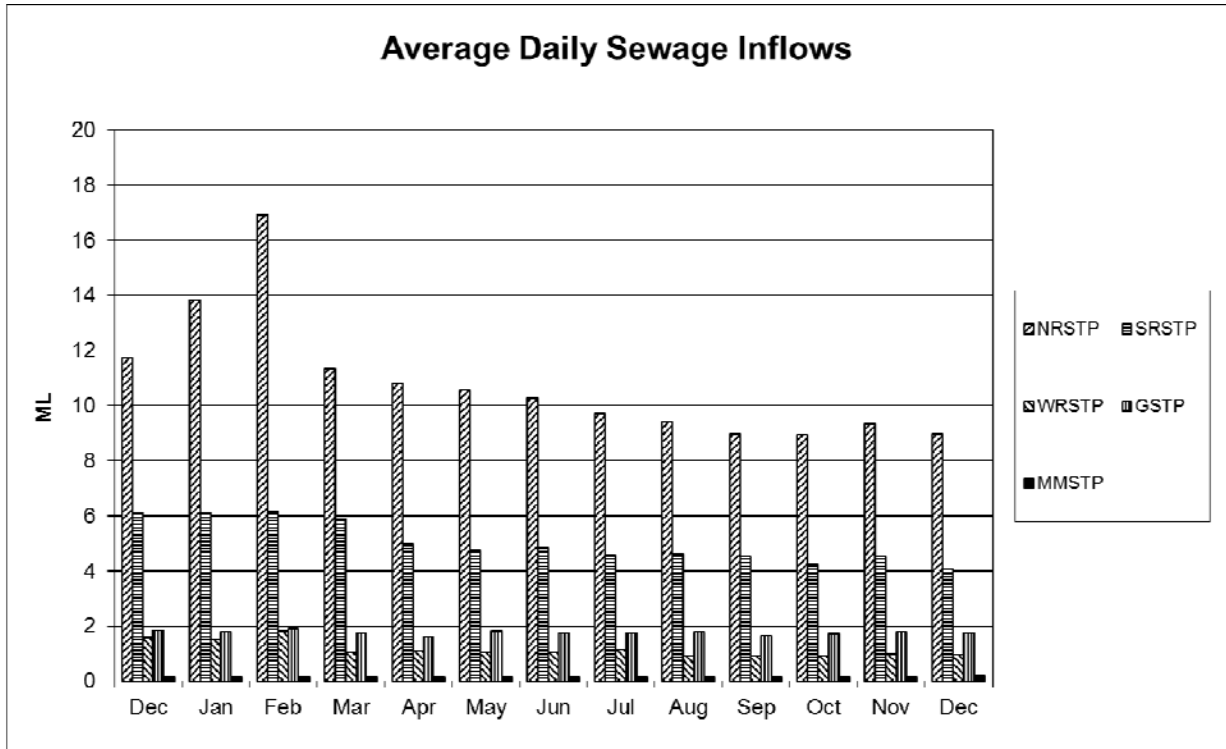
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	<b>Elevated Chlorine</b>	<b>Taste/Odour/Quality</b>	<b>Discoloured Water</b>	<b>Physical Appearance (e.g. residue or air)</b>
No. Complaints	0	2	3	0

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

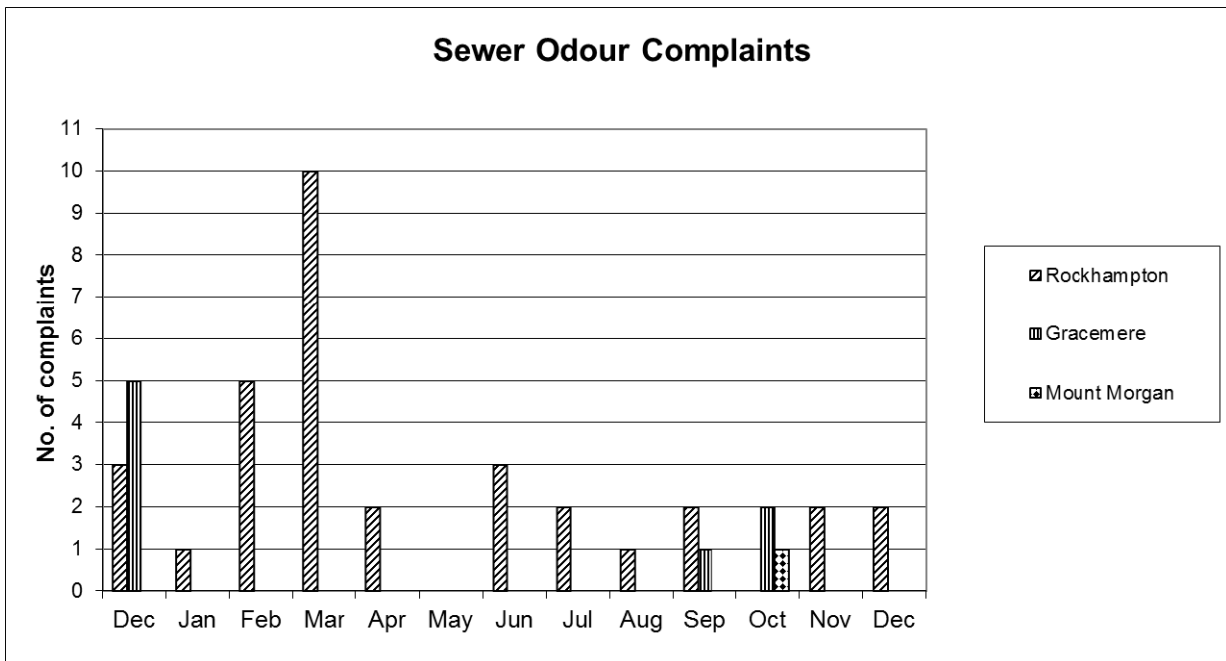
Four complaints were received from customers in Rockhampton and the other from a customer in Mount Morgan. The three discoloured water complaints were probably due to the release of some discoloured material from pipe surfaces during periods of high demand and therefore high water velocity through the pipes. The other two complaints were associated with an unfavourable taste in the water at the customer's property. All complaints were resolved by flushing the water mains to clear the water provided to the customer.

Sewage Inflows to Treatment Plants



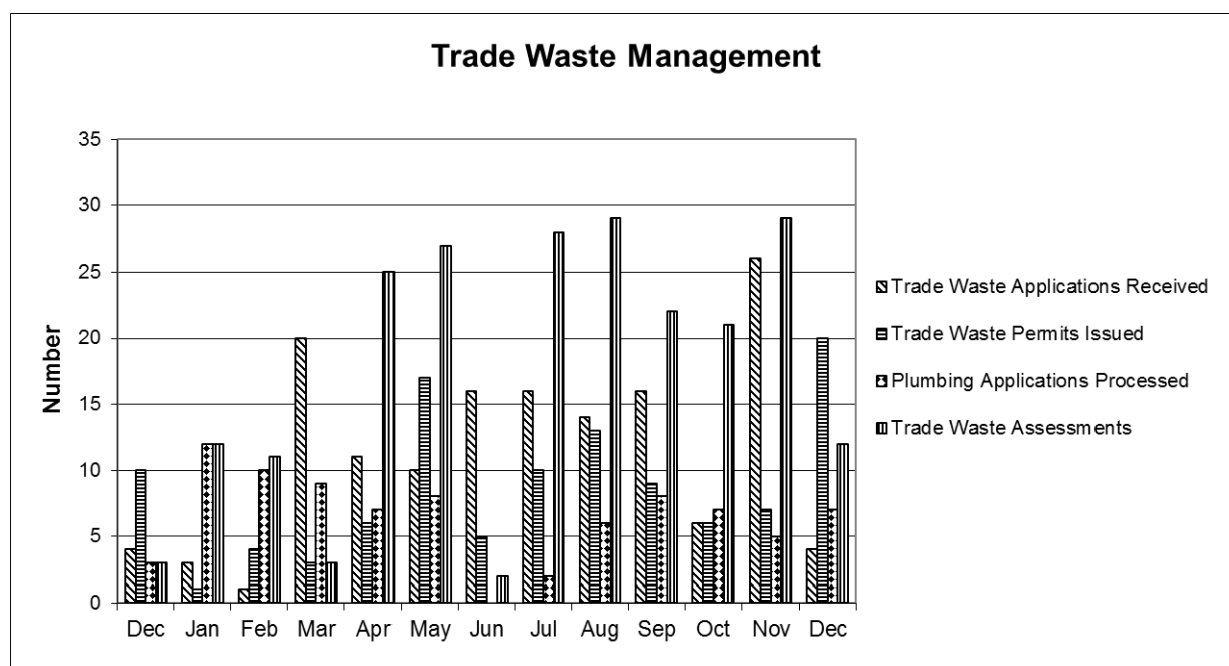
Average daily sewage inflows during December were slightly lower at each STP from that reported in November due to the relatively low amount of rainfall received during the month and probably also the absence of many customers to the holiday season. The overall level of inflow is now at long term dry weather levels with groundwater infiltration negligible due to the recent dry weather.

Sewer Odour Complaints



Two sewer odour complaints were received during the month of December, the same number as that reported in November. Both complaints were received from customers in Rockhampton with one complaint associated with the sewerage network and the other due to some work being done with biosolids at the South Rockhampton STP. The odour associated with the biosolids was relatively short-lived and the customer was quite supportive of FRW's new beneficial use of biosolids on the nearby agricultural land.

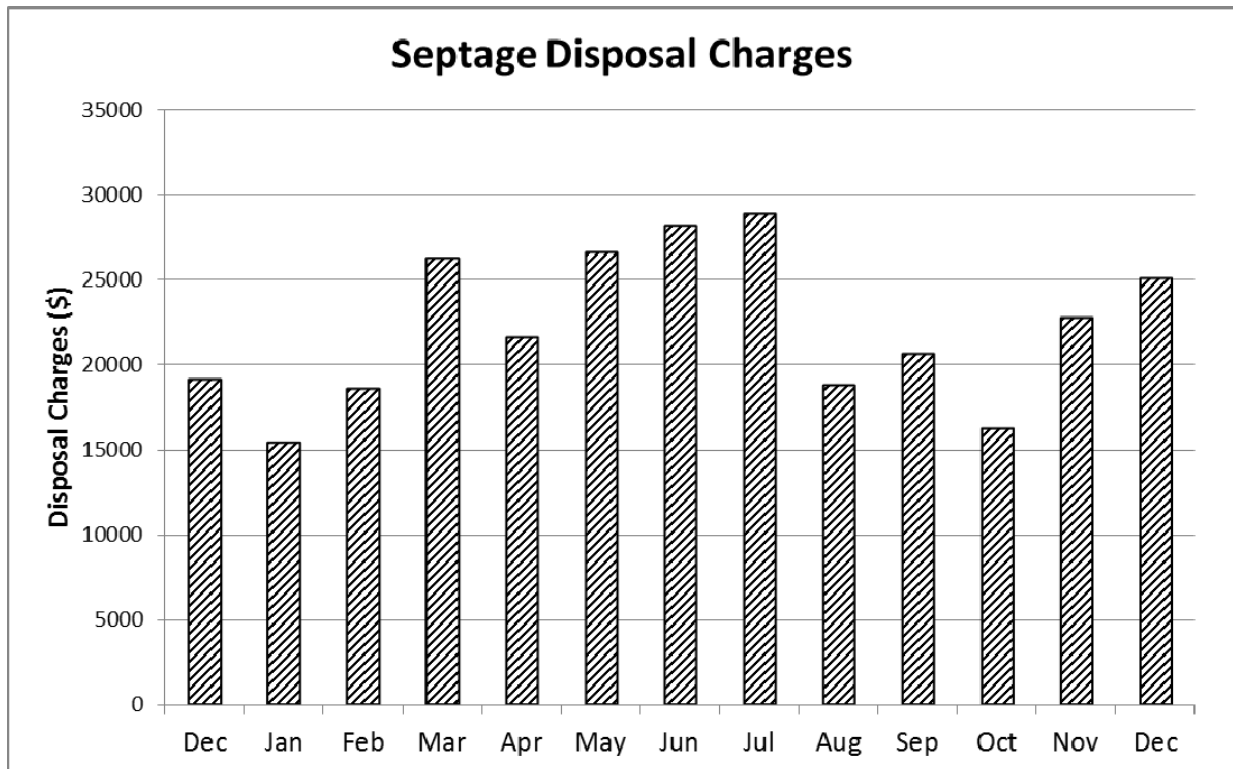
### Trade Waste and Septage Management Activities



Four Trade Waste applications were received and 20 Trade Waste Permits were issued during December. Seven Plumbing Applications were processed and 12 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
Mechanical Workshop	Renewal	From 1 to 2	Business decided to install a trade waste discharge meter.	Installation within 30 days.
Restaurant and Takeaway	New	1	Final Plumbing Certificate not issued.	Nil
Early Learning Centre	New	1	Business required to install a grease trap.	Nil



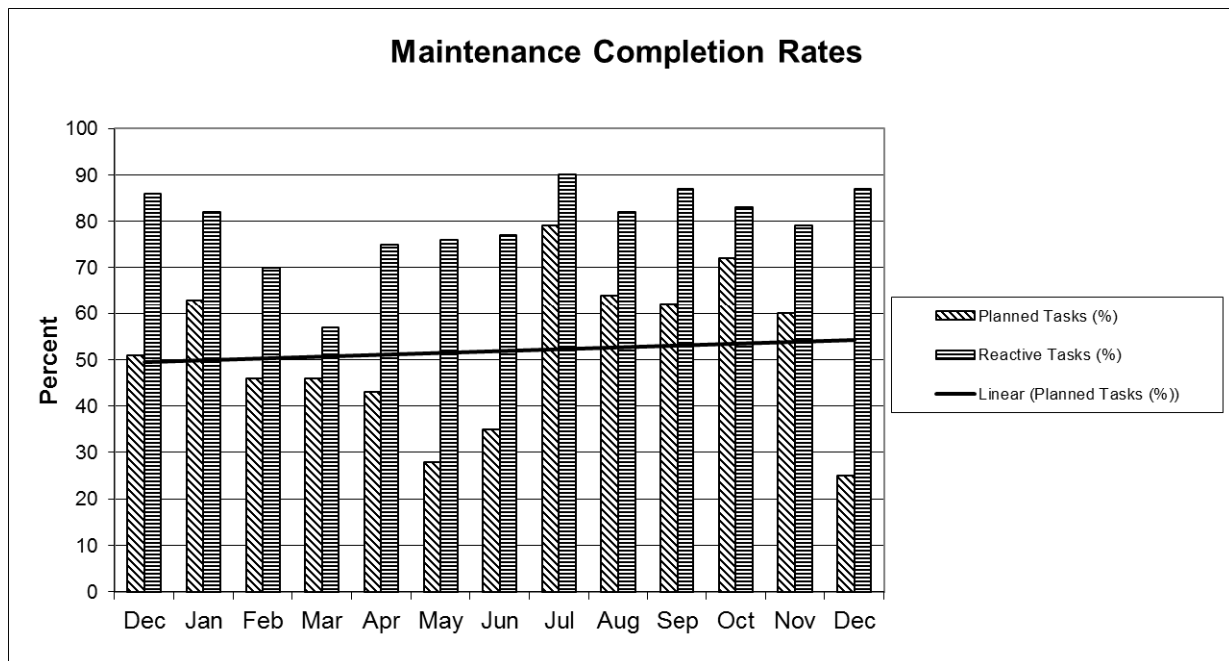
Charges for the disposal of septage liquid waste at the North Rockhampton STP increased slightly during December compared to November. The increase in the monthly income received does not appear to be associated with any specific factor.

Treatment and Supply Maintenance Activities

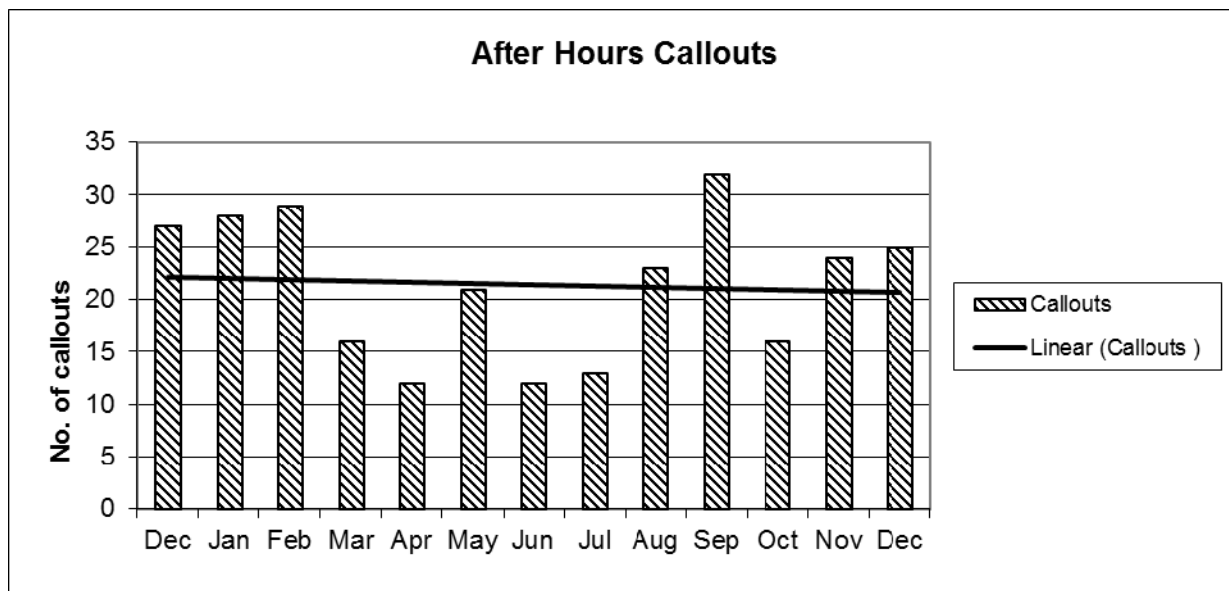
The table below shows the breakdown of work completed based on the category of the work activity.

Maintenance Type	Work Category			
	Electrical	Mechanical	General	Operator
Planned	7	12	55	N/A
Reactive	49	33	1	N/A
After hours callouts	16	6	0	1
Capital	2	0		
Safety and Compliance	59	18	0	7





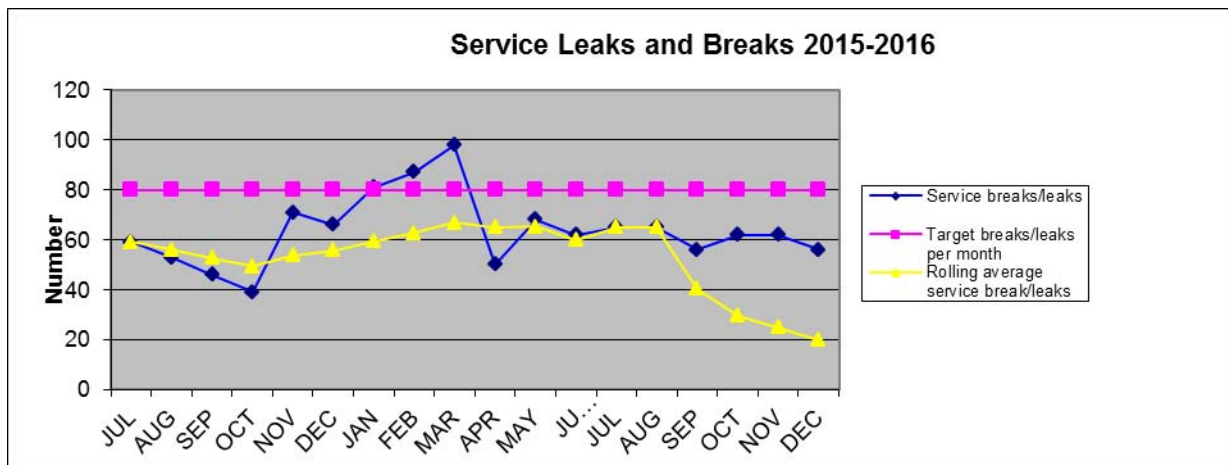
A total of 300 preventative maintenance activities were scheduled and 135 reactive maintenance activities were requested during the month of December. Completion rates for each type of maintenance activity by the end of the month were 25% and 87% respectively. The lower than expected completion rate for planned maintenance was due to some ongoing reactive maintenance tasks being completed as a priority. Upcoming capital upgrade projects (e.g. Arthur St SPS upgrade, Gracemere STP New Inlet Works) are expected to significantly reduce this reactive maintenance demand.



The number of after-hours call-outs for electrical and mechanical reactive maintenance (25 call-outs) increased slightly during December compared to November. The number of callouts was greater than the 12 month rolling average of 20 call-outs per month. The trend line in the graph indicates an overall decrease in call-outs. In the majority of cases, the faults were rectified within the targeted rectification time according to the Priority Ratings used to rank reactive maintenance events.

**NETWORK SERVICES**

Regional Service Leaks and Breaks



Performance

Target achieved.

Issues and Status

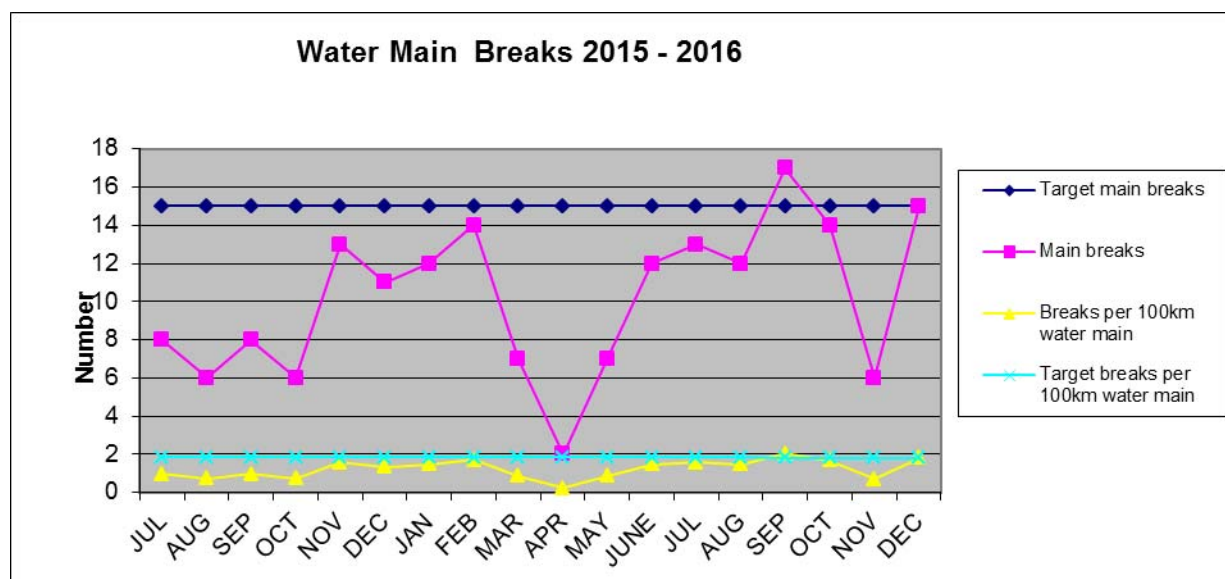
Maintenance records indicate a high percentage of service breaks and joint failures consistently occurring on poly services.

Response to Issues

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

Locality	Service Leaks / Breaks
Rockhampton	56
Mount Morgan	0
<b>Regional Total</b>	<b>56</b>

Regional Water Main Breaks



Performance

Target achieved.

Issues and Status

The high count of AC mains experiencing breaks is noted.

The following table shows the number of breaks per month.

Water main type	October 2015	November 2015	December 2015
Cast Iron	4	1	1
AC	6	4	12
PVC	3	1	1
Mild Steel	0	0	0
Poly	1	0	1
<b>TOTAL</b>	<b>14</b>	<b>6</b>	<b>0</b>

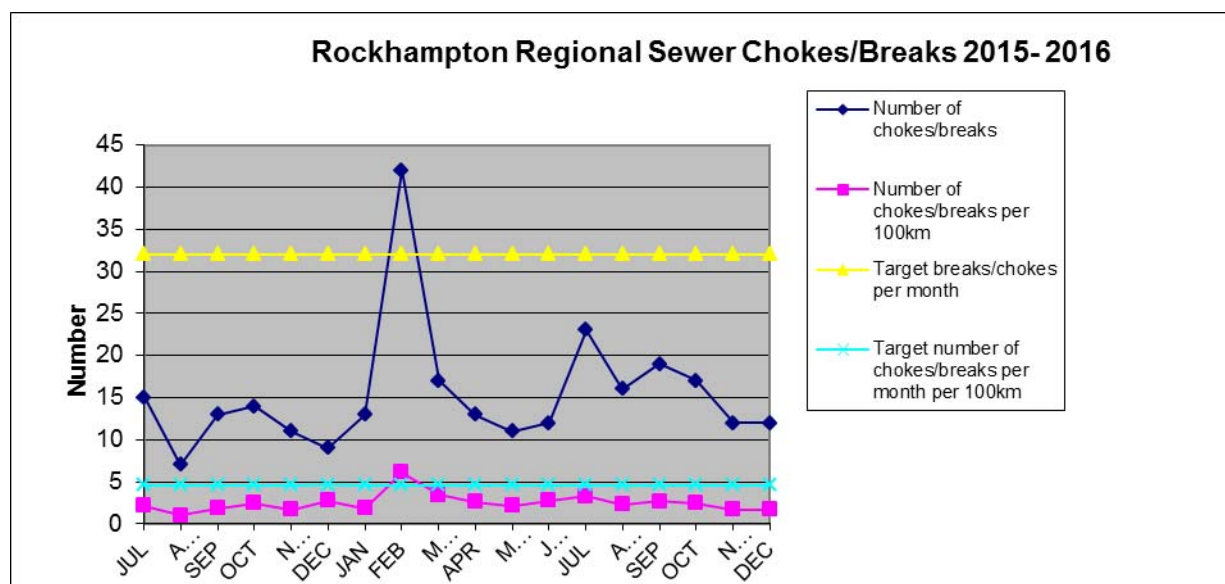
Response to Issues

Continued defect logging and rectification will reduce failure occurrences.

	Number of Main Breaks	Target Main Breaks	Breaks per 100 km	Target Breaks per 100 km	Rolling average per 100 km
December	15	15	1.80	1.80	0.30

Locality	Main Breaks
Rockhampton	13
Mount Morgan	2
<b>Regional Total</b>	<b>15</b>

Rockhampton Regional Sewer Chokes/Breaks



Performance

Target achieved.

Issues and Status

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

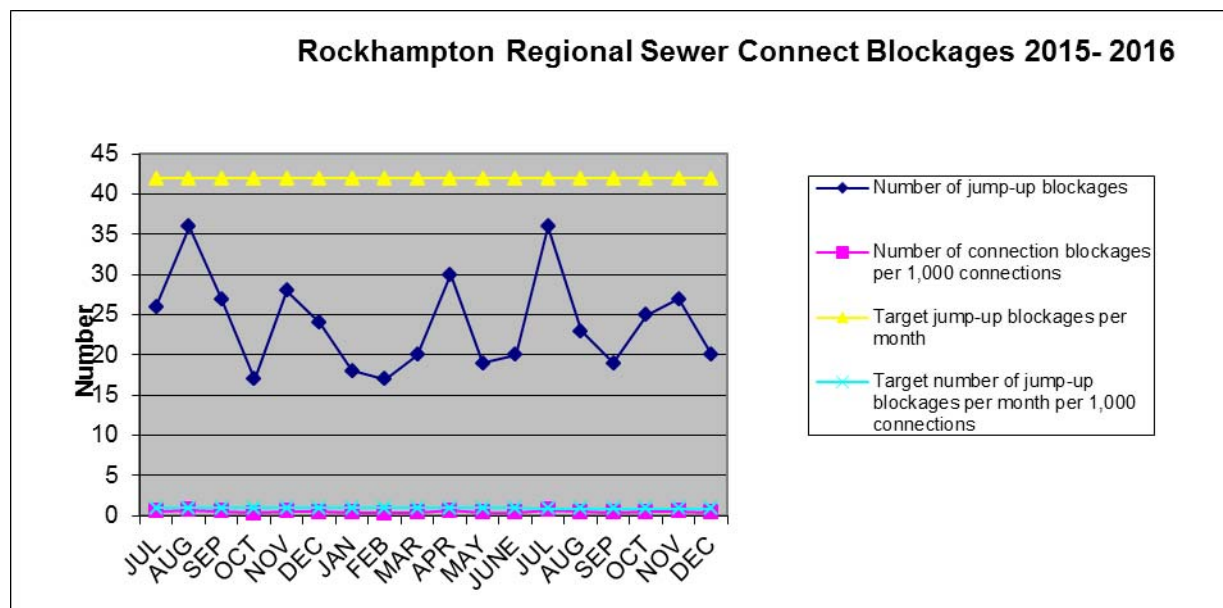
Response to Issues

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
December	12	32	1.7	4.58	0.56

Locality	Surcharges	Blockages
Rockhampton	3	12
Mount Morgan	0	0
<b>Regional Total</b>	<b>3</b>	<b>12</b>

Rockhampton Regional Sewer Connection Blockages



Performance

Target achieved

Issues and Status

Data indicates blockages are 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
December	20	42	0.42	0.84	0.16

Locality	Connection Blockages
Rockhampton	20
Mount Morgan	0
<b>Regional Total</b>	<b>20</b>

Sewer Rehabilitation Program

Work Location	Number completed for the month	Year to date totals
Access Chambers raised	20	60
Sewers repaired	14	70

Private Works

Table 1: New Water Connections:

Region	December	FY to Date 2015	FY to Date 2014	FY to Date 2013	FY to Date 2012
Gracemere	3	34	34	54	223
Rockhampton	9	71	110	146	87
Mount Morgan	n/a	n/a	n/a	n/a	n/a
<b>Regional Total</b>	<b>12</b>	<b>105</b>	<b>144</b>	<b>200</b>	<b>310</b>

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

Region	December 2015	December 2014	December 2013	December 2012
Gracemere	3	1	4	22
Rockhampton	9	11	13	10
Mount Morgan	n/a	n/a	n/a	n/a
<b>Total</b>	<b>12</b>	<b>12</b>	<b>17</b>	<b>32</b>

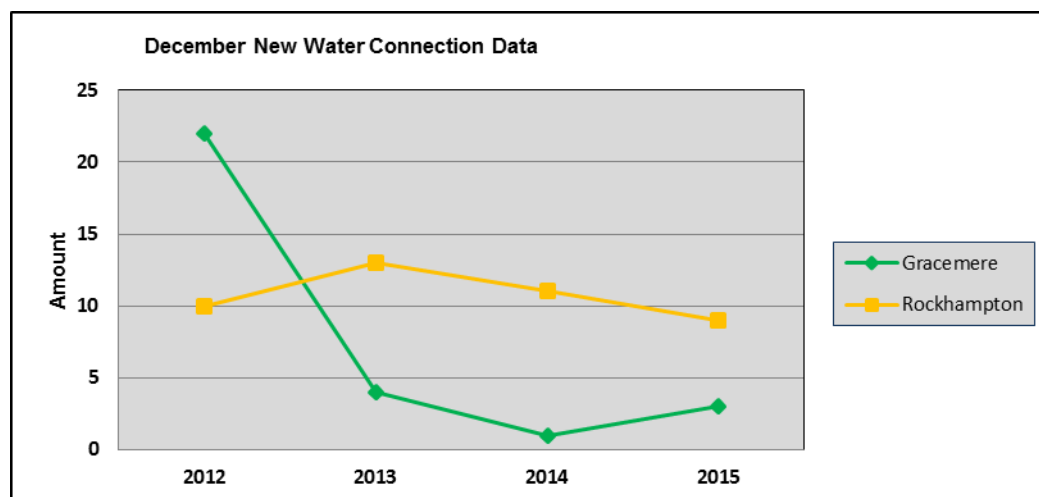


Table 2: Details on Private Works Jobs

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

	December	Amount	YTD	Amount
Quotes Prepared	6	\$30,072.71	68	\$362,079.98
Quotes Accepted	3	\$13,297.57	49	\$296,767.61
Jobs Completed	6	\$22,042.66	61	\$373,114.87

Customer Enquiries - Pathways

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

Table 3: Undetected Leaks (Residential)

	<b>December</b>	<b>FYTD</b>
New requests	6	40
Number declined	1	2
Number approved	5	44
Require more info	1	5
Total KL rebated	3076	28759
<b>Total value approved</b>	<b>\$6,138.46</b>	<b>\$54,977.35</b>

Table 4: Undetected Leaks (Commercial)

	<b>December</b>	<b>FYTD</b>
New requests	1	2
Number declined	0	1
Number approved	1	2
Require more info	0	0
Total KL rebated	767	2387
<b>Total value approved</b>	<b>\$310.16</b>	<b>\$965.35</b>

Table 5: Residential Rebates

	<b>December</b>	<b>Total FYTD Applications</b>	<b>Total FYTD \$</b>
Wash machines	6	53	\$5,300
Stand alone tank	0	0	\$0
Integrated tank	0	0	\$0
Dual flush toilet	1	2	\$100
Shower rose	1	2	\$50

<b>Total</b>	<b>8</b>	<b>49</b>	<b>\$5,450</b>
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There was one application pending further advice from the applicant, being for:

- The receipt address does not match the application (1).

There was one application declined, being for:

- The receipts were older than 12 months old (1).

### Water Meters

The second quarter reads for 2015/16 were completed before 1 December 2015. No water meters were read during the month of December and approximately 15,400 accounts being for sectors 7, 8, 9, 10, 17 & 18 were issued to customers. Third quarter meter reads will commence on 12 January 2016.

<b>Sectors Read for December</b>								<b>Total</b>
No. of meters in Sector								
No-Reads								
% Of No-Reads								

### Special Water Meter Reads

<b>Reading Type</b>	<b>No. of Reads</b>	<b>\$ Value</b>
Water Account Search - Averaged Readings \$29 per read	60	\$1,740.00
Water Account Search - On-Site Readings \$152.00 per read	20	\$3,040.00
Total \$ Value for December		\$4,780.00
Total \$ Value Financial Year to Date		\$37,510.00

### Customer Enquiries - Pathways

<b>Request Type</b>	<b>No. of Requests</b>	<b>Requests Outstanding</b>
NSWMRE - Network Services - Water Meter Reading Enquiry	8	0
NSSWMR - Network Services Special Water Meter Read Enquiry	2	0
FINIRR - Finance - Irrigators (Asset)	3	1



Building Over Sewers

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

## Activity Summary

	<b>December</b>	<b>FYTD</b>
General enquiries	27	180
Site investigations	12	62
Approval Permits issued	1	4
Permits closed	5	15
<b>Total</b>	<b>45</b>	<b>261</b>

Building Over Sewer Applications under Assessment

There are no permits currently under assessment as at 31 December 2015.

**OPERATIONS AND PLANNING**North Rockhampton Flood Mitigation Project

The 2015/16 program of access chamber refurbishment works related to the North Rockhampton Flood Mitigation Project has been issued to Mainmark Civil and Mining, with construction works progressing well. This 2015/16 program of works will focus on the refurbishment of access chambers located on the outside of the proposed future levee up to and including the 8.5m flood level. This \$250,000 project will be funded from the 2015/16 Sewer Main Relining budget.

Sewer Main Relining Program

The 2015/16 sewer main relining program has been issued to Abergeldie Watertech. With a budget allocation of \$300,000, this program of works will still target segments of sewer main which have experienced blockages in recent times, along with main lines identified through FRW's building over sewer assessments and ongoing CCTV inspection program. Unlined segments of sewer main associated with the current and future stages of the North Rockhampton Flood Mitigation project will also be assessed for inclusion in the program of works. Works on this relining program are to commence 18 January 2016.

System Leakage Management

The 2015/16 financial year continues to see the commissioning of a number of key flow monitoring sites within the network. With the flow meter installations being completed in previous financial years, the focus will continue to be on the installation of telemetry required in order to receive information back through SCADA to the GWTP. There is also sufficient budget allocation to allow for the installation of a number of new flow meters within the Athelstane gravity supply zone, along with the refurbishment of existing sites. Once identified scope/design of these projects will begin. Projects may also be identified by

Infrastructure Planning's ongoing review of the 2010 System Leakage Management Plan. Draft of the 2015 System Leakage Management Plan is currently with FRW for review.

## ADMINISTRATION MATTERS

### Dial Before You Dig (DBYD)

The average number of requests received per day for December was 4.61.

	October 2015	November 2015	December 2015	FY Total
<b>Requests Processed</b>	172	183	143	1216

### Site Tours

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

### Customer Service Performance

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

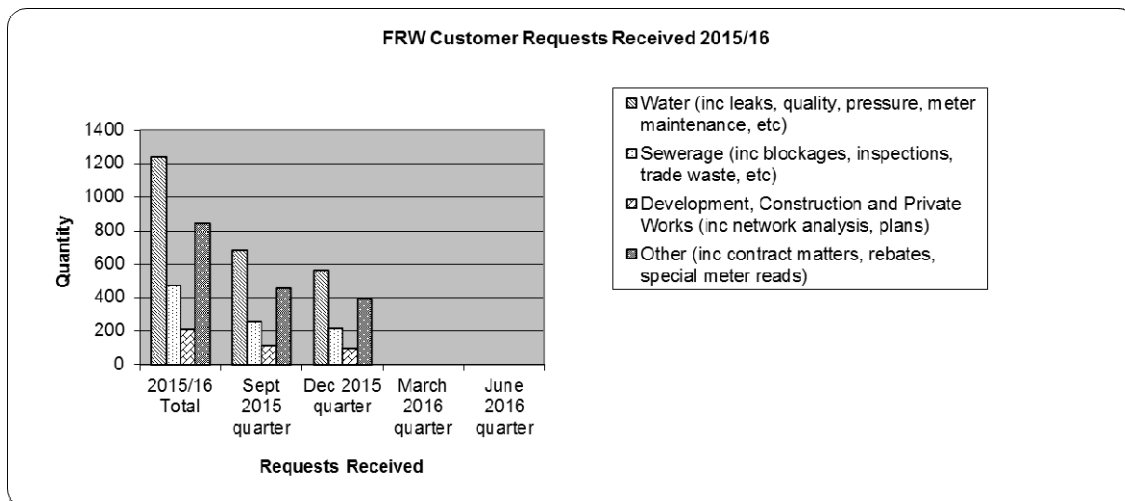
1. Face to Face Customer Support.
2. 24 Hour Telephone Contact Service.
3. Acceptance of Payment.

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 2015

<b>Customer Contact Type</b>	<b>2nd Quarter 2015/16</b>	<b>2nd Quarter 2014/15</b>	<b>Total 2015/16 Year</b>	<b>Total 2014/15 Year</b>	<b>Total 2013/14 Year</b>
Water (incl. leaks, quality, pressure, water meter maintenance, etc)	560	720	1241	3358	3075
Sewerage (incl. blockages, trade waste etc)	215	177	472	845	917
Development, Construction and Private Works	92	103	205	445	678
Other (incl. contract matters, rebate, special meter reads, etc)	389	416	842	1941	2939
<b>Total Customer Contacts</b>	<b>1256</b>	<b>1416</b>	<b>2760</b>	<b>6589</b>	<b>7609</b>



## Communication and Education

### *Media releases*

The Regional Communications team is continuing to attend the Executive Management Team meetings. We have also re-established fortnightly meetings with FRW management specifically to ensure full understanding of projects and upcoming media and marketing opportunities.

### *Public notices*

A public notice regarding water pressure fluctuations in Mount Morgan appeared in the Morning Bulletin on 5 December 2015.

### *Other promotions*

FRW took up an advertising opportunity with the morning Bulletin, wishing readers a Merry Christmas and Happy New Year. This appeared in two editions.

**INFRASTRUCTURE PLANNING**Sewer Network Investigations*Sewer Area Maps*

No further development.

*Sewer Catchment Area Maps*

No further development.

*Gracemere Effluent Main Link*

No further development.

*North Rockhampton Flood Mitigation Investigation (NRFM)*

No further development.

*Mt Morgan Sewerage Strategy*

No further development.

*West to South STP Transfer*

With the Civil Design team.

*Parkhurst Sewerage Pump Station Implementation Strategy*

No further development.

*Gracemere – Fisher Street Sewerage Pump Station*

No further development.

Water Network Investigations*Water Area Maps*

No further development.

*Mt Archer – Fire Hydrant Installation*

With FRW.

*Gracemere – Lucas Street Pump Station Augmentation*

Concept designs currently under review following further discussions to on proposed valves and construction staging.

*Mt Morgan – Future Water Supply*

No further development.

*Water Meter – Thematic Mapping of Consumption*

No further development.

System Leakage Management Plan

Draft review of SLMP has been completed and passed onto FRW for review.

Water Loss Calculations

The following water loss results were reported in the December customer service standards quarterly report.

Water Supply Scheme	Water loss per Connection 2015 (Litre per day)			
	March	June	September	December
Rockhampton	178	240	167	<b>177</b>
Mount Morgan	106	229	184	<b>170</b>

**FINANCIAL MATTERS**Operational

Revenue is currently 51.1% of the Adopted budget. Most revenue streams are on target.

Gross water consumption revenue is 50.2% of adopted budget with 100% of first half of the year billed. At this juncture overall billed consumption is 8.5% above that of last financial year for the corresponding quarters. The commercial sector consumption is slightly above that compared to the same time in 2014/2015, whilst the residential sector has increased consumption by 12.7%. Gross water and sewerage access charges are on target. General private works income is above target. Fees & charges revenue is slightly above target. Bulk water sales are on target when removing advanced charges impact and adding arrears charges.

Expenditure year to date is 51.8% of the Adopted Budget. The majority of expenditure streams are slightly above target. Two that remain quite ahead of target are contractors and competitive neutrality adjustments. The treatment & supply unit and network service unit continue to monitor contractor and consultants costs as it continues to maintain an upward trend.

There are no material exceptions to report.

Capital

Capital expenditure is below the percentage of year elapsed at 33.6% in comparison to the October revised budget. Expenditure during December has decreased by approximately \$400,000 compared to November. This is expected during the Christmas period.

Water YTD 40.83% and Sewer YTD 24.83%.

Networks YTD 48.46% and Treatment YTD 21.83%.

The areas of prominent activity are the Arthur St electrical upgrade, North Rockhampton flood mitigation project Stage 2, Mt Morgan sewer Stage 2, Water trunk main duplication to Gracemere and Water Main Replacement programs.

There are no material exceptions to report.

Sundry Debtors

Below is a summary of aged sundry debtor balances at the end of December 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	119	45	18	32	57
Total Value	\$286,492.41	\$82,715.69	\$55,646.67	\$7,492.94	\$140,637.11

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>
\$3,794.68	Trade Waste debts - Collection attempts unsuccessful, other avenues to be investigated
\$6,706.87	Septic disposal – Administrators appointed – recovery unlikely
\$851.72	Trade Waste debts to be written off
\$1,743.88	Irrigators – been to collection – unsuccessful – looking at further action to sell allocation
\$3,581.96	Long Term Payment Plans - Mt Morgan Sewerage Connections - Recovery will occur
\$8,215.29	Other Payment Plans – Private Works/Standpipe
\$740.40	Debtors currently at collection
\$672.64	Sold water allocations – final invoices before transfer date
\$33,478.62	Other Overdue Debt with no fixed arrangements – Trade Waste, Irrigators, Standpipes, Emergency works – Overdue letter issued
\$61,262.80	Not 90+ Overdue - transactions date relates to June 15 but invoice only raised 30 Nov 2015
\$19,588.25	Not FRW
<b>60-90 Days</b>	<b>Comments</b>
\$2,234.91	Standpipes (includes \$624.31 from 5 debtors with 90+days)
\$5,258.03	Irrigators (includes \$1,501.38 from 5 debtors in 90+ days)
<b>30-60 Days</b>	<b>Comments</b>
\$7,648.20	Standpipes (includes \$1,481.04 from 5 debtors that have 90+ days)
\$64.15	Irrigator
\$1,176.65	Septic disposal
\$260.63	Trade Waste
\$10,561.06	Emergency Private Works
\$35,935.98	Not FRW

A summary of financial performance against budget is presented below:

End of Month General Ledger - (Operating Only) - REGIONAL SERVICES



As At End Of December 2015

Report Run: 07-Jan-2016 16:12:43 Excludes Nat Accs: 2802,2914,2917,2924

	Adopted Budget	Revised Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance %	On target 50% of Year Gone
	\$	\$	\$	\$	\$	%	
<b>FITZROY RIVER WATER</b>							
<i>Treatment &amp; Supply</i>							
Revenues	0	0	0	(501)	(501)	0%	✓
Expenses	9,346,960	0	459,483	4,478,163	4,937,646	53%	✗
Transfer / Overhead Allocation	309,767	0	0	178,109	178,109	57%	✗
<b>Total Unit: Treatment &amp; Supply</b>	<b>9,656,727</b>	<b>0</b>	<b>459,483</b>	<b>4,655,772</b>	<b>5,115,255</b>	<b>53%</b>	<b>✗</b>
<i>Network Services</i>							
Revenues	(591,400)	0	0	(394,720)	(394,720)	67%	✓
Expenses	3,429,892	0	1,021,284	1,857,637	2,878,922	84%	✗
Transfer / Overhead Allocation	599,977	0	0	298,013	298,013	50%	✓
<b>Total Unit: Network Services</b>	<b>3,438,469</b>	<b>0</b>	<b>1,021,284</b>	<b>1,760,931</b>	<b>2,782,215</b>	<b>81%</b>	<b>✗</b>
<i>FRW Management</i>							
Revenues	(353,043)	0	0	(136,223)	(136,223)	39%	✗
Expenses	16,128,622	0	40,361	8,018,319	8,058,679	50%	✓
Transfer / Overhead Allocation	25,710,445	0	0	14,163,868	14,163,868	55%	✗
<b>Total Unit: FRW Management</b>	<b>41,486,024</b>	<b>0</b>	<b>40,361</b>	<b>22,045,963</b>	<b>22,086,324</b>	<b>53%</b>	<b>✗</b>
<i>FRW Admin</i>							
Revenues	(58,812,677)	0	0	(29,979,303)	(29,979,303)	51%	✓
Expenses	349,473	0	16,426	135,976	152,401	44%	✓
Transfer / Overhead Allocation	36,814	0	0	16,160	16,160	44%	✓
<b>Total Unit: FRW Admin</b>	<b>(58,426,390)</b>	<b>0</b>	<b>16,426</b>	<b>(29,827,167)</b>	<b>(29,810,742)</b>	<b>51%</b>	<b>✓</b>
<i>Operations &amp; Planning</i>							
Expenses	322,185	0	0	163,961	163,961	51%	✗
Transfer / Overhead Allocation	0	0	0	2,934	2,934	0%	✗
<b>Total Unit: Operations &amp; Planning</b>	<b>322,185</b>	<b>0</b>	<b>0</b>	<b>166,895</b>	<b>166,895</b>	<b>52%</b>	<b>✗</b>
<b>Total Section: FITZROY RIVER WATER</b>	<b>(3,522,985)</b>	<b>0</b>	<b>1,537,554</b>	<b>(1,197,606)</b>	<b>339,947</b>	<b>-10%</b>	<b>✗</b>

**FRW MONTHLY OPERATIONS AND  
ANNUAL PERFORMANCE PLAN  
REPORT AS AT 31 DECEMBER 2015**

**Customer Service Standards  
as at 31 December 2015**

**Meeting Date: 3 February 2016**

**Attachment No: 2**



Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 31 December 2015

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 - 37,344 as at July 2015						Mt Morgan Water Supply Scheme Number of access charges - 1,493 as at July 2015						
			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	CS31	Event of unplanned interruptions - connections based (no. per 1,000 connections per year)	11	4			<30	19	13	1			<30	14	
	CS32	Event of unplanned interruptions - incidents based (no. per 100 km of main per year) Rockhampton and Gracemere 780.8km Mt Morgan 72 km	12	12			<30	24	5	1			<30	4	
	CS33	Time for restoration of service - unplanned interruptions (% restored within 6 hours)	100%	100%			>95%	100%	100%	100%			>95%	100%	
	CS34	Customer interruption frequency:													
		1 interruption per year	1.89%	0.78%			12%	2.47%	5.16%	0.00%			12%	1.18%	
		2 interruptions per year	0.10%	0.00%			2%	0.10%	0.00%	0.00%			2%	0.00%	
		3 interruptions per year	0.01%	0.00%			1%	0.01%	0.00%	0.00%			1%	0.00%	
		4 or more interruptions per year	0.01%	0.00%			0.98%	0.01%	0.00%	0.00%			0.50%	0.00%	
	CS35	Relative incidence of planned and unplanned interruption incidents (% of planned versus total number of interruptions)	15%	10%			>30%	13%	60%	0%			>30%	25%	
	CS36	Average interruption duration - planned and unplanned (hours)	2.37	1.95			3 hrs	2.16	2.04	0.11			3 hrs	1.08	
	CS37	Response time													
		Priority 1 - 1 hour response	90%	100%			96%	99%	100%	90%			98%	79%	
		Priority 2 - 2 hours response	99%	90%			96%	99%	100%	99%			99%	94%	
		Priority 3 - 24 hours response	99%	100%			96%	100%	100%	100%			99%	100%	
		Restoration time													
Priority 1 - 5 hours restoration		93%	99%			95%	94%	100%	100%			95%	100%		
Priority 2 - 24 hours restoration		100%	97%			95%	99%	100%	100%			95%	100%		
Priority 3 - 5 days restoration	99%	99%			96%	99%	100%	100%			99%	100%			

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes				Potable Water Schemes					
			Rockhampton and Gracemere Water Supply Scheme Number of access charges - 37,344 as at July 2015				Mt Morgan Water Supply Scheme Number of access charges - 1,493 as at July 2015					
Table 2 Adequacy and Quality of Normal Supply of Water Supply	C688	Minimum pressure standard at the water meter (MPa)	220	220	220 kPa	220	220	220	220	220 MPa	220	
	C689	Minimum flow standard at the water meter	0	0	0 L/min	0 L/min	0	0	0	0 L/min	0 L/min	
	C6810	Connections with deficient pressure and/or flow (% of total connections)	0.5%	0.3%	<2.5%	0.6%	2.5%	2.0%	<2.5%	4.0%		
	C6811	Drinking water quality (compliance with industry standard)	100%	100%	>98%	100%	100%	100%	>98%	100%		
	FRW's Drinking Water Quality Management Plan identifies the following key water quality parameters as reference indicators for customer service purposes: Physical and Chemical Water Quality Parameters - Target: >98% of all samples tested compliant with Australian Drinking Water Guidelines and E.coli - Target: None detected in >98% of all samples tested											
	C6812	Drinking water quality complaints (number per 1,000 connections)	0.62	0.37	<5	0.39	2	2	<5	4		
C6813	Drinking water quality incidents (number per 1,000 connections)	0	0	<5	0	0	0	<5	0			

Table Reference	CSS Reference	Performance indicator	Potable Water Schemes						Potable Water Schemes					
			Rockhampton and Gracemere Water Supply Scheme Number of access charges - 37,344 as at July 2015						Mt Morgan Water Supply Scheme Number of access charges - 1,493 as at July 2015					
			1st str	2nd str	3rd str	4th str	Annual Target	Year to Date	1st str	2nd str	3rd str	4th str	Annual Target	Year to Date
Table 3 Long Term Continuity of Water Services	C6814	Water main breaks (number per 100 km main) Rockhampton and Gracemere 700.8km Mt Morgan 72km	5	4			<90	9	4	7			<80	11
	C6815	Water services breaks (number per 1,000 connections)	5	5			<90	10	5	2			<90	8
	C6816	System water loss (litres per connection per day)	167	177			< 200 L	172	194	179			≤ 200 L	177

Table Reference	CSS Reference	Performance indicator	Sewerage Schemes						Sewerage Schemes					
			Rockhampton and Graacmere Sewerage Scheme Number of access connections - 50,086 as at July 2015						Mt Morgan Sewerage Scheme Number of access connections - 506 as at July 2015					
			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 Graacmere 698.8 km Mt Morgan 11km	12.63	8.01			<30	20.64	0	0			<10	0
	CSS18	Sewage overflows to customer property (number per 1,000 connections)	1.76	1.12			<10	2.08	0	0			<5	0
	CSS19	Odour complaints (number per 1,000 connections)	0.12	0.12			<1	0.24	0	1.88			<1	1.88
	CSS22	Response time												
		Priority 1 – 1 hour response	88%	91%			>95%	97%	100%	100%			>95%	100%
		Priority 2 – 2 hours response	94%	94%			>95%	94%	100%	100%			>95%	100%
		Priority 3 – 24 hours response	98%	100%			>95%	97%	100%	100%			>95%	100%
		Restoration time												
		Priority 1 – 5 hours restoration	98%	96%			>95%	97%	100%	100%			>95%	100%
		Priority 2 – 24 hours restoration	100%	98%			>95%	100%	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 chocks (number per 100 km main) Rockhampton and Graacmere 698.8 km Mt Morgan 11km	22.81	19.32			<30	41.93	0	0			<30	0
	CSS22	Sewer Inflow and Infiltration (ratio of Peak Day Flow to Average Day Flow)	1.4	1.0			<5	1.45	1.45	1.02			<5	1.49

**Reference Codes**

A blank field should contain one of the following:

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

**FRW MONTHLY OPERATIONS AND  
ANNUAL PERFORMANCE PLAN  
REPORT AS AT 31 DECEMBER 2015**

**Customer Service and Financial  
Targets as at 31 December 2015**

**Meeting Date: 3 February 2016**

**Attachment No: 3**

**Fitzroy River Water Performance Plan - Customer Service Standards Year to Date Reporting as at 31 December 2015 (cont)**

**Customer Service Targets**

Table Reference	Performance indicator	1st qtr	2nd qtr	3rd qtr	4th qtr	Target	Year to Date
<b>Table 6</b>	Installation of new water connections (within the water service area)	88%	82%			<b>15 working days</b>	85%
	Installation of sewerage connections (within the sewerage area)	58%	73%			<b>15 working days</b>	66%
	Complaints – (excluding maintenance of water and sewerage services) – advise outcome	100%	100%			<b>20 working days</b>	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
<b>Table 7</b>	RRC Operational Plan Reporting Frequency: quarterly	21/10/2015	15/01/2016			<b>Initiatives successfully completed by year end</b>
	Operating Budget Reporting Frequency: quarterly or when variations arise	30/09/2015	31/12/2015			<b>Conduct all activities in accordance with required timelines and budget</b>
	Annual Revenue Reporting Frequency: quarterly or when variations arise	30/09/2015	31/12/2015			<b>Timely reporting of any significant variations to budget revenue and collection timing</b>
	Capital Works Reporting Frequency: quarterly or when variations arise	30/09/2015	31/12/2015			<b>Completion of capital program in accordance with adopted timeframe and budget (within 3%)</b>

**FRW MONTHLY OPERATIONS AND  
ANNUAL PERFORMANCE PLAN  
REPORT AS AT 31 DECEMBER 2015**

**Non Compliance Comments  
as at 31 December 2015**

**Meeting Date: 3 February 2016**

**Attachment No: 4**

**Customer Service Standards - Non Compliance Comments for the 31 December 2015 Quarter**

Table Reference	CSS Reference	Scheme	Comment
Table 1	CSS7	Rockhampton and Gracemere Water Supply Scheme	<p><b>Response</b> P2 -62 requests and 56 responded to within 2 hour.</p> <p><b>Restoration</b> P1 -20 requests and 17 restored within 5 hours. Network Service supervisory staff continue to work with staff on improving resource</p>
	CSS7	Mt Morgan Water Supply Scheme	<p><b>Response</b> P1 - 2 requests and 1 responded to within 1 hour. P2 - 8 requests and 7 responded to within 2 hour.</p>
Table 4	CSS19	Mount Morgan Sewerage Scheme	<p><b>Response</b> 1 complaint received for only 506 connections gives a value above the target per 1000 connections.</p>
	CSS20	Rockhampton and Gracemere Sewerage Supply Scheme	<p><b>Response</b> P1 - 22 requests and 20 responded to within 1 hour. P2 - 102 requests and 96 responded to within 2 hour.</p>

**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**