

# Townsville Water Customer Service Standard Report Card

## Quarter 4 Progress Against Performance Targets for 2018/2019

The following performance targets reflect the level of service Townsville Water intends to provide to its customers for water and wastewater services. Townsville Water will be accountable for its performance against these targets by reporting quarterly and annually to council. All progress reports and annual results will be published on the council's website.

**LEGEND:** ■ On Target ■ Monitor ■ Requires Action

Water Services						
Day to Day Continuity of Supply	Annual Target	Quarter 4 Result	Year To Date Progress	Progress Indicator	Last Year Comparison	Comments
Total water main breaks (excluding those on the property owner's side) per 100km of water main per year	<30	5.32	24.03	●	19%	For the financial year, there were 633 water main breaks. This is an approximate 19% reduction in the number of water main breaks which is attributed to improved asset management practices.
Incidence of unplanned water interruptions per 1,000 connections per year	<100	3.55	12.43	●	-45%	There were 6038 unplanned interruptions which affected 6671 connections for the financial year. 45% less customers were affected by unplanned interruptions when compared with the previous financial year.
Average time to respond to an incident (excluding disasters)	Within 4 hours of advice of incident being reported	4:45	4:05	●	22%	For the financial year, and the year on average, Townsville Water is meeting its response time target of 4 hours.
Time for restoration of service if excavation is required - unplanned interruptions	>95% within 24 hours of receipt of underground service plans and necessary permits	95.92%	95.58%	●	2%	Townsville Water are slightly under target for the financial year achieving a 96% compliance for the financial year.  The result for the year is above the previous year's result.
Install new water meters within 4 weeks of Water Operations Department receiving a compliant meter application	100%	86.46%	88.78%	●	11%	For the financial year there were 410 applications for new water meters with 364 being completed within the 4 week time frame.  The Year To Date result of 80% is brought down by the natural flood disaster that struck Townsville in February/March.
Adequacy and Quality of Supply	Annual Target	Quarter 4 Result	Year To Date Progress	Progress Indicator	Last Year Comparison	Comments
Compliance with drinking water quality requirements in accordance with the Australian Drinking Water Guidelines and the Townsville Water Drinking Water Quality Management Plan	100%	99.89%	99.94%	●	6.66%	Drinking water quality compliance was 100% for the financial year.
Number of water pressure customer complaints per 1,000 connections per year	<5	0.26	0.53	●	-41.15%	This represents the number of instances where low pressure was reported by a customer and the issue was verified by Townsville Water by inspection and/or testing. For the financial year we received 50 pressure complaints.
Water Services (Continued)						
Adequacy and Quality of Supply (Continued)	Annual Target	Quarter 4 Result	Year To Date Progress	Progress Indicator	Last Year Comparison	Comments
Number of drinking water quality customer complaints, per 1,000 connections per year	<5	0.26	0.92	●	-5%	This represents the number of instances where quality concerns were reported by a customer and the issue was verified by Townsville Water by inspection and/or testing. For the financial year we received 81 quality complaints.

Number of drinking water quality incidents, for noncompliance with water quality criteria reported to the Regulator, per 1,000 connections per year	<7	0.02	0.05		● 99%	We are below target for the financial year and the year with 4 incidents being reported to the Regulator.
<b>Wastewater Services</b>						
Effective Transport of Wastewater	Annual Target	Quarter 4 Result	Year To Date Progress	Progress Indicator	Last Year Comparison	Comments
Total sewerage mains breaks and chokes per 100km sewer main per year	<10	2.13	7.30		● 196%	There were 99 main line breaks and chokes for the financial year. Wastewater moved over to electronic reporting in October and due to this there have been lots of learning, training and issues effecting all of wastewaters data. There was also a natural flood disaster that struck Townsville in February/March.
Total sewage overflows per 100km of sewer main per year	<10	0.22	0.66		● 28%	There were 9 sewage overflows reported to the Regulator for the year. Wastewater moved over to electronic reporting in October and due to this there have been lots of learning, training and issues effecting all of wastewaters data. There was also a natural flood disaster that struck Townsville in February/March.
Sewage overflows to customer properties per 1,000 connections per year	<3	0.20	0.66		● 6%	There were 49 spills to customer properties for the financial year. Wastewater moved over to electronic reporting in October and due to this there have been lots of learning, training and issues effecting all of wastewaters data. There was also a natural flood disaster that struck Townsville in February/March.
Number of odour complaints per 1,000 connections per year	<2	0.29	0.77		● -34%	For the financial year there were 57 odour complaints. These calls represents the number of instances where a customer reported an odour and the issue was verified by Townsville Water, or Townsville Water was unable to determine beyond a reasonable doubt that the odour was not caused by their operations. Wastewater moved over to electronic reporting in October and due to this there have been lots of learning, training and issues effecting all of wastewaters data. There was also a natural flood disaster that struck Townsville in February/March.
Average time to respond to an incident (excluding disasters)	Within 4 hours of advice of incident being reported	12:52	13:00		● 168%	Wastewater moved over to electronic reporting in October and due to this there have been lots of learning, training and issues effecting all of wastewaters data. There was also a natural flood disaster that struck Townsville in February/March.
Time for restoration of service if no excavation is required - unplanned interruptions	>95% within 5 hours of incident being reported	84.35%	90.98%		● -4%	Townsville Water is on target for the financial year with only 48 out of 2532 incidents that were not completed with the 5 hour time frame. Wastewater moved over to electronic reporting in October and due to this there have been lots of learning, training and issues effecting all of wastewaters data. There was also a natural flood disaster that struck Townsville in February/March.
Time for restoration of service if excavation is required - unplanned interruptions	>95% within 24 hours of receipt of underground service plans and necessary permits	100.00%	93.55%		● -6%	For the financial year there were 31 jobs that required excavation. Performance is on target for the year. Wastewater moved over to electronic reporting in October and due to this there have been lots of learning, training and issues effecting all of wastewaters data. There was also a natural flood disaster that struck Townsville in February/March.
<b>Water and Wastewater Services</b>						
	Annual Target	Quarter 4 Result	Year To Date Progress	Progress Indicator	Last Year Comparison	Comments
Total water and sewerage complaints per 1,000 connections per year	<13	0.14	0.70		● -47%	For the financial year we received 61 complaints. This represents the number of complaints received through Council's Complaints Management System, as opposed to notifications or requests for service from a customer via our Customer Relationship Management system. Townsville Water also received 29 compliments through out the financial year.