

Townsville Water Customer Service Standard Report Card

Quarter 4 Progress Against Performance Targets for 2017/2018

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 Result	Result 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	3.83	20.14		● -40%	For the quarter, there were 100 water main breaks. This is an approximate 40% 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	4.27	23.21		● -26%	There were 35 unplanned interruptions which affected 365 connections for the quarter. 26% 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	3:39	3:20		● -26%	For the quarter, 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	92.31%	93.50%		● -5%	Townsville Water are slightly under target for the quarter achieving a 92% compliance for the quarter. The deviation from target for the quarter was due to 1 job not being completed within the 24 hour time frame. The result for the year is slightly below the previous year's result.
Install new water meters within 4 weeks of Water Operations Department receiving a compliant meter application	100%	93.04%	80.11%		● -17%	For the quarter there were 117 applications for new water meters with 111 being completed within the 4 week time frame. The Year To Date result of 80% is brought down by poor performance at the beginning of the financial year. In the second quarter, Planning and Scheduling improvements were implemented and this resulted in a low of 60% compliance being improved over the course of the year, to achieve a 93% success rate by the end of the fourth quarter.

Adequacy and Quality of Supply	Annual Target	Quarter 4 Result	Year To Date Result	Result 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%	99.94%	93.71%		● 12.19%	Drinking water quality compliance was 99.94% for the quarter. The Year to Date result is 96% due to water quality issues experienced early in the financial year in the Paluma Township Drinking Water Supply Scheme. In April, a water treatment facility was constructed at Paluma, resolving these water quality issues.
Number of water pressure customer complaints per 1,000 connections per year	<5	0.20	0.99		● -53.87%	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 quarter we received 17 pressure complaints. For the year we received 58 complaints in total which is an approximate 50% reduction compared to the previous year. A reduction in the number of pressure complaints was particularly apparent in the 3rd and 4th quarters of the year.
Water Services (Continued)						
Adequacy and Quality of Supply (Continued)	Annual Target	Quarter 4 Result	Year To Date Result	Result Indicator	Last Year Comparison	Comments
Number of drinking water quality customer complaints, per 1,000 connections per year	<5	0.09	1.00		● -35%	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 quarter we received 8 quality complaints. The majority of complaints related to discolouration or dirty water complaints that were solved through flushing.
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	0.02		● -80%	We are below target for the quarter and the year with 2 incidents being reported to the Regulator. Paluma Township is no longer on a boil water notice as the water treatment facility was commissioned in April.

Wastewater Services						
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	0.37	2.46		-9%	There were 5 main line breaks and chokes for the quarter.
Total sewage overflows per 100km of sewer main per year	<10	0.00	0.52		-62%	There were 7 sewage overflows reported to the Regulator for the year.
Sewage overflows to customer properties per 1,000 connections per year	<3	0.04	0.61		18%	There were 3 spills to customer properties for the quarter and 34 for the year. The number of spills was 17% higher than in the previous year. This was a result of a significant rain event that occurred late February/early March.
Number of odour complaints per 1,000 connections per year	<2	0.15	1.14		-4%	For the quarter there were 11 odour complaints. These calls represent 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.
Average time to respond to an incident (excluding disasters)	Within 4 hours of advice of incident being reported	3:47	4:51		420%	For the quarter, Townsville Water met its response time target of 4 hours for wastewater incidents. The Year to Date average of 4 hours and 51 minutes is much higher than the average for the previous year which was 52 minutes. This significant change is mostly attributed to data capture and reporting changes.
Time for restoration of service if no excavation is required - unplanned interruptions	>95% within 5 hours of incident being reported	99.26%	95.14%		-2%	Townsville Water is on target for the quarter with only 2 out of 134 incidents that were not completed with the 5 hour time frame.
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%	100.00%		0%	For the quarter there was 1 job that required excavation and it was completed within the targeted time frame. Performance is on target for the year.
Water and Wastewater Services						
	Annual Target	Quarter 4 Result	Year To Date Result	Result Indicator	Last Year Comparison	Comments
Total water and sewerage complaints per 1,000 connections per year	<13	0.25	1.05		23%	For the quarter we received 21 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. The majority of the complaints received were for staff complaints for Water operations staff.