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**Executive Summary: Water and Waste Services Performance Management Report  
August 2010**

The month has continued to focus on business improvement outcomes with the commencement of the change management program within water services, a review of resourcing and structure and the service level review process.

Water production from the Nebo Rd WTP was reduced from the previous month and also well down compared to August 2009. A marketing plan has been prepared to manage water usage over the next few months given the infrastructure constraints that exist with the Nebo Rd WTP.

The first stage of the Sarina pipeline, Bakers Creek to Marwood bores, was successfully commissioned on the 28 August 2010. The second stage (South Mackay trunk Main), Thorning St to Bakers Creek, is due to commence in the third week of September and is scheduled for completion in June 2011.

The waste services area continues to focus on its capital delivery program. Tenders for the green waste contract were assessed and the EOIs for the methane gas extract are currently under review.

**Director Water and Waste Services**

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**Performance Management Report  
August 2010**

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# 1 BUSINESS SERVICES

## 1.1 Finance

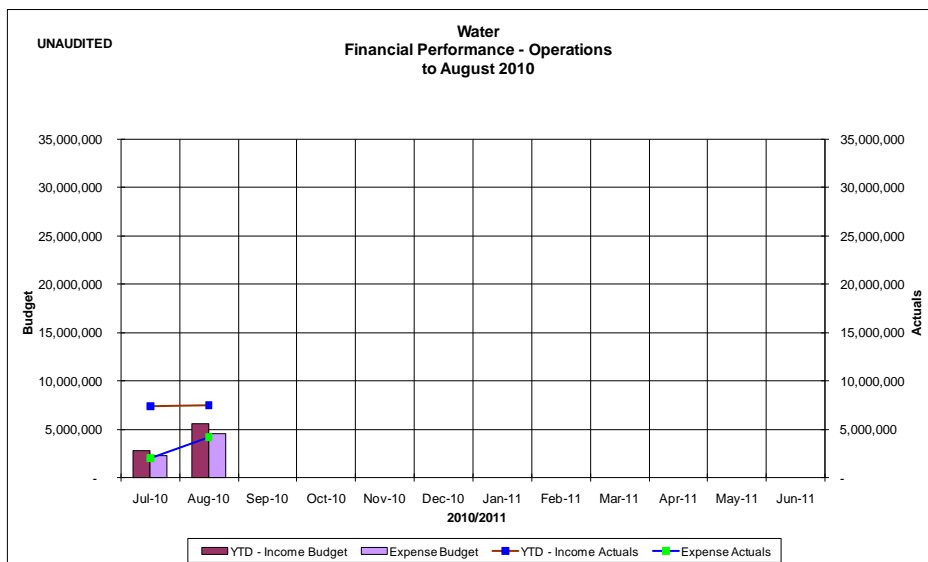
The financial performance figures for Water and Waste Services Business Units will be included in the Executive Monthly Financial Report, produced by the Corporate Services department.

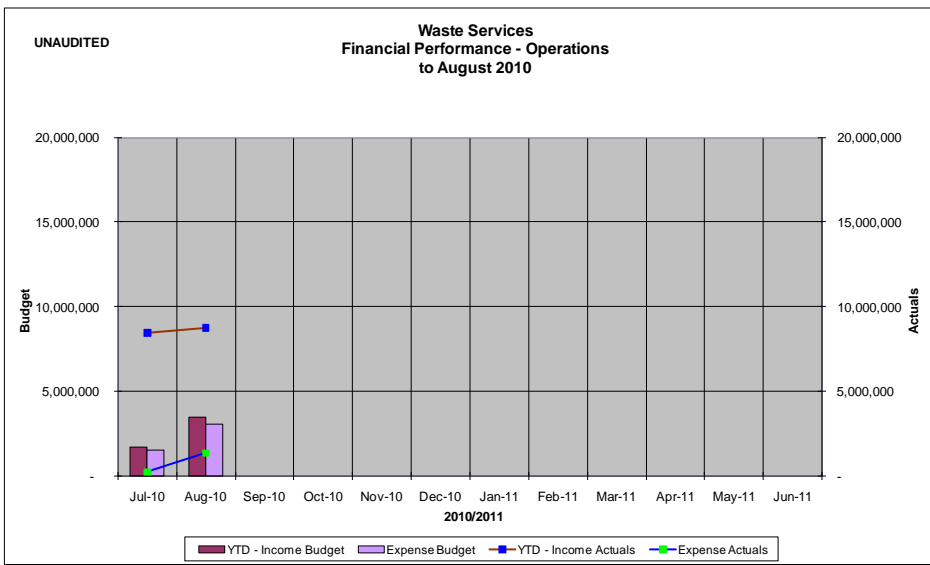
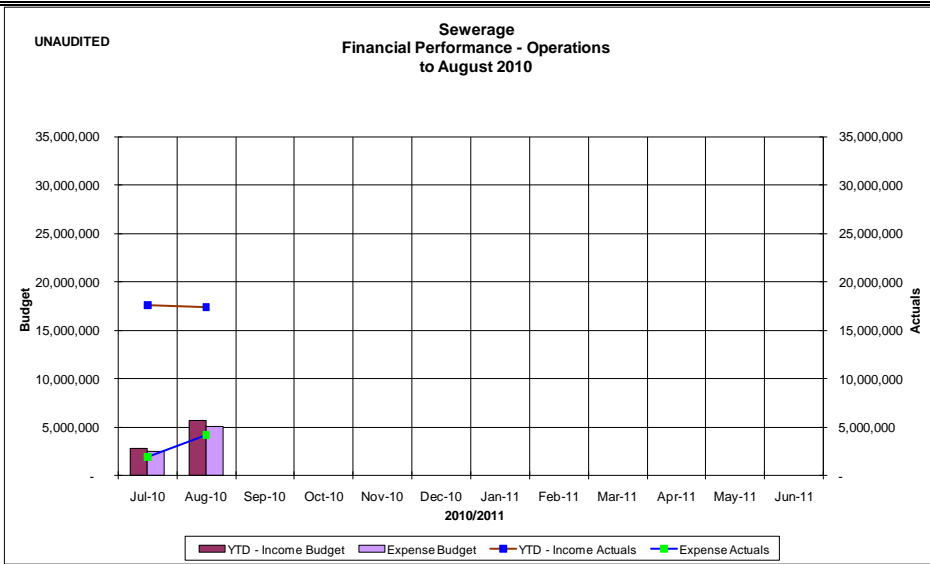
### Financial Performance of Individual Business Unit Areas

Performance Area	10/11 Budget			Actual + Commit.	Comment
	Original	Revised	YTD		
<b>Water</b>					
Revenue	-33,559,252	-33,559,252	-5,593,209	-7,505,009	
Expenditure	27,203,474	27,203,474	4,533,912	4,163,341	
<b>Wastewater</b>					
Revenue	-34,123,318	-34,123,318	-5,687,220	-17,357,596	
Expenditure	30,389,041	30,389,041	5,064,840	4,221,781	
<b>Waste</b>					
Revenue	-20,965,826	-20,965,826	-3,494,304	-8,774,611	
Expenditure	18,338,057	18,338,057	3,056,343	1,368,462	

Note: Actual revenue is well above YTD revenue due to the issuing of the first rates notice.

The Revenue and Expense information is graphically displayed below.





## 1.2 Customer Service

### Customer Service Requests

A summary of the customer request that have been received through the pathways system for the month are detailed in the table below:

**Monthly Report August 2010**

**Customer Request System - Pathways**

		Aug-10		TOTALS - YTD 2010/2011							
Statistics for Water											
Request Category	Ordinary Request	Call-Out Request	Total Request	Total Ordinary Request Y.T.D	Total Call-Out Requests Y.T.D	Total Requests Y.T.D	Water Main break to Water meter break	WATER	Ordinary	Call Outs	Total
Fire Hydrant or Service Valve Damaged/Leaking	6	4	10	11	6	17		Jul 2010	256	70	326
Water Service - Backflow Prevention Devices				-	-	-		Aug 2010	275	91	356
Water Main - Broken/Leaking	10	5	15	16	13	29		Sep 2010	-	-	-
Water Main - Replacement				-	-	-	0.24	Oct 2010	-	-	-
Water Meter - Broken/Leaking	99	25	124	211	54	265		Nov 2010	-	-	-
Water Miscellaneous	14	3	17	28	3	31		Dec 2010	-	-	-
No Water	2	9	11	5	15	20		Jan 2011	-	-	-
Low Water Pressure	4	0	4	15	2	17		Feb 2011	-	-	-
Dirty Water / Cloudy Water	5	1	6	12	1	13		Mar 2011	-	-	-
Water Odour/Taste/Smell	1	0	1	3	-	3		Apr 2011	-	-	-
Public Amenities	20	2	22	46	5	51		May 2011	-	-	-
Repair Park & Rec facilities - exclude public amenity	2	0	2	2	-	2		Jun 2011	-	-	-
Water meter rewasher or leaky stopcock	15	5	20	32	6	38		TOTAL	531	161	692
Water Service Broken/Leaking	87	26	113	131	44	175					
Water Service Replacement				-	-	-					
Water Service - Subsidence in Ground				-	-	-					
MRC Community Hall Repairs				-	1	1					
Repair to MRC Pensioner Cottage	4	0	4	6	-	6					
Alleged Breach of Water Restrictions				6	-	6					
Water Leak				1	-	1					
Drinking Fountains	6	1	7	7	1	8					
<b>WATER TOTAL</b>	<b>275</b>	<b>91</b>	<b>356</b>	<b>531</b>	<b>151</b>	<b>682</b>					
Statistics for Sewer											
WASTE WATER											
Broken Manhole	2	-	2	5	-	5		Jul 2010	103	10	113
Building Over Sewer Enquiries				-	-	-		Aug 2010	117	6	123
Hit through sewer pipe / Breaks				-	-	-		Sep 2010	-	-	-
Sewer Miscellaneous	4	1	5	6	5	11		Oct 2010	-	-	-
Sewerage Overflows/Spillage	4	-	4	5	2	7		Nov 2010	-	-	-
Public Toilets				-	-	-		Dec 2010	-	-	-
Pump Station Faults				-	-	-		Jan 2011	-	-	-
Sewerage Blockage	9	4	13	22	7	29		Feb 2011	-	-	-
Sewerage Small	2	1	3	2	2	4		Mar 2011	-	-	-
Subsidence in Ground	1	-	1	1	-	1		Apr 2011	-	-	-
Copies of Plans & Sewer Plans & Depths	95	-	95	179	-	179		May 2011	-	-	-
Jun 2011	-	-	-	-	-	-		Jun 2011	-	-	-
<b>SEWER TOTAL</b>	<b>117</b>	<b>6</b>	<b>123</b>	<b>220</b>	<b>16</b>	<b>236</b>		TOTAL	220	16	236
<b>GRAND TOTAL</b>	<b>392</b>	<b>97</b>	<b>479</b>	<b>751</b>	<b>167</b>	<b>918</b>					

**Other Customer Service Activities:**

Item	No.
Water Restriction Exemptions Processed	3
Rebate Applications Processed	3
Water Restriction Enquiries Received	11
Inflow/Infiltration Enquiries Received	Nil
Trade Waste Enquiries Received	26

**Water Meter Applications**

A summary of the water meter applications that have been processed are detailed in the table below:

Water Meter Applications for period ended 31st August 2010												
	Applications Lodged				Applications Finalised				Applications Outstanding			
	20 mm	25 mm	>25 mm	Total	20 mm	25 mm	>25 mm	Total	20 mm	25 mm	>25 mm	YTD
Bal b/f 09/10				0				0	136	0	28	164
Jul-10	62	0	7	69	24	0	4	28	174	0	31	205
Aug-10	58	0	6	64	13	0	3	16	219	0	34	253
Sep-10	0	0	0	0	0	0	0	0	219	0	34	253
Oct-10	0	0	0	0	0	0	0	0	219	0	34	253
Nov-10	0	0	0	0	0	0	0	0	219	0	34	253
Dec-10	0	0	0	0	0	0	0	0	219	0	34	253
Jan-11	0	0	0	0	0	0	0	0	219	0	34	253
Feb-11	0	0	0	0	0	0	0	0	219	0	34	253
Mar-11	0	0	0	0	0	0	0	0	219	0	34	253
Apr-11	0	0	0	0	0	0	0	0	219	0	34	253
May-11	0	0	0	0	0	0	0	0	219	0	34	253
Jun-11	0	0	0	0	0	0	0	0	219	0	34	253
Total 00/11	120	0	13	133	37	0	7	44	219	0	34	253

Note: A review of the process for finalizing water meter applications is currently underway. The number of water meters currently shown as outstanding is mainly associated with the administrative process of finalizing the necessary paperwork.

### Backflow Licensing

BACKFLOW TESTING UNDERTAKEN BY MACKAY WATER & WASTE to August 2010				
Reporting Period	Devices Tested this Fin. Year		Devices Scheduled for Testing this Fin. Year	Devices Scheduled and overdue for Testing this Fin. Year
	Devices Tested	Y-T-D		
31 July 2010	8	8		46
31 August 2010	58	66		
<b>BACKFLOW REGISTRATIONS</b>				
Number of registered devices		2,334		
Number of active licenses		681		
06/07 No of outstanding licenses		2		
07/08 No of outstanding licenses		4		
08/09 No of outstanding licenses		23		
09/10 No of outstanding licenses		63		
10/11 No of outstanding licenses		-		
% of Outstanding Licences		14%		

Note: we are continuing to seek legal advice on the issue of backflow devices not being tested or licensed. The risk on non testing is an internal safety issue for the respective businesses. Council's water supply system is protected due to double check valves on the water meters.

### Customer Satisfaction Survey Results

The results for May and June were extremely good and all associated staff should be commended for great customer service work.

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### 1.3 Human Resource Management

#### Staffing:

Item	No.	Detail
Starting Headcount	170	
Positions Vacated	(3)	
Positions Filled	6	
Ending Headcount	173	
In Recruitment	9	
Vacancies	20	
Total Cadre	202	

The following key activities have occurred relevant to human resource management during the month:

- Change Management Program within Water Services in progress
- Water Industry Worker (WIW) Batch 1 is progressing well.

#### Training:

Course Name	No.
<b>Compulsory Training</b>	
Bedford Rd Induction	4
MRC Induction	5
Harassment / Discrimination	1
Fire Extinguisher Training	8
Chief Warden Training	2
Time Sheet	8
<b>Professional Development</b>	
Computer Training Excel Level 2	2
Computer Training Excel Level 1	1
Computer Training Power Point	1
Word Level 1	3
Microsoft Project Level 1	2
Optimise Outlook	1
Excel Level 1	1

#### Hazard Inspections & Rectifications:

Inspections	Scheduled	Completed	RAP Issued
Office – South Network (Sarina)	August	Nil	Nil
Workshops – Bedford Rd	February August	Nil	Nil
Vehicles – Water Operations Maintenance	August	Nil	Nil
Vehicles WW Operations Maintenance	April	Nil	Nil
Vehicles WW Operations Construction	May	Nil	Nil
CCTV Van	April, August	Nil	Nil
Construction Site	August	30.08.10	30.08.10
Seaforth WWTP	July	30.08.10	31.08.10
Laboratory	July	11.08.10	31.08.10
Reservoirs, Pump Stations & Bore Sites (South Region)	extra	11.08.10	11.08.10

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Note: The outstanding inspections as listed below have been rescheduled to all be completed in September.

Incident Reports:

<b>Incident Type</b>	<b>No.</b>
No Time Lost (NTL)	2
Medically Treated Injury (MTI)	0
Lost Time Injury (LTI)	0
Non Injury Incident (NII) - Near Miss	14
Public Incident	0

Safety cultural change was supported through:

- Finalise election results and notify WWS of new Committee Members
- Review of access types and safety measures required for access at WWS Reservoirs
- Trial new Confined Space Permits with field staff
- Invitation to quote Management of Gas Detectors sent to all relevant stakeholders. Closure date 07.09.10
- Distribution of legislative changes and safety alerts

#### **1.4 Systems and Processes**

IT Projects

- LIMS (lab software) and Finance One Integration is still pending
- Developing Data Structure for Implementing MonitorPro
- Systems adjustments required to enable improved Scheduling & Dispatching is being addresses. The process is also delivering improved management information regarding reactive maintenance program.

#### **1.5 Governance**

Statutory Reporting:

- Data Collection finalised for NPR/SWIMS reporting which was submitted in August
- Audits
  - Confined Space Documentation
  - Confined Space Training

#### **1.6 Communication**

The following key activities have occurred in relation to communication and promotion of the water business for the month.

- Directorate promotion:
    - Updated MRC website with water usage stats and water interruption notices.
    - Progressed new draft structure for the Water and Waste Services web pages.
    - Water and Waste Services had a display at Landcare in the Gardens held on Sunday 29 August. A water and waste minimisation quiz was run along with a make a “Water Savers” badge activity for children. The display had information
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on water saving tips and conservation as well as information on waste and recycling.

- Prepared Water and Waste sections for the 09/10 Annual Report.
  
- Communication plans:
  - Water demand management – commenced drafting communication plan for summer water conservation plans (including possible increased restrictions).
  - Backflow – continued work on a Fact Sheet for backflow, which will form part of the communication required to educate about back flow and associated issues. An information session for plumbers has also been scheduled for 28 October 2010.
  - Trade waste – a trade waste information session for business owners/operators has been scheduled for 15 September 2010; this information has been published on the MRC website.
  - National Water Week – Details of the MRC National Water Week (NWW) poster competition were uploaded to the MRC website and the official NWW website. Letters and flyers were also sent to all primary schools advertising the competition. The competition requires students to create a poster around this year’s NWW Theme: “Water – Australia’s most precious resource”. Competition prizes include a \$1000 waterwise garden package for first place, a \$500 waterwise garden package for second place and a \$250 waterwise garden package for third place.
  - Nebo Road WTP – prepared press release, radio advertisements and 2 public notices on the planned shutdowns to the Nebo Road WTP due to expansion works.
  
- Education:
  - The following schools received water education during August:

School	Visit Type	Sessions	Students
St Mary’s	Water education at the MRF	2	50
Andergrove State Primary School	Water education in the classroom	1	40
North Eton State Primary School	Water education in the classroom	1	12
Beaconsfield State Primary School	Water education at the MRF	2	43
Marian State Primary School	Water education in the classroom	1	30
Holy Spirit College	Tour of Bakers Creek Wastewater Treatment Plant	1	12
Garget State Primary School	Water education in the classroom	1	17
Fitzgerald State Primary School	Water education at MRF	2	50
<b>Total</b>		<b>11</b>	<b>254</b>

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- A water conservation and restriction talk was presented to 15 students in the Certificate 1 English class at TAFE. The students in the class are all new to Australia and learnt about important water issues and the local restrictions.
- Internal communication:
  - Submitted a water saving tip and waste and recycling tip into the Grapevine
  - The first edition of the Water and Waste newsletter was released and distributed to all Water and Waste Services staff.
  - Weekly Water Services update – produced and distributed on a weekly basis.

## 1.7 Scientific and Analytical Services (SAS)

### Monitoring Program

SAS has been conducting the Sarina sewage characterization program in August. It also completed the quarterly monitoring for Hogan’s Pocket Landfill. This involved testing of surface and ground waters from 25 different sites at the landfill. In total 880 tests are performed on 33 different parameters.

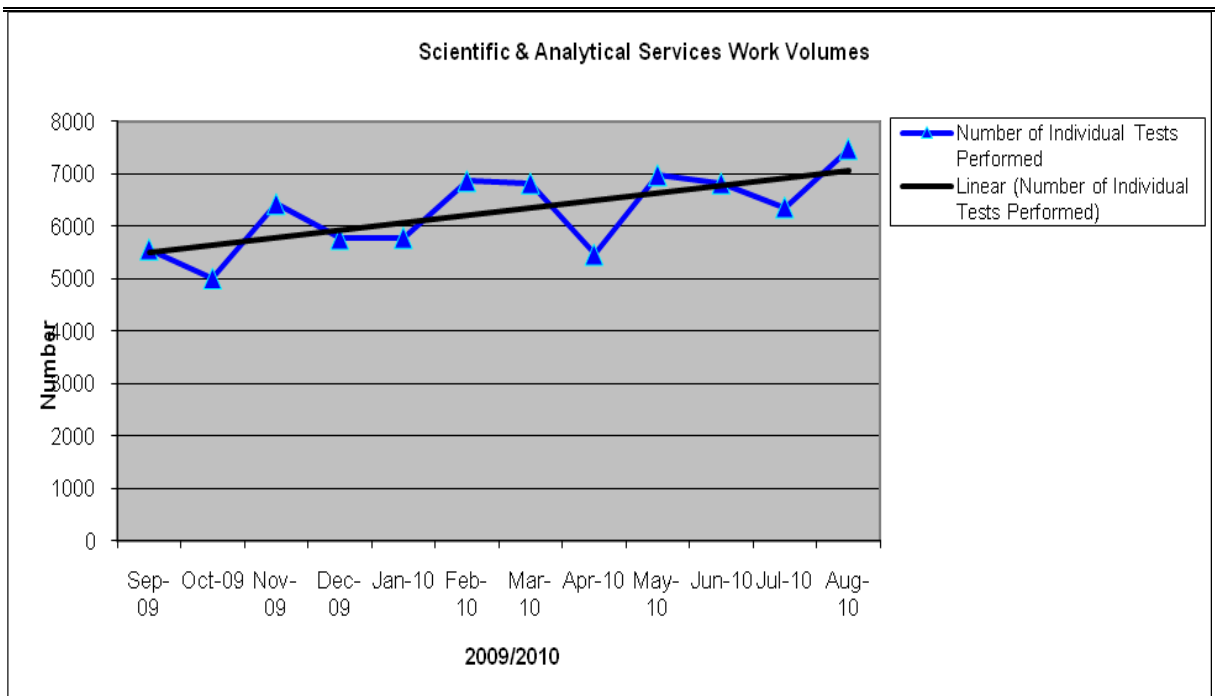
Laboratory Performance Statistics:

<b>KPI</b>	<b>This Month</b>	<b>12 M-to-Date</b>
Registrations	156	1957
Samples	310	3632
Test Types	80	114
Individual Tests Performed	7470	75875
Clients	24	38

Registration:

<b>Customer</b>	<b>No.</b>
Water & Sewerage	135
Waste	8
Other Council Departments	2
External Clients	12

The following graph details the number of tests performed by the laboratory over time:



### NATA accreditation

SAS has received all of the finalized reports from NATA and is now aware of what conditions have been placed upon it before NATA is granted. SAS is working on the conditions at present, and hopes to submit their response in early October.

### Statutory Reporting

- Data Collection finalised for NPR/SWIMS reporting
- The 09/10 NPI report for MSWRF and MNWRF was submitted last week
- Data collection and reporting is underway for the Annual return which is due on the 1<sup>st</sup> October

## **2 PLANNING AND SUSTAINABILITY**

Activity No.	Project / Activity	Status	Critical Issues
<b>1. Strategic Asset Management</b>			
1.1	Capture of Asset data	Sewer Completed	Water Capturing of water data is continuing but disrupted by recent staff resignations.
1.2	Inflow and Infiltration Strategy for entire MRC Region	I & I program concentrated on manhole inspections in catchment 2 – Goose ponds area.	

Activity No.	Project / Activity	Status	Critical Issues
		Approximately 90% complete.	
1.3	System Leakage Management Plan	See item 2.5 below – Water Demand	
1.4	Water Supply Disinfection for Mackay City	Investigation being undertaken to ensure the effectiveness of the chlorination disinfection system. No current work occurring.	
<b>2. Strategic Infrastructure Planning</b>			
2.1	Mackay Water Supply Hydraulic Model for Mackay City	Work continues to refine the existing model.	
2.2	Sewerage Hydraulic Model for Mackay City	The model has been received and proven and familiarity is continuing.	
2.3	Sewerage Strategy Report for Mackay City	Work is progressing on further detailed work in order to provide a clear option for moving forward. When this work is completed the strategy report will be amended to reflect this work and presented to Council. Scheduled for reporting this calendar year.	
2.4	Regional Water Supply Report	Draft of this report has been completed with internal reviews occurring. Briefing to Council will occur in the next months.	
2.5	Demand Management	MIA has been engaged to develop a strategy plan for the engineering works requirements of this work. Scheduled for completion by December 2010.	Understanding the resources required to help drive this project

Activity No.	Project / Activity	Status	Critical Issues
2.6	Sarina Sewerage Treatment Plant Planning Report	Briefing has occurred to Council (4 <sup>th</sup> August) with key outcomes being to investigate compulsory acquisition for land and driving the costs of the project down.	Affordability of the project and the condition placed on the in principal agreement from land owner. The existing TEP for the existing Sarina WWTP has now been finalised.
2.7	Water Supply Planning Report for Mirani and Marian	Review of off -take and a water treatment plant site is currently underway.	Determination of land acquisition needs and the timing of the project in relation to Dec 2012 fluoridation requirement.
2.8	Sewerage Planning Report for Mirani and Marian – upgrade of Mirani WWTP	Discussion with DERM regarding an interim upgrade of the works under a Transitional Environmental Program have been held.	
2.9	10 Year Capital Plan	Efforts continue to refine and prioritize the 10 year capital plan. This is an ongoing process and years 1 & 2 priorities are scheduled for draft agreement by end of this calendar year.	
2.10	Eungella Integrated Water Management Analysis	See item 2.4	
<b>3. Detailed Infrastructure Planning</b>			
3.1	Implementation of planning activities associated with Year 1 Capital Plan	Priority work to complete business cases by December 2010, remainder by June 2011.	
3.2	MWRP –Water Balance Model	Additional modeling work is underway associated with possible supply to Mackay Sugar and further work is now	

Activity No.	Project / Activity	Status	Critical Issues
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expected to meet new requests from DERM following the recent audit.

#### 4. Development Assessment

4.1 Development Approvals - Planning Ongoing input into development approvals and operational works reports as required.

4.2 Development Approvals - Compliance Working with Development Services – Engineering team to issues associated with compliance and inspection.

#### Policy & Standards




4.1 Review of Water Services engineering guidelines, planning policies and standard drawings Policy for cost allocation of water infrastructure works required due to road works in final draft form.



### 3 INFRASTRUCTURE DELIVERY

















#### Summary of Water Services Current Capital Program







The following table summarises key projects in the Water Infrastructure Delivery budget for 2010 / 2011.

#### Water Projects









Legend	
On track	
Of concern	
Not on track	

Project	Status	Budget	Time	Comments
Nebo Rd WTP Upgrade	Detailed Design / Construction			Time is based on the revised May 2011 completion date.
Critical Issues	<ul style="list-style-type: none"> <li>Functional design specification to be approved</li> <li>Detailed schedule and commissioning plans</li> <li>Construction of river water dosing tank awarded.</li> </ul>			

Project	Status	Budget	Time	Comments
<b>Small Community Fluoridation</b>	Design / Funding Approval			Subsidy agreement signed off with State.
Critical Issues	<ul style="list-style-type: none"> <li>Construction of pad at Marwood bore prior to wet season</li> <li>Commissioning of plants prior to the legislative requirement of December 31, 2010</li> </ul>			
<b>Nebo Rd Fluoridisation</b>	Commissioned			Final costs being finalised
Critical Issues	<ul style="list-style-type: none"> <li>Finalisation of documentation for completion of project report.</li> <li>Costs are being finalised for submission of final subsidy claim.</li> </ul>			
<b>Dumbleton Raw Water Trunk Main and Pump Station</b>	Planning			Operational security is critical driver. Costs estimate being prepared
Critical Issues	<ul style="list-style-type: none"> <li>Completion of TOC and planning of works for delivery in FY10/11</li> <li>Timing of construction activities to minimize operational risks and tie in with Nebo Rd augmentation timing.</li> <li>Land requirements to be progressed.</li> </ul>			
<b>Sarina Water Supply Main</b>	Construction			Timing was based on the revised timing for completion in 10/11.  Construction completion on pipeline works.
Critical Issues	<ul style="list-style-type: none"> <li>Commissioning of pipe line was completed on the 28/8/10</li> <li>Finalisation of site works with power supply and controls</li> </ul>			
<b>Marian Network Augmentation</b>	Planning / Design			Augmentation works at Marian prioritized.
Critical Issues:	<ul style="list-style-type: none"> <li>Booster pump station design and construction</li> <li>Schedule for program of works to resource MRC construction crews to deliver</li> <li>Targeting an earlier completion date of March 2011.</li> </ul>			
<b>South Mackay Trunk Main</b>	Construction			Project to be managed by MIA. Construction awarded and due to commence in late September. Budget as per that adopted by council in August.
Critical Issues	<ul style="list-style-type: none"> <li>Revise WWS budget to match project expenditure and adopted TOC value.</li> </ul>			
<b>Middle Creek Dam Access Stairs</b>	Construction			Spoil to be removed from scour valve
Critical Issues	<ul style="list-style-type: none"> <li>Site clean up and final inspection of works</li> <li>Use of scour valve to enable safe access to the nib wall for other works</li> </ul>			
<b>Shakespeare St</b>	Detailed Design			Potholing undertaken. Design to be finalised
Critical Issues	<ul style="list-style-type: none"> <li>Design for 150 main is priority for procurement MRC construction crew to undertake these works</li> </ul>			

Project	Status	Budget	Time	Comments
<b>Broad St</b>	Construction			Site works progressing
Critical Issues	<ul style="list-style-type: none"> <li>Construction to be completed ahead of MRD works</li> </ul>			
<b>Bloomsbury WTP Upgrade</b>	Construction			Package plant under construction.
Critical Issues	<ul style="list-style-type: none"> <li>Cut-over and commissioning plan.</li> </ul>			
<b>Digitisation of Telemetry</b>	Planning			Strategy report completed.
Critical Issues	<ul style="list-style-type: none"> <li>Implementation strategy to be prioritized for funding requirements</li> <li>Radio survey</li> </ul>			

### *Waste Water Projects*

Project	Status	Budget	Time	Comments
<b>Schmidtkes Rd Pump Station</b>	Commissioning			Site works completed pending commissioning.
Critical Issues	<ul style="list-style-type: none"> <li>Commissioning of pump station</li> </ul>			
<b>Sarina SPS 3,4,5,6 &amp; 8</b>	Construction			SPS 8 has been removed from this package of work, due to future development in the area
Critical Issues	<ul style="list-style-type: none"> <li>Easement at SPS 8 under discussion with owners</li> </ul>			
<b>Pumping Stations – Beaconsfield, Coles Rd &amp; Gordon St</b>	Construction			Site works being finalised and commissioning pending
Critical Issues	<ul style="list-style-type: none"> <li>Cut-over and commissioning of new systems</li> <li>Telemetry system and operator interfaces</li> </ul>			
<b>Sarina #2 SPS</b>	Design			Rising and gravity main works to be prioritized.
Critical Issues	<ul style="list-style-type: none"> <li>Tender of mains works</li> <li>Electrical design</li> <li>DERM approval for pump station</li> </ul> Packaging of pump station and mains upgrades split to mitigate potential time delays for DERM approvals on the pump station.			

## **4 OPERATIONS**

### **4.1 Water Treatment System Performance**

This report covers the month of August. The main focus for water treatment remained the capital works at Nebo Rd WTP.

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The Chemical and Dewatering Buildings have been progressed. Concrete floors have been poured in the Caustic and PAC rooms as well as the switch room. The structural steel work for the roof is being craned into position this week to be installed. The Dewatering Building concrete sump floor slab was poured on Tuesday 24th August. Construction of the thickened sludge tank, and the wash water tank is complete. The pipe work associated with these tanks has commenced.

The excavation around the piles for the River Water Dosing Tank is all but complete. Pile trimming has been completed.

There have two shutdowns of the treatment plant this month, the first for 8 hours and the second for 12 hours. Both were for upgrades to the Stage 1 Filter Pipe Work and both were successful, smoothly executed and a credit to all involved.

The Small Community Fluoride package plants have been moved off the Nebo Road WTP site and relocated to Sarina WTP in preparation for commissioning.

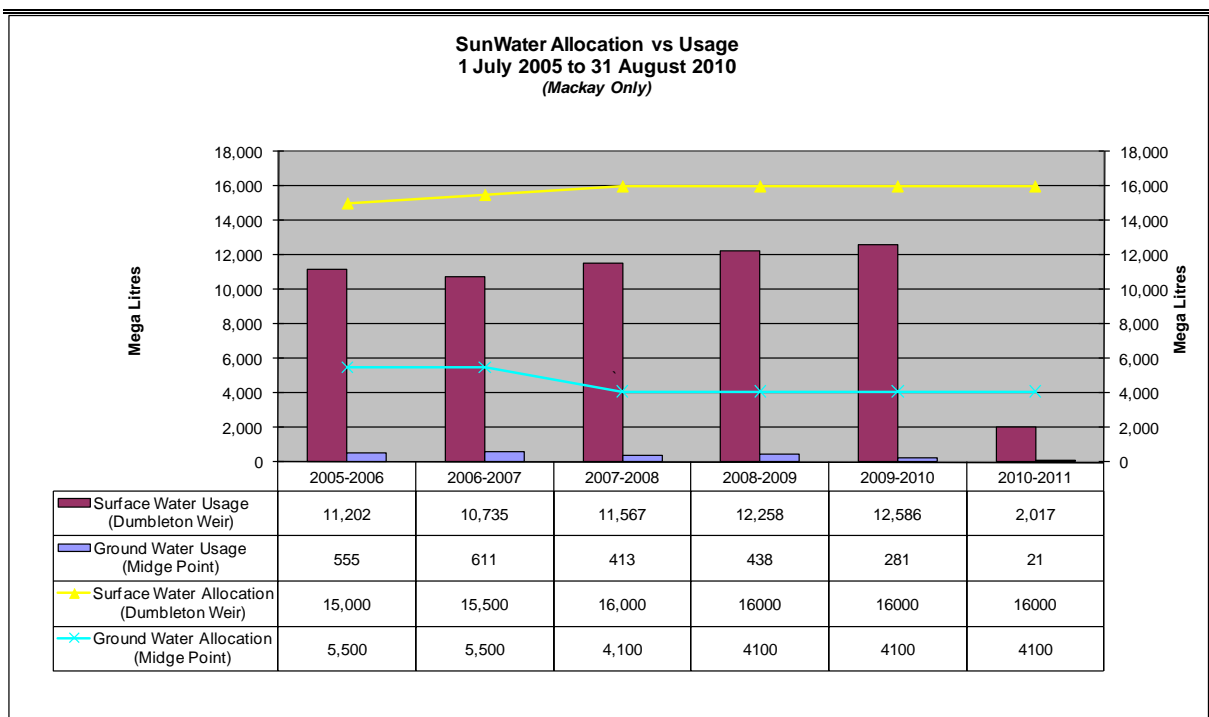
Dam levels in the region remain high as summarised below, with the wet season rain followed by intermittent unseasonal rain replenishing the Dumbleton and Mirani bulk water supplies.

#### **Water Storage Levels**

<b>AS AT 31 AUGUST 2010</b>		
<b>Weir / Dam</b>	<b>Volume / ML</b>	<b>%age</b>
Mirani	2930	63
Marian	3985	100
Dumbleton	6280	71
Middle Creek	1486	100
Peter Faust	426700	87
Teemurra	147400	100

A summary of the water use against SunWater allocations is detailed in the figure below.

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### Mackay (Nebo Rd) Water Supply Summary

Water consumption in August has dropped slightly with the average consumption being 31 ML/d in the month.

Annual consumption is forecast at around 14,000 ML, within the available SunWater allocation of 16,000 ML. Ground water (bore) usage was 5 ML.

### **Water Source Performance Summary**

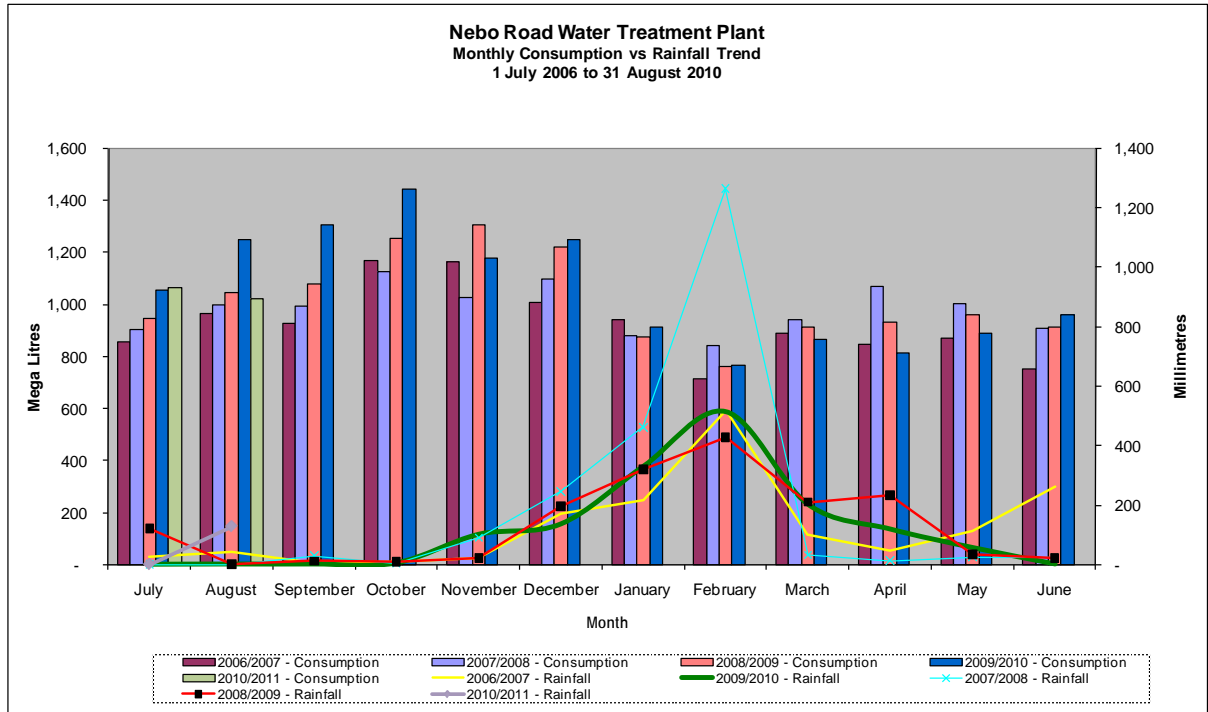
	Allocation (ML/year)	Aug (10/11) Consumption (ML)	July (10/11) Consumption (ML)	June (09/10) Consumption (ML)	Year to Date Consumption (10/11) (ML)
Dumbleton Weir	16000	1002	1056	984	2058
Mackay Bores	5500	5	1	0	6

### **Water Consumption Performance Summary**

	August	July	June
Monthly Water Consumption (ML)	971	1015	962
Average Daily Water Consumption (ML)	31	33	32
Maximum Daily Water Consumption (ML)	39	39	38
Average Water Consumption *(Litres per Equivalent Person per Day)**	285	298	291
Rainfall (mm)	129	0	64

\* Based on an estimated equivalent population of 110,000  
 Treatment Plant capacity to approximately 50 ML/day

Consumption trends have returned to expected levels. Maximum day demands reached, 39 ML/d in August, 39ML/d in July, and 38 ML/d in June. From the graph below the total water produced from August is well down compared to the corresponding August last year.



### Sarina and Beaches Water Supply Summary

A summary of the water supplied to Sarina and the surrounding communities is detailed below.

#### **Water Source Performance Summary**

	Allocation (ML/year)	Aug (10/11) Consumption (ML)	July (10/11) Consumption (ML)	June (09/10) Consumption (ML)	Year to Date Consumption (10/11) (ML)
Mt Blarney WTP (Plane Creek)	N/A	33.6	30.9	48.1	634.5
Sarina Bores	200	10.04	9.14	24.3	19.18
Marwood Bores	350	33.68	39.02	39.2	72.7
Bally Keel Bore	150	8.59	10.28	9.3	18.87
Armstrong Beach Bore		3.05	2.88	2.5	5.93

#### **Water Consumption Performance Summary**

	August	July	June
Monthly Water Consumption (ML)	88.96	92.22	123.4
Average Daily Water Consumption (ML)	2.87	2.97	4.11
Average Water Consumption *(Litres per Equivalent Person)	319	330	456
Rainfall (mm)	105	13	9

\*Based on an estimated equivalent population of 9000

Note: A major leak was located and has been repaired and is the most probable cause of the high consumption figures. Since the repair work was carried out consumption has reduced by 137ML from June to August 2010.

### Pioneer Valley Water Supply Summary

Demand has reduced in all areas to a more reasonable level for this time of year the high level of demand has abated as a consequence of unseasonal rainfall, as well as an increase in water restrictions which were supported by water saving advertising campaign.

### **Water Source Performance Summary**

	<b>Allocation (ML/year)</b>	<b>Aug (10/11) Consumption (ML)</b>	<b>July (10/11) Consumption (ML)</b>	<b>June (09/10) Consumption (ML)</b>	<b>Year to Date Consumption (10/11) (ML)</b>
Mirani Bore	100	7.75	8.17	8.73	15.92
Marian Bore	95	18.99	19.54	17.55	38.53
Pinnacle / Garget	60	1.74	1.85	1.88	3.59
Finch Hatton	46	2.78	2.75	2.7	5.53

### **Water Consumption Performance Summary**

	<b>August</b>	<b>July</b>	<b>June</b>
Monthly Water Consumption (ML)	31.26	32.31	30.86
Average Daily Water Consumption (ML)	1.01	1.04	1.03
Average Water Consumption (Litres per Equivalent Person)	270	279	276
Rainfall (mm)	76	7.5	9

- Based on an estimated equivalent population of 3730EP

### Remote Water Treatment Sites Performance

A summary of the water supplied to the remote sites is detailed below.

### **Water Source Performance Summary**

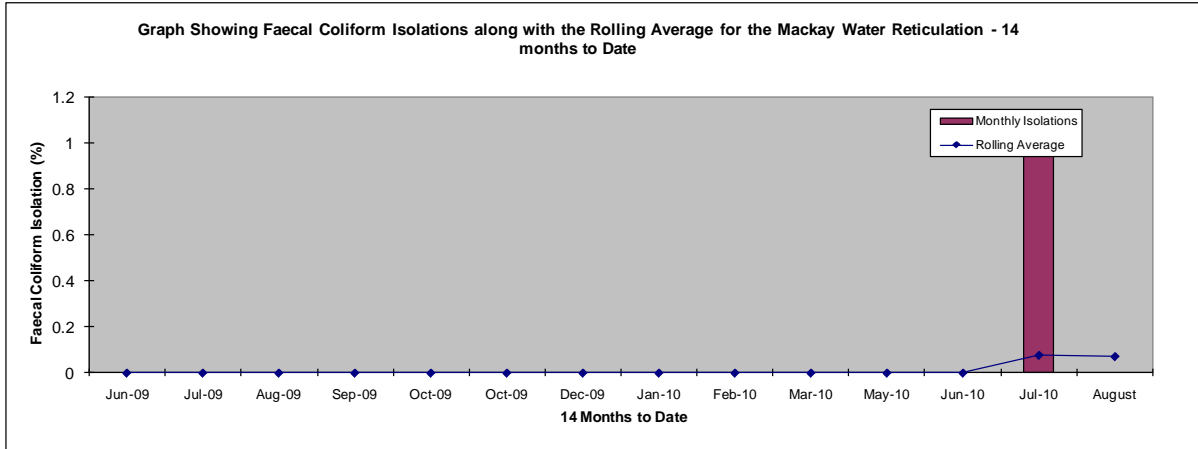
	<b>Aug (10/11) Consumption (ML)</b>	<b>July (10/11) Consumption (ML)</b>	<b>June Consumption (ML)</b>	<b>Year to Date Consumption (10/11) (ML)</b>
Eton	3.98	4.14	4.62	8.12
Calen	3.8	3.21	3.36	7.01
Bloomsbury	1.08	0.83	0.95	1.91
Midge Point	23.95	20.78	19.53	44.73
Koumala	1.38	1.24	1.23	2.62

## **4.2 Water Quality**

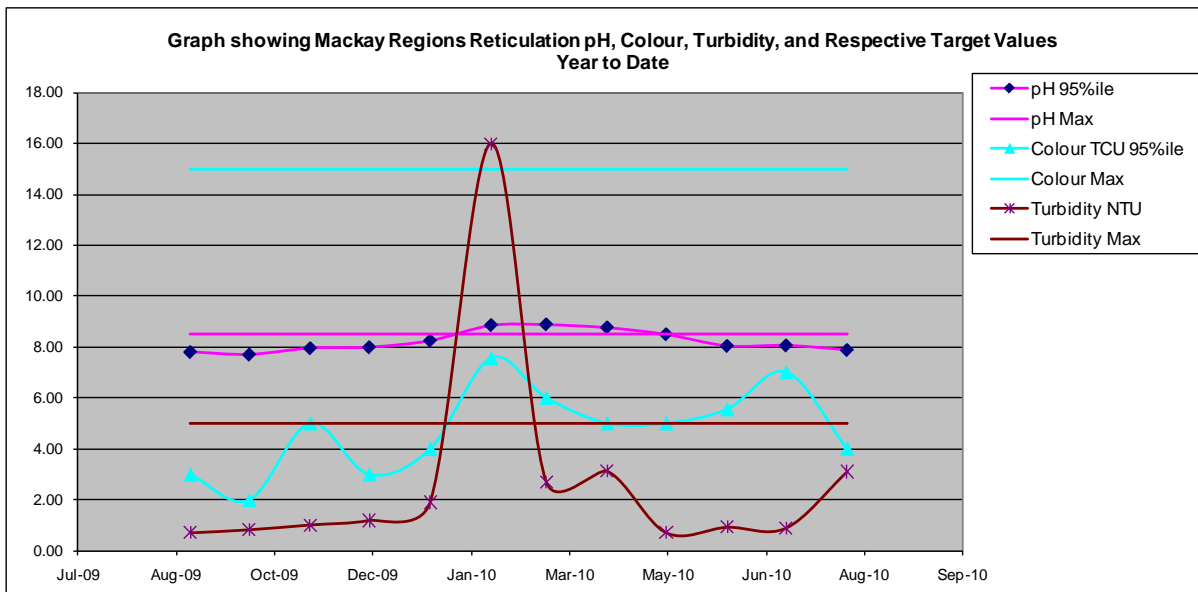
There was one faecal coliform isolation detected in the region to August 2010. This equates to a 14 month rolling average of 100% compliance, which is higher than the customer service level target of 98%. A summary of the water quality performance data for the region is detailed in the following graphs.

Although an isolation has been recorded for Sarina, it appears as if the sample was dirty and not representative of Sarina WQ. Sample point has been subsequently moved to a more representative location.

## Coliform Isolation Results

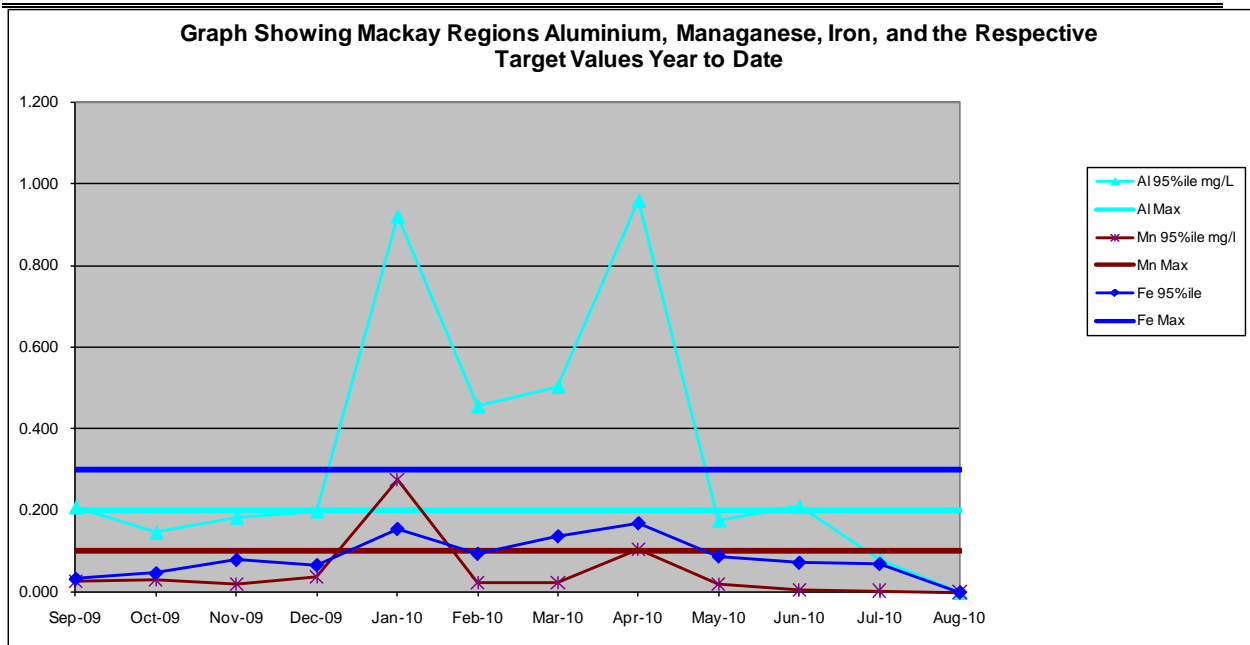


## Reticulation pH, Colour, Turbidity



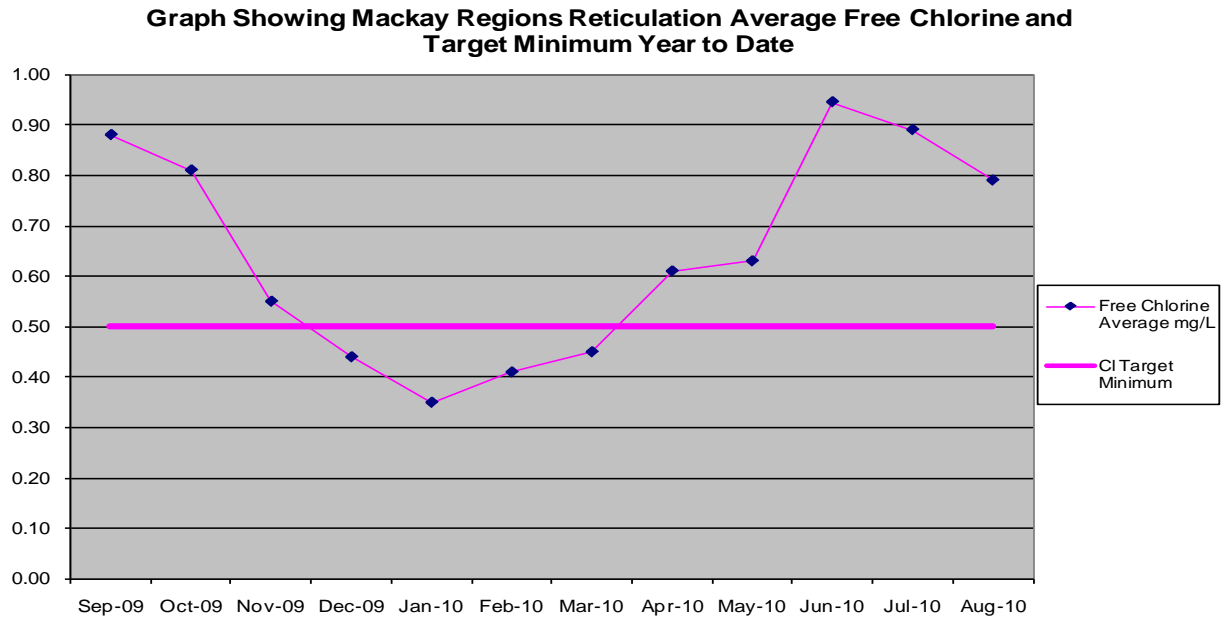
Physical chemical parameters have exceeded the aesthetic guideline for Turbidity in the Mackay distribution system in January 2010 even though the results at Nebo Road WTP were well below the guideline values

## Aluminium, Manganese, Iron



Physical chemical parameters have exceeded the aesthetic guideline for Aluminium in Sarina and Manganese in Bloomsbury. With these results the 12 month rolling compliance average is 99.1% which is still above the target of 98%.

### Chlorine Residual Results



With an average value of 0.63mg/l the Chlorine residual has returned compliance with the target value of 0.5mg/l.

### 4.3 Wastewater Treatment System Performance

The significant events for the wastewater system are as follows:

- Repairs were carried out on the Secondary Sedimentation Tank at Sarina WWTP. The bridge/scrapper & centre column were lifted out and a new seal was fitted at the column base, as well as a new bearing at the top of the column. New slip ring & brushes were fitted and adjustment chains put on the scrapers.
- Works on the buffer tank at Mirani WWTP are complete apart from some further modification to enable greater control of the flow rate. The modification will be a Variable Speed Drive for the transfer pump.

#### Mackay North Water Recycling Facility and Catchment

In July, The plant received a total of 81.17 ML of influent this month equating to an average flow of 2.62 ML/d. The maximum flow for the month 2.9 ML. Total rainfall for the month was 21 mm.

#### **MNWRF Performance Summary**

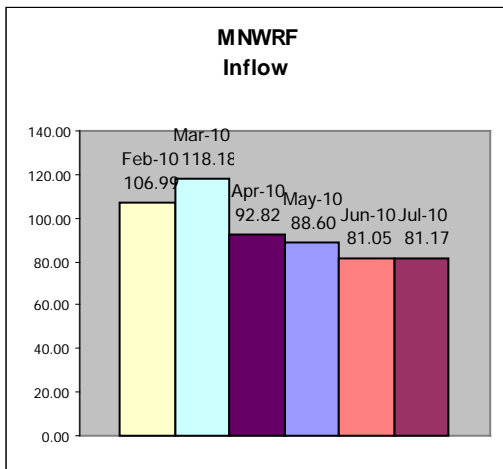
Date	WEEKLY (8TH DAY) LAB RESULTS							
	Licence Effluent pH (mg/l)	Licence Effluent DO (mg/l)	Licence Effluent BOD(mg/l)	Licence Effluent COD(mg/l)	Licence Effluent Suspended Solids(mg/l)	Licence Effluent TN(mg/l)	Licence Effluent TP(mg/l)	Licence Effluent Faecal Coliforms cfu/100 ml
Limits Licence	Range 6-8.5	Min 2 mg/L	Max 20mg/L	Refer BOD	Max 30mg/L	Max 15mg/L	Max 3mg/L	50%ile 150 90%ile 1000 Max 4000
<b>04/07/2010</b>	7.5	6.4	<5	28	4	5.5	0.6	<1
<b>12/07/2010</b>	7.3	5.0	<5	35	4	5.3	2.6	<1
<b>20/07/2010</b>	7.4	5.8	<5	29	6	4.8	1.4	2
<b>28/07/2010</b>	7.3	6.2	<5	16	5	5.6	0.6	2
Limits Contract						Average < 5 mg/L	Average < 1 mg/L	
Average of all results in month						5.3	1.3	

#### **Summary of Discharges from System**

Parameter	July	June	May	Year to Date(10/11)
Total Wastewater Treated	81.17	81.05	88.6	81.17
Effluent Released at Outfall (ML)	94.93	92.34	96.0	94.93
Tonnes of Biosolids Removed From Site	203	252	205	203
% Biosolids Beneficially Reused	100	100	100	100

\* Effluent figure higher than inflow due to monthly rainfall.

A summary of the flows over the previous six months treated by MNWRF is shown below.



Mackay South Water Recycling Facility and Catchment

In July, The plant received a total of 465.12 ML of influent this month equating to an average flow of 15.00 ML/d. The maximum flow for the month 16.47 ML. Total Potential Reuse 282.45 ML. Flow to Bakers Creek 199.92ML. Total rainfall for the month was 2.5 mm.

**MSWRF Performance Summary**

**Discharges to Storage licence compliance**

WEEKLY (8 <sup>TH</sup> DAY) LAB RESULTS									
Date	Effluent pH (mg/l)	Effluent BOD (mg/l)	Effluent COD(mg/l)	Effluent TSS (mg/l)	Effluent TN(mg/l)	Effluent TP(mg/l)	Effluent Faecal Coliforms	Turbidity	Disinfection Chlorination
<b>Limits Licence</b>	6.0 to 8.5	Max 20	Refer BOD	Max 30	50%ile 10 Max 30mg/L	50%ile 8 Max 15mg/L	50%ile 1000 Max 4000	Max 15mg/L	Min 1
04/07/2010	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek
12/07/2010	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek
20/07/2010	7.0	<5	22	2	7.5	2.3	<1	1.0	2.80
28/07/2010	7.0	<5	19	3	2.3	1.3	<1	1.1	3.10
<b>Limits Contract</b>	6.0 to 8.5				Average <10.0 mg/L	Average < 8.0 mg/L	50%ile <10	95 <sup>th</sup> %ile <2 NTU Max 5	> 1.0mg/L FCR
Average of all results in month	7.00				6.53	1.53	<1	1.05	2.95

## MSWRF Discharges to Bakers Creek licence compliance

Date	Effluent pH (mg/l)	Effluent DO	Effluent BOD (mg/l)	Effluent TSS (mg/l)	Effluent TN(mg/l)	Effluent NH4	Effluent TP(mg/l)	Effluent Faecal Coliforms
<b>Limits Licence</b>	6.0 to 8.5	Minimum 2	Max 20	Max 30	Max 30mg/L	90th%ile 3 Max 6	Max 15mg/L	50th%ile 150 90th %ile 1000 Max 4000 (Up to 3 x ADWF)
04/07/2010	7.0	4.4	<5	25	9.0	4.5	1.4	386
12/07/2010	7.0	5.4	<5	28	7.3	2.8	1.1	46,200
20/07/2010	Discharge to Storage	Discharge to Storage	Discharge to Storage	Discharge to Storage	Discharge to Storage	Discharge to Storage	Discharge to Storage	Discharge to Storage
28/07/2010	Discharge to Storage	Discharge to Storage	Discharge to Storage	Discharge to Storage	Discharge to Storage	Discharge to Storage	Discharge to Storage	Discharge to Storage

### Summary of Discharges from System

Parameter	July	June	May	Year to Date (10/11)
Total Wastewater Treated	465.12	482.68	586.41	465.12
Effluent Released at Outfall (ML)	199.92	499.38	626.83	199.92
Effluent Reused (ML)	282.46	0	0	282.46
% Effluent Reused (target 88%)	42.5	0	0	N/A
Effluent Storage (% remaining RWS2)	26	0	22	N/A
Effluent Storage (% remaining RWS3)	2	0	3	N/A
Tonnes of Biosolids Removed From Site	553	590	504	553
% Biosolids Beneficially Reused	100	100	100	100

A summary of the flows over the previous six months treated by MSWRF is shown below.

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Sarina Wastewater Treatment Plant

The plant received a total of 27.29 ML of influent this month equating to an average flow of 0.88 ML/d. The maximum flow for the month was 2.34ML/d. Total rainfall for the month was 105 mm.

**Sarina WWTP Performance Summary**

<b>MONTHLY LICENCE READINGS - SARINA</b>					
<b>Date</b>	<b>Effluent BOD(mg/l)</b>	<b>Effluent Suspended Solids (mg/l)</b>	<b>Effluent Faecal Coliforms cfu/100 ml</b>	<b>Effluent TN (mg/l)</b>	<b>Effluent TP (mg/l)</b>
<b>Limits</b>	<b>Max 30</b>	<b>Max 45</b>	<b>Max 4000</b>	<b>Max</b>	<b>Max 5mg/L</b>
07-Jul-10	10	19	2	24.1	7.9

**Summary of Discharges from System**

<b>Parameter</b>	<b>August</b>	<b>July</b>	<b>June</b>	<b>Year to Date (10/11)</b>
Total Wastewater Treated	27.29	23.95	24.01	51.24
Average Daily Flow	0.88	0.77	0.80	0.82
Effluent Released at Outfall (ML)	24.44	4.09	17.03	28.53
Effluent Reused (ML)	0	17.77	0.80	17.77
% Effluent Reused	0	74.23	3.33	34.68
Target / Licensed Effluent to be Reused (%)	N/A	N/A	N/A	N/A
Effluent in Storage (%)	100	100	100	N/A
Tonnes of Biosolids Removed From Site (m3)	0	0	0	0
% Biosolids Beneficially Reused	N/A	N/A	N/A	N/A

Mirani/Marian Wastewater Treatment Plant

The plant received a total of 18.1ML of influent this month equating to an average flow of 0.6 ML/d. The maximum flow for the month was 0.72ML/d. Total rainfall for the month was 76 mm.

**Mirani WWTP Performance Summary**

<b>MONTHLY LICENCE READINGS - MIRANI</b>								
<b>Date</b>	<b>Effluent pH (mg/l)</b>	<b>Effluent DO (mg/l)</b>	<b>Effluent BOD(mg/l)</b>	<b>Effluent Suspended Solids (mg/l)</b>	<b>Effluent TN (mg/l)</b>	<b>Effluent TP (mg/l)</b>	<b>Effluent Faecal Coliforms cfu/100 ml</b>	<b>Ammonia</b>
<b>Limits to water storage</b>	<b>6.5-8.5</b>	<b>N/A</b>	<b>Max 20mg/L</b>	<b>Max 30mg/L</b>	<b>N/A</b>	<b>N/A</b>	<b>Max 4000</b>	<b>N/A</b>
<b>Limits to water way</b>	<b>6.5-8.5</b>	<b>Min 2 mg/L</b>	<b>Max 15mg/L</b>	<b>Max 20mg/L</b>	<b>Max 20mg/L</b>	<b>Max 5mg/L</b>	<b>Max 600</b>	<b>Max 2</b>
3-Aug-10	7.3	N/A	329	30	N/A	N/A	280000	N/A

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Mirani discharge all effluent to the recycled water storage. The local cane farmers have used 0 ML effluent from the reuse storage dam for irrigation.

The Pioneer Valley Golf Club has used 5.31 ML of effluent from the storage dam in August.

Whilst discharging to the reuse storage dam the licence limits are DO – 2.0 mg/L, BOD - 20 mg/L, Suspended Solids - 30 mg/L, and E-Coli - 4000 cfu/100ml.

#### Summary of Discharges from System

Parameter	August	July	June	Year to Date (10/11)
Total Wastewater Treated	18.1	18.52	17.29	36.62
Average Daily Flow	0.6	0.6	0.58	0.6
Effluent Released at Outfall (ML)	0	0	0	0
Effluent Reused (ML)	5.31	18.52	16.68	36.62
% Effluent Reused	29.3	100	99	100
Target / Licensed Effluent to be Reused (%)	100	100	100	100
Effluent in Storage (%)	88	76	87	N/A
Tonnes of Biosolids Removed From Site (m3)	0	0	0	0
% Biosolids Beneficially Reused	0	0	0	0

#### Effluent Recycling

Recycled Water (RW) usage by growers in August was negligible with basically no recycled water usage at all. With the commencement of harvesting and planting, use of RW should have increased. However, a substantial rainfall event on the 11th August provided in excess of 110 mm of rain to most of the MWRP reuse scheme area.

As suggested within previous reports, any significant rainfall events would hinder RW usage. Not only was this rainfall event significant, weather conditions since then have been particularly cool.

We do not expect much use of the RW for at least the next month.

Storage levels are as follows:

RWS 2----- 100 %

RWS 3----- 100 %

Farm Balance Ponds are generally close to full supply level.

#### 4.4 Network Reticulation Systems

##### 4.4.1 *Civil Water Maintenance*

- Investigations were undertaken of the Dumbleton raw water rising main and the Midge point rising main as part of councils ongoing plan maintenance program
- 12 new isolation valves and air valves were installed on the Midge point rising main to finalize the air valve replacement program on that asset
- Water main connections were undertaken to connect new work undertaken by contractors into the existing water main reticulation system in 7 locations: Danastas Ave Eimeo, Salmon Ave Eimeo, Maggiolo Dr Paget, Boundary Rd Paget, Carl St

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Eimeo, Cnr of Eimeo Rd and Montgomery St Eimeo and Cnr Mackay Bucasia and Eimeo Rd Bucasia

- Flow and Pressures tests were undertaken in 3 locations: Bridge Rd West Mackay, Botanical Dr Cuttersfield and Boundary Rd Paget
  - Scour and energize the new 450 water main between the new Forgan Bridge and Barnes Creek Road and finally returning the asset to service after five years
  - Cut ins were undertaken for infrastructure delivery on River St between Wood St and Mangrove Rd to put new water mains installed by Roebuck Civil into service
  - The five meter easement through the mangroves for the Mt Bassett rising main has been trimmed within the permit as part of councils planned maintenance program
  - The 250 water main to the Blacks Beach reservoir has been repaired for the 4<sup>th</sup> time in 2 months. The repairs have been required due to ground movement.
  - Hydrants and valves were painted, cleaned in the Ball Bay, Holiday Bay, sea forth and Paget areas (including raising hydrant boxes and valves bells to prevent trip hazards as part of councils planned maintenance program)
  - Fire hydrants were repaired/replaced were carried out in 6 locations: Beaconsfield Rd, Harbour Rd, Walkers Rd, Seaforth Yakapari Rd, Mulherin Dr and Tennyson St
  - Service valves were repaired and replaced at 3 locations this month: Maggiolo Dr Paget (3), Walkers Rd (1) and Beaconsfield Rd (1)
  - 200 mm temporary connections were installed on Golf Links Rd to ensure water supply and fire fighting capacity were maintained at North's leagues club while road and drainage works were undertaken in the area
  - Repaired leaking transfer main between alligator Creek and Sarina behind Alligator Creek School
  - Repaired leaking transfer main between Marwood Bores and Alligator Creek at Harris Estate
  - Cut ins were undertaken in Central St Sarina to allow for new water mains to be installed on Broad St as part of main road department works
  - A Cut in was undertaken at the Alligator Creek pump station site and main St Bakers Creek to install the valve workings connected with the new Sarina pipe line project
  - 560 water meters were replaced in the Rural View area as part of councils ongoing meter replacement program
- Installation of larger water services and firelines/metchecks were installed at:
    - 42 Juliet St Mackay 100 Metcheck
    - 25 Macalister St Mackay 100 Metcheck 40 Meter
    - 442 Bridge Rd Mackay 40 Meter
    - 33-37 Margaret Vella Dr Mackay 100 Metcheck
    - 31 Peak Downs Hwy Ooralee 100 Metcheck 25 Meter
    - 5 Michelmore St Paget 100 Metcheck
    - Crichtons Rd Depot Paget 150 Magflow 100 Magflow
    - 61 Carlyle St Mackay 2x20mm Meter
    - 22 Knobel St Nth Mackay 2x20mm Meter
    - Alligator Creek Caravan Park Fitted New Meter
  - Building maintenance undertaken for internal departments at numerous sites across the region.
  - Other work - Flushing of water mains has been carried out this month at Laguna Quay's Resort, Midge Point
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#### 4.4.2 Civil Sewer Maintenance – Recoverable Works

- 4 new manhole connections to connect new work undertaken by developers into the existing network at Evolution Park, Mountain View Estate, Bucasia Rd and Woodlands Dr
- A sewer main was replaced at 382 Bridge Rd using pipe cracker technology sourced from CTM Alliance Member Townsville after there was no other method to replace the sewer due to building works. This is the first time that this technology has been used in the Mackay Region
- A 375mm trunk sewer was redirected at North Mackay Primary School. The team involved with this project worked over a weekend so as to prevent any disruptions at the School and undertook which was a very difficult project with a high level of proficiency
- 4 manholes were raised after developers adjusted ground levels in:  
Mountain View  
Schooner Ave  
Evolution Park  
Sunset Boulevard

#### ***New House Connection Point***

- 5 new house connection points were installed as part of small subdivision in:  
  
116 Waverly St  
170 Milton St  
13 Dundee St  
63 Carlyle St  
Evolution Park

#### 4.4.3 Standard Maintenance

- 3 manholes have been repaired in Harbour Rd, Wren St and Ashton Pl after members of the public reported damages to the asset
  - 2 emergency release overflow structures were installed in Schira St and Celeber Dr to better mitigate the risk of sewerage overflow within private property during extreme rain fall events
  - Sewer main repairs were undertaken in Archibald St after routine inspections identified failure in the asset
  - Sewer mains were cleaned and scoured in Greenfields, Goldsmith St, Bridge Rd, Archibald St and Raymond Croker Dr as part of councils planned maintenance program
  - The septic system located at the Eton Pony Club public toilets was repaired after power contractors working in the area damaged the system
  - 1 HCP repair was undertaken in Moffat St after the failure was discovered clearing a blockage
  - 3 sewer main blockages were cleared in Plantation Palms, Archibald St and Bridge Rd after consumers reported problems with their toilets
  - 11 HCP blockages were cleared.
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#### 4.4.4 Mechanical & Electrical Maintenance

Entry of maintenance data into Hansen was conducted during July as a trial of the system and an electronically generated report was developed.

Due to resourcing issues no data has been entered into Hansen during August.

Management is currently reviewing the concept of resourcing a schedule & dispatch team to manage reactive and planned maintenance activities.

#### 4.4.5 CCTV Investigations

- New developments:
  - Blacks Beach Cove Stage 4A 135m (ongoing)
  - Pacific Parks Estate Stage 3 640m
- General Mains Investigations:
  - Blacks Beach Road Shopping Complex 114m
  - Line 8 Victoria Park School 56m
  - No 20 Forth St, South Mackay 76m
  - Sewer Relined Audit CBD 554m
  - Goldsmith St Line 77 46m
- Internal (Works) Department:
  - Holack St (stormwater) 65m
  - Oak St (stormwater) 814m
- House Connection Point
  - 116 Waverly St 2 House Drains
  - Goldsmith St Identify why blockages keep occurring

#### 4.4.6 I/I Investigations

- The I/I Investigation Team has been locating manholes in North Mackay on the Gooseponds catchment area in preparation for the upcoming smoke tests

### **4.5 Trade Waste**

#### 4.1.1 Main focus

Trade Waste implementation in the Mackay CBD stepped up a gear with the announcement of the next trade waste information session for Wednesday 15 September 2010 at 4pm.

The trade waste inspectors and plumbing inspectors attended the August Master Plumbers' Association Queensland (Mackay branch) meeting to answer questions and provide advice on council procedures, etc. implementation of trade waste approval. Council's attendance was well received and we will continue to attend these meetings on a regular basis in order to build a stronger working relationship between council and the plumbing industry as a whole.

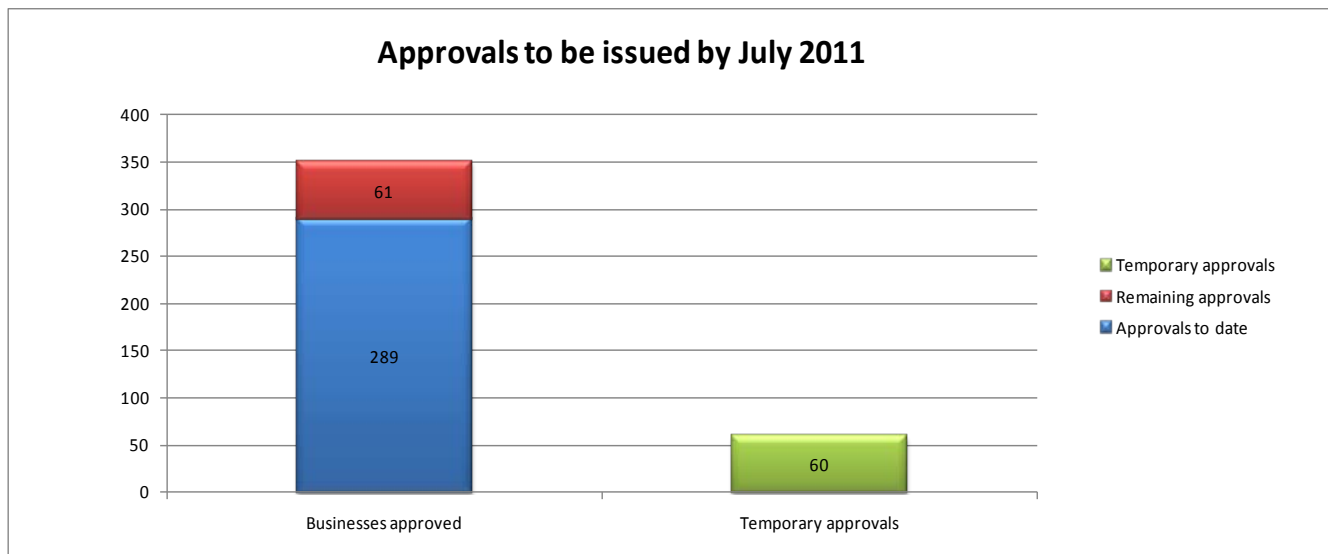
Members of the trade waste team have been invited to address the Australian Dental Association's (Qld branch) monthly meeting in Mackay. The ADAQ have offered their full support to help Water and Waste Services implement trade waste requirements within the dental industry.

Unfortunately, the AWA Trade Waste Conference to be held in Mackay has been postponed from September 2010 until February 2011 due to poor attendance.

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Some improvements regarding compliance have been noted and the team continues to work hard to help trade waste generating businesses achieve full compliance within temporary approval timeframes.

The position of Trade Waste Inspectors Assistant has been advertised with applications closing 10 September 2010.



#### 4.1.2 Trade waste statistics

August 2010	Bakers Creek WWTP	Bucasia WWTP	Sarina WWTP	Mirani WWTP
Total approvals issued @ 31 August 2010	319	35	3	1
Businesses approved @ 31 August 2010	260	25	3	1
• Category 1	67	7	1	0
• Category 2	63	5	1	0
• Category 3	130	13	1	1
Applications under assessment @ 31 August 2010	18	0	0	0
Temporary approvals				
Temporary approvals issued for August 2010	5	0	0	0
Temporary approvals awaiting formal approval @ 31 August 2010	60	0	0	0
Total non-generator assessments				
	293	0	0	2
Non-generator assessment for August 2010	55	0	0	0
Total approvals issued				
Approvals issued for August 2010	11	2	0	0
• Category 1	2	1	0	0
• Category 2	7	0	0	0
• Category 3	2	1	0	0
Compliance tests performed				
	54	2	0	0
• Within set limits	25	2	0	0
• Exceeding set limits	10	0	0	0
Outstanding test results @ 31 August 2010	19	0	0	0

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## 4.6 Plumbing

### 4.6.1 Main focus

Interviews for the new plumbing inspector were held in August and the position is expected to be filled in early September.

Long serving Senior Plumbing Inspector, Ron Bragg has decided to retire and has tendered his resignation from Council effective from 14 January 2011. Ron has been a valued council employee, having commenced with Pioneer Shire Council in 1977. We wish Ron all the best in his retirement years. In due course, the position of Senior Plumbing Inspector will be advertised.

A communiqué outlining the requirements for properly made plumbing applications, including fact sheets and steps for booking a plumbing inspection, was sent to key stakeholders in early August for implementation on 1 September 2010. Education has been identified as a key element in streamlining plumbing operations and the communiqué is one of the steps forward.

The plumbing inspectors and trade waste inspectors attended the August Master Plumbers' Association Queensland (Mackay branch) meeting to answer questions and provide advice on council procedures, etc. concerning the compliance permit process. Council's attendance was well received and we will continue to attend these meetings on a regular basis in order to build a stronger working relationship between council and the plumbing industry as a whole.

### 4.6.2 Plumbing inspections

Inspection type	Aug 2010
Booked inspections	493
Additional inspections	2
Urgent inspections (Form 3)	0
<b>Total</b>	<b>495</b>

The number of booked inspections carried out for August was 493 with an additional 2 inspections booked directly through plumbing inspectors. No Form 3 inspections were booked for August 2010. The number of booked inspections carried out for August 2010 is a marked decrease from July 2010 (653 booked inspections).

### 4.6.3 Plumbing applications

Location	August 2010 Received	August 2010 Decided	Information requests issued	Average days to decide	August 2009 Received
Central	60	59	24	5	67
West	32	42	2	4	45
South	12	12	2	7	11
<b>Total</b>	<b>104</b>	<b>113</b>	<b>28</b>	<b>16</b>	<b>123</b>

The total number of plumbing applications received for August 2010 was 104, compared to 123 for August 2009. Of the 104 applications received, 60 related to the Central & North region, 32 related to the West region and 12 related to the South region.

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The total number of plumbing applications decided during August 2010 was 113, compared to 149 for August 2009. Of the 113 applications decided, 59 related to the Central & North region, 42 related to the West region and 12 related to the South region.

The total number of information requests issued during August 2010 was 28 of which 24 related to the Central & North region, 2 related to the West region and 2 related to the South region.

## **5 WASTE SERVICES**

### **5.1 Management**

- Andre Fourie has commenced working with the Waste Services program as a field based Waste Services officer.
- Substantial work was done on providing annual data to various agencies including the Department of Environment and Resource Management; the Local Government - Department of Infrastructure and Planning; the Australian Bureau of Statistics and Council.
- Tender evaluation continues to be carried out for Green waste Management; Landfill Gas Management and Energy Utilisation Services; and Resource Recovery Operations. The tenders are at different stages of evaluation, it is expected reports for these will be provided to Council in the near future.
- Discussions have occurred with CQ University and Department of Environment and Resource Management on the potential use of pay to capping (alternate capping) for closed landfill remediation purposes. Department of Environment and Resource Management will have the final decision on the use or otherwise.
- Work continues on Asset management plan development and service level reviews.

### **Active Waste Disposal Sites**

<b>Active Waste Disposal Sites:</b>	<b>August</b>			<b>July</b>		
	<b>Inspections</b>	<b>Actions required</b>	<b>Actions completed</b>	<b>Inspections</b>	<b>Actions required</b>	<b>Actions completed</b>
Hogans Pocket L/F	13	4	4	0	0	0
Paget T/S	18	0	0	25	3	3
Bloomsbury T/S	2	0	0	2	0	0
Kolijo T/S	3	0	0	2	0	0
Kuttabul I/B	2	0	0	4	1	1
Seaforth T/S	3	0	0	2	1	1
Sarina L/F	14	3	3	23	0	0
Hay Point L/F	10	2	2	13	0	0
Koumala T/S	2	0	0	2	0	0
Colston I/B	6	0	0	4	4	4
Otterburn L/F	11	2	2	10	2	1
Gargett L/F	13	0	0	5	2	1
Finch Hatton T/S	7	0	0	2	0	0
Eungella T/S	3	1	1	0	0	0

## Greenwaste Sites

Greenwaste Sites:	August			July		
		Actions	Actions		Actions	Actions
	Inspections	required	Completed	Inspections	required	completed
Bayersville	0	0	0	6	3	3
Walkerston	0	0	0	1	0	0
Bucasia	4	2	1	2	0	0

## Closed Waste Sites

Closed Waste Sites:	August			July		
		Actions	Actions		Actions	Actions
	Inspections	Required	Completed	Inspections	required	completed
Illawong (Far Beach)	0	0	0	1	0	0
Bakers Creek	3	1	1	0	0	0
Eton	0	0	0	0	0	0
Habana	0	0	0	0	0	0
St Helens	0	0	0	0	0	0
Midge Point	0	0	0	2	2	2
Rural Bin Sites	2	1	1	0	0	0
Seaforth L/F	0	0	0	0	0	0
Koumala	2	2	0	0	0	0

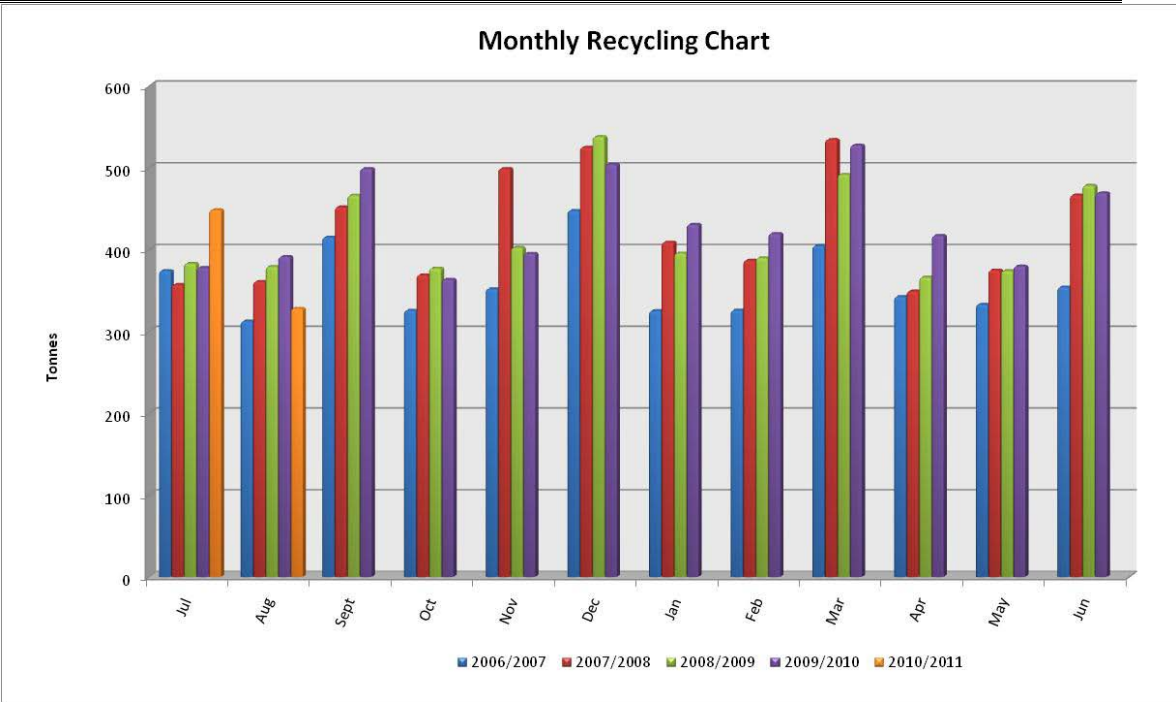
## Waste Site Transactions (Receipts Issued)

	Aug-10	Jul-10	Jun-10	May-10	Apr-10	Mar-10	Feb-10	Jan-10	Dec-09	Nov-09	Oct-09	Sep-09	Aug-09	Jul-09	Jun-09	May-09	Apr-09	Mar-09	Feb-09	Jan-09
Hogans Pocket L/F	13	9	3	19	19	44	27	32	31	18	17	31	13	11	8	3	6	0	1	0
Paget T/S	8,813	8,635	8,468	9,259	7,832	14,508	8,871	10,740	10,355	8160	9724	9264	7875	8396	8512	9462	9460	9562	9209	10559
Bloomsbury T/S	116	117	97	124	151	370	99	179	157	202	146	106	153	137	107	142	133	186	132	146
Kolijo T/S	137	118	127	180	109	151	138	157	169	244	155	114	208	136	143	149	142	231	186	167
Kuttabul I/B	147	128	153	185	194	182	132	175	166	126	180	166	165	176	207	474	169	0	0	0
Seaforth T/S	256	239	211	278	238	965	232	415	313	501	292	311	257	268	319	286	311	497	281	400
Sarina L/F	769	462	362	501	466	1455	431	707	707	389	646	692	529	667	726	954	1081	777	1016	1338
Hay Point L/F	244	283	238	255	223	717	196	383	302	460	633	560	446	576	482	578	608	633	675	437
Koumala T/S	24	18	22	29	23	47	17	34	45	42	58	42	46	57	45	58	70	45	64	90
Otterburn L/F	375	350	338	411	444	1478	369	367	486	347	495	413	359	453	422	543	486	367	0	0
Gargett L/F	102	88	92	124	121	273	95	136	160	79	119	123	94	131	128	147	152	132	0	0
Finch Hatton T/S	44	68	52	57	53	203	61	94	80	54	91	97	77	98	89	105	104	110	0	0
Eungella T/S	42	56	36	66	15	76	55	78	71	54	58	42	32	47	53	46	45	80	120	0
Bayersville Greenwaste Facility	540	595	549	819	2,681	5412	864	1139	671	847	970	966	640	556	777	982	906	1058	988	1024
Walkerston Greenwaste Facility	123	151	126	175	997	1899	203	216	137	158	184	175	124	149	165	207	191	235	253	394
Bucasia Greenwaste Facility	390	501	398	594	3,074	6273	517	615	490	594	657	683	507	451	472	621	612	507	601	636

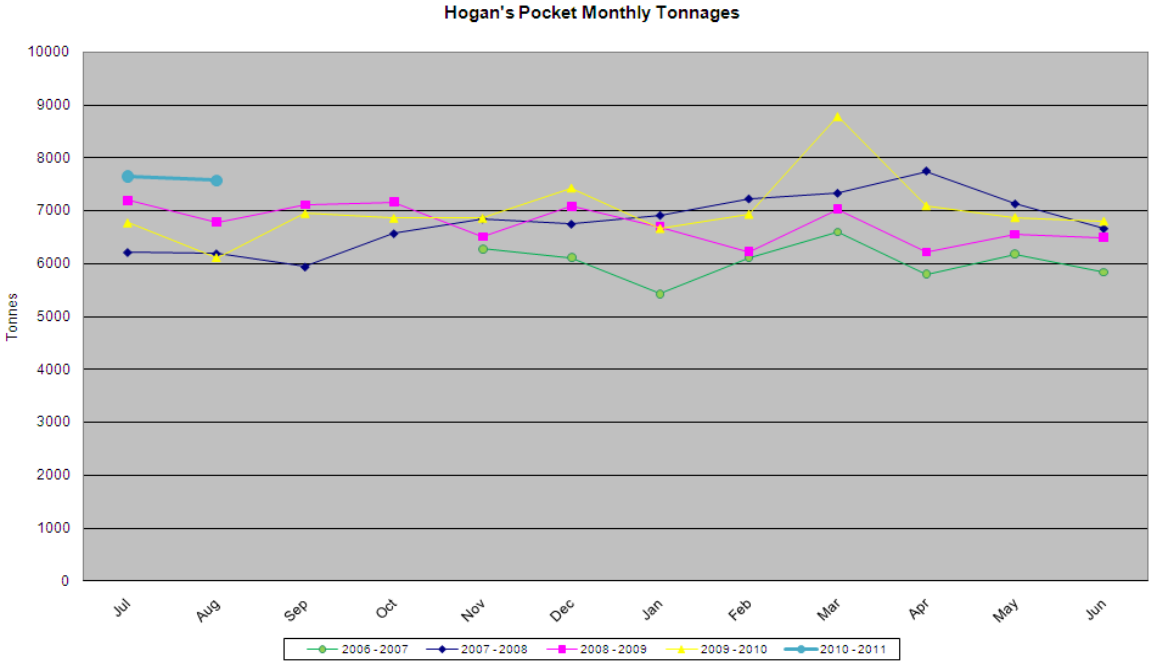
## Collection Services

- Collection services provided by Council's contractors have been performed satisfactory

## Recycling Collection



### Waste Disposal Monthly



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## **Environmental Education Performance Report August 2010**

### **Main focus of work activities:**

### **Environmental Education duties:**

#### **Education visits to the Materials Recovery Facility:**

Co-coordinated and performed the following school and community visits at the Materials Recovery Facility:

- St Mary's Catholic School (Joint Waste & Water session)- 45 Prep students & 7 Adults
- Beaconsfield State School- (Joint Waste & Water session)- 37 Year 1 students & 6 Adults
- Holy Spirit College -16 Year 12 Students and 2 teachers
- Mackay Women's Tennis Group-13 Adults
- Fitzgerald State School- (Joint Waste & Water session)- 44 Prep students & 5 Adults
- Walkerston Rotary Club- 13 Adults

#### **School / Community Education Visits:**

- Two recycling education sessions given at C & K Kindergarten Walkerston. In attendance 44 students and 4 teachers.

#### **Landcare day in the Botanic Gardens:**

- Attended Landcare Day in the Botanic Gardens on Sunday 29 August.
- Recycling art competition entries were placed on display at Landcare Day.

#### **Providing the Links**

- Reviewed and updated the old Mackay City Council Waste Education Teaching Resource- "Providing the Links" to reflect the Mackay Regional Council.

#### **School Recycling Program-DERM**

- Partnered with Department of Environment and Resource Management (DERM) to become one of a number of Local Support Officers (LSO) across Queensland to help deliver waste minimisation to primary schools.

#### **Promotions:**

- Organised a story for Focus to coincide with National Recycling Week- 8-14 November 2010.

#### **Website:**

- Updated recycling Fact sheets for inclusion onto the website.
- Liaised with Kylee Gilbank to update website information.

#### **Conference / meetings:**

- Education officer attended Landcare in the Gardens planning meetings on 24 August.
  - Education officer attended Built Environmental Sustainability Workgroup monthly meeting on 4 August.
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