
Executive Summary: Water and Waste Services Performance Management Report June 2010

The month of June has seen the end of the financial year and finalisation of many projects. Time was also spent on finalising the 10/11 budget which was adopted in late June. Overall the budget positions for the Water and Waste businesses have been within budget estimates. Capital delivery in the water services area totaled approximately \$36M.

Major projects in the Sarina Water trunk main and Nebo Rd WTP upgrade have progressed well. Planning for the South Mackay trunk main is nearing its final stages with a tender anticipated to be awarded in August 2010.

A major water leak was located and repaired on the southern abutment of Plane Creek, Sarina. The leak has been in place for some months and resulted in significant water loss.

Significant work has been placed in reviewing the Mackay Infrastructure Alliance and ensuring it is well placed to deliver its allocated 010/11 capital projects. A new Program Alliance Manager, Jeff Rose, commenced employment.

The Waste business had its Public Benefit Assessment process finalised and became a commercialized business unit of council for the 10/11 financial year. Good progress has been made in a number of areas tendered to commence progress with capital works or to update current service delivery contracts. The waste team also participated in reviews of the states draft waste management strategy. A briefing will be supplied to council in the near future on the likely implications of this strategy.

Director Water and Waste Services

**Performance Management Report
June 2010**

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1 BUSINESS SERVICES

1.1 Finance

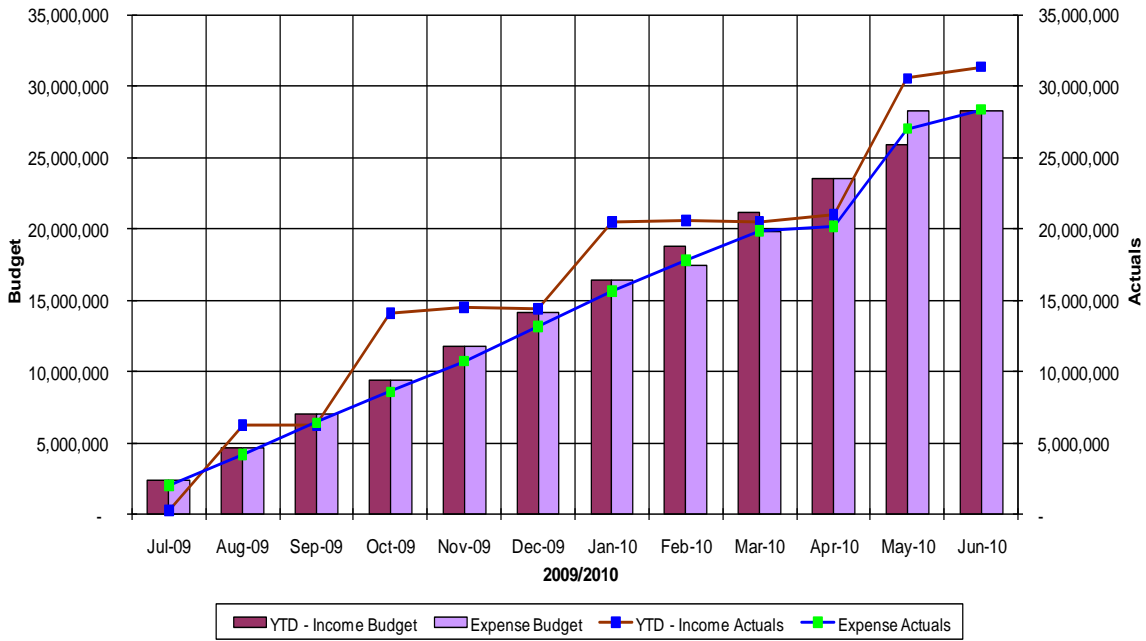
The financial performance figures for Water and Waste Services Business Units will be included in the Executive Monthly Financial Report, produced by the Corporate Services department.

Financial Performance of Individual Business Unit Areas

Performance Area	09/10 Budget			Actuals	Act + Commit.	Comment
	Original	Revised	YTD			
Water						
Revenue	-28,207,725	-28,207,725	-28,207,725	-31,334,596		
Expenditure	25,249,319	25,249,319	25,249,319	23,077,738		
Internal Transfers	2,943,677	2,958,406	2,958,406	5,270,972		
Profit/Loss	-14,729	0	0	-2,985,886		
Wastewater						
Revenue	-29,128,524	-29,128,524	-29,128,524	-29,717,389		
Expenditure	27,055,393	27,055,393	27,055,393	25,084,296		
Internal Transfers	2,087,861	2,073,132	2,073,132	4,633,093		
Profit/Loss	14,729	0	0	0		
Waste						
Revenue	-18,325,090	-18,325,090	-18,325,090	-18,885,954		
Expenditure	17,261,451	17,229,651	17,229,651	15,367,914		
Internal Transfers	1,063,639	1,095,439	1,095,439	1,093,176		
Profit/Loss	0	0	0	-2,424,864		
Sewer Recov. Works	-41,695	-41,695	-41,695	38,996		
Water Recov. Works	-139,306	-139,306	-139,306	-328,036		
CCTV Recov. Works	9,468	9,468	9,468	-21,803		
Bulk Water Sales	-413,400	-413,400	-413,400	-414,159		
Plumbing Inspections	-194,357	-194,357	-194,357	-547,523		
Trade Waste	-1,033,808	-1,033,808	-1,033,808	-971,256		
Lab Services	641,405	641,205	641,205	534,959		
Sewer Modelling	-18,746	-18,746	-18,746	2,749		
Water Modelling	-10,000	-10,000	-10,000	4,514		

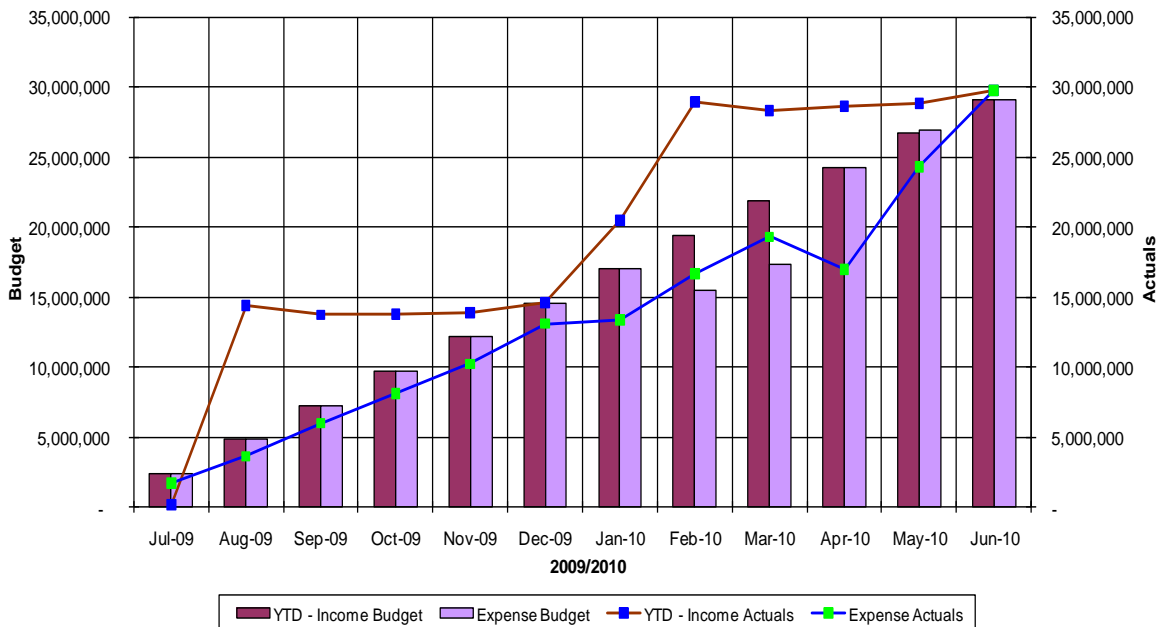
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Water Financial Performance - Operations 30 June 2010



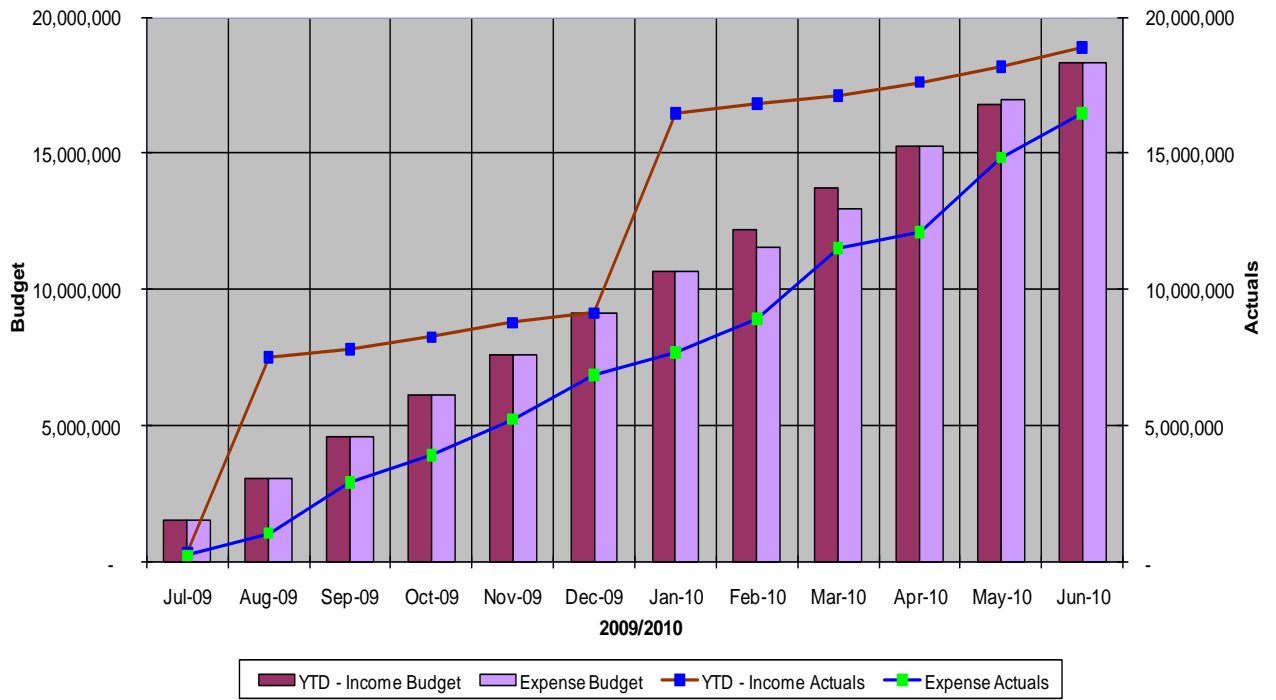
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Sewerage Financial Performance - Operations 30 June 2010



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Waste Services Financial Performance - Operations 30 June 2010



1.2 Customer Service

The following key activities have occurred relevant to customer service during the month:

- 2 water exemption applications processed
- Water rebate approval rates have reduced with 1 processed for the month.
- Customer Services received 5 water restriction enquiries, 3 inflow and infiltration enquiries and 19 trade waste enquiries in June

Water Meter Applications

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

	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
2008/09				0				0	12	0	5	17
Jul-09	73	0	7	80	56	0	0	56	29	0	12	41
Aug-09	85	0	10	95	34	0	0	34	80	0	22	102
Sep-09	82	0	12	94	121	0	17	138	41	0	17	58
Oct-09	85	0	13	98	45	0	4	49	81	0	26	107
Nov-09	89	0	10	99	122	0	20	142	48	0	16	64
Dec-09	64	0	8	72	49	0	4	53	63	0	20	83
Jan-10	54	0	5	59	30	0	5	35	87	0	20	107
Feb-10	76	0	4	80	112	0	10	122	51	0	14	65
Mar-10	55	0	11	66	33	0	4	37	73	0	21	94
Apr-10	54	0	8	62	61	0	10	71	66	0	19	85
May-10	54	0	9	63	20	0	6	26	100	0	22	122
Jun-10	52	0	10	62	16	0	4	20	136	0	28	164
Total 09/10	823	0	107	930	699	0	84	783	136	0	28	164

Note: There are 5 - 20mm Outstanding Applications that have carried over from 07/08

Note: There are 9 - 20mm & 5 >25mm Outstanding Applications that have carried over from 08/09

Customer Satisfaction Survey Results

There have been no updated results issued since last month.

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 June 2010
Customer Request System - Pathways

Jun-10

TOTALS - YTD 2009/2010

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
Fire Hydrant or Service Valve Damaged/Leaking	10	3	13	75	37	112
Water Service - Backflow Prevention Devices	1		1	4	-	4
Water Main - Broken/Leaking	7	6	13	94	148	242
Water Main - Replacement	89	24	113	89	24	113
Water Meter - Broken/Leaking			-	881	312	1,193
Water Miscellaneous	19	4	23	174	34	208
No Water	6	7	13	67	77	144
Low Water Pressure	6	1	7	73	12	85
Dirty Water / Cloudy Water	6	1	7	88	37	125
Water Odour/Taste/Smell	1	-	1	19	9	28
Public Amenities	18	2	20	137	17	154
Repair Park & Rec facilities - exclude public amenity	2	-	2	17	15	32
Water meter rewasher or leaky stopcock	30	4	34	239	38	277
Water Service Broken/Leaking	79	22	101	897	298	1,195
Water Service Replacement			-	1	-	1
Water Service - Subsidence in Ground			-	2	-	2
MRC Community Hall Repairs	2	-	2	19	-	19
Repair to MRC Pensioner Cottage			-	30	-	30
Alleged Breach of Water Restrictions			-	26	5	31
Water Leak	3	2	5	36	22	58
Drinking Fountains	1	-	1	22	1	23
WATER TOTAL	280	76	356	2,990	1,086	4,076

Statistics for Sewer

Broken Manhole	1	-	1	10	1	11
Building Over Sewer Enquiries			-	-	-	-
Hit through sewer pipe / Breaks			-	5	-	5
Sewer Miscellaneous	3	-	3	41	11	52
Sewerage Overflows/Spillage	-	1	1	35	15	50
Public Toilets			-	8	4	12
Pump Station Faults			-	-	-	-
Sewerage Blockage	4	4	8	77	38	115
Sewerage Smell	5	-	5	29	7	36
Subsidence in Ground	1	-	1	22	-	22
Copies of Plans & Sewer Plans & Depths	94	-	94	1,195	1	1,196
SEWER TOTAL	108	5	113	1,422	77	1,499

GRAND TOTAL **388** **81** **469** **4,412** **1,163** **5,575**

1.3 Human Resource Management

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

- The directorate had a total of 15 vacancies
- The following positions were filled: Labourer/Truck Driver
- The following positions were vacated: Mechanical Fitter, Project Engineer

The following safety hazard inspections were undertaken during the month and rectification action plans issued as identified:

Inspections	Scheduled	Done	RAP issued
Workshop – Water Bedford Rd	Feb 2010	No	No
Workshop - Mech & Elect Bedford Rd	June	30.06.10	Yes
Vehicle – Sth Network (Sarina)	June	30.06.10	No
Vehicle – WW Construct	May	No	No
Vehicle WW Maintenance	April	No	No
CCTV Van	April	No	No
Pump Stations WW & W	June	No	No
Reservoirs	June	No	No
Bore Sites	June	No	No
Maintenance Work Site	Feb	No	No
Office – West Region (Mirani)	June	No	No
Waste facilities	June	No	No

Supervisors of relevant areas have been approached and outstanding inspections are to be addressed in the first two weeks of July

Safety cultural change was supported through:

- Ongoing coaching and assistance of supervisors and team leaders in conducting Hazard Inspection as per requirements and in a timely manner.
- Liaison with P&P staff for the supply and management of Gas Detectors, associated attachments and software.
- Negotiation with suppliers and order individual PPE bags for employees requiring PPE Management and care in the field
- Order weather proof storage boxed for QA Systems Documents for work vehicles.
- Ongoing review, amend and generate as required WH&S Hazard Inspection Checklists for all areas/facilities of the directorate
- Conduct Bedford Rd Inductions
- Assist MRC WH&S with Incident Investigation Holts Rd
- Distribution of relevant information and changes in legislation to relevant Managers and Supervisors
- WWS WH&S Meeting held 23.06.10
- Distribution of WWS WH&S Meeting Minutes & associated documents
- Distribution of PAC WH&S Meeting Minutes.

Incident Reports for the month of June:

Incident Type	Qty
No Time Lost (NTL)	4
Medically Treated Injury (MTI)	0
Lost Time Injury (LTI)	0
Non Injury incident (NII) - Near miss	4
Public Incident/ Non Staff	1

Officers attended 55 courses for professional development training during the month:

Training Course Name	Qty
Computer Training Level 1	1
Computer training Transition to M Office 2007	1
Construction General Conditions of Contract	5
Finance 1 - Enquiries	2
Mentoring Program	4
Northern Trade Waste Working Group	3
Professional Development Workshop WILG	5
Solar & Heat Pump Installation	6
Time Management	26
Water Industry Operations W' Shop & Exhibition	2

Officers attended 25 courses for compulsory development training during the month:

Training Course Name	Qty
Apply First Aid	1
Bedford Rd Induction	3
Back Flow Prevention	1
Harassment & Discrimination Policy	2
MRC Induction	2
MUTCD Level 1	5
Traffic Controller Ticket	6
Traffic Management	5

1.4 IT Integration

Work is continuing on streamlining the closing out of work orders with IT and the depot administration team working closely on this project.

1.5 Statutory Reporting

No Statutory Reporting for June. All quarterly reporting due in July.

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.
 - Story prepared on the use of recycled water the Pioneer Valley Golf Club as well a water saving tip for the InFocus publication.
 - Water Savers promotion bags and stickers were ordered to use as giveaways at special events/expos.
 - Water and Waste Services attended the Eco expo on Sunday 6 June 2010. The stand ran a waterwise quiz and had handouts on water conservation and water restrictions as well as information on recycling and a display of the recycled artwork received through the school competition.
 - Communication plans:
 - Inflow and infiltration advertising continued with a public notice in the Daily Mercury and 7 general advertisements in the Daily Mercury.
 - Water conservation – received a proposal from an external advertising agency to promote water conservation throughout the region.
 - Education:
 - The following schools received water education during June:

School	Visit Type	Sessions	Students
West Mackay State Primary School – Yr 2	Water education classroom visit	2	100
Mackay Christian College – Yr 5	Water education classroom visit	3	90
St Mary’s – Yr 4	Water education at MRF	2	48
Marian State Primary School – Yr 6	Water education classroom visit	1	25
Total		8	263

- The Water Savers School Auditing program was approved. Eton State Primary School, North Eton State Primary School and Marian State Primary School are taking part in the pilot program.
- Internal communication:
 - Submitted a water saving tip into the Grapevine
 - Produced the first edition of the Weekly Water Services update for all WWS employees
 - Compiled the results of the Employee Awards evaluation forms. Results were distributed to management team.

1.7 Governance

The following activities have occurred with regard to the improvement of quality systems for the month:

- Develop a Internal Operating Guideline for Management and Distribution of PPE Carrier Bags – Water & Waste Services to support the corporate PPE Policy
 - Develop and generate associate documents and monitoring forms to support the IOG Management and Distribution of PPE Carrier Bags – WWS
-

-
- Review and provide comment on MRC PPE Policy
 - Review and organise all QA Files for removal from M Drive to K Drive
 - Attend information session regarding changes and requirements to the Privacy Act
 - Co-ordinate test and tag of Lifting Equipment
 - Correlate and amend register of Lifting Equipment to reflect Test and Tag
 - Provide comment and guidance for recording of TBT Minutes for water operations staff

1.8 Scientific and Analytical Services (SAS)

Monitoring Program

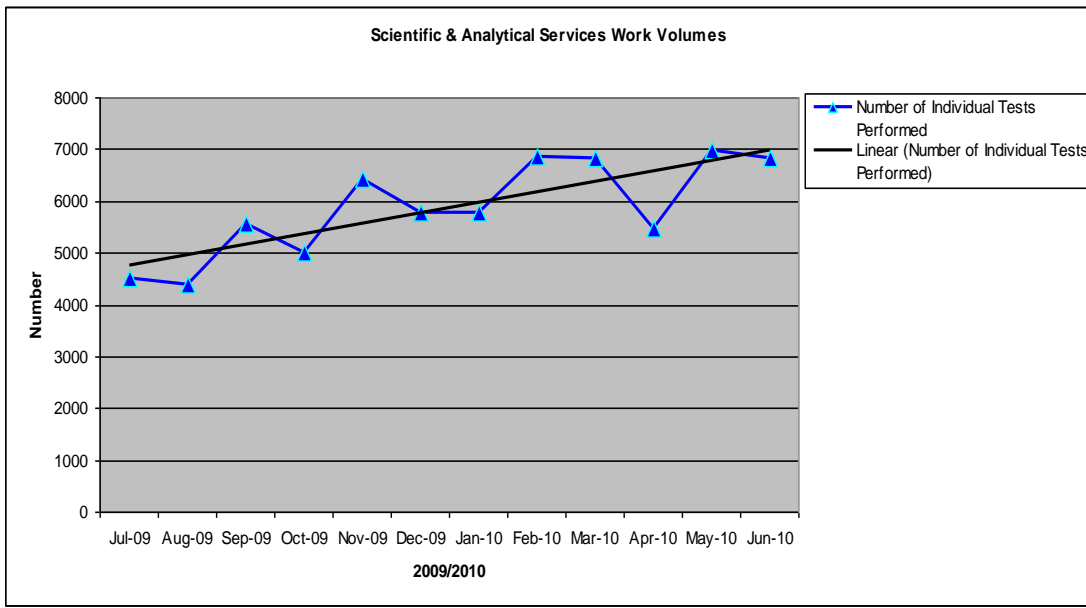
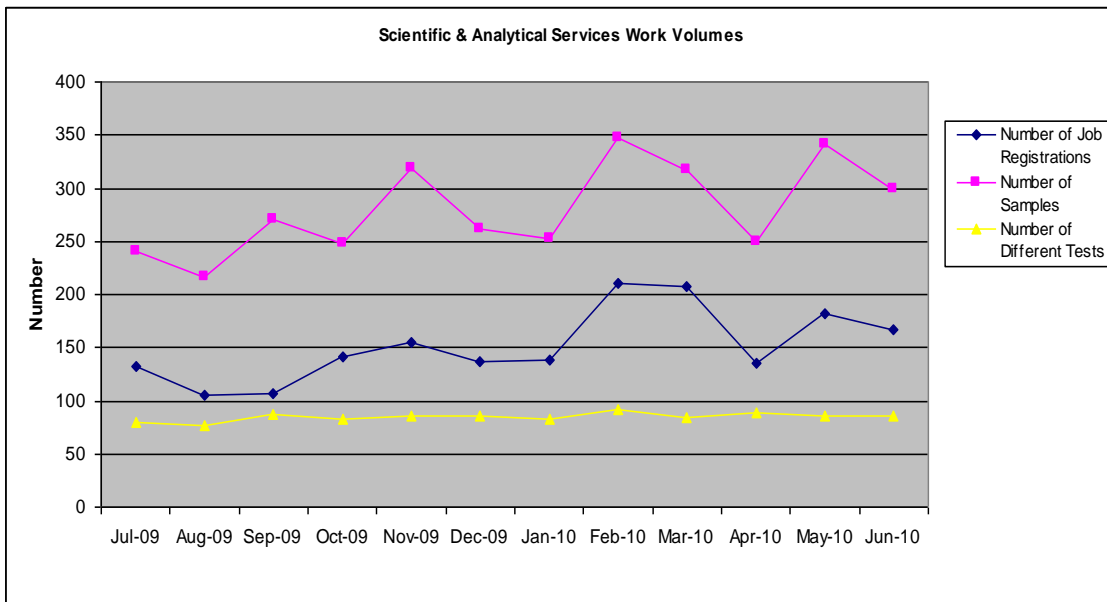
The table below lists the performance of the SAS Laboratory for June 2010.

	June 2010	Previous 12 Months
Number of Registrations	167	1894
Number of Samples	299	3493
Number of Test Types	85	127
Number of Individual Tests Performed	6815	70439
Number of Clients	25	42

Breakdown of Registrations	
Mackay Water	85 (50.8%)
Other Council Departments (Incl Trade Waste, Strategic Planning, and Aquatic Facilities)	66 (39.5%)
External Clients	16(9.7%)

* Although consisting of 43% of the registrations, the Mackay Water work accounts for over 60% of the number of test performed.

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



As can be seen from the above graph, the number of tests performed by the laboratory has steadily risen from around 4,500 in July 09 to around 7,000 by June 10, approximately a 55% increase in work volumes. This increase has placed severe constraints on both sampling and testing staffing resources which will most likely need supplementation going forward.

Cyclone Ului

The daily testing of the Green Street Reservoir, which lost its roof during Cyclone Ului ceased in late June. The new roof has now been completed and this will limit external contamination of the water supply. The reservoir was sampled over 65 times during this

period, and SAS provided guidance to ensure that the water quality was constantly maintained.

NATA accreditation

SAS had its chemical assessment on 17th June. NATA has recommended SAS for NATA accreditation for chemistry, after satisfying a number of conditions. NATA will release its full report in the next few weeks, and then SAS has 4 weeks to respond to the conditions in the report.

2 PLANNING AND SUSTAINABILITY

Activity No.	Project / Activity	Status	Critical Issues
1. Strategic Asset Management			
1.1	Capture of Asset data	Sewer Completed	
		Water Capturing of water data has progressed well with a high commitment from the team.	
1.2	Inflow and Infiltration Strategy for entire MRC Region	There was a source of major inflow in Sarina (catchment 2) discovered as part of the inspection program. This will be rectified by Council as it was part of a Council asset.	
1.3	System Leakage Management Plan	LGIS (local government Infrastructure services) has produced a Preliminary Project Plan as a result of the Management Plan to move the project forward. This is currently being reviewed.	There has been no progression with project due to other commitments.
1.4	Water Supply Disinfection for Mackay City	Investigation being undertaken to ensure the effectiveness of the chlorination disinfection system.	There has been no developments on this project as the focus has been on other key projects
2. Strategic Infrastructure Planning			
2.1	Mackay Water Supply Hydraulic Model for Mackay City	The provisional all pipes water model has been completed and has been used for several different scenarios.	

Activity No.	Project / Activity	Status	Critical Issues
2.2	Sewerage Hydraulic Model for Mackay City	The model built continues to be developed in Brisbane.	
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. At that time the report will be presented to Council.	
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 Discussion Paper	There have been some internal meetings to discuss strategies and drivers of reducing water demand.	
2.6	Sarina Sewerage Treatment Plant Planning Report	Advice has been received from current land owner with conditional in principal agreement. There have been two workshops occur on the project; delivery mechanism workshop and value management workshop. From the vale management workshop several options have been placed on the table for further consideration.	Affordability of the project and the condition placed on the in principal agreement from land owner. The letter from land owner stated that 2 other parcels of land must be purchased with the subject site.
2.7	Water Supply Planning Report for Mirani and Marian	Review of off take and a water treatment plant site is currently underway.	
2.8	Sewerage Planning Report for Mirani and Marian – upgrade of Mirani WWTP	Discussions have occurred with the Process Engineer who was involved in earlier reports in order to plan a way forward.	
2.9	10 Year Capital Plan	Efforts continue to refine and prioritise the 10 year capital plan.	




Activity No.	Project / Activity	Status	Critical Issues
2.10	Eungella Integrated Water Management Analysis		Placing the outcomes for Eungella in a regional context for integrated management.
3. Detailed Infrastructure Planning			
3.1	Implementation of planning activities associated with 1 Year Capital Plan	As per item 2.9 above.	
3.2	MWRP –Water Balance Model	The second stage of the water balance model has been completed in draft form and feed into the response back to the EPA for Mackay South.	
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.	
5. Policy & Standards			
4.1	Review of Water Services engineering guidelines, planning policies and standard drawings	Internal meetings have been held by Water Services with key stakeholders from the same for reviewing the standard drawings.	













3 INFRASTRUCTURE DELIVERY

















Summary of Water Services Current Capital Program

The following table summarises key projects in the Water Infrastructure Delivery budget for 2009 / 2010.











Water Projects

Legend	
On track	
Of concern	
Not on track	

Project	Status	Budget	Time	Comments
Nebo Rd WTP Upgrade	Detailed Design / Construction			Site investigation works and contract package let
Critical Issues	<ul style="list-style-type: none"> Reviewing budgets and contingency reserves against tender submissions Project Manager is reporting regularly to ALG with regards to schedule issues to provide focus and necessary resources to mitigate project slippages. Revised completion ate now scheduled from May 2011 			
Nebo Rd Fluoridisation	Commissioned			Costs being finalised
Critical Issues	<ul style="list-style-type: none"> Finalisation of documentation for completion of project. Costs are being finalised for submission of final subsidy claim. 			
Dumbleton Raw Water Trunk Main and Pump Station	Planning			Operational security is critical driver. Costs estimate being prepared
Critical Issues	<ul style="list-style-type: none"> Relining deferred to FY11/12 to install during low demands and budget constraints. Finalisation of concept design works and budget estimates to progress into detailed design and implementation. Land requirements to be progressed. 			
Sarina Water Supply Main	Construction			Works progressing for August completion
Critical Issues	<ul style="list-style-type: none"> Weather Construction works have accelerated with the drier weather during June. 			
Marian & Mirani Augmentation	Planning			Concept design being reviewed.
Critical Issues:	<ul style="list-style-type: none"> Concept design Resource requirements for MRC delivery being considered Concept design will be progressed for Marian as a priority and then Mirani. 			
South Mackay Trunk Main	Concept Design / TOC			Construction package tender reviewed. TOC report being finalised
Critical Issues	<ul style="list-style-type: none"> Finalisation of TOC Report 			

Project	Status	Budget	Time	Comments
	<ul style="list-style-type: none"> Recommendation of preferred tenderer for site works. 			
Middle Creek Dam Access Stairs	Construction			Final inspection to be undertaken in July
Critical Issues	Final inspection prior to handover of works.			
Shakespeare St	Concept Design / TOC			Detailed design is progressing
Critical Issues	<ul style="list-style-type: none"> Finalisation of design Installation prior to road works program in street. Delivery mechanism and resources to be aligned for construction MRC construction crew to undertake these works due to the level of interaction with customers required in this street, with MIA design and management.			
River St	Construction			Works in progress
Critical Issues	<ul style="list-style-type: none"> Wet Weather Construction works will extend into FY10/11.			
Eimeo Rd	Tender			On site works have commenced
Critical Issues	<ul style="list-style-type: none"> Wet Weather Construction works will extend into FY10/11.			
Bloomsbury WTP Upgrade	Construction			Upgrade to progress for water quality and operational safety.
Critical Issues	<ul style="list-style-type: none"> Supply and install contract to be awarded. 			
Paradise St	Construction			As cons to be finalised.
Critical Issues	Completed ahead of schedule by internal construction crew.			
Bruce Highway (Stockroute intersection)	Design / procurement			Pipe procurement in place.
Critical Issues	MRD undertaking construction works. Delayed start forecast for site works due to MRD funding arrangements.			
Digitisation of Telemetry	Planning			Strategy report in draft.
Critical Issues	<ul style="list-style-type: none"> Stakeholder workshop in mid-July Access to site for communication towers 			

Waste Water Projects

Project	Status	Budget	Time	Comments
Schmidtkes Rd Pump Station	Procurement / Construction			Electrical installation being finalised
Critical Issues	<ul style="list-style-type: none"> Commissioning plans Commissioning of pump station 			
Sarina Effluent Rising Main	Construction			Construction complete
Critical Issues	<ul style="list-style-type: none"> Completion of as-con drawings 			
Sarina SPS 3,4,5,6 & 8	Design and construction			Contract awarded. Site inspection undertaken.
Critical Issues	<ul style="list-style-type: none"> Construction works will extend into FY10/11. Easement at SPS 8 under discussion with owners 			
Pumping Stations – Beaconsfield, Coles Rd & Gordon St	Construction			Electrical installation and cut-over works progressing.
Critical Issues	<ul style="list-style-type: none"> Installation of electrical supply items Commissioning plans Cut-over and commissioning of new systems Site construction works being monitored.			
Pump Mounted Trailers	Procurement			Procurement awarded
Critical Issues	<ul style="list-style-type: none"> Delivery in FY10/11 Pumps will provide backup during pump station outages and bypass pumping requirements			

4 OPERATIONS

4.1 Water Treatment System Performance

This report covers the month of June. The main focus for water treatment remained the capital works at Nebo Rd WTP. The permanent Fluoride dosing plant commissioning phase is complete and operation is still proceeding with minor adjustments and enhancements being implemented. Some defects have been identified and remediated under the defects liability obligations of the contract.

Construction of the sludge thickener tank, thickened sludge tank, and the washwater tank is complete and the pipework associated with these tanks has commenced.

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

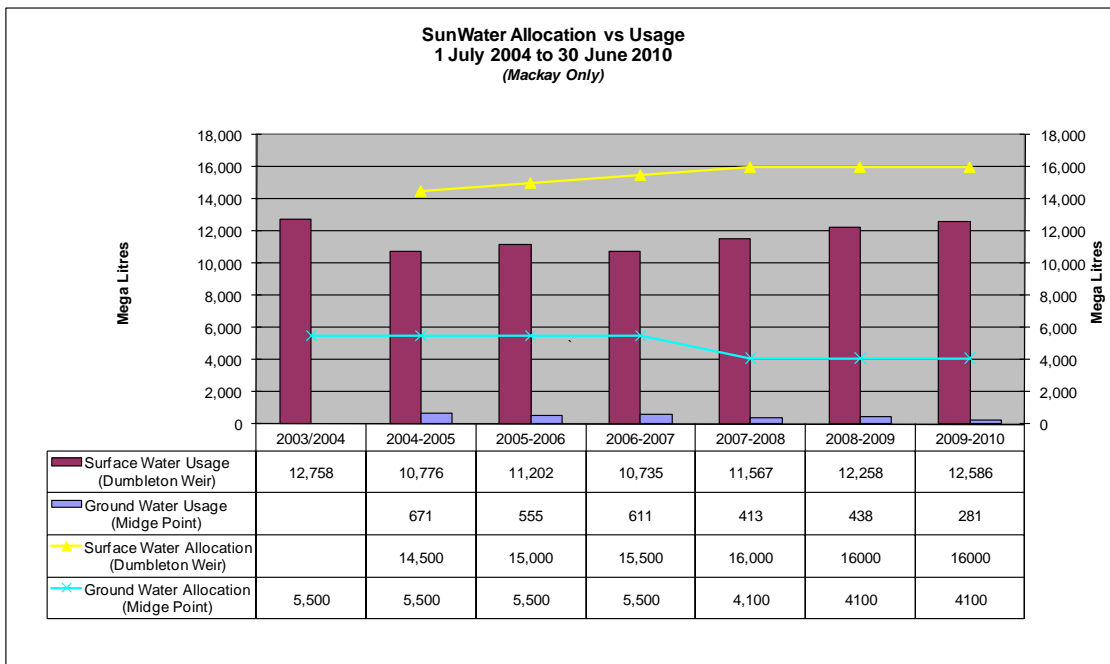
Dam levels in the region remain high as summarised below, with the wet season rain replenishing the Dumbleton and Mirani bulk water supplies. The rainfall coincided with an

initial downturn of customer demand, which has now increased to be approximately 6% greater than the demand for June of the previous two years.

Water Storage Levels

AS AT 30 JUNE 2010		
Weir / Dam	Volume / ML	%age
Mirani	2891	62
Marian	3985	100
Dumbleton	6247	71
Middle Creek	1486	100
Peter Faust	433500	88
Teemburra	147400	100

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



4.1.1 Mackay (Nebo Rd) Water Supply Summary

Water consumption in June has increased with the average consumption being 32 ML/d in the month.

Annual consumption is still on forecast at around 14,000 ML, within the available Sunwater allocation of 16,000 ML. Ground water (bore) usage was 0 ML.

Water Source Performance Summary

	Allocation (ML/year)	June Consumption (ML)	May Consumption (ML)	April Consumption (ML)	Year to Date Consumption (ML)
Dumbleton Weir	16000	984	924	837	12973
Mackay Bores	5500	0	*22	0	162

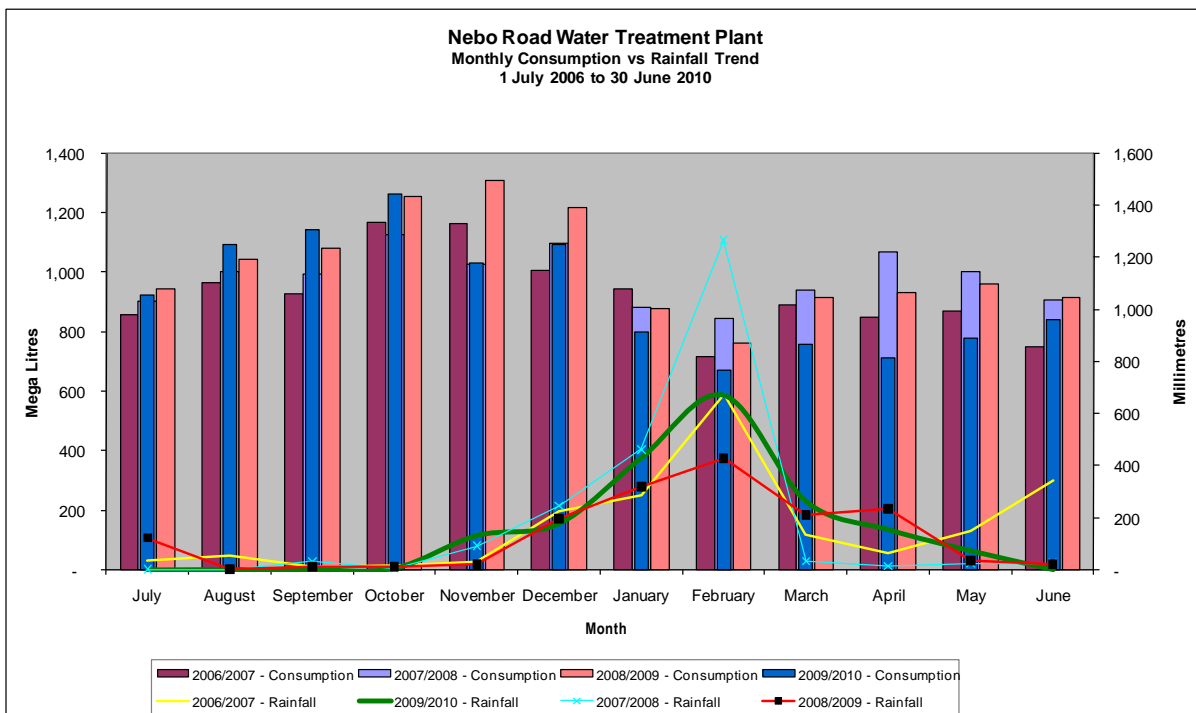
* May figures for Mackay Bores were misrepresented due to a spreadsheet misread, the correct value has been inserted in this monthly report.

Water Consumption Performance Summary

	June	May	April
Monthly Water Consumption (ML)	962	891	814
Average Daily Water Consumption (ML)	32	29	27
Maximum Daily Water Consumption (ML)	38	32	31
Average Water Consumption *(Litres per Equivalent Person)**	291	264	246
Rainfall (mm)	64	64	135

* 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 38ML/d in June, 29 ML/d in May, and 31 ML/d in April.



4.1.2 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)	June Consumption (ML)	May Consumption (ML)	April Consumption (ML)	Year to Date Consumption (ML)
Mt Blarney WTP (Plane Creek)	N/A	48.1	46.1	50.8	434.8
Sarina Bores	200	24.3	27.1	23.2	232.7
Marwood Bores	350	39.2	40.9	44.7	418.5
Bally Keel Bore	150	9.3	9.9	8.2	87.3
Armstrong Beach Bore		2.5	2.4	2.2	38.1

Water Consumption Performance Summary

	June	May	April
Monthly Water Consumption (ML)	123.4	126.4	129.1
Average Daily Water Consumption (ML)	4.11	4.08	4.30
Average Water Consumption *(Litres per Equivalent Person)	456	453	478
Rainfall (mm)	9	68	57

*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.

4.1.3 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 sustained high rainfall, as well as an increase in water restrictions which were supported by a water saving advertising campaign.

Water Source Performance Summary

	Allocation (ML/year)	June Consumption (ML)	May Consumption (ML)	April Consumption (ML)	Year to Date Consumption (ML)
Mirani Bore	100	8.73	7.66	6.97	104.9
Marian Bore	95	17.55	14.87	13.3	205.65
Pinnacle / Garget	60	1.88	1.77	1.65	25.79
Finch Hatton	46	2.7	2.40	2.36	36.42

Water Consumption Performance Summary

	June	May	April
Monthly Water Consumption (ML)	30.86	26.7	24.31
Average Daily Water Consumption (ML)	1.03	0.86	0.81
Average Water Consumption (Litres per Equivalent Person)	276	231	217
Rainfall (mm)	9	43	64

- Based on an estimated equivalent population of 3730EP

4.1.4 Remote Water Treatment Sites Performance

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

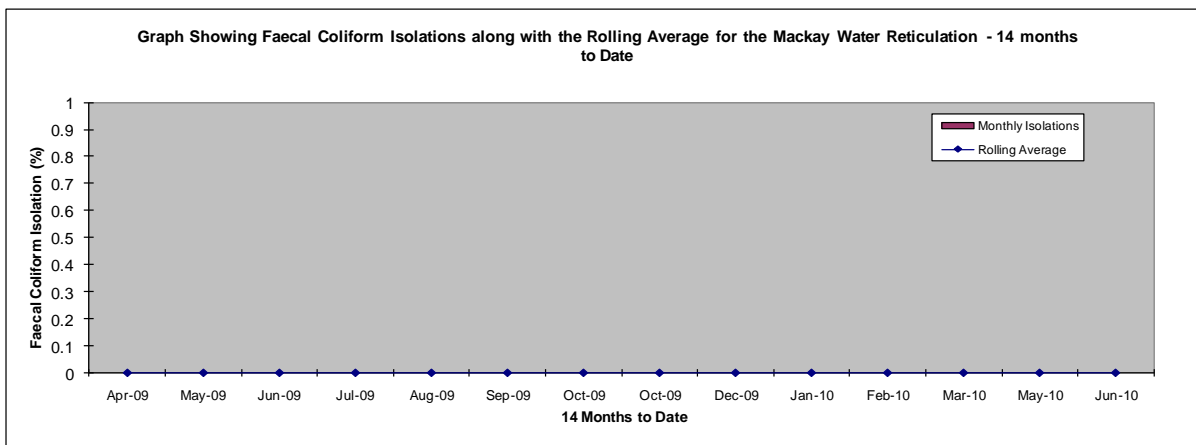
Water Source Performance Summary

	June Consumption (ML)	May Consumption (ML)	Year to Date Consumption (ML)
Eton	4.62	2.82	52.98
Calen	3.36	2.27	41.87
Bloomsbury	0.95	.68	11.16
Midge Point	19.53	18.30	435.08
Koumala	1.23	1.26	16.22

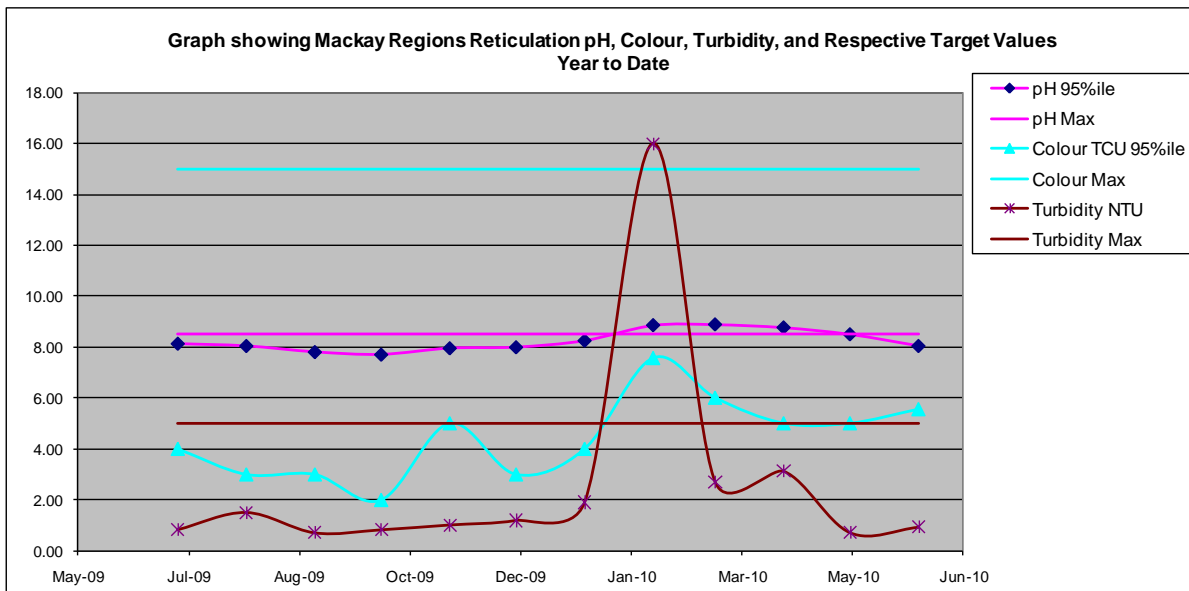
4.2 **Water Quality**

There were no faecal coliform isolations detected in the Region to April 2010 despite the elevated temperatures and high rainfall, which is shown in the attached graph. 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.

Coliform Isolation Results

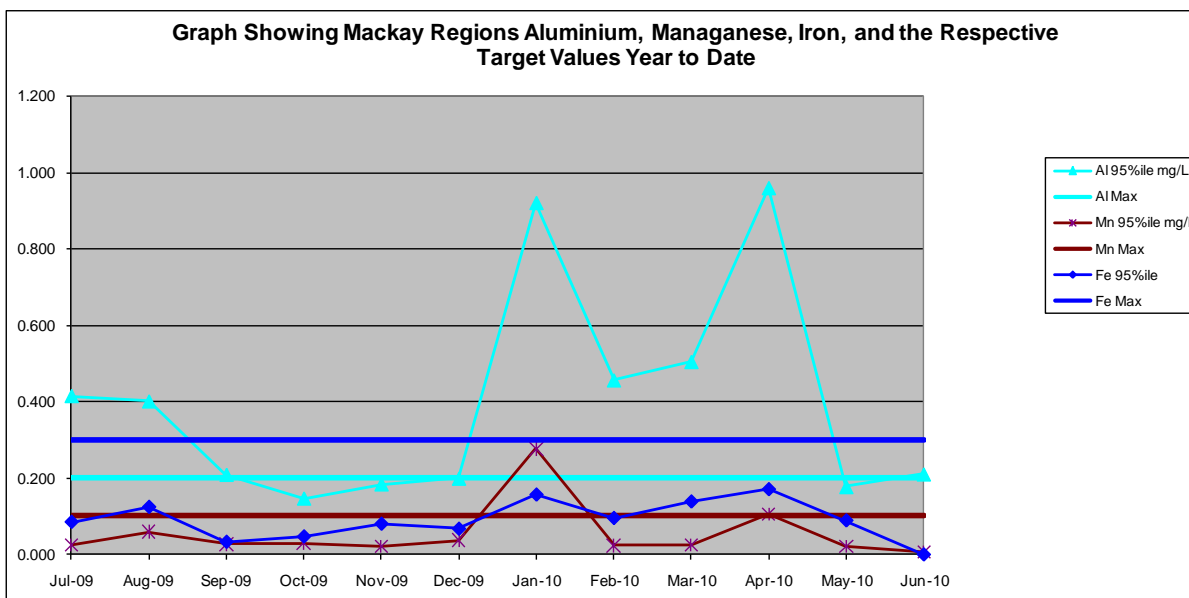


Reticulation pH, Colour, Turbidity



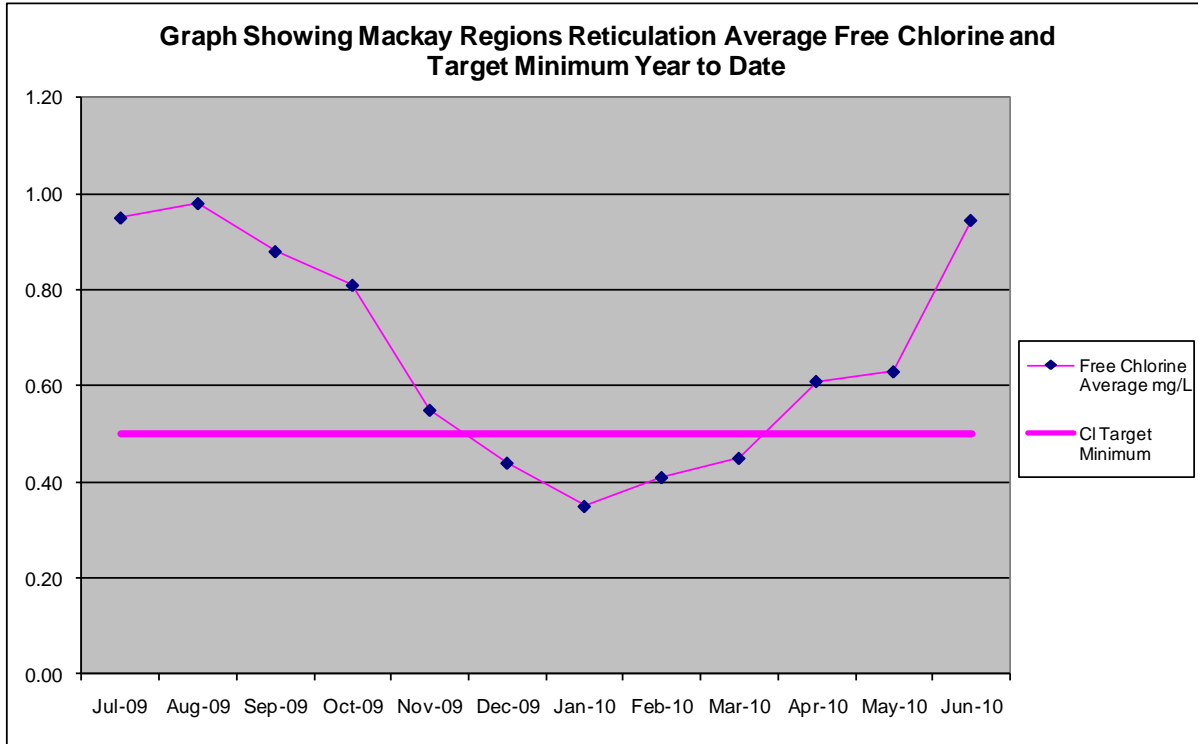
Physical chemical parameters have exceeded the aesthetic guideline for Turbidity in the Mackay distribution system even though the results at Nebo Road WTP were well below the guideline values

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:

- 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.
- Reuse main to Pioneer Valley Golf Course commenced pumping on the 14th May and regulatory sampling has commenced.

4.3.1 Mackay North Water Recycling Facility and Catchment

In May, the plant received a total of 88.6 ML of influent this month, equating to an average flow of 2.86 ML/d. The maximum flow for the month was 3.09 ML. Total rainfall for the month was 38.6 mm.

MNWRF Performance Summary

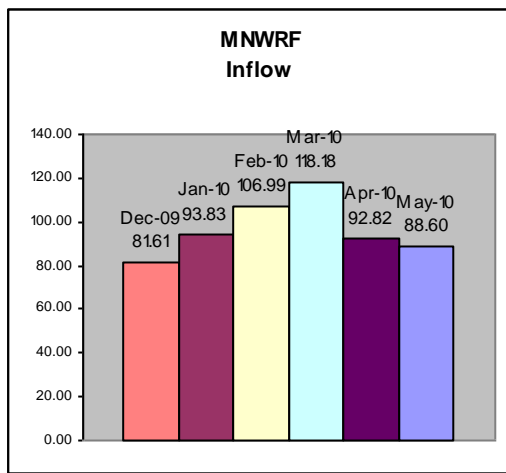
Date	WEEKLY (8TH DAY) LAB RESULTS							
	Licence Effluent pH (mg/l)	Licence Effluent DO (mg/l)	Licence Effluent BOD(mg/l)	Licence Effluent COD(mg/l)	Licence Effluent Suspended Solids(mg/l)	Licence Effluent TN(mg/l)	Licence Effluent TP(mg/l)	Licence Effluent Faecal Coliforms cfu/100 ml
Limits Licence	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
01/05/2010	7.3	6.2	<5	28	19	4.7	0.3	<1
09/05/2010	7.2	6.2	<5	35	5	1.9	1.0	300
17/05/2010	7.2	5.1	<5	29	7	4.0	1.7	<1
25/05/2010	7.2	4.6	<5	20	4	3.1	<0.1	<1
Limits Contract						Average < 5 mg/L	Average < 1 mg/L	
Average of all results in month						3.4	0.8	

Summary of Discharges from System

Parameter	May	April	March	Year to Date
Total Wastewater Treated	88.6	92.82	118.18	881.47
Effluent Released at Outfall (ML)	96.0	100.01	130.22	965.12
Tonnes of Biosolids Removed From Site	205	96	207	1075
% 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.



4.3.2 Mackay South Water Recycling Facility and Catchment

In May, The plant received a total of 586.41 ML of influent this month equating to an average flow of 18.92 ML/d. The maximum flow for the month 20.81 ML. Total Potential Reuse 0 ML. Flow to Bakers Creek 626.83ML. Total rainfall for the month was 49.0 mm.

MSWRF Performance Summary

Discharges to Storage licence compliance

WEEKLY (8 TH 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
Limits Licence	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
01/05/2010	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
09/05/2010	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
17/05/2010	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
25/05/2010	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
Limits Contract	6.0 to 8.5				Average <10.0 mg/L	Average < 8.0 mg/L	50%ile <10	95 th %ile <2 NTU Max 5	> 1.0mg/L FCR
Average of all results in month	Discharging to creek				Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek	Discharging to creek

MSWRF Discharges to Bakers Creek licence compliance

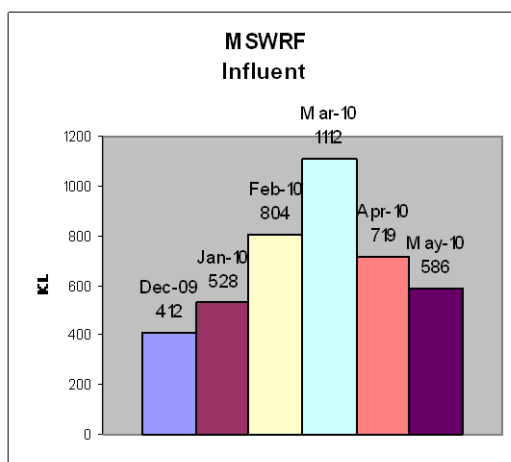


Date	Effluent pH (mg/l)	Effluent DO	Effluent BOD (mg/l)	Effluent TSS (mg/l)	Effluent TN(mg/l)	Effluent NH4	Effluent TP(mg/l)	Effluent Faecal Coliforms
Limits Licence	6.0 to 8.5	Minimum 2	Max 20	Max 30	Max 30mg/L	90th%ile 3 Max 6	Max 15mg/L	50th%ile 150 90th %ile 1000 Max 4000 (Up to 3 x ADWF)
01/05/2010	6.90	5.8	<5	29	6.5	1.2	1.5	800
09/05/2010	6.9	4.4	5	9	2.4	<0.3	0.5	8
17/05/2010	6.9	4.4	<5	4	7.0	1.4	1.6	33
25/05/2010	6.9	5.0	<5	8	7.0	1.6	1.0	5,333

Summary of Discharges from System

Parameter	May	April	March	Year to Date
Total Wastewater Treated	586.41	719.24	1112.04	5619.47
Effluent Released at Outfall (ML)	626.83	736.31	961.92	2294.93
Effluent Reused (ML)	0	0	197.96	3906.06
% Effluent Reused (target 88%)	0	0	18	N/A
Effluent Storage (% remaining RWS2)	22	0	0	N/A
Effluent Storage (% remaining RWS3)	3	0	0	N/A
Tonnes of Biosolids Removed From Site	504	290	440	3871
% Biosolids Beneficially Reused	100	100	100	100

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



4.3.3 Sarina Wastewater Treatment Plant

The plant received a total of 24.01 ML of influent this month equating to an average flow of 1.01 ML/d. The maximum flow for the month was 1.01ML/d. Total rainfall for the month was 9 mm.

Sarina WWTP Performance Summary

MONTHLY LICENCE READINGS - SARINA					
Date	Effluent BOD(mg/l)	Effluent Suspended Solids (mg/l)	Effluent Faecal Coliforms cfu/100 ml	Effluent TN (mg/l)	Effluent TP (mg/l)
Limits	Max 30	Max 45	Max 4000	Max	Max 5mg/L
02-Jun-10	5	11	<1	3.9	7.1

Summary of Discharges from System

Parameter	June	May	April	Year to Date
Total Wastewater Treated	24.01	32.87	37.49	305.85
Average Daily Flow	0.80	1.01	1.25	-
Effluent Released at Outfall (ML)	17.03	30.53	39.94	314.9
Effluent Reused (ML)	0.80	2.34	0	105.3
% Effluent Reused	3.33	7.12	0	25.1
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	12	12	124
% Biosolids Beneficially Reused	N/A	100	100	100

4.3.4 Mirani/Marian Wastewater Treatment Plant

The plant received a total of 17.29ML of influent this month equating to an average flow of 0.58 ML/d. The maximum flow for the month was 0.65ML/d. Total rainfall for the month was 9.0 mm.

Mirani WWTP Performance Summary

MONTHLY LICENCE READINGS - MIRANI								
Date	Effluent pH (mg/l)	Effluent DO (mg/l)	Effluent BOD(mg/l)	Effluent Suspended Solids (mg/l)	Effluent TN (mg/l)	Effluent TP (mg/l)	Effluent Faecal Coliforms cfu/100 ml	Ammonia
Limits to water storage	6.5-8.5	N/A	Max 20mg/L	Max 30mg/L	N/A	N/A	Max 4000	N/A
Limits to water way	6.5-8.5	Min 2 mg/L	Max 15mg/L	Max 20mg/L	Max 20mg/L	Max 5mg/L	Max 600	Max 2
3-Jun-10	8.1	9.6	<5	8	-	5.4	< 1	-

Mirani discharge all effluent to the recycled water storage. The local cane farmers are not using effluent from the reuse storage dam for irrigation.

Commissioning of the main from the reuse storage dam to the Pioneer Valley Golf Club was carried out on the 14th May enabling the reuse of 9.57 ML of effluent in May and a further 16.68 ML in June from the storage dam.

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	June	May	April
Total Wastewater Treated	17.29	19.15	19.86
Average Daily Flow	0.58	0.61	0.66
Effluent Released at Outfall (ML)	0	0	0
Effluent Reused (ML)	16.68	9.57	0
% Effluent Reused	99	50.0	0
Target / Licensed Effluent to be Reused (%)	100	100	100
Effluent in Storage (%)	87	95.0	87.9
Tonnes of Biosolids Removed From Site (m3)	0	0	0
% Biosolids Beneficially Reused	0	0	0
No. of Pump Station Overflows	0	0	0
Estimated Volume of Overflow release	0	0	0

4.3.5 *Effluent Recycling*

Recycled Water usage in June is approximately 200 ML.

With the commencement of harvesting and planting, use of RW should increase.

There has been very little rainfall in recent weeks and this is likely to encourage more of the RW to be taken up. It must be recognised that any significant rainfall event will hinder RW usage.

The Pump Station at RWS 3 is now operating and flows out of the PS have varied between 30 l/s and 160 l/s.

Storage levels are as follows;

- RWS 2----- 78 %
- RWS 3----- 97 %
-

Farm Balance Ponds are generally very close to full supply level.

4.4 Network Reticulation Systems

4.4.1 *Civil Water Maintenance*

-
- 3 x repairs were undertaken on the Dumbleton raw water raising main in 3 locations. Hills Road, Palms Road, Weigunds Road.
 - 375 water main between Kelsey Creek and Midge Point was inspected for the first time since last November. And it should be noted there are a lot of trees down over the line that will need to be attended too.
 - Bakers Creek water treatment plant to RWS 3 storage dam was inspected to look for defects prior to end of its maintenance period.
 - New water mains were connected to the existing reticulation systems in 6 locations. Cuttersfield Drive, Marlborough Drive, Barnes Creek Road, Amelia Drive, River Street and Wellington Street.
 - A 200mm water main and 2 x 250mm water mains were replaced on Reservoir Road, Blacks Beach after failures of the AC collars were experienced.
 - All sand and gravel stockpiles have been inspected and maintained so as to comply with council guidelines.
 - All hydrants and valves have been located and marked at McEwans Beach and in the Paget area and some 20 hydrants have been raised to ground level after developers of large infrastructure in the area raised the surrounding ground heights.
 - 70m of water main have been lowered in Wattle Street Andergrove after it was discovered that it did not meet minimum ground cover requirements.
 - A major water leak on southern abutment of Plain Creek has been repaired. It has been approximated that some 50 ML of water per month for three months was lost from this leak.
 - A new humus bypass was installed at the inlet of the Sarina Sewerage Treatment plant to allow more accurate testing of effluent inflow.
 - 100mm water main was lowered new the Caltex service station in southern Sarina after it was exposed after Main roads works in the area.
 - Water main extensions have been carried out in Hospital Street, Bell-Anzac Street, Biltoft Street, Goonyella Avenue, Charles Taylor Street to allow for greater augmentation of the Sarina water network.

 - Installation of larger services and fire lines/met checks were installed at:
 - 29 Evans Avenue, North Mackay – 100mm Metcheck
 - 15-17 Success Street, Paget – 100mm Metcheck
 - 31-35 Interlink Court, Paget – 100mm Metcheck, 50 Meter
 - Crichtons Road Sewer Pump Station – 50 Meter
 - Leisure Court/Casey Avenue – 50 Meter
 - 12 Carl Street, Rural View – 50 Meter
 - 8 Coolum Court, Blacks Beach – 3 x 20mm Meter, 40 Poly
 - Alligator Creek Caravan Park Upgrade – 100mm water service

 - Backflow tests – installation/ replacement
-

-
- 6 private tests
 - 2 backflow audit
 - 1 backflow repair
 - 1 new installation – Crichtons Road
-
- Building maintenance was undertaken for internal departments at many different sites

4.4.2 Civil Sewer Maintenance

4 x new HCP connections were installed. 2 x Shakespeare Street and 2 x Broad Street.

- 13 x main holes were raised. Evan Street, Cemetery Road, Cuttersfield Drive, Interlink Court, Danastas Drive x 4, Steve Street, High Street, Pelorus Street
- 3 x manhole connections were undertaken. Andergrove Road, Amstead Drive & Brake Street.
- 60m of 150mm sewer has been relayed in Broad Street, Sarina to allow for a developer to proceed with a unit development.
- 2 x new manhole bases have been constructed. Casey Avenue & Andergrove Road.

4.4.3 Standard Maintenance

- 7 x HCP blockages were cleared. Salvinia Street, Finch Street, Patricia Street, Nicklin Drive, Hucker Street, Benson Street, Meadow Street.
- 12 x blockages were cleared in council public amenities. Blacks Beach toilets x 4, John Breen Park x 4, Blue Water Quay, Celeber Drive, Lamberts Beach, Northern Beaches Community Hall.
- 4 x HCP repairs were undertaken. Benson Avenue, Corella Way, Patricia Court, Irene Court.
- 6 x sewer main blockages were cleared. Meadow Street (identified as needing aligning), Swift Street, Field Street, McCormack Street, McKenny Street.
- 10 x manhole repairs to lids. Elizabeth Street, Davlyn Drive, Southgate Drive x 3, Oak Street, Broadsound Road, Quarry Street, Kenny Street, Mansfield Street.
- 1 x manhole internal backdrop was repaired in Interlink Court.
- 225m sewer effluent rising main at Sarina.

4.4.4 Mechanical/ Electrical Maintenance

No data has been entered into Hansen during June due to resourcing issues.

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

Entry of Hansen data for July will be conducted by Ken Martin and Troy Madden as a trial month to enable configuration of the system and to produce an electronically generated report.

4.4.5 CCTV Investigations

- New developments:
 - Valley Street Subdivision, MCC 588m
 - 17-19 Martin Street (lot reconfiguration) 15m
 - 11 Brake St (lot reconfiguration) 25m
- General Mains Investigations
 - Reline sewer mains audit (CBD) 117m
 - Kate O'Reilly's (House Drain) 25m
 - 5 to 11 Swift Street 66m
 - 19 Nicklin Drive 84m
- CCTV HCP
 - 10 were carried out. Main Street, Hoey Street, Loudon Street, Finch Street, Patricia Street, Hucker Street, Amstead Street, Salvinia Street, Benson Avenue, Irene Court

4.4.6 I/I Investigations

- 230 houses were smoke tested
- 54 man holes were located in the reticulation area.

120 advisory letters were dropped advising customers of forthcoming investigations in Mackay

4.5 **Trade Waste**

4.5.1 Main focus

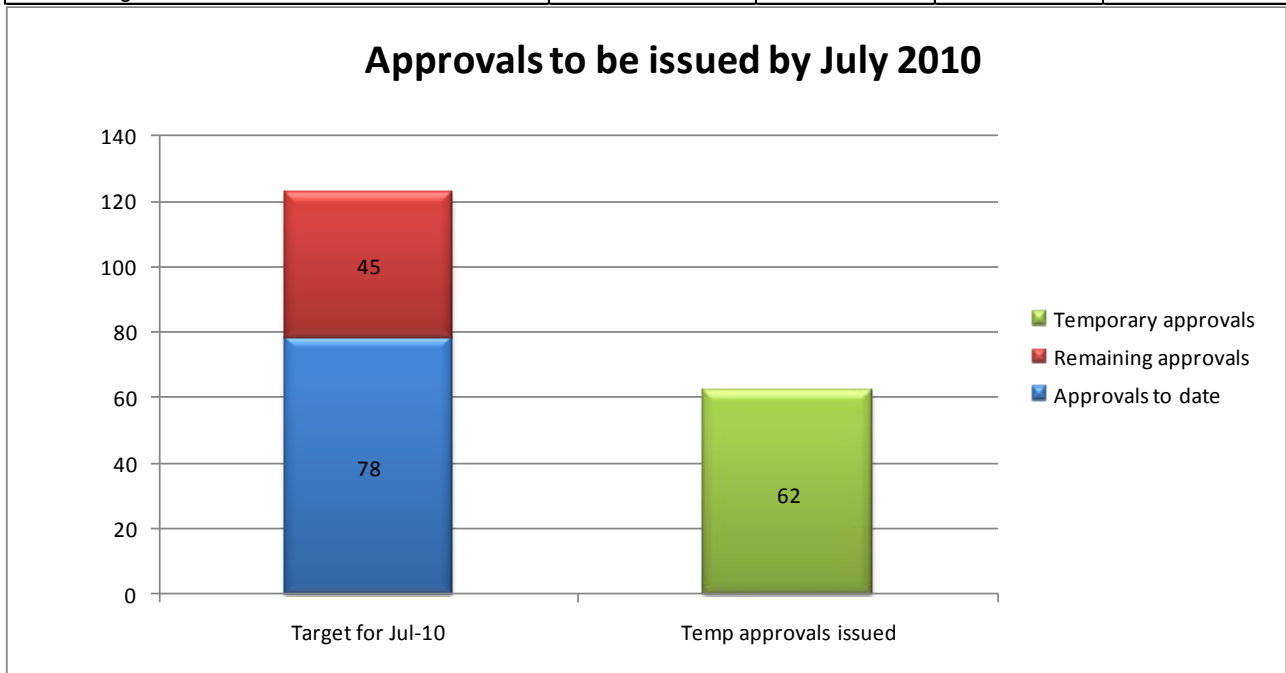
The trade waste implementation plan is progressing well. No further information sessions have been held whilst the team continues to concentrate on issuing approvals to all of the businesses contacted in the first two areas of the CBD implementation. Site Assessments on the third area within the CBD will be conducted before August 2010.

Site visits at businesses within the Sarina area will also be conducted to gather information regarding the number of trade waste generators, the number of pre-treatment apparatus', and the strength of trade waste discharged to sewer to help compile, along with sampling, accurate information required for a new sewerage treatment facility.

The vacant trade waste inspector position has been filled with Wayne Key commencing on 29 June 2010. The Trade Waste team is nearly complete with the 2nd Inspectors Assistant position hopefully to be filled before the end of the year.

5.4.2 Trade waste statistics

June 2010	Bakers Creek WWTP	Bucasia WWTP	Sarina WWTP	Mirani WWTP
Total approvals issued @ 30 June 2010	300	32	3	1
Current approvals issued @ 30 June 2010:	239	23	3	1
• Category 1	62	6	1	0
• Category 2	54	4	1	0
• Category 3	125	13	1	1
Applications under assessment @ 30 June 2010	6	0	0	0
Temporary approvals		0	0	0
Temporary approvals issued for June 2010	4	1	0	0
Temporary approvals awaiting formal approval @ 30 June 2010	62	1	0	0
Total non-generator assessments	238	0	0	2
Non-generator assessments for June 2010	1	0	0	0
Total approvals issued				
Approvals issued for June 2010:	10	0	0	0
• Category 1	0	0	0	0
• Category 2	6	0	0	0
• Category 3	4	0	0	0
Compliance tests performed	51	2	0	0
• Within set limits	14	0	0	0
• Exceeding set limits	8	0	0	0
Outstanding test results @ 30 June 2010	29	2	0	0



As at 30 June 2010, 45 Approvals remain outstanding from our target of 123. Over the past 12 Months, 78 new Full Approvals have been issued which is a marked increase from previous

years. A further 238 businesses were visited and deemed to be non-trade waste generating businesses.

The Trade Waste team has set itself the new target of 168 Approvals to be issued by 1 July 2011. 62 Temporary Approvals are currently awaiting formal Approval. To enable the formal approvals to be issued, there are various conditions of temporary approval that each property owner/trade waste generator must satisfy. The trade waste team is regularly monitoring progress of all temporary approvals issued, however, satisfaction of the temporary approval conditions is beyond the control of the trade waste team.

4.6 Plumbing

4.6.1 *Plumbing Inspections*

Inspections

Inspection Type	June 2010
Booked Inspections	446
Additional Inspections	11
Urgent Inspections (Form 3)	35
Total	492

The number of booked inspections carried out for June was 446 with an additional 11 inspections booked directly through plumbing inspectors and 35 Form 3 inspections.

Plumbing inspection requests during June continued to accumulate at a rate where we were unable to carry out all inspections requested within the 48 hour timeframe allowed for under legislation. A contributing factor to the number of inspection requests received in June was the expected increase in building works leading up to the end of financial year. The plumbing inspectors are continuing to carry out extra inspections upon request, however this is continuing to affect the office time required to finalise inspection procedures. This situation will again be monitored for July to avoid plumbers lodging a Form 3 under legislation.

4.6.2 Plumbing applications

Applications

Location	June 2010 Received	June 2010 Decided	Information Requests Issued	Average Days to Decide	June 2009 Received
Central	117	100	18	14	79
West	39	24	1	10	48
South	20	20	1	10	14
Total	176	144	20	11	141

The total number of plumbing applications received for June 2010 was 176, compared to 141 for June 2009. Of the 176 applications received, 117 related to the Central & North region, 39 related to the West region and 20 related to the South region.

The total number of plumbing applications decided during June 2010 was 144. Of the 144 applications decided, 100 related to the Central & North region, 24 related to the West region and 20 related to the South region.

The total number of information requests issued during June 2010 was 20 of which 18 related to the Central & North region, 1 related to the West region and 1 related to the South region. Of the 20 information requests issued, 17 related to lack of required supporting documentation (ie. omission of a soil test report, drainage design plan or wastewater management report). The proposed Checklist and Fact Sheet (referred to below) will assist in reducing the number of information requests for basic supporting documentation.

The plumbing inspectors are in the main continuing to meet legislative requirements in the turnaround times for compliance assessment. The backlog of applications experienced in May was relieved and processing of applications throughout June has been consistent resulting in no backlog as of 30 June 2010.

A session on streamlining the plumbing process was held on 15 June 2010 to identify key areas for improvement. Actions have been identified, particularly in relation to improving the quality of plumbing applications received to reduce the number of improperly made applications being received (primarily due to insufficient supporting documentation being provided with the application). This results in a delay in processing of the application by administration staff and ultimately, a delay in the application being assessed by a plumbing inspector. Education is the key to improvement and the plumbing department is currently devising a Checklist (for use by applicants and CSC staff) and Fact Sheet outlining supporting documentation requirements.

Regular sessions will be held to monitor actions and outcomes and to continue the improvement process.

The Department of Infrastructure and Planning has advised that electronic lodgement of plumbing applications via Smart eDA will be available in the next couple of months. Contact has been made with the Department of Infrastructure and Planning expressing our interest in

participating in any trial for the “roll out” of the program. To date, we have participated in a teleconference to review screenshots of the electronic lodgement process. We will continue to liaise with Department of Infrastructure and Planning regarding progress of the “roll out”.

5 WASTE SERVICES

5.1 Management

- Waste Services coordinators attended AS2414 training held on the 2nd June 2010. Waste Services will be delivering significant capital projects in the near future.
- Evaluations have commenced on the tenders for MRC2010-054 Resource Recovery and MRC2010-053 Green Waste Management.
- Work has commenced with AURECON on the design for the closure works at Bayersville, Hay Point, Otterburn and Sarina and new transfer stations at Hay Point, Otterburn and Sarina.
- Proposals have been invited for landfill gas management for the regional waste facilities. Submissions for these will close in July 2010.
- Work on the site based management plans (S.B.M.P.) for Hogan’s Pocket and Paget, continued. Drafts have been received and reviewed. It is expected that these will be finalised in August following feedback from Waste Services Officers.

Active Waste Disposal Sites

Active Waste Disposal Sites:	June			May		
	Inspections	Actions required	Actions completed	Inspections	Actions required	Actions completed
Hogans Pocket L/F	12	0	0	16	5	5
Paget T/S	26	3	3	21	4	4
Bloomsbury T/S	2	1	1	2	0	0
Kolijo T/S	2	1	1	1	0	0
Kuttabul I/B	3	1	1	7	4	4
Seaforth T/S	1	1	1	2	0	0
Sarina L/F	2	1	1	16	5	2
Hay Point L/F	2	1	1	20	2	1
Koumala T/S	1	1	1	3	0	0
Colston I/B	0	0	0	1	1	1
Otterburn L/F	7	1	1	14	3	3
Gargett L/F	2	1	1	12	3	3
Finch Hatton T/S	3	2	2	11	2	2
Eungella T/S	1	0	0	3	0	0

Greenwaste Sites

Greenwaste Sites:	June			May		
	Inspections	Actions required	Actions Completed	Inspections	Actions required	Actions completed
Bayersville	5	3	3	4	0	0
Walkerston	2	1	1	5	0	0

Bucasia	2	1	1	4	0	0
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Closed Waste Sites

Closed Waste Sites:

	June			May		
	Inspections	Actions Required	Actions Completed	Inspections	Actions required	Actions completed
Illawong (Far Beach)	4	3	2	5	1	1
Bakers Creek	0	0	0	0	0	0
Eton	0	0	0	2	0	0
Habana	0	0	0	0	0	0
St Helens	0	0	0	1	0	0
Midge Point	2	2	2	5	3	3
Rural Bin Sites	0	0	0	0	0	0
Seaforth L/F	1	1	0	4	0	0
Koumala	0	0	0	2	0	0

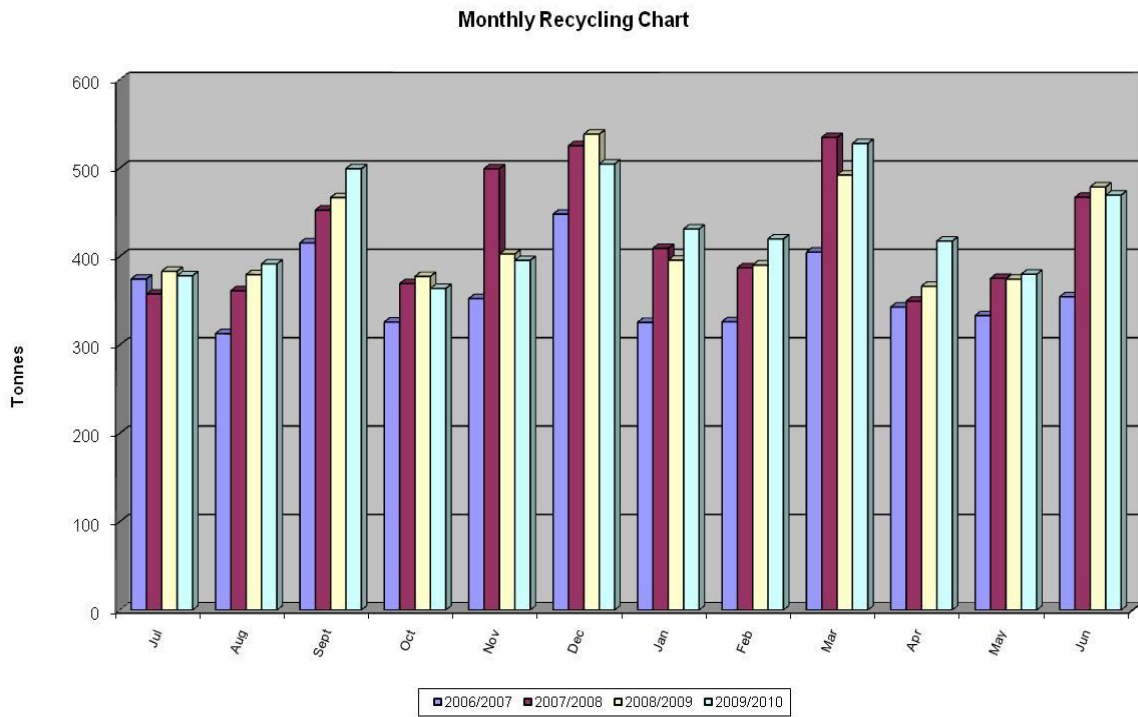
Waste Site Transactions (Receipts Issued)

Transactions (Receipts Issued):	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
Hogans Pocket L/F	3	19	19	44	27	32	31	18	17	31	13	11	8
Paget T/S	8,468	9,259	7,832	14,508	8,871	10,740	10,355	8,160	9,724	9,264	7,875	8,396	8,512
Bloomsbury T/S	97	124	151	370	99	179	157	202	146	106	153	137	107
Kolijo T/S	127	180	109	151	138	157	169	244	155	114	208	136	143
Kuttabul I/B	153	185	194	182	132	175	166	126	180	166	165	176	207
Seaforth T/S	211	278	238	965	232	415	313	501	292	311	257	268	319
Sarina L/F	362	501	466	1,455	431	707	707	389	646	692	529	667	726
Hay Point L/F	238	255	223	717	196	383	302	460	633	560	446	576	482
Koumala T/S	22	29	23	47	17	34	45	42	58	42	46	57	45
Otterburn L/F	338	411	444	1,478	369	367	486	347	495	413	359	453	422
Gargett L/F	92	124	121	273	95	136	160	79	119	123	94	131	128
Finch Hatton T/S	52	57	53	203	61	94	80	54	91	97	77	98	89
Eungella T/S	36	66	15	76	55	78	71	54	58	42	32	47	53
Bayersville Greenwaste Facility	549	819	2,681	5,412	864	1,139	671	847	970	966	640	556	777
Walkerston Greenwaste Facility	126	175	997	1,899	203	216	137	158	184	175	124	149	165
Bucasia Greenwaste Facility	398	594	3,074	6,273	517	615	490	594	657	683	507	451	472

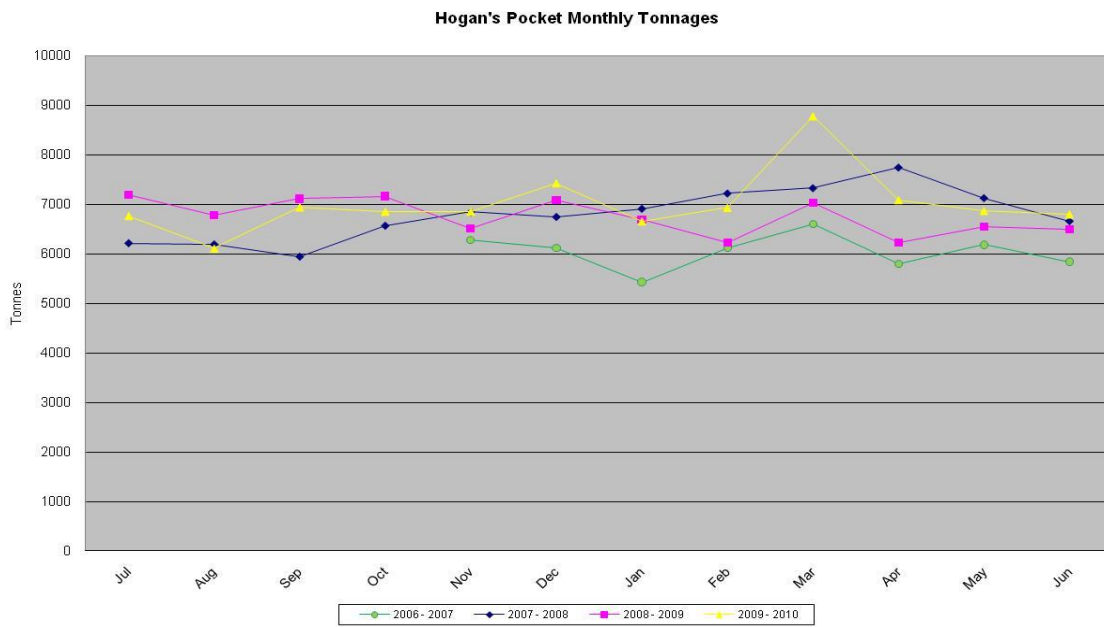
Collection Services

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

Recycling Collection



Waste Disposal Monthly



Environmental Education Performance Report June 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:

- A visitor to our region requested a visit of the Materials Recovery Facility.
- St Mary's School (Joint Waste & Water session) - 44 Year 4 students and 3 adults.

EcoExpo

- Prepared for the inaugural EcoExpo organised by the Mackay Conservation Group to celebrate World Environment Day.
- Attended EcoExpo organised by the Mackay Conservation Group on 6 June.
- Invited the media to visit the Waste and Water display at the EcoExpo and they included a short segment in the local news interviewing Greg Thomsen about recycling.

Competitions:

- The 2010 recycling art competition for schools closed on Friday 4 June. Entries were judged by Cr Greg Thomsen, Cr Deirdre Comerford and Cr George Christensen.
- Award certificates and prizes were presented on parade to each school that won a prize by one of the councillors who judged the competition.

Promotions:

- Liaised with Corporate Communications to produce a press release and photo regarding the winners of the recycling art competition. A news story appeared in several regional newspapers and was disseminated to Great Barrier Reef Marine Park Authority and Veolia Environmental Services for their respective newsletters.

Conference / meetings:

- Attended Mackay Conservation Group meeting on 1 June for EcoExpo planning.
- Attended Landcare in the Gardens planning meetings 9, 16 and 23rd June.
- Attended Reef Guardian Council meeting on 23 June.

Reef Guardian Council Action Plan

- Provide ongoing liaison with all stakeholders of the Reef Guardian Council action plan for the Mackay Regional Council.
- Continuous improvement and updating of the action plan.

Website:

- Liaised with Kylee Gilbank to update website information.

Recycling Bin Inspection Program

CFT Security finished the bin inspection program on the 10 June. Results are as follows:

Results of six weeks of inspections: WEEKS 1, 3, 5

Day	Date	Suburb	Number inspected	Major contamination (X Sticker)	Minor contamination (Letterbox drop)
Monday	19/04/10	North Mackay	86	5	1
	03/05/10	North Mackay	126	11	8
	17/05/10	North Mackay	Nil inspections due to illness		
	31/05/10		87	13	nil
Tuesday	20/04/10	Slade Point	157	6	6
	04/05/10	Slade Point	158	16	9
	18/05/10	Slade Point	147	10	6
Wednesday	21/04/10	South Mackay	Nil inspections due to illness		
	05/05/10	South Mackay	94	14	2
	19/05/10	South Mackay	118	10	2
	02/06/10	South Mackay	113	14	6
Thursday	22/04/10	Andergrove	117	4	17
	06/05/10	Andergrove	142	19	4
	20/05/10	Andergrove	80	10	3
Friday	23/04/10	Dolphin Heads	75	2	12

	07/05/10	Dolphin Heads	72	21	nil
	21/05/10	Dolphin Heads	59	10	1
TOTALS			1634	165	77

Results of six weeks of inspections: WEEKS 2, 4, 6

Day	Date	Suburb	Number inspected	Major contamination (X Sticker)	Minor contamination (Letterbox drop)
Monday	26/04/10	Walkerston	75	Nil	4
	10/05/10	Walkerston	103	18	1
	24/05/10	Walkerston	99	10	3
Tuesday	27/04/10	East Mackay	134	1	5
	11/05/10	East Mackay	81	18	2
	25/05/10	East Mackay	85	14	1
Wednesday	28/04/10	Seaforth	61	5	19
	12/05/10	Seaforth	73	8	3
	26/05/10	Seaforth	56	5	nil
Thursday	29/04/10	Ooralea	86	6	12
	13/05/10	Ooralea	101	17	2
	27/05/10	Ooralea	Nil inspections due to illness		
	10/05/10	Ooralea	93	10	2
Friday	30/04/10	Glenella	150	5	17
	14/05/10	Glenella	144	7	nil
	28/05/10	Glenella	150	18	3
TOTALS			1491	142	74

Note:

Some residents removed contaminants on the spot and presented their uncontaminated bin for collection.

Difficulties experienced with bin inspection program:

- Some residents are aware that if they remove the sticker and present the contaminated bin it will be collected.
- The program creates a large amount of work with administration requirements, customer enquiry requests and the need to visit residents. Often the work generated by the bin inspection program is unable to be consistently addressed, due to lack of available time by staff to do follow-up work. Often other work priorities take precedence over the work generated by this program. The recycling bin inspection program alone produces enough work to gainfully employ one person full time. At present staffing levels do not allow for this to happen.

Summary of inspection results and points for consideration:

- In total, 3125 recycling bins were inspected over the 6 week period. Approximately 10% of the bins had major contamination approximately 5% had minor contaminations.
 - It is assumed that a percentage of major and minor contamination is missed as the inspection only reveals items seen on top of the load and any concealed items in the bottom of the bin are missed.
 - The bin inspection program is very beneficial in identifying properties that present more than one bin for collection and has assisted with other programs to check and alter this exploitation.
 - The bin inspection program provides face to face contact with resident's who seek to clarify the requirements with recycling.
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