
Executive Summary: Water and Waste Services Performance Management Report December 2009/ January 2010

For the half year period the budget is tracking well in relation to revenue and expenditure. The overall capital program is behind the anticipated spend at the same point in time. This is now being reviewed to identify the impacts of delays to projects and whether there are opportunities to bring projects forward.

Results from the water customer satisfaction surveys for the period from September 09 to October 09 were again very good showing a high degree of satisfaction from customers in relation to our customer request response.

The CTM Water Alliance held its inaugural meeting on the 11 December 2009. Cr Comerford was elected the Chair of the Alliance Executive Committee. The first meeting established the direction and expected outcomes from the CTM Water Alliance.

A number of planning reports such as inflow/Infiltration (I/I) strategy, System Leakage Management Plan and the Mackay Sewerage Strategic Planning Strategy are nearing finalisation and briefings will be programmed with council shortly.

The roll out of the trade waste program into the CBD has commenced and additional consultations sessions are now scheduled.

The waste services area has finalised its Draft Waste Strategy for the region and a briefing has been provided to councillors. The strategy report will be presented to council to seek formal adoption on the 24 February 2010. The Haypoint landfill ceased acceptance of commercial waste as of the 1st December.

Director Water and Waste Services

**Performance Management Report
December 2009/ January 2010**

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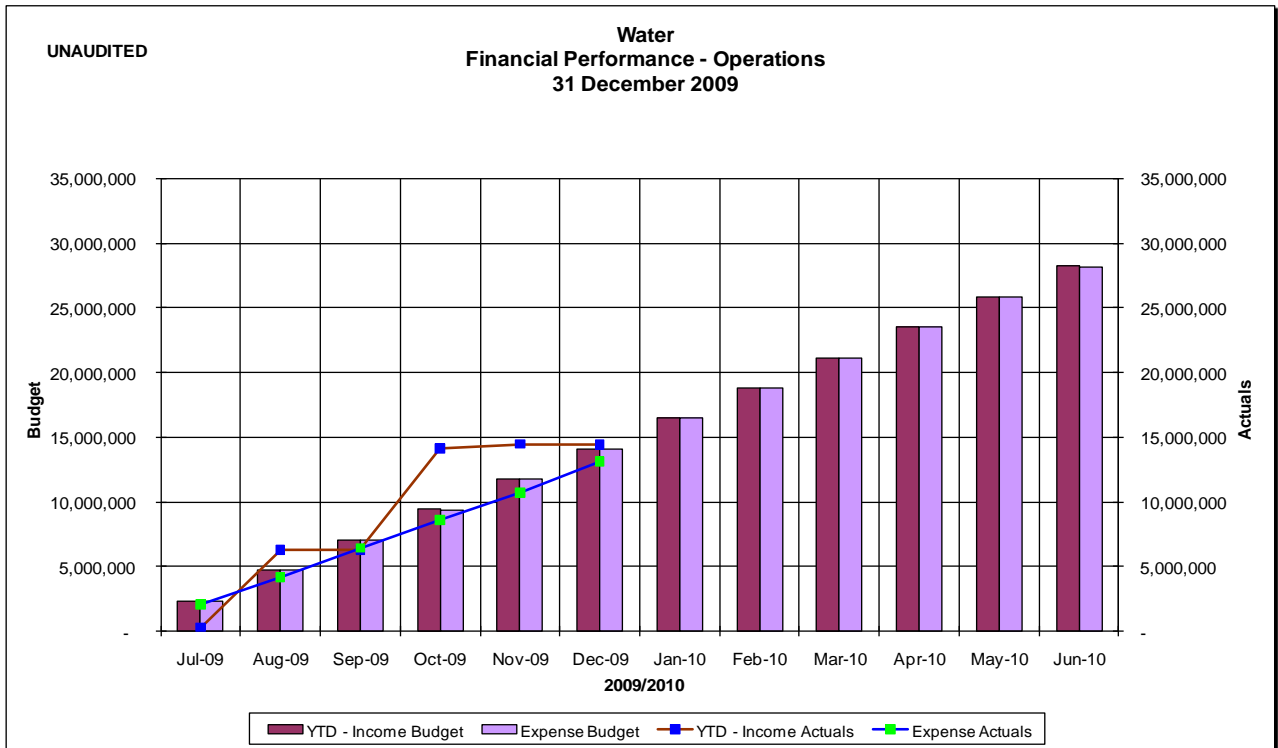
1 BUSINESS SERVICES

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. The performance of the three program areas is shown below for the period ending December 2009.

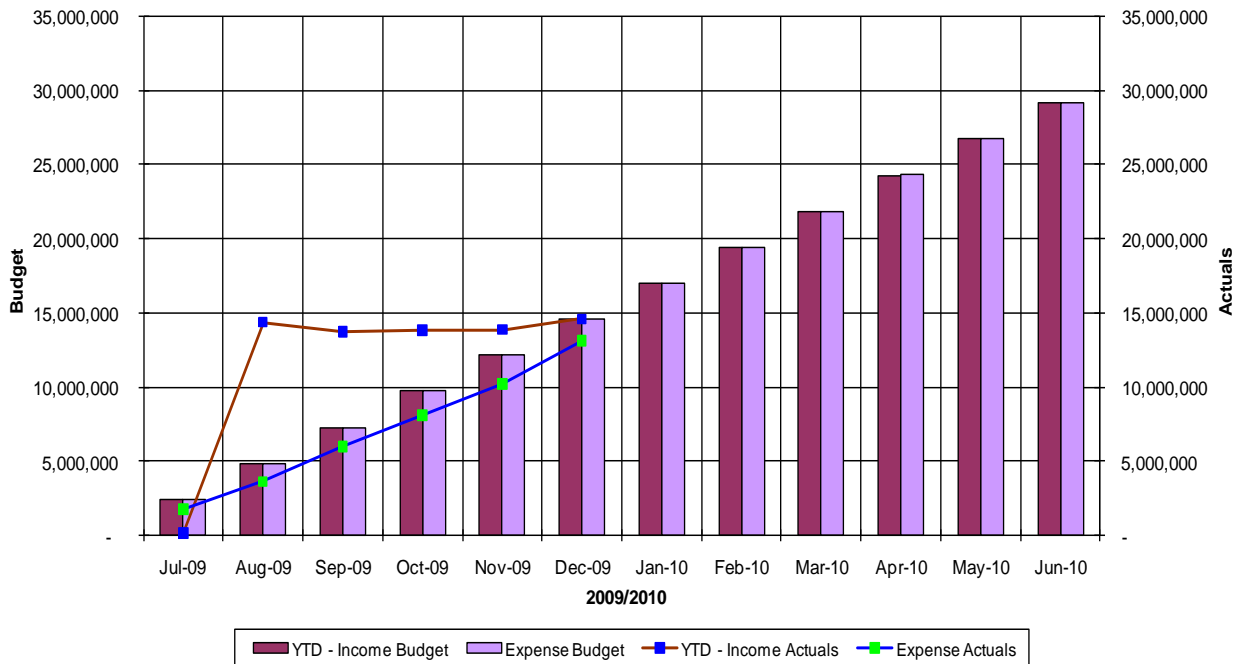
The Acting Manager attended a QTC modelling workshop in Brisbane with the Finance & Administration Coordinator to trial the new regulatory pricing model.

Financial Performance of Individual Business Unit Areas



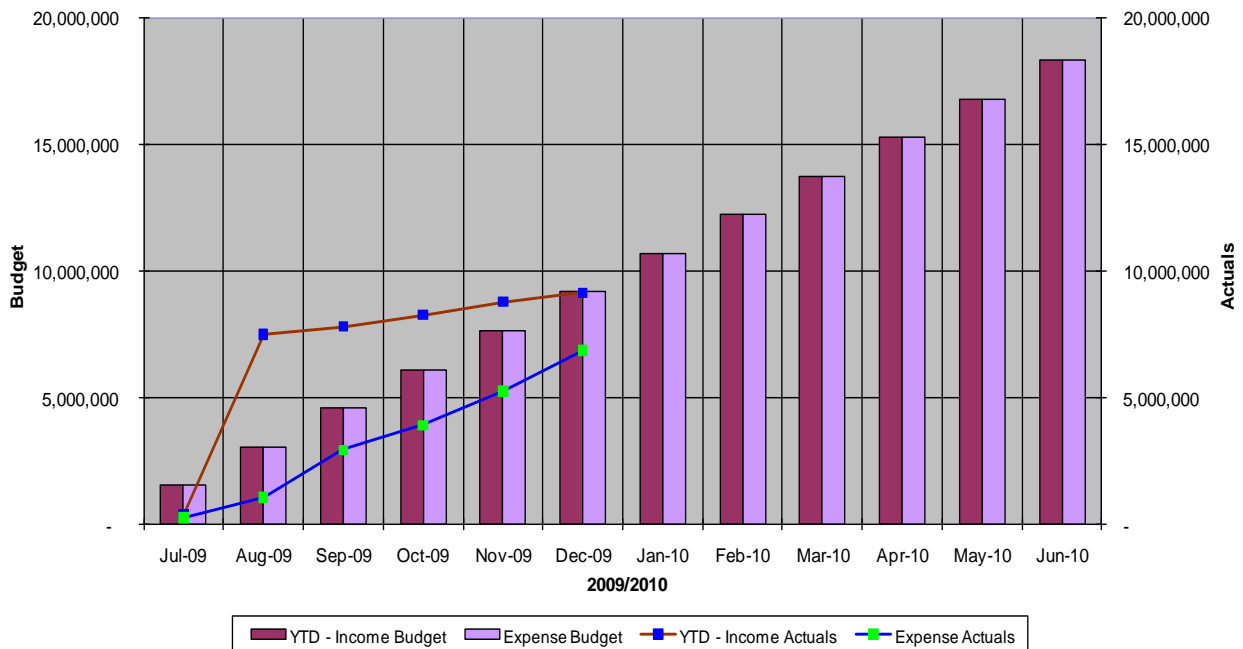
UNAUDITED

Sewerage Financial Performance - Operations 31 December 2009



UNAUDITED

Waste Services Financial Performance - Operations 31 December 2009



1.2 Customer Service

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

- Monthly meeting held with Customer Service Manager
- Consultation with the customer service team was undertaken on the communication and inspection programs for trade waste and inflow and infiltration
- 15 water exemption applications processed for December/January
- Water rebate approvals have remained steady with 5 approved and processed and 6 rainwater tank rebate applications still in the approval process for December/January
- Customer service received 119 water restriction enquiries in December and 33 in January, 2 fluoride enquiries (1 each in the north and south areas) in December and nil in January and 6 enquiries about Trade Waste in January.

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 December 2009												
	Applications Lodged				Applications Finalised				Applications Outstanding			
	20mm	25mm	>25mm	Total	20mm	25mm	>25mm	Total	20mm	25mm	>25mm	YTD
2008/2009	13	0	5	18	6	0	4	10	7	0	1	8
Jul-09	73	0	7	80	56	0	0	56	24	0	8	32
Aug-09	85	0	10	95	34	0	0	34	75	0	18	93
Sep-09	82	0	12	94	121	0	17	138	36	0	13	49
Oct-09	85	0	13	98	45	0	4	49	76	0	22	98
Nov-09	89	0	10	99	122	0	20	142	43	0	12	55
Dec-09	64	0	8	72	49	0	4	53	58	0	16	74
Total 09/10	478	0	60	538	427	0	45	472				
Note: There are 7 20mm & 1 >25mm Outstanding Applications that have carried over from 08/09												

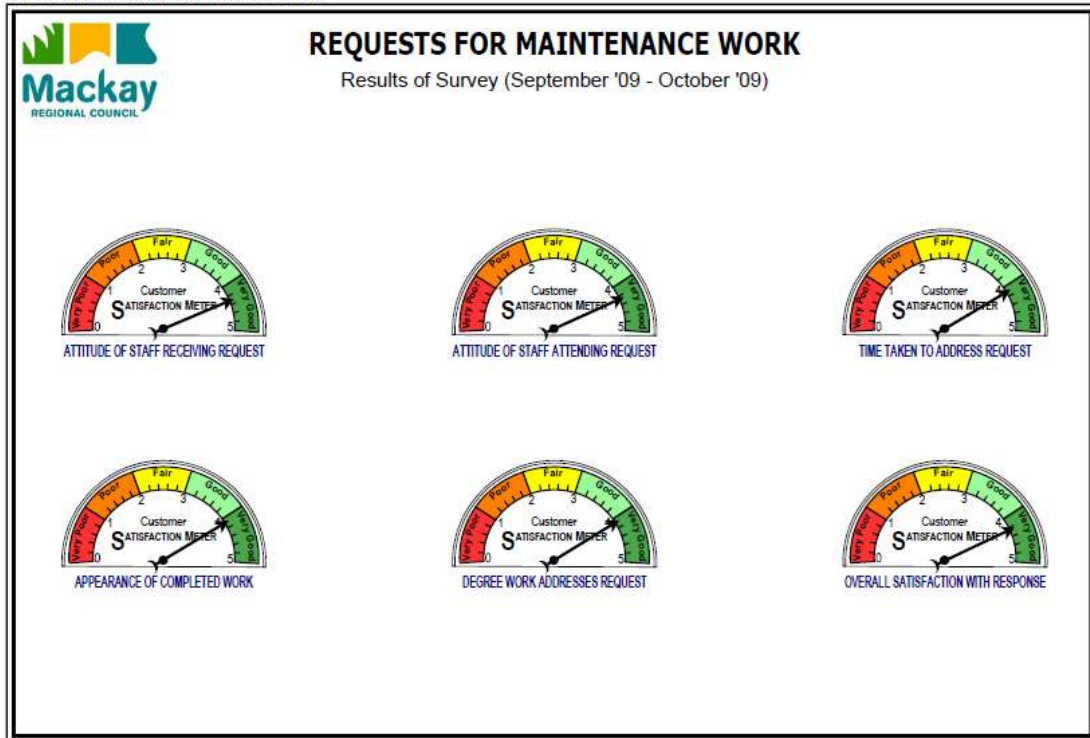
Water Meter Applications for period ended 31st January 2010

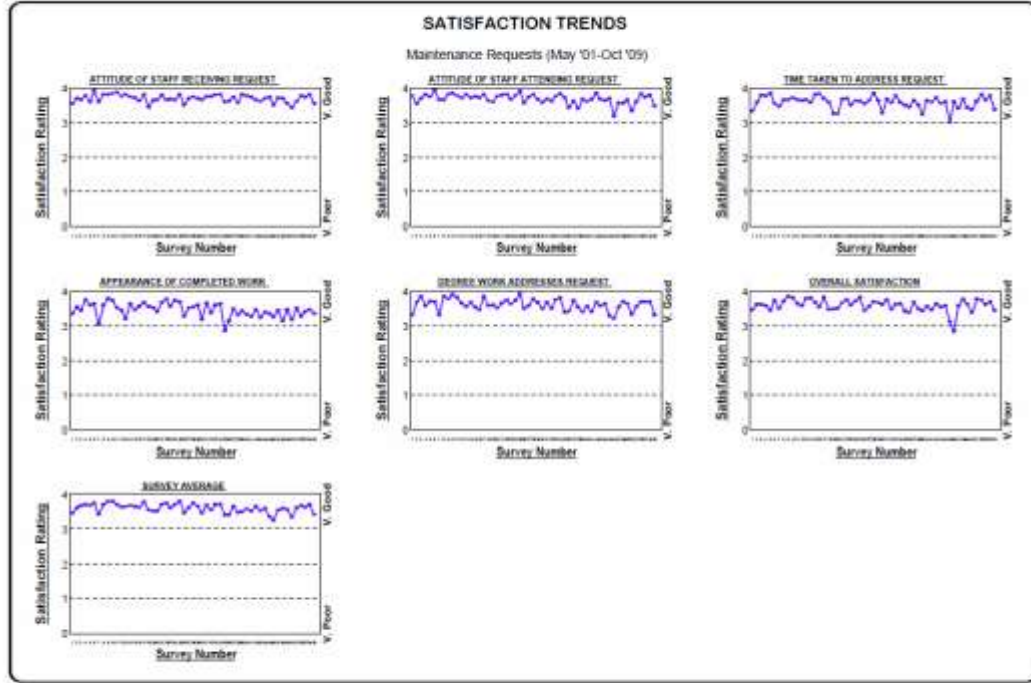
	Applications Lodged				Applications Finalised				Applications Outstanding			
	20mm	25mm	>25mm	Total	20mm	25mm	>25mm	Total	20mm	25mm	>25mm	YTD
2008/2009	13	0	5	18	6	0	4	10	7	0	1	8
Jul-09	73	0	7	80	56	0	0	56	24	0	8	32
Aug-09	85	0	10	95	34	0	0	34	75	0	18	93
Sep-09	82	0	12	94	121	0	17	138	36	0	13	49
Oct-09	85	0	13	98	45	0	4	49	76	0	22	98
Nov-09	89	0	10	99	122	0	20	142	43	0	12	55
Dec-09	64	0	8	72	49	0	4	53	58	0	16	74
Jan-10	54	0	5	59	30	0	5	35	82	0	16	98
Total 09/10	532	0	65	597	457	0	50	507				

Note: There are 7 20mm & 1 >25mm Outstanding Applications that have carried over from 08/09

Customer Satisfaction Survey Results

WATER & WASTE SERVICES - Water Services





Thursday, January 28, 2010 © Mackay Regional Council

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 January 2010						
Customer Request System - Pathways						
	Jan-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	1	2	3	42	24	66
Water Service - Backflow Prevention Devices			-	3	-	3
Water Main - Broken/Leaking	8	8	16	48	92	140
Water Main - Replacement			-	-	-	-
Water Meter - Broken/Leaking	77	37	114	545	200	745
Water Miscellaneous	11	2	13	103	19	122
No Water	5	4	9	38	37	75
Low Water Pressure	5	2	7	50	6	56
Dirty Water / Cloudy Water	9	5	14	58	19	77
Water Odour/Taste/Smell	3	2	5	12	6	18
Public Amenities	13	-	13	84	13	97
Repair Park & Rec facilities - exclude public amenity	1	1	2	11	8	19
Water meter rewasher or leaky stopcock	12	4	16	139	24	163
Water Service Broken/Leaking	84	40	124	560	180	740
Water Service Replacement	1	-	1	1	-	1
Water Service - Subsidence in Ground			-	2	-	2
MRC Community Hall Repairs	2	-	2	7	-	7
Repair to MRC Pensioner Cottage	2	-	2	18	-	18
Alleged Breach of Water Restrictions	3	-	3	23	4	27
Water Leak	1	2	3	22	12	34
Drinking Fountains			-	17	1	18
WATER TOTAL	238	109	347	1,783	645	2,428
Statistics for Sewer						
Broken Manhole			-	7	-	7
Building Over Sewer Enquiries			-	-	-	-
Hit through sewer pipe / Breaks	1	-	1	4	-	4
Sewer Miscellaneous	6	-	6	21	5	26
Sewerage Overflows/Spillage	-	4	4	13	8	21
Public Toilets			-	8	4	12
Pump Station Faults			-	-	-	-
Sewerage Blockage	5	6	11	46	21	67
Sewerage Smell	1	-	1	11	5	16
Subsidence in Ground	2	-	2	13	-	13
Copies of Plans & Sewer Plans & Depths	106	-	106	710	1	711
SEWER TOTAL	121	10	131	833	44	877
GRAND TOTAL	359	119	478	2,616	689	3,305

Backflow Licensing

BACKFLOW TESTING UNDERTAKEN BY MACKAY WATER & WASTE to 31st January 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 2009	272	272	285	13
31 August 2009	99	371	114	15
30 September 2009	159	530	195	36
31 October 2009	119	649	130	11
30 November 2009	67	716	114	47
31 December 2009	69	785	126	57
31 January 2010	13	798	117	104
BACKFLOW REGISTRATIONS				
Number of registered devices	2,192			
Number of active licenses	603			
06/07 No of outstanding licenses	2			
07/08 No of outstanding licenses	4			
08/09 No of outstanding licenses	28			
09/10 No of outstanding licenses	89			
% of Outstanding Licences	20%			

1.3 Human Resource Management

- The directorate had a total of 28 vacancies
- The following positions were filled: Project Engineer (Nebo Road), 2 x Trainee (Infrastructure Delivery), Laboratory Technician, Senior Engineer, Administration Officer (Business Services), Mechanical Fitter, Manager Business Services, Plumber
- The following positions were vacated: sampler
- Four safety hazard inspections were undertaken during the months of Dec and Jan and rectification action plans completed.
- Officers attended 44 courses for compulsory development training during the months of December 2009 and January 2010 (refer table below)

Training Course Name	Qty Dec 09	Qty Jan 10
WH&S Rep & PINS	3	0
MRC Induction	15	3
Anti Harassment & Discrimination	4	0
Finance 1	1	0
CPR Refresher	2	2
Authorised Person	0	11
Transition to Microsoft 2007	0	3

- Incident Reports for the months of December 2009 and January 2010

Incident Type	Qty Dec 09	Qty Jan 10
No Time Lost (NTL)	1	2
Medically Treated Injury (MTI)	0	0
Lost Time Injury (LTI)	0	0

Non Injury incident (NII) - Near miss	0	2
Public Incident	4	0

1.4 Statutory Reporting

There was no Statutory Reporting due in December.

In January, the Point Source Database (PSD) was submitted to the Department of Environment and Resource Management (DERM). The PSD is a database which collects the results of the quality of the two big wastewater treatment plants in Mackay on a quarterly basis.

Due to some data being unavailable, an extension was sought for the Drinking Water Quality Report due to DERM by the end of January. The report was submitted on the 2nd of February. The report details the quality of the drinking water across the 11 different water supply schemes in the Mackay region.

The CTM Water Alliance provided a response to the draft Local Government Regulation for Finance & Reporting.

1.5 Communication

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

- Directorate promotion – updated MRC webpage with water usage stats, water interruption notices, trade waste information, fluoride information and waste services information
- Communication plans:
 - the trade waste communication plan commenced on 11 January 2010 and will run until the end of March; the first month included 80 commercials on Seven, 58 on Win, 117 on Sea FM, 128 on Zinc, 90 on 4MK, 3 advertisements in the Daily Mercury and an article produced for Council's In Focus magazine; the first two trade waste information sessions for business owners were held on 18 January, 48 invitations were sent to businesses, 18 people attended the afternoon session and 6 attended the night session.
 - the inflow and infiltration communication plan was booked and ready for implementation on 1 February 2010, due to delays with the implementation plan the advertising has been postponed until March; the television and radio commercials were recorded.
- Internal communication – Stories submitted to the Grapevine for both Water and Waste Services

1.6 Governance

The following activities have occurred for the month:

- Standard Operating Procedure - 19 reviewed ready for finalization, awaiting outcome of SafePlan formatting prior to sign off
- Immunisation and Infection Control Policy, Internal Operating Procedures x 2, Fact Sheets x 4, Infection Control Risk Assessment Calculator, and associated Application and Prescription Request forms x 6 are being written and developed in association with Health & Regulatory and Workplace Health & Safety.
- Emergency Response for the GE Money Building undergoing development in association with Building Services. Building Wardens trained and planning meeting for implementation scheduled
- Attended Risk Management committee meeting

- Telephone conference with CTM business services champions to discuss networking forums for the six alliance groups

1.7 Scientific and Analytical Services (SAS)

New Monitoring Projects and Highlights

In December SAS continued with the Sarina Raw Sewage Characterisation Project. This project involves intensive sampling of the raw sewage over a five-week period. The results of this project will be used for the design of the new treatment plant at Sarina. SAS will conduct the same sampling regime in June next year so that there is both summer and winter data available for the design process.

December saw the commissioning of the Fluoride dosing at the Nebo Road WTP. SAS undertook process verification testing, and has implemented a monitoring plan that will meet the statutory requirements covered in the *Fluoride Code of Practice*.

In January, SAS has been assisting Tenix in disinfection optimisation at the MSWRF. This is to ensure that there is more consistent dosing of chlorine to ensure good water quality, and to help reduce unnecessary chlorination, and operational costs.

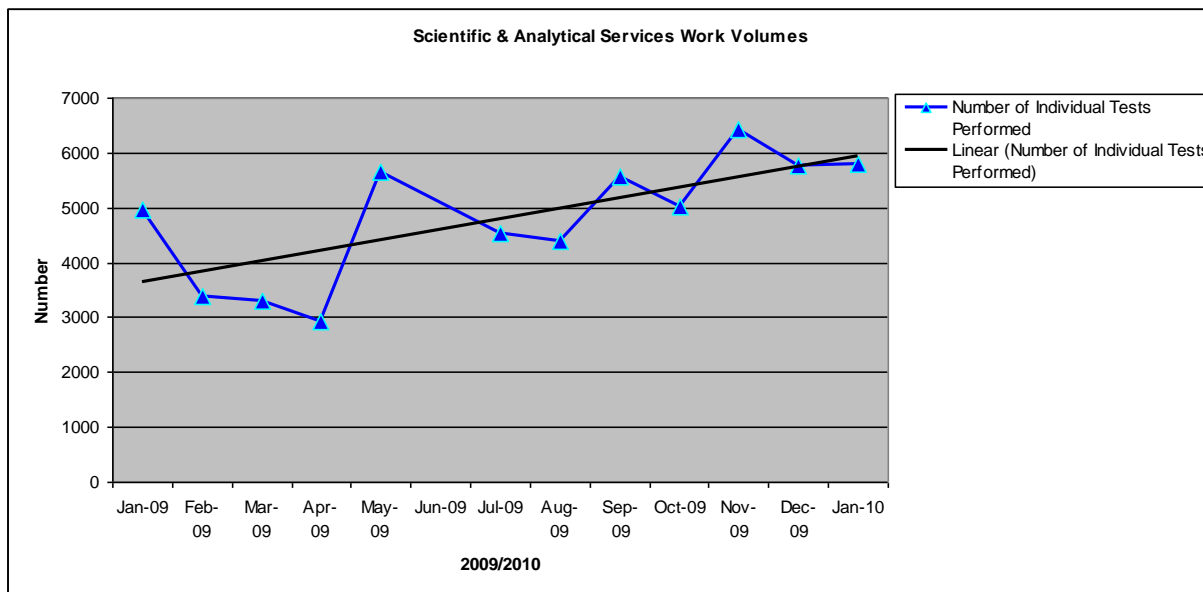
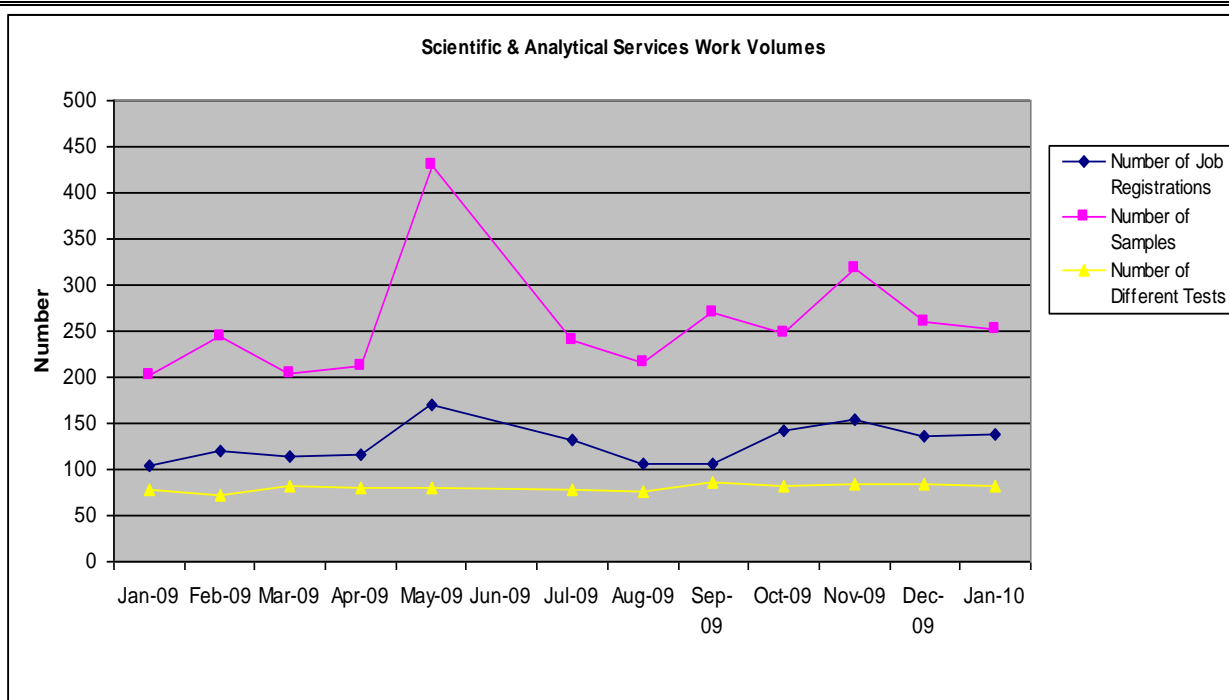
January was the second busiest month ever recorded by SAS with November 09 being the busiest on record. The SAS staff, were required to work through the Christmas break in order to meet the statutory requirements of the business and should be commended since a number were on leave. The loss of one of the samplers put additional strain on the available resources.

The table below lists the performance of the SAS Laboratory up to Jan 2010.

	December 09		January 10	
	Current	Previous 12 Months	Current	Previous 12 Months
Registrations	137	1603	138	1644
Samples	261	3216	252	3308
Test Types	85	119	83	119
Individual Tests	5763	56833	5784	60269
Clients	24	42	22	41
Breakdown of Registrations				
	Dec 09		Jan 10	
Mackay Water	66 (48.2%)		55 (39.9%)	
Other Council Departments (Incl Trade Waste, Strategic Planning, and Aquatic Facilities)	51 (37.2%)		72 (52.2%)	
External Clients	20 (14.6%)		11 (7.9%)	

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

The tests performed by the laboratory are detailed in the table below.



1.7.1 NATA accreditation

SAS is continuing with finalising the documentation that is required in order for the final NATA assessment to occur. It is expected that the documentation will be submitted to NATA in March. The final assessment has been tentatively booked with NATA for the end of March and early April.

2 PLANNING AND SUSTAINABILITY**Resourcing**

The Manager Planning and Sustainability, Kylie Rogers, commenced maternity leave in mid December. Linda Pearson from Development Services commenced in an acting role until December 2010. In that intervening period part time assistance was provided via the MIA.

Activity No.	Project / Activity	Status	Critical Issues
1. Strategic Asset Management			
1.1	Capture of Asset data	<p>Continuing to enter sewer assets in the MRC area into the Hansen database. Estimated 75% complete. Anticipated effort to complete Water & Waste data input is 240 person hours. Assuming two people full time this work will be completed by end February 2010.</p> <p>Water is only 20% complete (significant amount more data entered, however accuracy not confirmed). Anticipated effort required to complete water data input is 900 person hours. When the sewer data entry is completed staff will transfer to the water task. Anticipated completion end June 2010 assuming two people full time. Ongoing liaison with Councils Asset Management team continuing.</p>	<p>Limited plans available for asset data capture. Being addressed through inspection program and knowledge transfer from long serving employees.</p> <p>To cover MRC staff leave one MIA staff member was assisting with the data entry.</p> <p>Completion of this work has been identified as a high priority.</p>
1.2	Inflow and Infiltration Strategy for entire MRC Region	<p>Implementation Strategy Management Plan has been completed.</p> <p>An “approved inspection program” report is being finalized to be considered for adoption by Council in the coming weeks. When adopted then the Communication Plan and public notices along with advertisements will be commenced.</p> <p>It is anticipated that the inspection program will commence in March.</p>	<p>Adoption by Council for approval under Local Government Act for approved inspection program.</p>

1.3	System Leakage Management Plan	Document finalised for approval. Recommendations to be reviewed and resources are being identified to implement the plan.
1.4	Water Supply Disinfection for Mackay City	Investigation being undertaken to ensure the effectiveness of the chlorination disinfection system.

Activity No.	Project / Activity	Status	Critical Issues
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2. Strategic Infrastructure Planning

2.1	Mackay Water Supply Hydraulic Model for Mackay City	Work on the all-pipes model will be amended as and when accurate information concerning assets becomes available. As indicate in above this is anticipated to be end June 2010.	Digitisation and data capture process is the critical path item – undertaken in conjunction with Activity 1.1 above.
2.2	Sewerage Hydraulic Model for Mackay City	Work on the all-pipes model will be amended as and when accurate information concerning assets becomes available. As indicated in above this is anticipated to be end February 2010.	As per item 2.1 above.
2.3	Sewerage Strategy Report for Mackay City	Updated draft report submitted by MIA. Some comments received and being reviewed by MIA to finalise report	An internal briefing raised some issues to be considered before the scheduled briefing to Council on February 24 th .
2.4	Regional Water Supply Report	Reviewing report prepared for way forward on Regional Water schemes. Current focus is Eton, Bloomsbury & Finch Hatton supply due to operational issues highlighted. Short term fix options currently being considered by Operations.	Planning team to ensure short term strategy is consistent with long term options being considered.
2.5	Demand Management Discussion Paper	Internal briefing document prepared & implementation strategy to be determined.	

Activity No.	Project / Activity	Status	Critical Issues
2.6	Sarina Sewerage Treatment Plant Planning Report	Council approved – proceeding with report recommendations. Site selection report is being finalised and Delivery team is being	Revised program indicates potential delays to delivery due to environmental approvals.

		developed.	
2.7	Water Supply Planning Report for Mirani and Marian	Revised report from MIA issues for internal comments. Network upgrades required in the short term to meet service standard including fire fighting availability standards identified and a draft Work Package Definition Statement for this work has been issued for comment. Further investigation work required to finalise selection of the new raw water intake and Treatment Plant sites is continuing	DERM advised that allocation of current bore supply will not be increased on permanent basis. As such, this drives the need to consider surface water as the primary source of supply.
2.8	Sewerage Planning Report for Mirani and Marian – upgrade of Mirani WWTP	Draft report received and reviewed. A meeting was held with the report authors for Friday 22 nd January. Discussions with the Mirani Golf Club to discuss options for both short and long term supply of recycled effluent in progress.	

Activity No.	Project / Activity	Status	Critical Issues
2.9	10 Year Capital Plan	Revised Capital Works Program developed and will be reviewed in line with budget process.	Council Staff member responsible for the managing the Capital Plan has resigned. Currently utilising MIA resources in this role to achieve budget timelines. A candidate for this role is currently being considered. Recruitment in progress.
2.10	Eungella Integrated Water Management Analysis	MIA have commenced a review and analysis of the Eungella Integrated Water Management strategy. Target date is end February 2010.	Current water supply arrangements may be considered inadequate in the longer term. The installation of a supply system to meet service standards will require the introduction of a water rate.

3. Detailed Infrastructure Planning

3.1	Implementation of planning activities associated with 1 Year Capital Plan	As per item 2.9 above.	
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3.2	MWRP –Water Balance Model	A project brief has been prepared for the development of a Water Balance Model of the recycling system. Target completion mid March 2010. A separate, subsequent stage of the project will involve the formulation of System Management Procedures.	Optimisation of recycled water system is required to ensure ongoing license compliance.
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Activity No.	Project / Activity	Status	Critical Issues
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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. Workshops conducted between the parties to develop systems to streamline process & define responsibilities. Actions on way forward were agreed.	

Policy & Standards

4.1	Review of Water Services engineering guidelines, planning policies and standard drawings	Review of engineering construction and design guidelines, ITP's and standard drawings in conjunction with Development Assessment – Engineering team resources (external consultant). This was commenced January 2010.	
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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			Electrical design package closed. Discussions with preferred tenders to progress pending finalisation of High Lift Pump Station (HLPS) design.
Critical Issues	<ul style="list-style-type: none"> Finalisation of HLPS scope design and P&ID Resolution of the HLPS scope change is critical to the awarding of the electrical package of work. Delays in processing the scope change have had an impact on the overall program. Tender packages are not being submitted for review as scheduled which puts pressure on the overall schedule. Project Manager will be reporting regularly to APMT with regards to schedule issues to provide focus and necessary resources to mitigate project slippages. Program has slipped by at least 2 months.			
Nebo Rd Fluoridisation	Detailed Design / Construction			Permanent Plant to be commissioned in February
Critical Issues	<ul style="list-style-type: none"> Documentation and commissioning plans for permanent plant Finalisation of contractor claims to submit progressive subsidy claims to the State. 			
Dumbleton Raw Water Trunk Main and Pump Station	Planning			Workshop planned for February to prioritise identified scope items for implementation.
Critical Issues	<ul style="list-style-type: none"> Reliability of supply during plant peak demands. Operational reliability of pump station. Priority of works needs to align with operational security of the plant, and capital budget funding.			
Sarina Water Supply Main	Construction			Works progressing
Critical Issues	<ul style="list-style-type: none"> Wet weather Project delivery unchanged at present with the rain delays that were experienced in December and January. Directional boring is behind schedule but this is not affecting the overall schedule.			
Mirani WTP	Planning			Briefing being prepared for Council.
Critical Issues:	<ul style="list-style-type: none"> Acceptance of planning report. Land acquisitions. Short term water supply / allocation. Augmentation requirements at Mirani and Marian to be progressed, while sit location of plant is subject to a cost benefit study.			

Project	Status	Budget	Time	Comments
South Mackay Trunk Main	Concept Design / TOC			Stage II – Mackay to Sarina pipeline.
Critical Issues	<ul style="list-style-type: none"> • Submission of TOC for review and approval • Integration with New Depot works program <p>Pipe has been procured for early installation works prior to road upgrades that are being implemented along the pipe route. This is applicable to the section of Chrichtons Rd adjacent to the new Depot site. Works are required to proceed on this section now to ensure delays to the Depot contractor does not occur. Budget adjustments will be made as part of the December quarterly review.</p>			
Middle Creek Dam Access Stairs	Construction			Fabrication of access stairs in progress
Critical Issues	<ul style="list-style-type: none"> • Safe work environment. <p>Site works awaiting fabrication of stairs. Contractor behind schedule. Impacts to the site from the wet weather over December and January.</p>			
Shakespeare St	Concept Design / TOC			Works prioritised to align with road program
Critical Issues	<ul style="list-style-type: none"> • Installation prior to road works program in street. <p>Looking to utilize MRC construction crew to undertake these works due to the level of interaction with customers required in this street, with MIA design and management.</p>			

Waste Water Projects

Project	Status	Budget	Time	Comments
Sarina Waste Water Treatment Plant	Planning			Identification of project team for the delivery of the planning outcomes is progressing.
Critical Issues	<ul style="list-style-type: none"> • Land issues • E.I.S and overall project timeframe. Project team for the planning team is being led by Zemek Environmental with support from the MIA.			
Mirani WWTP	Detailed Design / Construction			Outstanding issues to be resolved for the planning report to be finalised.
Critical Issues	<ul style="list-style-type: none"> • Commissioning of the temporary works to be completed. • Strategy for upgrade work. Addressing quality issues with strategic planning report for presentation to Council for upgrade works.			
Schmidtkes Rd Pump Station	Procurement / Construction			Site works progressing.
Critical Issues	<ul style="list-style-type: none"> • Weather. Project delays due to weather. Working with Development Services to ensure SPS is available ahead of the requirements of the Developer.			
Sarina Effluent Rising Main	Construction			Construction package awarded.
Critical Issues	Works to commence in March.			

4 OPERATIONS

4.1 Water Treatment System Performance

This report covers the months of December and January. The main focus for water treatment remained the capital works at Nebo Rd WTP. The cut in of the magflow meter and the installation of Fluoride dosing both proceeded without issue.

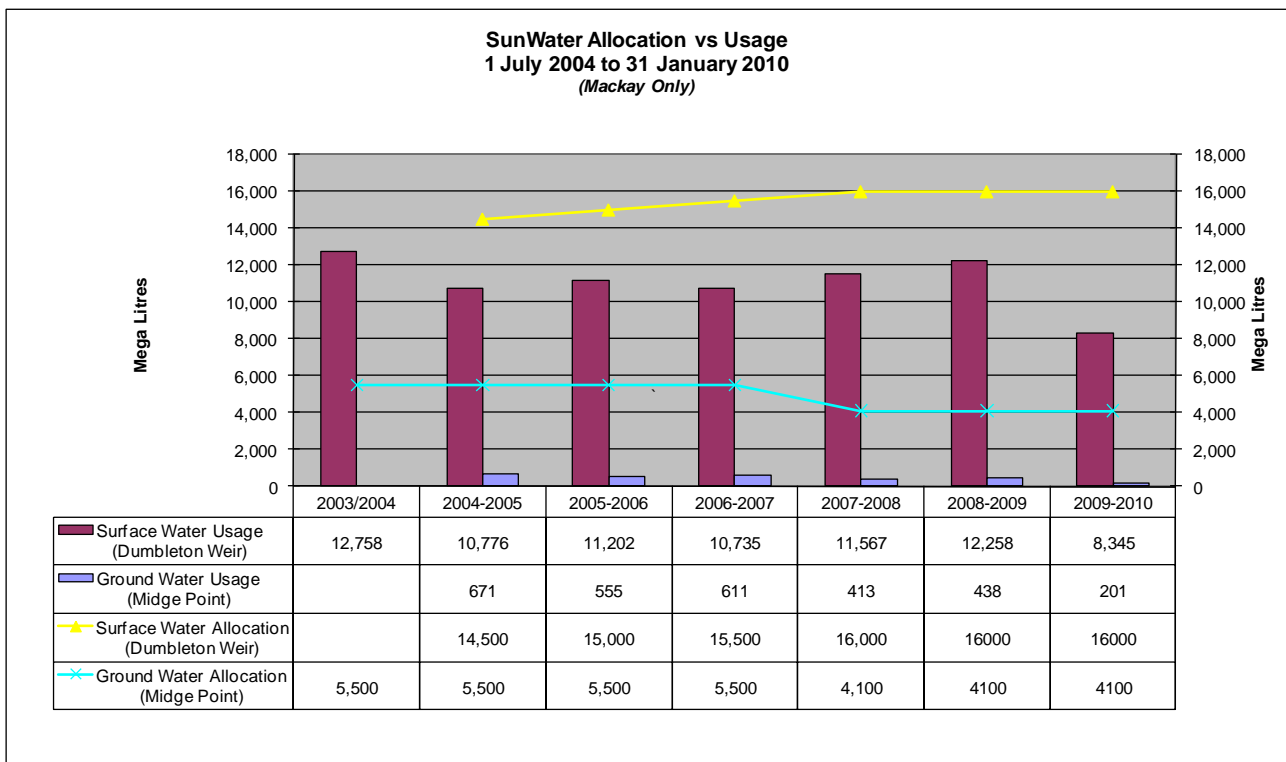
Dam levels in the region remain high as summarised below, with recent rain completely replenishing the Dumbleton and Mirani. The rainfall has also coincided with a marked downturn of customer demand.

Water Storage Levels

AS AT 31 DECEMBER 2009		
Weir / Dam	Volume / ML	%age
Mirani	2779	59
Marian	3985	100
Dumbleton	6242	70
Middle Creek	1486	100

AS AT 31 JANUARY 2010		
Weir / Dam	Volume / ML	%age
Mirani	9603	206
Marian	3985	100
Dumbleton	9776	110
Middle Creek	1486	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 increased slightly in December with the average consumption being 40 ML/d in the month. Consumption in January decreased with the average consumption being 29 ML/d.

Annual consumption is still on forecast at around 13,000 ML, within the available Sunwater allocation of 16,000 ML. Ground water (bore) usage was 21 ML.

Water Source Performance Summary

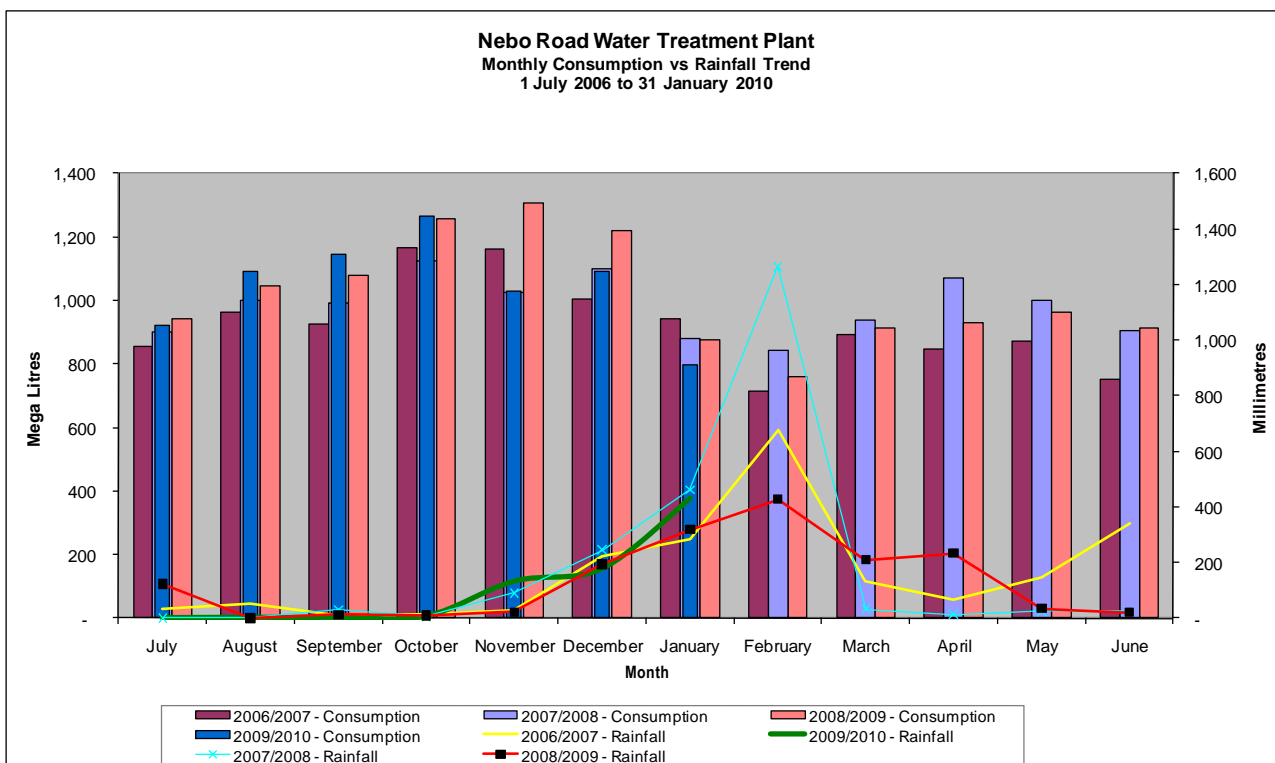
	Allocation (ML/year)	January Consumption (ML)	December Consumption (ML)	Year to Date Consumption (ML)
Dumbleton Weir	16000	948	1200	8541
Mackay Bores	5500	10	21	74

Water Consumption Performance Summary

	January	December	November
Monthly Water Consumption (ML)	913	1248	1178
Average Daily Water Consumption (ML)	29	40	39
Maximum Daily Water Consumption (ML)	35	49	53
Average Water Consumption *(Litres per Equivalent Person)	318	445	354
Rainfall	376	155	115

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

Consumption trends have dipped well below the levels experienced last year with the arrival of the increased rainfall. Maximum day demands only reached 35 ML/d in January compared to 49ML in December and 53 ML in November.



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)	January Consumption (ML)	December Consumption (ML)	Year to Date Consumption (ML)
Mt Blarney WTP (Plane Creek)	N/A	22.4	32.1	237.7
Sarina Bores	200	18.1	14.7	103
Marwood Bores	350	33.5	37.7	230.3
Bally Keel Bore	150	7.7	4.6	44
Armstrong Beach Bore		2.2	4.5	26.3

Water Consumption Performance Summary

	January	December	November
Monthly Water Consumption (ML)	83.9	93.6	92
Average Daily Water Consumption (ML)	2.70	3.01	3.06
Average Water Consumption *(Litres per Equivalent Person)	300	334	340
Rainfall	399	234	0

*Based on an estimated equivalent population of 9000

4.1.3 Pioneer Valley Water Supply Summary

Demand has reduced in all areas.

Water Source Performance Summary

	Allocation (ML/year)	January Consumption (ML)	December Consumption (ML)	Year to Date Consumption (ML)
Mirani Bore	100	7.58	12.05	82.21
Marian Bore	95	13.60	23.62	161.15
Pinnacle / Garget	60	1.64	2.49	20.51
Finch Hatton	46	2.31	3.45	28.82

Water Consumption Performance Summary

	January	December	November
Monthly Water Consumption (ML)	25.15	41.63	36.62
Average Daily Water Consumption (ML)	.81	1.34	1.22
Average Water Consumption (Litres per Equivalent Person)	217	359	327
Rainfall	453.25	234	68

- 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.

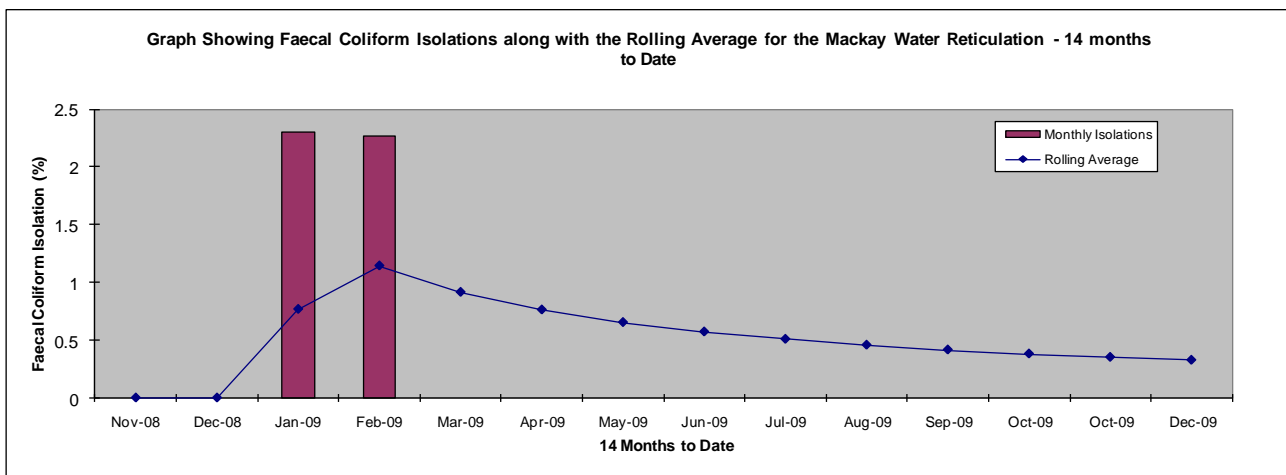
Water Source Performance Summary

	January Consumption (ML)	December Consumption (ML)	Year to Date Consumption (ML)
Eton	2.87	4.89	34.29
Calen	3.21	3.57	26.13
Bloomsbury	0.59	1.13	7.14
Midge Point	48.53	79.58	296.8
Koumala	1.3	1.159	8.077

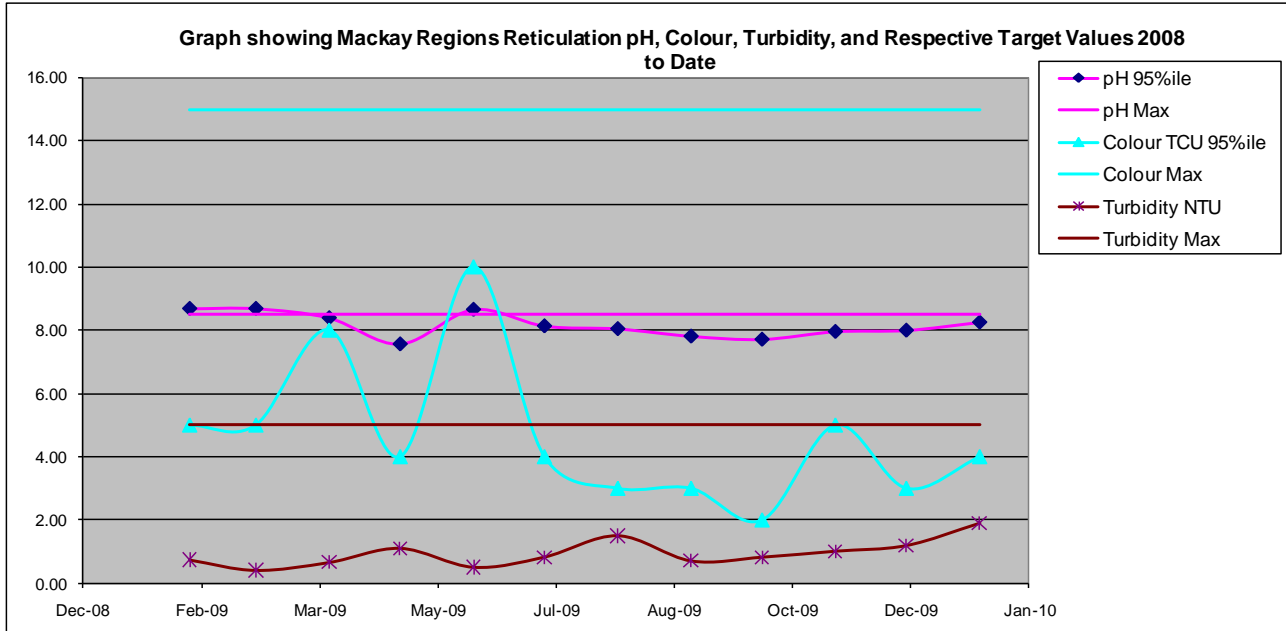
4.2 Water Quality

There were no faecal coliform isolations detected in the Region in December or January despite the elevated temperatures, which is shown in the attached graph. This equates to a 14 month rolling average of 99.67% compliance, which is still 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.

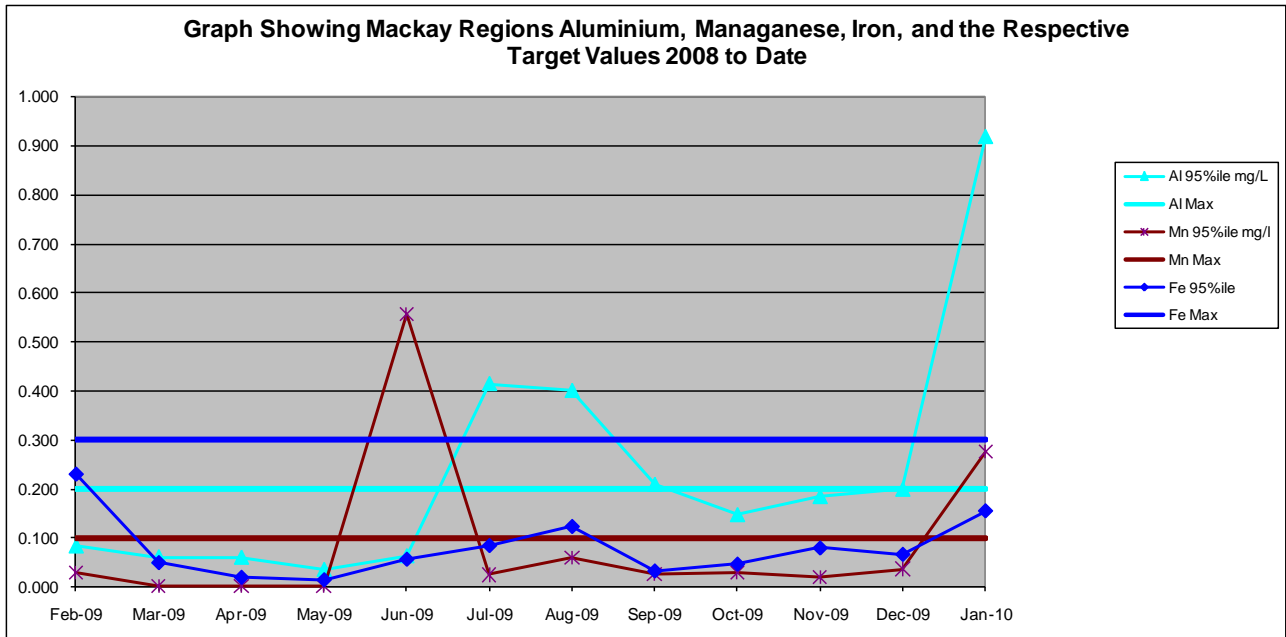
Coliform Isolation Results



Reticulation pH, Colour, Turbidity

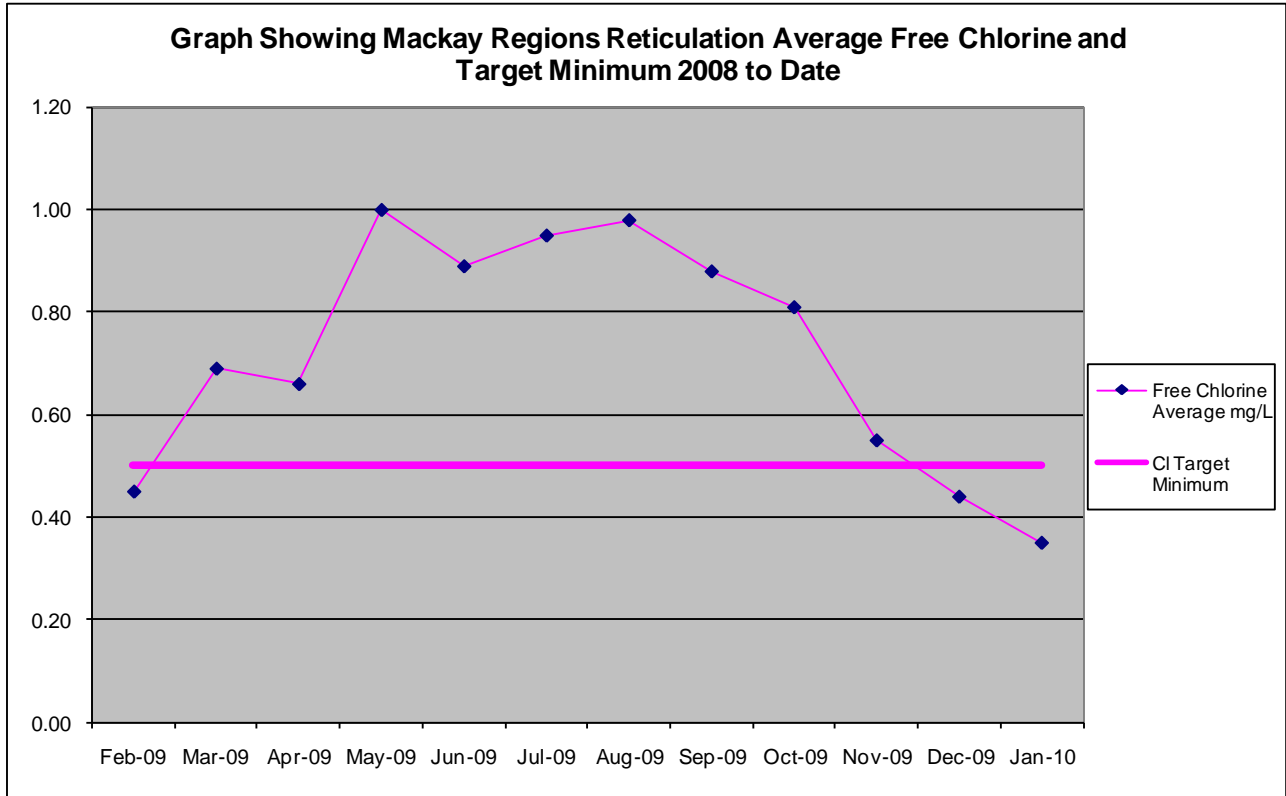


Aluminium, Manganese, Iron



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

Chlorine Residual Results



Chlorine residual has dipped below the target value of 0.5mg/l due to elevated temperatures and reduced demand. This increases the reservoir retention time of the water and allows the chlorine residual to dissipate.

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 modification to a control valve.
- Heavy rainfall at the end of January has led to a number of unlicensed discharges in Sarina, Mirani and Baker's Creek
- Storage at Baker's Creek has reached 60%.

4.3.1 Mackay North Water Recycling Facility and Catchment

In December, the plant received a total of 81.68 ML of influent this month equating to an average flow of 2.63 ML/d. The maximum flow for the month 4.97 ML. Total rainfall for the month was 75.2 mm.

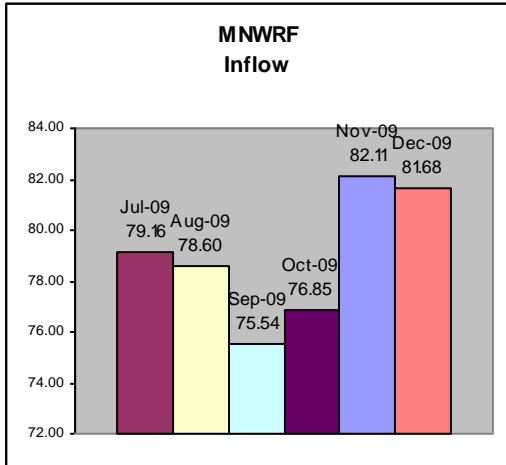
MNWRF Performance Summary

MONTHLY LICENCE READINGS - MNWRF								
Date	Effluent pH (mg/l)	Effluent DO (mg/l)	Effluent BOD(mg/l)	Effluent COD(mg/l)	Effluent Suspended Solids (mg/l)	Effluent TN (mg/l)	Effluent TP (mg/l)	Effluent Faecal Coliforms cfu/100 ml
Limits	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
8-Dec-10	7.1	3.4	<5	38	10	5.1	0.2	<1
16-Dec-10	7.3	4.8	<5	38	9	2.7	0.4	<1
21-Dec-10	7.1	3.3	<5	34	5	2.9	<0.1	<1
29-Dec-10	7	2.9	10	51	19	5.9	0.2	<1
Limits Contract						Average < 5 mg/L	Average < 1 mg/L	
Ave of all results in month						4.2	0.02	

Summary of Discharges from System

Parameter	December	Year to Date
Total Wastewater Treated	81.68	474.78
Effluent Released at Outfall (ML)	89.47	514.28
Effluent Reused (ML)	N/A	N/A
% Effluent Reused	N/A	N/A
Target / Licensed Effluent to be Reused (%)	N/A	N/A
Effluent Storage (% remaining)	N/A	N/A
Tonnes of Biosolids Removed From Site	144	870
% Biosolids Beneficially Reused	100	100
No. of Pump Station Overflows	0	0
Estimated Volume of Overflow release	0	0

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 December, the plant received a total of 412.25 ML of influent this month equating to an average flow of 13.30 ML/d. The maximum flow for the month was 18.87 ML. Total Potential Reuse 471.90 ML. Flow to Bakers Creek 0 ML. Total rainfall for the month was 124.5 mm.

MSWRF Performance Summary

MONTHLY LICENCE READINGS - MSWRF									
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	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	Max 3mg/L
8-Dec-10	7.3	<5	26	3	3.7	3.1	<1	1.1	0.05
16-Dec-10	6.9	10	22	2	8.6	2.9	<1	1.8	1.95
21-Dec-10	6.9	10	17	1	6	2.8	<1	1.3	5.3
29-Dec-10	6.8	<5	28	18	7.7	4.1	<1	0.9	3.5
Limits Contract	6.0 to 8.5				Average <10.0 mg/L	Average < 8.0 mg/L	Average < 150 mg/L	95th %ile <2 NTU	> 1.0mg/L FCR
Ave of all results in month	6.98				6.5	3.2	<1	1.28	2.7

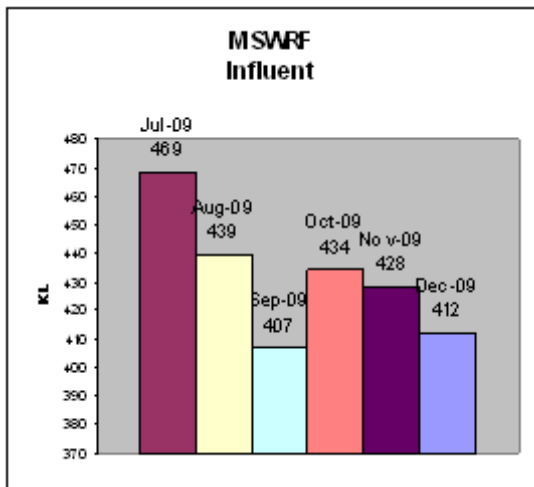
Mackay South plant is running well and has shown no licence non-compliance events this month.

In December 100% of the effluent produced was discharged to the recycled water storage dams for future use for cane irrigation.

Summary of Discharges from System

Parameter	December	Year to Date
Total Wastewater Treated	412.25	2589.25
Effluent Released at Outfall (ML)	0	1938
Effluent Reused (ML)	471.90	936.9
% Effluent Reused (target 88%)	100	N/A
Effluent Storage (% remaining RWS2)		N/A
Effluent Storage (% remaining RWS3)	56	N/A
Tonnes of Biosolids Removed From Site	317	3367
% Biosolids Beneficially Reused	100	100
No. of Pump Station Overflows	0	0
Estimated Volume of Overflow release	0	0

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



4.3.3 Effluent Recycling

DECEMBER

Recycled Water usage continued right through until the first good rainfall events occurred towards the end of the month.

Recycled Water usage peaked at approximately 30 ML per day.

Storage levels at RWS 3 were reduced to approximately 44 % and at RWS 2 approximately 50 %.

The Pump Station at RWS 3 experienced some problems but nothing that may have had an effect on the end users.

JANUARY

Recycled Water usage in January has been minimal.

A dry period towards the middle of the month encouraged a few end users to start their irrigation systems but no sooner had they started, good rains arrived. Subsequently, very little recycled water has been taken up this month.

The Pump Station at RWS 3 has been manually switched off. This should save on operating costs. At the same time, the PS does not appear to operate particularly well during low flow requirements and may be very inefficient. This remains an outstanding defect for the contractor to rectify.

Storage levels at RWS 3 are at 67 % and at RWS 2 approximately 90 %.

At this time of the year, we would require at least 3 weeks of continued dry weather in order to encourage end users to take up more recycled water.

4.3.4 **Sarina Wastewater Treatment Plant**

The plant received a total of 27.95 of influent this month equating to an average flow of 1.9 ML/d. The maximum flow for the month was 1.9ML/d. Total rainfall for the month was 234 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 20mg/L	Max 5mg/L
2-Dec-09	<5	13	<1	11.5	8.5
7-Jan-10	5	11	2	14.6	4.5

Sarina failed to meet its limits for Phosphorous in December but has recovered in January.

Summary of Discharges from System

Parameter	January	December	Year to Date
Total Wastewater Treated	70.13	27.95	244.35
Average Daily Flow	2.26	1.9	-
Effluent Released at Outfall (ML)	6*	0	29
Effluent Reused (ML)	64.13	27.95	180.6
% Effluent Reused	91.4%	100%	73.9%
Target / Licensed Effluent to be Reused (%)	N/A	N/A	N/A
Effluent in Storage (%)	N/A	N/A	N/A
Tonnes of Biosolids Removed From Site (m3)	0	0	112
% Biosolids Beneficially Reused	100	100	100
No. of Pump Station Overflows	2	0	2
Estimated Volume of Overflow release	**	0	**

*Figures for Total Flow Leaving Plant, & Discharge at Smythes Crossing were unavailable for January as the flow-meter was u/s. It has been repaired as of 2 February 2010. The figure contained here is an estimate only.

** There were two pump station overflows in January; both at number 1 pump station due to wet weather events. These have been reported to the EPA.

4.3.5 Mirani/Marian Wastewater Treatment Plant

In December, the plant received a total of 16.64ML of influent this month equating to an average flow of 0.54 ML/d. The maximum flow for the month was 0.72ML/d. Total rainfall for the month was 242.5 mm. Mirani however did not meet its target for faecal coliforms.

Mirani discharge all effluent to the recycled water storage. The local cane farmers are once more using effluent from the dam for irrigation. Whilst discharging to reuse the licence limits are BOD (20 mg/L), Suspended Solids (30 mg/L) and E-Coli (1000 cfu/100ml). Hence the total phosphorous result of 8.0 mg/L is not an exceedance.

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
2-Dec-09	7.8	7.5	<5	12	15.3	8	52500	0.3
2-Feb-10	7.2	N/A	<5	2	15.3	7.2	6120	<0.3

In January, The plant received a total of 21.73ML of influent this month equating to an average flow of 0.70 ML/d. The maximum flow for the month was 2.12ML/d. Total rainfall for the month was 453.25 mm. Mirani has performed well this month meeting all its licence conditions.

Mirani discharged all effluent to the recycled water storage until 31st of January when we started to release from the dam and plant whilst the waterway was flowing, over 260ML/d. The local cane farmers have not used any effluent from the dam for irrigation. Whilst discharging to reuse the licence limits are BOD (20 mg/L), Suspended Solids (30 mg/L) and E-Coli (1000 cfu/100ml). Hence the total phosphorous result of 7.2 mg/L is not an exceedance.

Summary of Discharges from System

Parameter	January	December
Total Wastewater Treated	21.73	16.64
Average Daily Flow	0.70	0.54
Effluent Released at Outfall (ML)	7	0
Effluent Reused (ML)	0	21.14
% Effluent Reused	0	127.5
Target / Licensed Effluent to be Reused (%)	100	100
Effluent in Storage (%)	76	46.6
Tonnes of Biosolids Removed From Site (m3)	0	0
% Biosolids Beneficially Reused	0	0
No. of Pump Station Overflows	0	0
Estimated Volume of Overflow release	0	0

4.4 Networks Reticulation System

4.4.1 Significant Issues

- The I & I team have been working extensively on the Southern Network in Sarina, Focusing on manhole locations and repairs and low overflow drainage points on the households. Other works have also been started in the Shakespeare catchment in the city network.
 - In conjunction with Goldings Contractors Mackay Water Services have undertaken extensive works on the new Forgan Bridge which has now resulted in the new rising
-

main being placed in service. With the existing rising main on the old Forgan Bridge placed on standby mode until we are certain there are no faults with the new installation. The old main will then be decommissioned.

- Mackay Water Services have finalised cut ins on the Shoal Point Road deviation which included connecting to the existing reservoir in conjunction with Councils Works Department, This finalisation of major works will allow Councils Contractor to proceed with roadworks in the area.

4.4.2 Civil Water Maintenance

- Investigate Dumpleton water rising main and air valves. Locate and repair leak Mackay – Eungella Road
 - Inspect Mt Pleasant Reservoir roof No 1. Drain water off roof due to blockage in drainage pipe.
 - Install chlorine in Shoal Point Reservoir.
 - Repair altitude valve at Seaforth Reservoir inlet
 - Measure water levels at Midge Point Reservoir
 - Investigate possible problems at The Leap Reservoir 250mm water main
 - Flow and pressure test have been carried out in three locations – Crightons Road Paget, Spiller Ave the Harbour and Temples Lane Bakers Creek.
 - Bleed Air Dumpleton raw water rising main after river outage power failure
 - Investigate 375mm DICL water main at Kelsey Creek Midge Point.
 - Reinstate 100mm water main, Divert around Magflow pit connecting fire line supply and domestic supply at Nebo Road Water Treatment Plant
 - Locate water mains on Mackay- Bucasia Road at Phillip Street and Malcomson Street intersections for Contractors
 - Cut out section of Shoal Point Reservoir inlet 200mm and outlet 150mm to allow for installation of 375mm DICL pipes then reinstate.
 - Disconnect temp 600mm sewer rising main at North End Forgan Smith Bridge and install permanent sewer connection near Palm Street
 - Hydrant repairs/replacements were carried out in six (6) locations this month, Alfred St South Mackay, McKenzie St West Mackay, Carlyle St Mackay, Marian St North Mackay, Companion Way Shoal Point and Cuttlefish Drive East Mackay.
 - Service valve repairs/replacements were carried out in two (2) locations this month, Milton St South Mackay and Downie Ave Bucasia.
 - Valve bells have been realigned and marker posts installed at Wheeler Drive Glenella and marker posts have been installed on Mackay-Bucasia Road.
 - Disconnect 100mm PVC fireline to Boundary under power box in Iridium Drive Paget, Reinstall 100 fire line in new location on block.
 - 12 underbores in preparation for service renewals in the Sarina area.
 - 16 hydrants/service valve locations and upgrades also in the Sarina area.
-

-
- Installation of larger water services and fire lines/ metchecks were installed at:
 - 11-13 Iridium Drive Paget
 - 32-36 Diesel Drive Paget
 - 93 Juliet Street South Mackay
 - 10 Industrial St East Mackay
 - Lot 609 Mt Bassett Road
 - Greenwood Drive Glenella
 - Backflow tests – installation/ replacement
 - 2 new installations 20mm and 40mm Cutterfield
 - 1 private test conducted
 - 20 Council test
 - Alter RPZ Brisbane Street Carpark
 - Building maintenance undertaken for internal departments
 - New Toilet cistern No 4 – Holmes Drive Pension Cottages
 - Connect water to Donga – Swayne St Depot
 - Repair urinal cistern – Bedford Road Depot
 - Replace hot water system, install 5 new toilets and renew water lines to showers – City Beach volley ball
 - Repair hot water system – Mirani Retirement Village
 - Renew water lines – Calen Depot
 - Repair Toilet cistern an replace downpipes – Leap Community Centre
 - Repair hot water urn – Gordon street admin building
 - Install potable water to new years eve party – Blue Water Quay, River Street
 - Replace water line near amenities – Queens Park
 - Repair water bubbler – Dianne Street Park
 - Repair water line near hilift pump station – Water Treatment Plant
 - Repair toilet cistern ladies toilet – City Library
 - Repair tap set up, repair hand basing and toilet cister, Repair bubbler cock – Lamberts Beach Park
 - Repair hand basin and Repair bubbler cock – John Breen Park
 - Repair to shower and tap set up - -Mulherin Park harbour.
 - Completed pump station - Apex Park Sarina
 - Replacement house drain – Brewers Park toilet black
 - Other Work
 - Water meter replacements were carried out in parts of Eimeo, Blacks Beach and Rural View
 - A 40mm water meter test was carried out at 61 Oak Street Andergrove
-

-
- Water mains have been tapped and 32mm poly water service installed to Boundary for new block subdivisions at Kennedy Street Walkerston and Beach Road Dolphin Heads (poly only)
 - Six (6) other subdivisions have been carried out to install 32mm poly and 20mm water meter to boundary, Webberley Street South Mackay, Swallow Street Slade Point, Mackenzie Street Eimeo, Coogee Terrace Blacks Beach, Miami Terrace Blacks Beach and Narrabeen Drive Blacks Beach.
 - Temp. water connection has been installed to 9 Evans Ave North Mackay for contractors building new Bridge and Road network.
 - A new installation at 6 Kennedy Street Mackay was installed with 5 x 20mm water meters.
 - Install new chlorinator pump at Bloomsbury Treatment Plant
 - Bridgestone Connors Road – Remove 100mm electric Magflow water meter, replace with 100mm battery Magflow.
 - Raise 100mm water meter to above ground location at Village Shopping Complex Celeber Drive
 - Investigate low water pressure at Proserpine Airport.
 - Flush dirty water after complaints of poor quality from residents at Shoal Point/Bucasia (due to water cut ins) Jacks Street Midge Point, Kunnapippi Road Midge Point, Laguna Keys Road and Midge Point, Duncan Street and Cardiner Street West Mackay
 - Water mains have been flushed (end of lines) at Blacks Beach, Andergrove and Beaconsfield.
 - Seven (7) water services were replaced - Slater Ave Blacks Beach, Firefly Cres Cutterfield, Ungerer St North Mackay, Gregory Street Mackay, Karl Langer St Mt Pleasant, Marlborough St Planlands x 2 and Slade Point Road Slade Point.
 - Four (4) service renewals, Thirty five (35) service repairs and Nineteen (19) new services in the Sarina area.

4.4.3 Civil Sewer Maintenance

- Eleven (11) House Connection Point repairs
 - Ten (10) House Connection Point CCTV
 - Nineteen (19) House connection point blockages.
 - Four (4) pump station repairs
 - One (1) mains repairs
 - Three (3) main blockages
 - Nine (9) manhole repairs
 - Recoverable Works – 9 new HCP, 6 new manholes, 2 main rehash, 1 Rising main connection and 1 man hole raised.
-

4.4.4 Mechanical/ Electrical Maintenance

- December 2009

Work requests proposed to be managed by Hansen MMS as from 01/01/2010.

Current data derived from timesheets.

Percentage of total jobs:

Reactive jobs	-	85%
Preventative maintenance performed	-	5%
Uncompleted jobs	-	10%

- January 2010

Commenced entering work requests into Hansen MMS as from 01/01/2010.

Reactive jobs completed	-	74
Preventative maintenance performed	-	15
Uncompleted jobs	-	20

Data evaluation will commence in February to provide percentage of total hours contributed to preventative, reactive and capital work activities.

4.4.5 CCTV Investigations

- New developments
 - Sugarfield estate stg 4 & 5 1202.83m
 - Wattle Street Subdivision 211.83m
 - 17-25 Slade Esplande 26.22m
 - Lot 41 Kennedy Street Walkerston 99.58m
- Building Over Sewers:
 - North Mackay Primary School
 - 5 Sophia Street
 - 47 Wood Street
- Preventative maintenance
 - Sands Terrace/Short Street 85.47m
 - Water Treatment Plant 64.99m
 - Macdonald Street 80.92m
 - No 4 Broomdykes drive 85.39m
 - Leisure Court 203m
 - Laird Street 59.43m

-
- Willetts Road 23.57m
 - Finger Street 87.25m
 - Holland Street 101.13m
 - Planned maintenance work orders

4.5 Trade Waste

4.5.1 Main focus

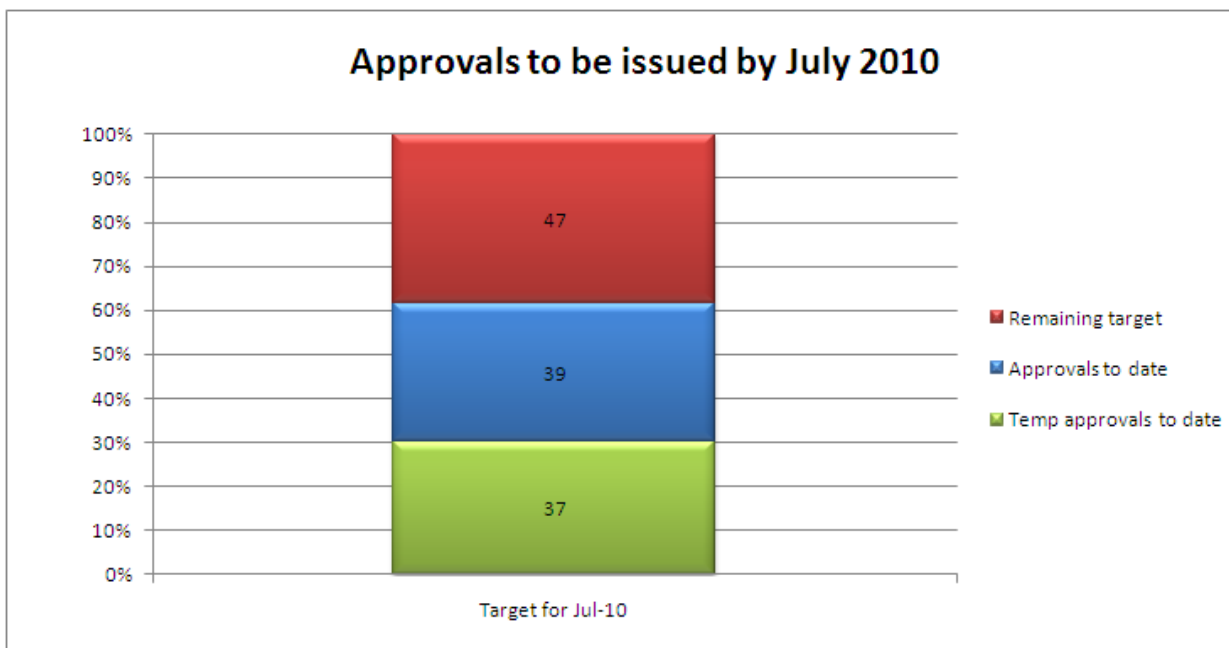
The main focus of the trade waste team has been the roll out of trade waste throughout the CBD.

Trade waste information sessions commenced on 13 January 2010 at the Mackay Grand Suites and attendance was good (24 people), although not the numbers anticipated. The next information session is scheduled for 24 February 2010 and invitations are now being prepared for distribution. It is expected that as the advertising campaign and trade waste inspections continue throughout the CBD, attendance numbers for future sessions will increase.

Overall, the response from business owners visited to date has been positive with the majority of business owners indicating their awareness of trade waste as a result of the extensive advertising.

Preliminary trade waste inspections on the first four blocks of the CBD commenced on 27 January 2010. A total of 112 sites were visited of which approximately 22 were identified as being trade waste generators. Further inspections of the trade waste generators will continue in early February with a view to having all applications submitted by mid February.

4.5.2 Trade waste statistics



The target number of approvals for the 2009/10 year is an additional 123. As of 31 January 2009, 39 applications have been approved and another 37 applications are at the temporary approval stage.

January 2010	Bakers Creek WWTP	Bucasia WWTP	Sarina WWTP	Mirani WWTP
Total approvals issued @ 31 January 2010	241	32	3	1
Current approvals issued @ 31 January 2010	205	26	3	1
- Category 1	51	6	1	0
- Category 2	41	4	1	0
- Category 3	113	16	1	1
Applications under assessment @ 31 January 2010	20	2	0	0
Temporary approvals	16	4	0	0
- December 2009	8	0	0	0
- January 2010	8	4	0	0
- Temporary approvals awaiting formal approval @ 31 January 2010	33	4	0	0
Total non-generator assessments	94	0	0	2
- December 2009	10	0	0	0
- January 2010	84	0	0	2
Total approvals issued	9	2	1	0
December 2009 - Category 1	0	2	0	0
- Category 2	2	0	1	0
- Category 3	3	0	0	0
January 2010 - Category 1	2	0	0	0
- Category 2	0	0	0	0
- Category 3	2	0	0	0
Compliance tests performed	52	3	0	0
December 2009 - within set limits	40	2	0	0
- exceed. set limits	12	1	0	0
January 2010 - within set limits	9	0	0	0
- exceed. set limits	11	0	0	0
Outstanding test results @ 31 January 2010	43	5	1	1

4.6 Plumbing

4.6.1 Plumbing inspections

On average, 14 inspections per day were carried out throughout the region during January 2010, compared to an average of 21 inspections in November 2009 and 18 inspections in December 2009).

4.6.2 Plumbing applications received

	Total no. of Applic	Mirani Applic	Sarina Applic
Mar-08	75	5	0
Apr-08	111	8	4
May-08	144	17	6
Jun-08	97	9	6
Jul-08	113	6	12
Aug-08	79	14	5
Sep-08	108	14	6
Oct-08	113	10	10
Nov-08	99	11	14
Dec-08	63	3	6
Jan-09	78	7	6
Feb-09	57	10	7
Mar-09	88	9	6
Apr-09	108	20	7
May-09	103	19	4
Jun-09	141	31	13
Jul-09	147	17	11
Aug-09	123	22	8
Sep-09	120	15	10
Oct-09	130	15	8
Nov-09	129	12	8
Dec-09	116	17	15
Jan-09	76	12	7
	2,418	303	179

The total number of plumbing applications received for the entire region during December 2009 was 116 (compared to 63 for December 2008) and during January 2010 was 76 (compared to 78 for January 2009). Of the 192 applications received in total, 29 related to the Mirani area and 22 related to the Sarina area.

4.6.3 Plumbing applications decided

	Total no. of applic	Average days to decide	Mirani applic	Mirani ave days	Sarina applic	Sarina ave days
Mar-08	85	10				
Apr-08	96	16	7	23		
May-08	119	12	14	25		
Jun-08	106	9	1	5	5	13
Jul-08	102	14	1	2	3	9
Aug-08	58	12	2	5	5	11
Sep-08	86	7	3	6	1	1
Oct-08	85	9	4	43	1	63
Nov-08	91	19	12	10	11	20
Dec-08	61	14	2	101	1	3
Jan-09	75	22	7	35	8	36
Feb-09	84	23	12	24	13	18
Mar-09	75	14	7	33	4	29
Apr-09	59	7	8	16	2	5
May-09	91	15	15	10	1	0
Jun-09	122	9	35	6	6	8
Jul-09	154	11	20	9	19	13
Aug-09	147	8	22	7	9	16
Sep-09	106	6	15	4	9	12
Oct-09	113	8	16	6	7	10
Nov-09	165	10	15	5	11	19
Dec-09	113	6	15	13	16	15
Jan-10	54	9	9	6	5	5
	2,247	11	242	13	138	16

The total number of plumbing applications decided for the entire region during December 2009 was 113 (compared to 61 for December 2008) and during January 2010 was 54 (compared to 75 for January 2009). Of the 167 applications decided in total, 24 related to the Mirani area and 21 related to the Sarina area.

The number of applications decided for January 2010 is a significant decrease on the number of applications decided for November 2009 and December 2009. The decrease is directly linked to the reduction in the number of plumbing applications lodged during January 2010.

5 MANAGEMENT - WASTE SERVICES

5.1 Management – December 2009

- Draft Finance and Business plans presented to Council 9th December 2009.
 - Hay Point Landfill ceased acceptance of commercial waste as of 1st December 2009.
 - Met with Aecom to discuss Hogan's Pocket issues.
 - ULDA presented project plan for Bedford Road site to Council & DERM
 - Met with Mark Girard (LGIS) to discuss LFG beneficial reuse options.
-

Active Waste Disposal Sites

Active Waste Disposal Sites:	December			November		
	Inspections	Actions required	Actions completed	Inspections	Actions required	Actions completed
Hogans Pocket L/F	7	2	2	6	0	0
Paget T/S	5	3	3	22	4	4
Bloomsbury T/S	0	0	0	1	0	0
Kolijo T/S	0	0	0	1	0	0
Kuttabul I/B	0	0	0	2	0	0
Seaforth T/S	0	0	0	1	0	0
Sarina L/F	14	3	3	25	0	0
Hay Point L/F	23	2	2	30	0	0
Koumala T/S	4	0	0	4	0	0
Colston I/B	4	2	2	3	0	0
Otterburn L/F	11	4	4	5	0	0
Gargett L/F	2	1	1	4	0	0
Finch Hatton T/S	1	0	0	2	0	0
Eungella L/F	0	0	0	1	0	0
Eungella T/S	0	0	0	2	0	0

Greenwaste Sites

Greenwaste Sites:	December			November		
	Inspections	Actions required	Actions Completed	Inspections	Actions required	Actions completed
Bayersville	0	0	0	3	1	1
Walkerston	0	0	0	1	0	0
Bucasia	0	0	0	2	0	0

Closed Waste Sites

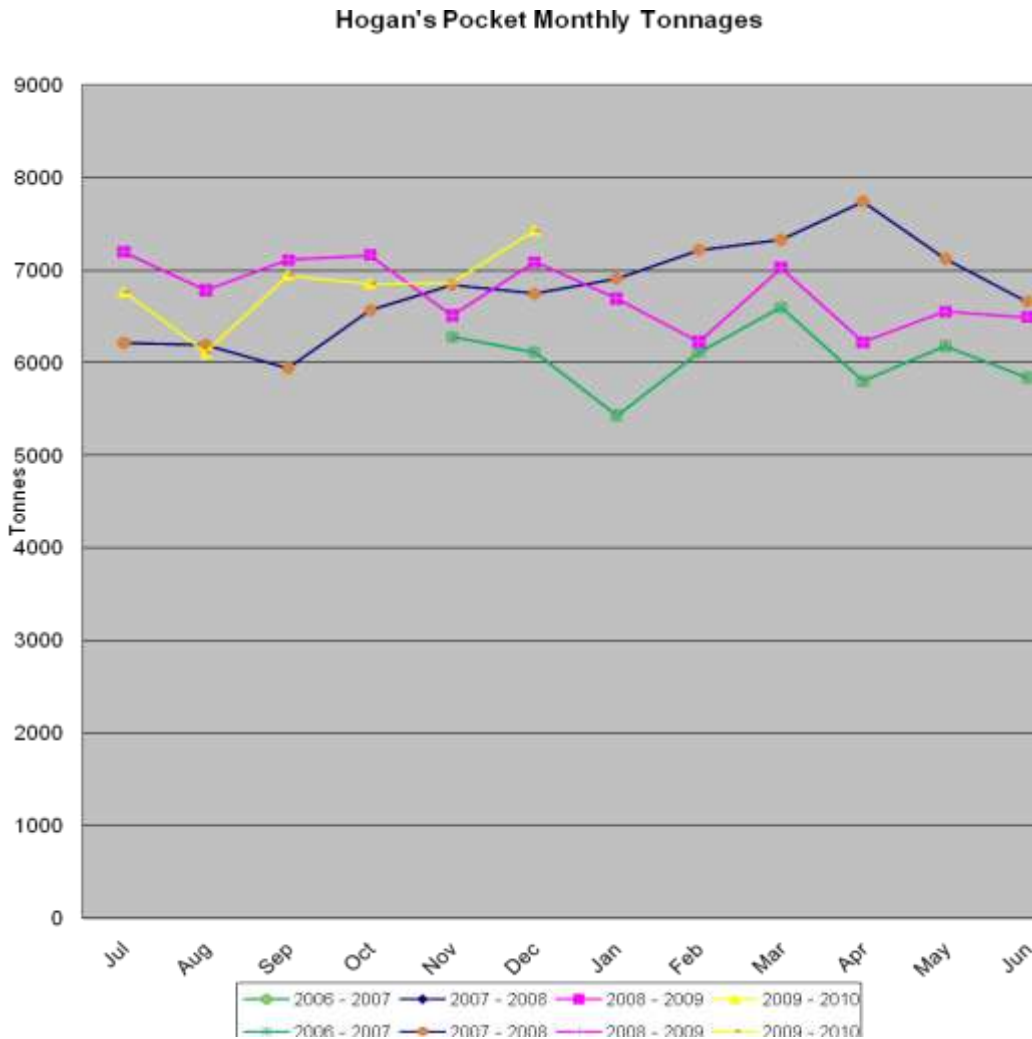
Closed Waste Sites:	December			November		
	Inspections	Actions Required	Actions Completed	Inspections	Actions required	Actions completed
Illawong (Far Beach)	0	0	0	3	0	0
Bakers Creek	0	0	0	0	0	0
Eton	0	0	0	0	0	0
Habana	0	0	0	0	0	0
St Helens	0	0	0	0	0	0
Midge Point	0	0	0	0	0	0
Rural Bin Sites	0	0	0	0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

Waste Site Transactions (Receipts Issued)

	December	November	October	September	August	July	June	May	April	March	February	January
Hogans Pocket L/F	31	18	17	31	13	11	8	3	6	0	1	0
Paget T/S	10355	8160	9724	9264	7875	8396	8512	9462	9460	9562	9209	10559
Bloomsbury T/S	157	202	146	106	153	137	107	142	133	186	132	146
Kolijo T/S	169	244	155	114	208	136	143	149	142	231	186	167
Kuttabul I/B	166	126	180	166	165	176	207	474	169	0	0	0
Seaforth T/S	313	501	292	311	257	268	319	286	311	497	281	400
Sarina L/F	707	389	646	692	529	667	726	954	1081	777	1016	1338
Hay Point L/F	302	460	633	560	446	576	482	578	608	633	675	437
Koumala T/S	45	42	58	42	46	57	45	58	70	45	64	90
Otterburn L/F	486	347	495	413	359	453	422	543	486	367	0	0
Gargett L/F	160	79	119	123	94	131	128	147	152	132	0	0
Finch Hatton T/S	80	54	91	97	77	98	89	105	104	110	0	0
Eungella T/S	71	54	58	42	32	47	53	46	45	80	120	0
Bayersville Greenwaste Facility	671	847	970	966	640	556	777	982	906	1058	988	1024
Walkerston Greenwaste Facility	137	158	184	175	124	149	165	207	191	235	253	394
Bucasia Greenwaste Facility	490	594	657	683	507	451	472	621	612	507	601	636

Recycling Collection

Waste Disposal Monthly



Collection Services

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

Environmental Education Performance Report December 2009

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:
 - Chelona State School X 2 visits with a total of 82 students & 5 teachers

Promotions:

- Sample of waste information kits provided to the Department of Housing for distribution to their tenants in Mackay.
-

Recycling Calendar 2010

- Design of Mackay Region Recycling Calendar finalised and sent to printers for processing of 5000 copies.
- PDF copy of the calendar sent to Corporate Communications to add to Council website for downloading by the public.
-

Clean Up Australia Day 2010:

- Commenced coordination of Clean Up Australia Day 2010 and started registering Council sites.
- Liaised with Corporate Communications regarding advertising for Clean Up Australia Day 2010 via a variety of media outlets.
- Prepared media release articles for Clean Up Australia Day.

Website / Information updates:

- Ongoing liaison with Kylee Gilbank to update website information.
- Ongoing liaison with Corporate Communications to update website information.

Conference / Meetings / Training:

- Attended Excel beginner 1 training on 1 December.

Commenced annual leave close of business 18 December 2009 until 11 January 2010.

5.2 Management - January 2010

- December budget review completed
 - Manager Waste Services received an award for Academic Excellence 2009 from Griffith University for studies in Waste Management.
 - Contract development has commenced for the capital works packages and the new services contracts.
 - Discussions have commenced with Parks and environmental services and Maintenance Services on continued access to Waste Services facilities. As the types of waste facilities being operated by Council are changing, the needs of these two service providers are being considered with these changes.
 - Representatives of mackay waste services attended the Carbon Pollution Reduction Scheme Technical Reference Group meeting held on 29 January 2010.
-

Active Waste Disposal Sites

Active Waste Disposal Sites:	January			December		
	Inspections	Actions required	Actions completed	Inspections	Actions required	Actions completed
Hogans Pocket L/F	4	1	1	7	2	2
Paget T/S	6	3	3	5	3	3
Bloomsbury T/S	0	0	0	0	0	0
Kolijo T/S	0	0	0	0	0	0
Kuttabul I/B	0	0	0	0	0	0
Seaforth T/S	0	0	0	0	0	0
Sarina L/F	10	3	3	14	3	3
Hay Point L/F	15	2	2	23	2	2
Koumala T/S	2	0	0	4	0	0
Colston I/B	1	1	1	4	2	2
Otterburn L/F	6	1	1	11	4	4
Gargett L/F	6	2	0	2	1	1
Finch Hatton T/S	4	2	2	1	0	0
Eungella L/F	0	0	0	0	0	0
Eungella T/S	2	2	2	0	0	0

Greenwaste Sites

Bayersville

- No issues to report

Walkerston

- No issues to report

Bucasia Former Landfill

- No issues to report

Closed Waste Sites

Closed Waste Sites:	January			December		
	Inspections	Actions Required	Actions Completed	Inspections	Actions required	Actions completed
Illawong (Far Beach)	0	0	0	3	0	0
Bakers Creek	0	0	0	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	0	0	0
Rural Bin Sites	0	0	0	0	0	0
Seaforth L/F	0	0	0	0	0	0
Koumala	0	0	0	0	0	0

	January	December	November	October	September	August	July	June	May	April	March	February	January
Hogans Pocket L/F	32	31	18	17	31	13	11	8	3	6	0	1	0
Paget T/S	10,740	10,355	8160	9724	9264	7875	8396	8512	9462	9460	9562	9209	10559
Bloomsbury T/S	179	157	202	146	106	153	137	107	142	133	186	132	146
Kolijo T/S	157	169	244	155	114	208	136	143	149	142	231	186	167
Kuttabul I/B	175	166	126	180	166	165	176	207	474	169	0	0	0
Seaforth T/S	415	313	501	292	311	257	268	319	286	311	497	281	400
Sarina L/F	707	707	389	646	692	529	667	726	954	1081	777	1016	1338
Hay Point L/F	383	302	460	633	560	446	576	482	578	608	633	675	437
Koumala T/S	34	45	42	58	42	46	57	45	58	70	45	64	90
Otterburn L/F	367	486	347	495	413	359	453	422	543	486	367	0	0
Gargett L/F	136	160	79	119	123	94	131	128	147	152	132	0	0
Finch Hatton T/S	94	80	54	91	97	77	98	89	105	104	110	0	0
Eungella T/S	78	71	54	58	42	32	47	53	46	45	80	120	0
Bayersville Greenwaste Facility	1139	671	847	970	966	640	556	777	982	906	1058	988	1024
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Waste Site Transactions (Receipts Issued)

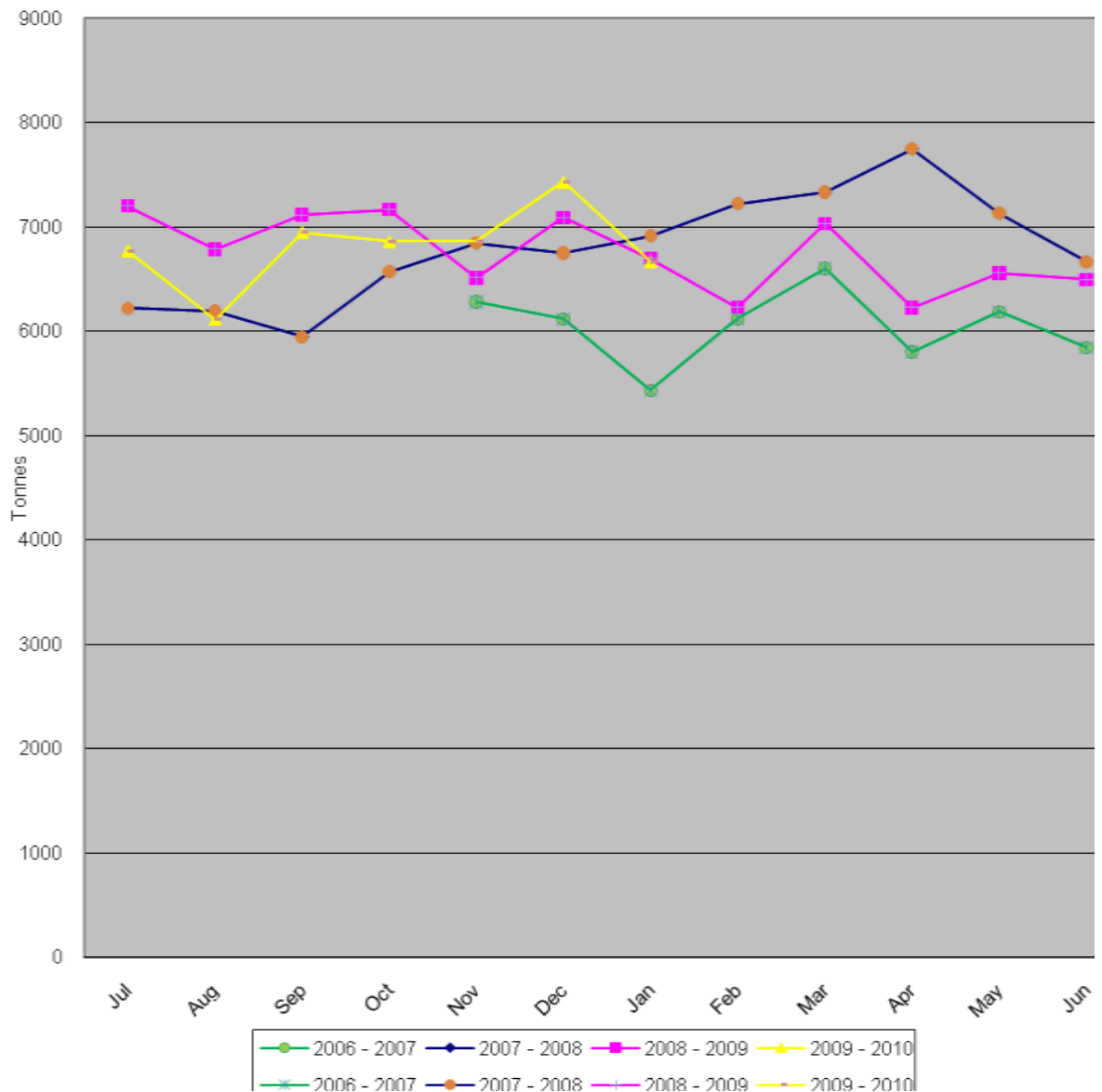
Recycling Collection

Collection Services

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

Waste Disposal Monthly

Hogan's Pocket Monthly Tonnages



Performance Report January 2010

Main focus of work activities:

Environmental Education duties:

Education visits to the Material Recovery Facility:

- Co-coordinated and performed the following school and community visits at the Materials Recovery Facility:
 - Sladie Seniors and Scope group-36 visitors
-

Promotions:

- Liaised with Kylee Gilbank to have a combined Water and Waste letter and booking form sent to schools informing them of the water and waste minimisation education program on offer at Council.

Recycling Calendar

- Hard copies of Mackay Region recycling calendar distributed to Customer Service Centre's and Libraries in the region.

Free Waste weekend

- Liaised with Corporate Communications regarding advertising for the free waste weekend (13 & 14 March).

Clean Up Australia Day 2009:

- Ongoing coordination of Clean Up Australia Day 2010 and registering Council sites.
- Inspection of areas for suitability to register as Clean Up Australia Day sites.
- Ongoing liaison with Corporate Communications regarding advertising for Clean Up Australia Day 2010 via a variety of media outlets.
- Prepared media release articles for Clean Up Australia Day

Website / Information updates:

- Ongoing liaison with Corporate Communications to provide waste information for media releases.

Conference / Meetings/ Training:

- Attended Word beginner 1 training on 12 January
 - Attended Reef Guardian action plan meeting on 29 January
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