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OVERVIEW

- SafePlan Monthly Action Plans (MAPS) compliance for Directorate for October - 99%;
- Eight Safety Incidents during month including one contractor incident and two incidents involving members of the public;
- Nil Lost Time Injuries;
- Total Client Requests received during October increased by 151 to 590 with 97% of these Requests being closed off during the month;
- Total Plumbing Applications decreased to 95 during October which is attributed to the local building industry realigning with that of the remainder of the State;
- Record number of electronic Plumbing Applications received during October;
- Average Approval Time for Plumbing Applications decreased to seven days;
- 1968 tap timers presented to residents during National Water Week promotions;
- Water consumption continues to rise with the prolonged dry weather;
- The "Watch the Flow of Our H2O" campaign continues;
- 11 complaints re Sewerage Odour received during the month with odour loggers installed at various sites across the region;
- Automated Meter Reading (AMR) devices continue to be rolled out across the region;
- This financial year 600 plus letters have been issued to residents where leaks in excess of 10 litres per hour have been identified;
- Internal repairs and coatings to Mt Pleasant Reservoir have been completed with chemical washing and curing of internal surfaces remaining;
- Overall progress on the Sarina Water Recycling Facility was fair during October with 65% of the Design and Construction work now completed; i.e. Switch-room Building 98% complete, Dewatering Building 98% complete, In-ground Service Pipework 90% complete and internal linings to Administration Building 50% complete.

Director Water and Waste Services
1.1. Incident Statistics

The incident statistic summary details a summary of the Water Services safety incident performance. Water Services aspires to achieve zero harm with a stretch target of zero injuries.

There were no LTI's for October. 1 x Contractor incident, 2 x incidents involving members of the public, 4 x Non-injury incidents and 1 x No Time Lost Time incident.

1.2. Preventative Actions

To achieve improved safety performance a range of improvement initiatives are undertaken on a monthly basis. The following figure tracks the improvement process through implementation of the SafePlan Monthly Action Plans (MAPs) and the hazard inspections.

MAP compliance for October was 99%. MAP close-out continues to be monitored closely. 5 Hazard Inspections achieved from 7 scheduled.
2.1. **Team Engagement**

Water Services believes that a high performing culture is an essential part of a successful business. The following chart tracks the initiatives to achieve an engaged, aligned and performing workplace culture through regular team meetings.

![Number of Toolbox talks for October was 14](chart1.png)

2.2. **Performance Appraisals**

The following chart tracks the initiatives to achieve an engaged, aligned and performing workplace by conducting regular performance appraisals.

![There were 11 outstanding Performance Appraisals as at the end of October. As of July 2013 the Target for Appraisals was lowered from 10 to 5. This issue of outstanding appraisals continues to be addressed at the Water Services Management Team Meetings.](chart2.png)
2.3. Turn Over

The following staff turnover statistics are presented as an indicator of staff stability in the business. The business aims to keep the annual turnover under 10%.

![Staff Turnover Chart]

Staff turnover for October was 5. The total number of vacancies was 18.

2.4. Operational Hours

The following charts detail Scheduled and Unscheduled overtime performed as well as total hours worked.
3.1. Water Expenditure

The following trend provides a high level overview of the water expenditure to monitor forecast expenditure against actual expenditure. The forecast expenditure profile has been derived from previous year’s cash flows. Note that the below graph does not include finance and depreciation costs.

YTD Actual expenditure is below forecast by over $500K.
3.2. Wastewater Expenditure
The following trend provides a high level overview of the wastewater expenditure to monitor forecast expenditure against actual expenditure. The forecast expenditure profile has been derived from previous year’s cash flows. Note that the below graph does not include finance and depreciation costs.

![Graph showing YTD Actual expenditure compared to forecast expenditure for wastewater. The actual expenditure is below forecast by over $1.4Mn.]

3.3. Operating Costs
The figure below details the average operating costs to treat water and wastewater in Mackay Regional Council.

![Graph showing the average operating costs per ML for water and wastewater. The high variability in wastewater operating costs is linked to timing of contract payments to the contractor.]
3.4. Capital Expenditure Performance

The following trend provides a high level overview of the capital expenditure to monitor forecast expenditure against actual expenditure. The forecast expenditure profile is based on the project delivery schedule within Water Services.

Over 70% of the annual capital budget has been incurred or committed.

3.5. Water Revenue

Water revenue is received periodically through a combination of the access charge and consumption charge.
3.6. Wastewater Revenue

YTD Wastewater Revenue exceeds forecast.

Wastewater revenue is collected biannually.

**CLIENT SERVICES**

4.1. Requests

This graph details the client requests received and recorded via pathways that relate to the Water Business. The target is to have 90% of all client requests closed at any one point in time.

Total Client Requests increased in October to 590 and closure rate has remained high.
4.2. Request Types

The following chart displays a summary of the client request types received for the month.

![Typical Client Requests profile shown again for October. With hot,dry weather the number of odour complaints has increased. Not all are associated with Water Services.]

4.3. Plumbing Applications

In accordance with the *Plumbing and Drainage Act* a plumbing application is required for all new plumbing installations or modifications to existing plumbing. A plumbing application must be lodged to Local Government. Water Services has a regulatory time frame of 20 business days to assess a plumbing application. An internal target of 5 business days has been set for all residential plumbing applications.

![Significant reduction in average approval time to 7 days, attributable to alternate system arrangements implemented at end of September and decrease in application numbers. Recruitment for vacant administration is continuing. Currently filled by temp. staff.]

### Total Client Requests

An indication of the amount of building activity in each population centre of the Mackay region can be derived by assessing the building activity by location. This is summarised in the table below.

![Graph showing plumbing applications received by location and month]

### 4.4. Electronic Plumbing Applications

In May 2011 Water Services launched the ability for Plumbing Applications to be submitted through Electronic Lodgement.

![Graph showing percentage of applications lodged electronically]

Percentage of applications lodged electronically continues to rise, with 60% of applications lodged electronically during October.
4.5. Plumbing Inspections

Plumbing inspections are undertaken throughout a building construction or renovation process. Typically 4 plumbing inspections are undertaken for each plumbing application. In accordance with the *Plumbing and Drainage Act* plumbing inspections must be carried out within 48 hours of a plumbing inspection being booked. If Water Services cannot attend the plumbing inspections within the regulated 48 hour period, a plumber can submit a form 3 booking and proceed without an inspection, 1 hour after the 48 hour period.

![Graph showing total inspections and form 3 bookings](image)

**Increase in inspection numbers for October with a slight increase in form 3 bookings. An inspector remains in office each day to carry out assessments.**

4.6. Trade Waste Approvals

The program for undertaking trade waste assessment and licensing of all applicable businesses that discharge trade waste is ongoing. As part of the Trade Waste Assessment process a temporary Trade Waste Approval is put in place while the formal approval process is undertaken. The table below summarises the number of Trade Waste Approvals in the Mackay Region.

<table>
<thead>
<tr>
<th></th>
<th>Total Approved Businesses</th>
<th>Temporary Approvals In Place</th>
<th>New Approved Businesses for the Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mackay South</td>
<td>585</td>
<td>39</td>
<td>11</td>
</tr>
<tr>
<td>Mackay North</td>
<td>49</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Sarina</td>
<td>54</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>Mirani/Marian</td>
<td>13</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>701</td>
<td>51</td>
<td>15</td>
</tr>
</tbody>
</table>

Total Inspections Undertaken vs. Form 3 Bookings
4.7. Annual Trade Waste Targets

Annual targets are set for the Trade Waste team with respect to licensing Trade Waste Businesses. The target has been set at 250 new licensed businesses by June 2014. The following graph shows the Actual and Temporary Approvals achieved and the percentage of the target remaining.

The trade waste approval target for 2013-2014 is 250.

4.8. Trade Waste Compliance

Trade Waste compliance testing is undertaken on a routine basis for all trade waste generators that have pre-treatment devices installed. The compliance testing is aimed at ensuring that Trade Waste discharges will not adversely impact on the treatment plant. A summary of the trade waste compliance tests undertaken in each Wastewater Treatment Plant catchment is detailed below.

<table>
<thead>
<tr>
<th>Location</th>
<th>Compliance Tests within Limits</th>
<th>Compliance Test Outside limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mackay South</td>
<td>28</td>
<td>8</td>
</tr>
<tr>
<td>Mackay North</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Sarina</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Mirani</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>35</td>
<td>15</td>
</tr>
</tbody>
</table>
4.9. Building Over Sewers

Building Over Sewer applications are lodged where the construction of a structure is proposed within close proximity of a sewer main. The application is assessed in accordance with Councils building over and adjacent to sewer policy. In accordance with the policy, Building Over Sewer Applications are assessed within 20 business days. Future reporting will include performance against turnaround time targets.

There were 11 BOS Applications for October.

4.10. Scientific and Analytical Services

Scientific and Analytical Services provides laboratory analysis in accordance with National Association of Testing Authorities (NATA) Standards to both Mackay Regional Council and external clients. A summary of the laboratory activities are detailed below.
4.11. School Visits

As part of the community education program Water Services provides water awareness sessions at schools. A summary of the program is detailed in the graph below including schools visited and students presented to.

5.1. Surface Water Raw Water Storage Capacities

Water Services sources water from a combination of surface water and groundwater sources. With the exception of Middle Creek Dam the storage facilities are owned and operated by SunWater. Middle Creek Dam is under Council’s control. The water stored in each of the storages is detailed below.

"Watch the Flow of Your H2O" Campaign advertising continued on TV, print, online and outdoors

• Commenced radio advertising at beginning of October
• Commenced timer promotion with attendance at two events that included National Water Week (Oct 23 - 26). In total, 1968 tap timers given to residents.

AMR Technology. Promotion began in October

Water sources remain at sufficient levels to ensure ongoing security. Marian Weir is at capacity.
5.2. Annual Water Consumption vs Allocation by Source
Water Services has a water allocation or water license for each water source. The water allocation and year to date water consumption for each of the water sources is detailed below.

<table>
<thead>
<tr>
<th>Water Source</th>
<th>Allocation</th>
<th>YTD Water Consumed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gargett</td>
<td>60</td>
<td>6</td>
</tr>
<tr>
<td>Finch Hatton</td>
<td>46</td>
<td>9</td>
</tr>
<tr>
<td>Armstrong Beach Bore</td>
<td>230</td>
<td>16</td>
</tr>
<tr>
<td>Koumala</td>
<td>35</td>
<td>5</td>
</tr>
<tr>
<td>Bally Keel Bore</td>
<td>150</td>
<td>33</td>
</tr>
<tr>
<td>Eton Bore</td>
<td>62</td>
<td>23</td>
</tr>
<tr>
<td>Proserpine River</td>
<td>2700</td>
<td>79</td>
</tr>
<tr>
<td>Bloomsbury Bore</td>
<td>22</td>
<td>3</td>
</tr>
<tr>
<td>Marwood Bore</td>
<td>700</td>
<td>153</td>
</tr>
<tr>
<td>Marian Bore</td>
<td>365</td>
<td>144</td>
</tr>
<tr>
<td>Mirani Bore</td>
<td>100</td>
<td>37</td>
</tr>
<tr>
<td>Sarina Bores</td>
<td>300</td>
<td>39</td>
</tr>
<tr>
<td>Plane Creek</td>
<td>236</td>
<td>173</td>
</tr>
<tr>
<td>Nebo Rd Bores</td>
<td>5500</td>
<td>0</td>
</tr>
<tr>
<td>Dumbleton</td>
<td>16000</td>
<td>4,825</td>
</tr>
</tbody>
</table>

5.3. Water Consumption by Locality
Water Services supplies water to both residential and commercial water clients throughout the Mackay Region. The average water consumption in each of the three major community centres is detailed below. The water consumption is presented as litres per equivalent population per day. This graph provides a summary of water consumption including commercial water use.

Compliance inspections at Mirani/Marian were undertaken in October.
5.4. Inflow and Infiltration Program
The inflow and infiltration program is aimed at reducing the amount of groundwater and stormwater that enters the sewer network. Water enters the sewage system through both private plumbing and Council infrastructure. The program is designed to reduce the occurrence of sewer surcharges during wet weather events. A summary of the program activities is as follows.

5.5. Wastewater - Mackay North and Mackay South Inflows
The inflow into Wastewater Treatment Plants is impacted by the number of sewage connections and the extent of inflow and infiltration. The monthly inflow into the Mackay North and Mackay South Water Recycling Facilities is detailed below.
5.6. **Wastewater – Sarina and Mirani/Marian Inflows**

The monthly inflow into the Sarina and Mirani/Marian Wastewater Treatment Plants is detailed below.

![Graph showing monthly inflow and rainfall](image)

5.7. **Sewer Inspections – CCTV Camera**

To protect and identify defects in the sewer system Water Services routinely undertakes CCTV inspections of the sewer system. CCTV inspections are undertaken for both developers as part of the process to create a new subdivision and on existing sewer assets as part of the routine sewer inspection program. A summary of the CCTV activity is displayed below measured as meters of sewer inspected.

![Graph showing CCTV activity](image)

5.8. **Projects**

Water Services undertakes a range of projects across the water business. Projects take the form of Capital Projects, Planning Studies and investigations.
Cleaning completed, pressure testing passed. New section of main not disinfected but left full with water. Prior to future connection and use, the main will require re-flushing and disinfection.

Overall project delivered behind schedule. Commencement of work was delayed by crew working on priority road driven projects. Construction now complete. As Constructed drawings now completed.

Phase 1 of the Cemetery Rd WMR awarded to John Lemura along with 60086 - Milton St WMR. Construction expected to start Mid November. Budget needs to be revised to reflect tender price and additional work included.

Overall project delayed as a result of an increased scope of rock anchors due to poor material encountered and effects of inclement weather. Construction works and clearing of site completed. Re-establishment of turf and cleaning of house commenced.

Project behind schedule. Commencement of pump station construction delayed by complex relocation and cut-ins of existing pipework taking longer than expected. Building works and installation of pumps and internal pipe work substantially completed. Hydrostatic testing of inground pipe lines completed. Commissioning expected mid November.
### Program Project % Complete Budget Time

#### Nebo Rd WMR
- **Status**: Construction/Commissioning
- **% Complete**: 97%

Connection of new main to existing network has been delayed due to availability of construction crew to perform night works. Lessons Learnt workshop has been completed and report is being compiled.

#### SPS - Goldsmith St SPS Upgrade
- **Status**: Construction
- **% Complete**: 95%

Overall project behind schedule due to protracted procurement process and delayed commencement of works due to wet weather earlier in the year. Construction works substantially complete with demolition of redundant building completed, replacement of access ladder and completion of site fencing to be completed in November.

#### SPS - Gooseponds Upgrade
- **Status**: Construction
- **% Complete**: 35%

Overall project behind schedule due to protracted procurement process and delayed commencement of works due to wet weather earlier in the year. Works commenced in earnest in October with bypass pumping initiated, redundant building demolished, epoxy coating of wet well and construction of new flowmeter pit commenced. New pumps received.

#### SPS - Prawn Farm
- **Status**: Construction
- **% Complete**: 75%

Overall project behind schedule due to protracted procurement process and delayed commencement of works due to wet weather. Pipelaying substantially completed with hydrostatic testing expected to commence early in November. Overall progress poor with hard material being struck whilst underboring of Mackay Bucasia Rd and commencement of underbore under Mellaluca wetland delayed by breakdown of boring rig. Epoxy coating works on pump station wet well to commence mid November.

#### Nebo Rd WTP Bore Field Switchboard Replacement
- **Status**: Tender - Procurement
- **% Complete**: 50%

Tender package has been delivered to Procurement with tenders to be received and evaluated by end of November.

#### AWMR - Malcomson/Greenfields Intersection Upgrade
- **Status**: Planning/Design
- **% Complete**: 50%

Roads driven renewal project - Water Main design by Engineering Services delayed by developer’s decision to proceed with project. Construction timing uncertain.
<table>
<thead>
<tr>
<th>Program</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>AWMR - Waverley Street</td>
<td>Construction</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>As Constructed plans finalised and issued.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>Retic - Meter Replacement Program (13/14 Financial Year)</td>
<td>Construction</td>
<td>54%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3800 of 7000 water meter installations completed by end of October. Contractor’s progress has been impacted by Council’s scheduled water meter read but all installations are expected to be completed by the end of January 2014. Site specific investigations for six Commercial/Industrial Water Meters completed.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>AWMR - Mengel Street North</td>
<td>Construction</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Roads driven renewal project – Water Main replacement work completed and As Constructed plans finalised.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>AWMR - Stockbridge Street Reconstruction</td>
<td>Construction</td>
<td>80%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Roads driven renewal project. Internal crew completing Water Main replacement work. 150 dia. 100% of main line has been completed. Long house connections scheduled for early November.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>BWMR - Evans Avenue (Malcomson to Harbour)</td>
<td>Construction</td>
<td>20%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Roads driven renewal project. Water Main replacement is being undertaken in conjunction with road works. Contractor commenced work in October on installation of 150 dia water main.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>BWMR - Graffunder Street (Milton to Paradise)</td>
<td>Construction</td>
<td>90%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Roads driven renewal project. Internal crew has commenced Water Main replacement work. 100% of Water Main has been completed. Final house connections are to commence in early November.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>AWMR-Brooks Street (Sarina Coast-Petersen)</td>
<td>Planning/Design</td>
<td>80%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Survey and service location potholing has been completed. Design is all but complete.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Program Project Status % Complete Budget Time
--- --- --- --- ---
ID WMR - Rural Water Supply Upgrade Project Tender-Procurement 80% ▪ ▪

Tenders were received for the upgrade of 7 of Mackay's regional rural water supply schemes (Bloomsbury, Calen, Finch Hatton, Gargett, Koumala, Alligator Creek, Armstrong Beach) to meet new Australian Drinking Water Guidelines in terms of water quality risk. Tender evaluation has commenced but currently awaiting final TIR responses to finalise Evaluation Report. Tender prices are within construction cost estimates.

Koumala WTP is one of the 7 sites being upgraded.

Program Project Status % Complete Budget Time
--- --- --- --- ---
ID WMR - Milton Street (Gordon to Victoria) Construction 0% ▪ ▪

Roads driven relocation project. The construction has been included in a contract with 60339 Cemetery Road Phase 1. This contract has been awarded to John Lemura with construction expected to start mid November.

Program Project Status % Complete Budget Time
--- --- --- --- ---
ID WMR - Philip st Sarina Design 0% ▪ ▪

Roads driven project. Preliminary design work has started with the survey brief being undertaken. MRC staff are expected to commence the work shortly.

Program Project Status % Complete Budget Time
--- --- --- --- ---
ID BWMR - Milton Street (Bridge to Graffunder) Construction 0% ▪ ▪

Roads driven renewal project. Internal crew will commence Water Main replacement work in mid November.

Program Project Status % Complete Budget Time
--- --- --- --- ---
ID Evans Avenue WMR (Canberra - Quarry) Construction 100% ▪ ▪

All physical works have been completed. As Constructed plans have also been completed and submitted to Technical Services for Asset Management Recording. Works are now in the Defects Liability Period.
All of the internal repairs and coatings completed by end of October. Remaining work involves chemically washing the internal surfaces and allowing seven days curing period prior to refilling the reservoir which is planned to commence on Monday 11 November. A filling procedure has been drafted and will be implemented once approved.

Tenders have been received from 6 companies and evaluation due to commence.

Replacement of 3000 Series RTU project is behind schedule. MPA Engineering are finishing off final site installations with the final cut over expected end of October. Tenders for the new repeater at Mt. Blackwood have been evaluated and contract awarded. The tenders for 9 individual work packages, bundled into one tender package, have been received and are being evaluated.

Assessment of responses to technical and commercial departures progressed during October and further requests for information issued. An award of contract is anticipated mid December 2013.

Developer driven project. Design in progress

Not yet commenced. Planning and Design only in 2013/14. Awaiting commencement of new project manager in November to undertake this project

As Constructed plans finalised and issued.
Draft options report completed summarising planning works undertaken to date and considering alternative options to constructing new facility, including leasing and purchase of existing building (and fit-out). Workshop to be held in November to evaluate options and agree way forward. Expanded lab facilities are required to maintain NATA accreditation.

Program | Project | Status       | % Complete | Budget | Time |
---------|---------|--------------|------------|--------|------|
ID       | WWS - Laboratory New | Planning    | 50%        | ▼      | •    |
ID       | AWMR Bridge Road (Paradise to Wilson) | Design      | 90%        | ▼      | •    |
ID       | WRT - Smart Metering | Construction | 62%        | ▼      | •    |
ID       | Eton Water Pump Station | Construction | 95%        | ▼      | •    |
ID       | Mt Griffith Reservoir - Leaking Roof | Construction | 98%        | ▼      | •    |
ID       | Reservoir Chlorination System | Construction | 90%        | ▼      | •    |

Contractor has completed installation of 3873 AMR's on newly replaced water meters. Contractor has also completed installation 7010 AMR's to existing water meters. Contractor's progress impacted by Council's scheduled water meter read but is expected to complete all installations by end of Jan '14 as programmed.

The Eton Water Pump Station and disinfection facility has been commissioned and handed-over to Treatment Operations. Contractor to complete punch list of a few outstanding items including finalising As-Constructed drawings. Lessons Learnt findings are being applied to the Rural Water Supply Scheme Upgrade Project.

As Constructed drawings supplied. Contractor QSP to address minor defect issues that have been identified since completion.

Shoal Point Chlorine Dosing System installation has been substantially completed. Final cut-in was completed and contractor has completed pre commissioning. Some minor items have been rectified so commissioning is awaiting the delivery of chlorine.
Developer driven project. Construction commenced in October. Excavation and blinding layer completed. Cut over booked for early November. Completion expected by end of November.

**Program Project**

<table>
<thead>
<tr>
<th>ID</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>WRS Rural View Reservoir Main Connection</td>
<td>Construction</td>
<td>20%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Works ahead of schedule. Clearwater Main has been laid, tested and disinfected with only the final connections at the reservoir to complete. Piling has been completed. Intake pipes are installed. Raw Water pipework due to be completed by early November. Service conduits and electrical works well underway. Switchboard due on site late November.

**Program Project**

<table>
<thead>
<tr>
<th>ID</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marian Raw Water Intake</td>
<td>Construction</td>
<td>70%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Design commenced, survey and potholing works done.

**Program Project**

<table>
<thead>
<tr>
<th>ID</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>AWMR-Brewers Road, Sarina</td>
<td>Planning/Design</td>
<td>10%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Design commenced, survey and potholing works done.

**Program Project**

<table>
<thead>
<tr>
<th>ID</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>AWMR-Broad St, Sarina</td>
<td>Planning/Design</td>
<td>8%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Design commenced, survey and potholing works done.

Potholing and survey completed. Design underway.

**Program Project**

<table>
<thead>
<tr>
<th>ID</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>AWMR Kilkenny Crt</td>
<td>Design</td>
<td>50%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Tender awarded and procurement of new Variable Speed Drives under way.
### Program Project % Complete

<table>
<thead>
<tr>
<th>Program</th>
<th>Project Description</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>Sewer Relining - Various Sites</td>
<td>Construction</td>
<td>98%</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

12/13 Sewer Relining Works Package works completed. Various sewer lines in the city environs were included in this package of works involving Andergrove, Beaconsfield and Sarina. CCTV footage received and is to be reviewed to process final progress claim.

<table>
<thead>
<tr>
<th>Program</th>
<th>Project Description</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>SPS No. 7 Sarina Sewerage Pump Station</td>
<td>Tender - Procurement</td>
<td>50%</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

Design works, procurement of pumps and preparation of tender documents complete. Tender process has commenced.

<table>
<thead>
<tr>
<th>Program</th>
<th>Project Description</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>SPS No. 8 Sarina Sewerage Pump Station</td>
<td>Tender - Procurement</td>
<td>50%</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

Design works and preparation of tender documents complete. Tender process has commenced.

<table>
<thead>
<tr>
<th>Program</th>
<th>Project Description</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>SLP - Kenny’s Road Overflow Abatement</td>
<td>Construction</td>
<td>40%</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

Construction of 300m of gravity sewer main between Grosskreutz Avenue and Oriely Avenue is complete. Occurrence of rock has slowed the rate of production.

<table>
<thead>
<tr>
<th>Program</th>
<th>Project Description</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>SRM - River Street Sewer Main</td>
<td>Defects Liability</td>
<td>Job complete, including As Constructed plans.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Project Description</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>SPS - Dump Rd. Sewerage Pump Station</td>
<td>Defects Liability</td>
<td>Construction completed. Site has been handed over to MRC for the on maintenance period.</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Project Description</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
</table>
### Program Project Percent Complete

<table>
<thead>
<tr>
<th>Program ID</th>
<th>Project Description</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>SPS - Maryatt St Upgrade</td>
<td>Construction</td>
<td>98%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Works substantially completed and awaiting provision of As Constructed information.

<table>
<thead>
<tr>
<th>Program ID</th>
<th>Project Description</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>Sarina Water Recycling Facility (SWRF)</td>
<td>Design and Construction</td>
<td>65%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Overall progress has been fair to good this month. The major area of concern grouting under precast panels and pouring of the wet joints has progressed satisfactorily with 65% of the joints having been poured. Internal linings to the Administration Building are 50% complete. The joint venture will self perform the mechanical installation work which has advantages in terms of programme and cost. The status of other elements of the Project are; Swithchroom Building 98% complete, Dewatering Building 98% complete, Inground service pipework 90% complete.

<table>
<thead>
<tr>
<th>Program ID</th>
<th>Project Description</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>SPS - Burgess St SRM</td>
<td>Construction</td>
<td>95%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Construction of Sewer Rising Main has been completed. Preparation of As Constructed drawings is in progress.

<table>
<thead>
<tr>
<th>Program ID</th>
<th>Project Description</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>SPS No.3 Brewers Rd Sarina-SRM</td>
<td>Construction</td>
<td>95%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Construction of Sewer Rising Main has been completed. Preparation of As Constructed drawings is in progress.

<table>
<thead>
<tr>
<th>Program ID</th>
<th>Project Description</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>Sarina Rising Main &amp; Pump Station</td>
<td>Construction</td>
<td>80%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

During the month the caisson pump well concrete works were completed. The rising main was also successfully hydrotested. Work commenced on construction of the Control Building and by months end the roof framing had been completed. All major items of equipment are now on site. Work will commence in early December on the installation of connecting pipework to the existing pump station and Manholes.
### Program Overview

<table>
<thead>
<tr>
<th>Program</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>SPS Biltoft St Sarina Pump Replacement</td>
<td>Construction</td>
<td>100%</td>
<td>•</td>
<td>•</td>
</tr>
</tbody>
</table>

Installation by Water Services Operations crew complete.

<table>
<thead>
<tr>
<th>Program</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>Inflow Infiltration - Source Detection Contract MRC 2013-046. Part A and B, Work Package 1</td>
<td>Delivery</td>
<td>85%</td>
<td>•</td>
<td>•</td>
</tr>
</tbody>
</table>

CCTV inspection of Gooseponds Catchment pipework underway with completion expected in mid-November 2013. Property and Maintenance Hole inspections have been completed.

<table>
<thead>
<tr>
<th>Program</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>Digitisation of Telemetry - Sewage</td>
<td>Tender - Procurement</td>
<td>75%</td>
<td>•</td>
<td>•</td>
</tr>
</tbody>
</table>

Replacement of 3000 Series RTU project is behind schedule. MPA Engineering are finishing off final site installations with the final cut over expected end of October. The tenders for 9 individual work packages, bundled into one tender package, have been received and are being evaluated.

<table>
<thead>
<tr>
<th>Program</th>
<th>Project</th>
<th>Status</th>
<th>% Complete</th>
<th>Budget</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>SPS Shoal Point SPS (Royal Sands) Regional PS</td>
<td>Defects Liability</td>
<td>98%</td>
<td>•</td>
<td>•</td>
</tr>
</tbody>
</table>

Waiting on As Constructed drawings. SPS off-line until Ergon power connection is made in November 2013. In the interim, system continues to operate as a gravity system. (Refer photo of complete Pump Station)
6.1. Drinking Water Compliance

Safe Water supplies are provided in accordance with the requirements of the *Water Supply Safety and Reliability Act* and are measured against the *Australian Drinking Water Quality Guidelines*. Drinking Water samples are taken at the outlet of Water Treatment Plants and within the reticulation network. A summary of the performance is detailed below.

![Health Parameter Test Results](chart1.png)

No health-based exceedances for October.

![Aesthetic Parameter Test Results](chart2.png)

Aesthetic non-compliant tests at Gargett for pH. Aesthetic non-compliance for hardness Eton, Koumala, Sarina Beach and Armstrong Beach.
6.2. Wastewater Compliance

The discharges from wastewater treatment facilities are regulated by Development Approvals issued by the Department of Environment and Resource Management. The licence requirements differ based on the time the Development Approval was issued and the receiving environment associated with any discharges.

No non-compliant tests for October.
6.3. Backflow Testing

Backflow devices are installed on water services where there is a risk that water could return from a private property back into the Water Reticulation network. The requirement for backflow devices is regulated in accordance with the Standard Plumbing and Drainage Regulation.

Devices registered have increased due to commercial properties having final plumbing inspections.

Overdue for testing has decreased significantly. 195 testing reminders sent, this includes 56 enforcement notices.
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1.3 Community Service Obligations – Not for profit organisation fee waivers

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4.2 Waste Facility Audit
Overview

This report is for Waste Services activities for October 2013. Significant items in this period include:

- In accordance with the approved Roadmap to Organisational Excellence outcomes waste services commenced reporting through to the Chief Operating Officer Water & Waste from the 1st October.
- The recently completed Sarina transfer station has opened for use.
- Hogan’s Pocket Landfill capping project has progressed and mobilisation by the contractor is underway.
- Tonnes of waste being landfill at Hogan’s Pocket Landfill increased for October but still lower than 2012/2013.
- Landfill gas flows are continuing to improve.
- The bin audit project is continuing and good data is being captured.
- Community engagement on the draft waste management strategy.
- Risk assessment workshop undertaken on construction and demolition waste recycling which is due to be presented back to Council in November.

Director Water and Waste Services
1.0 Finance

1.1 Transactions

The following graphs identify the number of transactions for each site for the month.

**Hogan’s Pocket Landfill and Paget Transfer Station – Monthly Transaction Numbers over 13 Months**

![Graph showing monthly transaction numbers for Hogan’s Pocket Landfill and Paget Transfer Station over 13 months.]

**Hogan’s Pocket Landfill and Paget Transfer Station - Average Daily Transactions for 2012/2013 Financial Year**

![Graph showing average daily transactions for Hogan’s Pocket Landfill and Paget Transfer Station over 2012/2013 Financial Year.]

**Regional Sites – Monthly Transactions Numbers for October 2013**

![Graph showing monthly transactions numbers for various regional sites in October 2013.]

Page 3
Regional Sites – Monthly Transaction Numbers for the previous 13 Months

Regional Sites – Average Daily Transactions for the previous 13 months
1.2 Community Service Obligations – In-kind bins

The following tables outline the provision of bins for events for October 2013 and the year to date in-kind support for 2013/2014 financial year. This information is to inform Council the services that have been provided for community events.

<table>
<thead>
<tr>
<th>Event</th>
<th>General</th>
<th>Recycle</th>
<th>Skip bins</th>
<th>Pods</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Grooves Event - 27.10.13</td>
<td>15</td>
<td>15</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Artspace Opening Night - 28.10.13</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mackay Surf Club Carnival - 25-27.10.13</td>
<td>20</td>
<td>20</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>George Street Neighbourhood Centre - 25.10.13</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mackay West Rotary Club - 25.10.13</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Wintermoon Festival - 4-7.10.13</td>
<td>25</td>
<td>25</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Yamadi Hacc Service - 6.10.13</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mackay Rowing Club - 5-6.10.13</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Fiji Association of Mackay - 5.10.13</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Leukaemia Foundation of Queensland - 16.10.13</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Bluewater Ecofest - 4.10.13</td>
<td>15</td>
<td>15</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>109</strong></td>
<td><strong>84</strong></td>
<td><strong>4</strong></td>
<td><strong>2</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year to Date In-Kind Support (2013/2014) - Bins</th>
<th>General</th>
<th>Recycle</th>
<th>Skip bins</th>
<th>Pods</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-13</td>
<td>185</td>
<td>182</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td>Aug-13</td>
<td>127</td>
<td>81</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sep-13</td>
<td>36</td>
<td>25</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Oct-13</td>
<td>109</td>
<td>84</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Nov-13</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec-13</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Jan-14</td>
<td></td>
<td></td>
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<tr>
<td>Feb-14</td>
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<tr>
<td>Mar-14</td>
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<tr>
<td>Apr-14</td>
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</tr>
<tr>
<td>May-14</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jun-14</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.3 Community Service Obligations – Fee waivers

**Not for Profit Organisations – Total Waste Disposals as at October 2013**

![Graph showing waste disposal costs]
Not for Profit Organisations – Detailed Waste Disposals as at October 2013

![Graph showing waste disposals by organization]

It is noted that some organisations are exceeding their YTD budgets. Waste Services issued letters to all organisations that receive this relief, on their performance during the month. For the organisations that it projected to exceed their budget, Waste Services will discuss with those specific organisations on what additional actions are required to be undertaken to ensure that they meet Council’s budget. These meetings are scheduled for November 2013.

Not for Profit Organisations – Total Tonnages for 2013/2014 Financial Year

![Graph showing total tonnages]

Further recognition was gained of the success of ‘Don’t Dump on Charity’, with Sustainability Victoria seeking contacting Council for further details of the program.
2.0 Customer Service

2.1 Customer Requests

The following chart shows customer request types actioned by Waste Services staff for the month of October 2013. Waste Services staff action 180 requests for the period. Highest were multiple bin complaints/enquiries and phone requests.

Number of Staff Requests by Type for October 2013

The number of bin requests actioned by bin contractors for October 2013
Breakdown of Wheelie Bin Requests – Contractors October 2013

The following chart is a breakdown of the wheelie bin request category.

Contractor Service Delivery performance
The following pie charts identify deliveries and repairs for bins that exceed 10 calendar days.

The charts illustrate the performance for both contractors, in relation to new bin deliveries, replacements and repairs. The charts indicate that there has been an improvement in performance for waste bins. Veolia is now 7% compared to 9% in September and JJ Richards’ performance has remained static on 3%.

JJ Richards and Sons
2.2 Education

2.2.1 Education visits to the Materials Recovery Facility

• Four visits by Marian State School. In total 88 Year 1 students and 11 adults attended.

2.2.2 School / Community Education Program

• Three recycling education sessions given at Goodstart, Mt Pleasant. In attendance were 45 children and six 6 adults.

• Six recycling education sessions given at Eimeo Road State School to year 1 students. Total attendance 148 students and seven teachers.

• Two recycling education sessions given at Mackay North Kindergarten. In attendance were 44 students and five 5 teachers.

• One Recycling education and worm farming session given at Pioneer Valley Kindergarten. In attendance were 22 students and two teachers.

2.2.3 Waste Education Trailer Program

• Attended the Ecofest event with the Waste Education Trailer.

2.2.4 Waste management Strategic Plan 2013-17

3.0 Asset Management

3.1 Hogan’s Pocket Landfill Waste Disposal Tonnages

The above chart represents the monthly tonnes disposed of at Hogan’s Pocket landfill. The trend lines (in green) represent the steady increase in tonnes over the previous two financial years.

October 2013 saw a 1,000t increase in waste landfilled for the month. However, it should be noted the tonnes for October 2013 was lower than October 2012 and that the total tonnes landfilled for year to date for 2013/2014 remains lower compared to the same period in 2012/2013. This is due to a reduction in volumes of project waste being received i.e. Base Hospital demolition.

3.2 Kerbside Waste Collection Tonnages

The following graph identifies the tonnes of waste that is collected per month from household collection services.
3.3 Landfill Gas

The flare at the Hogan’s Pocket landfill has destroyed over four thousand tonnes of carbon dioxide equivalent emissions (CO$_2$-e) since commissioning in June. The below chart depicts the monthly tonnes of CO$_2$-e destroyed.

There has been a significant increase in gas destroyed during last month. During this same period the cell one capping project has rapidly progressed. Landfill capping is known to increase the performance of landfill gas capture and the performance will be monitored closely at the completion of the works.

3.4 Greenwaste Management
The above graph illustrates the tonnage rates for greenwaste processed for the month, the cumulative tonnes of greenwaste processed for the year to date and the tonnes of greenwaste projected to be processed linearly.

The projected tonnes for this financial year have been revised down to reflect the decrease in tonnes received at Council facilities over recent times.

Although the data indicates tonnages greater than expected, this was principally due to carryover of tonnes received in 2012/13 being carried over into July 2013. Tonnes of green waste processed for October 2013 was greater than forecasted and this has increased the year to date total above than what was expected.

3.5 Projects

Waste Services undertakes a range of projects across the business. Projects take the form of capital projects, planning, research and investigations.

3.5.1 Sarina Rehabilitation

The options review for suitable rehabilitation methods continues to be reviewed and an update on progress and direction is planned for Councillors early in 2014.

3.5.2 Sarina Transfer Station Construction

The new Sarina waste management facility opened to the public on Saturday 28 October 2013, with a smooth handover. There has been positive feedback from clients using the facility regarding the high standard of the site, the user friendly waste drop off bays and the general site cleanliness.

Currently the site is operating with three 30m volume general waste bins and one 30m steel recycling bin. This has accommodated the current waste and recycle intake with overflow bays allotted as a contingency to cater for any unexpected higher flows.

The site now is now connected to mains power, improving operations and site security. The connection has also removed safety risks associated with the use of a power generator at the site.

*Image: The new Sarina Transfer Station in operation.*
3.5.3 Hogan's Pocket Cell 1 Capping

The progressive rehabilitation of Hogan's Pocket Landfill commenced with possession of site being granted on 2 October 2013 for the partial capping of cell 1. The 19 week program has practical completion anticipated at the end of January 2014.

The works have been progressing well during October with the subgrade and clay rich fill material being imported and placed. There have been no variations to date.

In addition to the good construction performance there has been a good relationship between the constructor and the contracted site operator.

3.5.4 Waste Services Contract Development

Work has continued on the contract development with the focus on specification development.

In addition to this work, a risk workshop on recycling construction and demolition waste was held on 25 October 2013, with internal participants. The findings of the workshop will be presented in November for Council’s consideration.

3.5.5 Bin Audit

The bin audit is a number of tasks that are conducted mainly to ensure accountability in service provisions in collection contracts. This is largely being conducted due to the lead up into the new collection contract tendering processes. The below are identified goals and progress.

A dual recycle bin audit and bin ownership audit has been conducted in areas during this month resulting in 4% of currently rated properties checked. To date 2000 properties in total have been audited. Four properties were identified as not paying and now have been corrected.

The public bin audit has been 98% completed, with all required information uploaded into MADI, which will provide GPS locations for contractors to ensure service delivery is improved.

Multiple bin presentations are being identified both in this audit and through client requests. For the month, 120 were identified in the audit with only 16 outstanding, with 66 returning the bin and 10 paying for the additional rates service.

This data is essential for the preparation of documents for the forthcoming waste collection tender.

<table>
<thead>
<tr>
<th>Objective</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify properties receiving service to ensure council is recovering all rates.</td>
<td>5100</td>
</tr>
<tr>
<td>Count number of 240LT bins in circulation</td>
<td>11%</td>
</tr>
</tbody>
</table>
### Objective

<table>
<thead>
<tr>
<th>Objective</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count &amp; identify front lift (FL) services provided and whether an option for more locations</td>
<td></td>
</tr>
<tr>
<td>Identify condition/location of public/street bins</td>
<td>98%</td>
</tr>
<tr>
<td>Reduce recycle contamination (3 inspections per financial year)</td>
<td>60.5%</td>
</tr>
<tr>
<td>Develop ongoing auditing program to ensure value for ratepayers</td>
<td></td>
</tr>
</tbody>
</table>

#### 3.5.6 Draft Waste Management Strategy

Community engagement for the draft waste management strategy continued in October. The dedicated web page went live with an electronic submission link with several submissions received via this method.

Three stakeholder workshops were held on 30 and 31 October 2013. The three sessions were for: Commercial and industrial waste, green waste and construction and demolition waste sectors. Pleasingly all three sessions had a high participation rate with 29, 21 and 17 attendees respectively.

As part of the engagement process follow up calls were made with all attendees to seek feedback on the workshop format and to gauge their satisfaction to the process.

To enable participants to provide further feedback or if they felt they were not able to air a point publicly, they were encouraged to use the electronic submission link on the waste strategy web page.

It is expected that the results of the engagement process will be collated and presented to Council in the near future for consideration.

#### 4.0 Regulatory/Compliance

##### 4.1 Surface Water Discharge Management

Waste Services is required to ensure that stormwater is effectively managed at Hogan’s Pocket landfill. The aim is to limit stormwater entering the facility and to reduce the amount of sediment released into receiving environments by landfill operations.

Occasionally controlled and uncontrolled surface water releases will occur at the Hogan’s Pocket Landfill. Surface water is a key risk that is managed through approved management plans. It must be stressed that this is not leachate, but surface water that contains sediments. Council must abide by its environmental licence conditions and the strict parameter limits set by the regulator. It is planned that all sediment dam releases will be reported as a KPI on environmental management for the Hogan’s Pocket Landfill.

In October 2013, there were no uncontrolled releases of water at Hogan’s Pocket landfill.
4.2 Waste Facility Audits

Sarina Transfer Station was included in the external safety audit on Wednesday 23 October 2013. Verbal recognition of the site’s user friendly design for both the public and staff safety was evident in audit.